

# LIBRARY AND EDUCATION COMMISSION

March 16, 2022  
7:00 PM to 9:00 PM

# I. CALL TO ORDER & ORDERS OF THE DAY

## **II. CONSENT CALENDAR**

**A. APPROVE THE 3/16/2022 AGENDA**

**B. APPROVE MINUTES FOR REGULAR MEETING OF  
2/16/2022**

### III. PUBLIC RECORD

## IV. OPEN FORUM

(2 MINUTES OF SPEAKING TIME IS AVAILABLE)

2<sub>m</sub> 00<sub>s</sub>



## V. DISCUSSION/ACTION ITEMS

**A) INFORMATION: YOUTH COMMISSION  
ANNOUNCEMENTS & UPDATES (N.  
HOANG)**

**B) INFORMATION: ADULT LITERACY  
PROGRAMMING  
(A. MCBRIDE/K. ALVAREZ)**





# Literacy and ESL Services: Partners in Reading and Family Learning Centers

March 16, 2022

Library and Education Commission

# Partners in Reading



**PROVIDE** literacy programming to adult learners

- One-to-one and small group instruction
- ESL classes
- Creative writing workshop and published anthology
- Digital tools and instruction
- Referrals to SJPL Works for career guidance


Learners	78
Goals Met	301
Instructional Hours	3,687
Volunteer Tutors	51
Volunteer Hours	9,006

*Data is for FY 2020-2021*



# Partners in Reading

Need	Response
Digital Devices	SJ Access, Chromebooks, and Holiday Laptop Drive
Digital Literacy	1:1 Learner and Tutor support; Tutor Support Meetings
Instructional Materials	Email and physical mailings to tutors and learners
Learner Support	Small-group classes; Enrollment in Lexia Core5
Training New Tutors	Online tutor training implemented
Partner Facility Closure	ESL Classes offered at Santee Elementary and Sacred Heart Community Services Agency
Books	TWR mailings continued
COHS Screening	Virtual interviews, orientation, and graduations



# Partners in Reading

Program	Description	Attendance
<b>COHS</b>	Provides an online high school diploma and career certificate to adult learners	30 Scholarships; 25 graduates
<b>ESL</b>	Provides English as a Second Language classes to beginning and intermediate ESL learners	12 learners
<b>PAR</b>	Provides one-on-one literacy tutoring to adult learners	78 Learners; 51 Tutors
<b>Together We Read</b>	Provides PAR learners with children under the age of 14 with free books throughout the year	220 Books; 26 Families

*Data is for FY 2020-21*



# Family Learning Centers



**PROVIDE** programs and services to improve the quality of life for underserved and underrepresented communities.

Nine locations throughout central and east San José in areas with higher socio-economic disparities:

- Bascom
- Biblioteca Latinoamericana
- Dr. Roberto Cruz Alum Rock
- East San José Carnegie
- Edenvale
- Educational Park
- Hillview
- Seven Trees
- Tully



# Family Learning Centers

Served 12,497 patrons during FY 2020-21:

- Immigration status changes and partnerships for legal services
- ESL Classes, ELL Clubs
- Computer instruction
- Parenting workshops, Support groups
- Unemployment, housing and food application assistance
- Multi-lingual programming
- Dedicated spaces for collections, technology and classes



# Family Learning Centers

Program	Description	Attendance
<b>Resilient Families</b>	Network for families to learn about stress management and school preparation for families expecting a child or have a child between birth and three years old. (Sacred Heart Community Services)	567
<b>Immigration</b>	Overview of immigration forms, study sessions and collections, mock interviews, workshops and application assistance with immigration experts. (PARS Equality, Intl Rescue Committee, USCIS)	313
<b>English Language Learning</b>	Conversation clubs, grammar clubs, collections, software programs. Partnerships with adult education institutes. (ESUHSD and CACE)	1,685
<b>Bridge Libraries</b>	Storytimes, collections updates, special events with Family Resource Centers	3,273
<b>Community Connection Hour</b>	Weekly education and information-sharing program to connect the general public to critical resources, guest presentations and referrals to public services.	420



# Digital Inclusion



Transitioning programs and services centered on digital inclusion.

PAR and the FLCs have supported Learners in the following ways:

- Technical support through telephone, Zoom and Whatsapp
- Online classes, clubs and tutoring
- Wi-Fi Hotspots
- Computing Devices
- SJPL website and e-resource navigation





# Workplan for FY 2022-23

## PAR

- Recruit, train, and match volunteers
- Build schedule of virtual small classes
- Develop ESL one-on-one tutoring program
- Increase COHS scholarships awarded, with goal of 50 scholarships in 2022-23

## FLC

- Renew CBO partnerships for joint programming
  - Identify upcoming community events
  - Manage SJPL's Facebook chat group to connect and engage with staff, community members and learn about resources
  - Virtual and in-person programming rotation opportunities
- 



# THANK YOU!

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**C) INFORMATION: VOLUNTEER SERVICES  
UPDATE (J. PELL)**

# VOLUNTEER SERVICES

March 16, 2022

## VOLUNTEERING DURING COVID TIMELINE

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- **March 2020** Library Branches Close
- Starting in **April 2020** SJPL engages virtual volunteers
- **July 2021** 4 week In-Person Volunteer Pilot at select branches
- **August 2021** In-person Volunteer Engagement Expanded including COVID Safety Training and Procedures
- **August 2021** CSJ COVID-19 Vaccine Mandate released
- **September 2021** All In-Person Volunteers Vaccine Verified
- **November 2021** Branch staff trained to complete Volunteer Vaccine Verification
- **January 2022** CSJ Booster Mandate Released
- **February 2022** All Library Volunteers Booster Verified



**Totals**  
**25,350**  
Hours  
**1,077**  
Volunteers

**19,379**  
Virtual Hours

**5,972**  
In-Person Hours

## % RETENTION OF PREVIOUS FY TOTALS

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**42%**

Retention of  
Volunteer Hours

**47%**

Retention of total  
volunteers



# VIRTUAL VOLUNTEERISM IS TRANSFORMATIVE

## OPPORTUNITIES CREATED BY VIRTUAL VOLUNTEERISM

- Allows people from all over the country to volunteer at SJPL
- Allows programs to serve people outside normal service areas
- Allows us to engage people who might not otherwise be able to volunteer



- As of 5/26/2020 less than half of CA Library Volunteer Coordinators had any volunteer engagement
- SJPL Virtual Volunteerism Resources were featured on CA State Library's Volunteerism Resource Page



# FRIENDS OF THE LIBRARY

- Friends of the Library are independent volunteer-led partner organizations.
- Each branch provides Friends with a donation sorting area and dedicated space in the Library where users can purchase items.
- Branch staff accept donations; Friends volunteers sort and sell.

BRANCHES WITH FRIENDS GROUPS		
Almaden	Edenvale	Seven Trees
Alum Rock	Educational Park	Tully Community
Bascom	Evergreen	Village Square
Berryessa	Joyce Ellington	Vineland
Calabazas	Pearl Avenue	Willow Glen
Cambrian	Rose Garden	West Valley
East SJ Carnegie	Santa Teresa	

Friends of the Library raise funds through book sale events and passive "book nook" sales in the branches.

Examples of upcoming Friends-funded programs:

- Happy Birds
- Children's Discovery Museum
- St. Patrick's Day crafts
- Environmental presentations
- Chicken Care workshop

Other recent Friends contributions include support for:

- Silicon Valley Reads
- Black History Month speakers panel
- SJPL Summer Learning

## RECENT FRIENDS OF THE LIBRARY ACTIVITIES

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September 2021 – January 2022:

- Branch managers provided Friends with virtual training on COVID safety procedures
- Friends virtual vaccine verification conducted
- Book sales restarted
- Book donations accepted at some locations
- Booster verification conducted

Recent book sales:

- Alum Rock, October 2021
- Pearl Avenue, December 2021
- West Valley, January 2022

Many of the Friends groups work together as the "All Friends"

- Members work with the San Jose Public Library Foundation to raise awareness of the Library during budget process
- All Friends Group meet on the 5<sup>th</sup> Saturday of the month

Looking forward:

- Additional book donations and sales
- Continuing support for library programs
- Working with existing Friends groups to add groups to all branches



# VOLUNTEER FEEDBACK AND DEMOGRAPHICS

## DATA COLLECTION METHOD

- Online Survey distributed via email to all "Accepted" volunteers
- Collected Dec 15 –31 2021
- **226** total responses
- 5 volunteer experience questions
- 8 volunteer satisfaction questions
- 2 free answer questions
- 3 new demographic questions



- **92%** would recommend SJPL as a place to volunteer
- **90%** feel comfortable approaching a staff member when they have a question
- **89%** felt prepared for their volunteer role

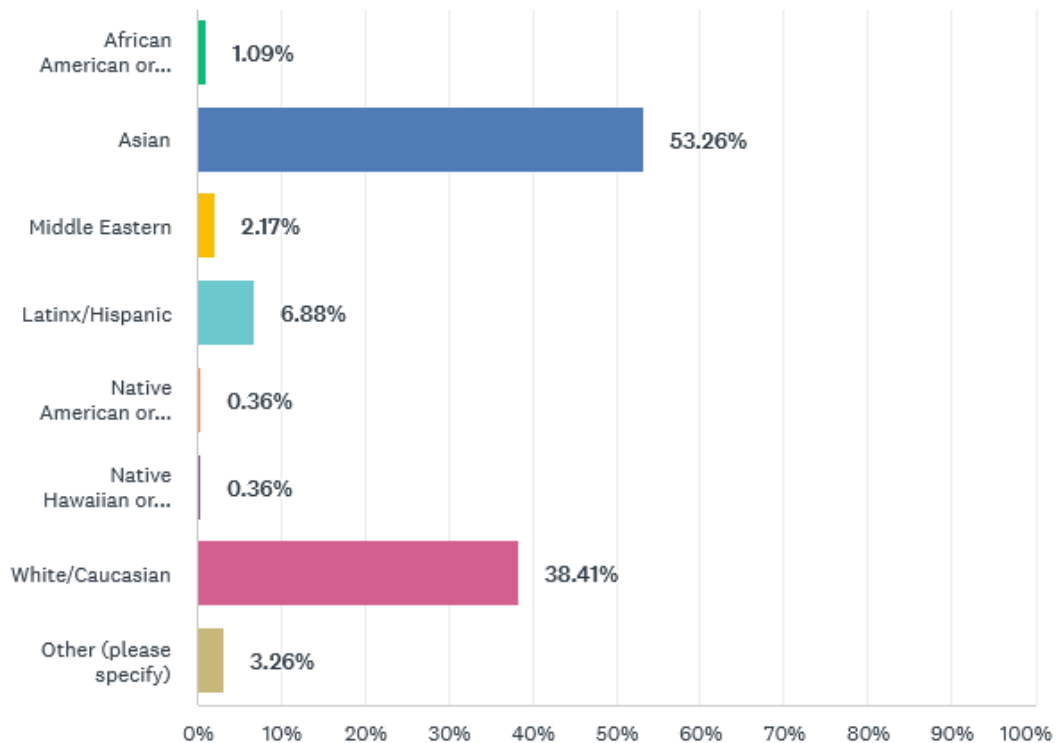
"I love volunteering at the library! The staff is very kind and welcoming and I love that I can make a difference in the community. I like how there are so many different volunteer opportunities and programs."

Virtual and In-Person Volunteers had similar satisfaction with their volunteer roles, **with one exception:**

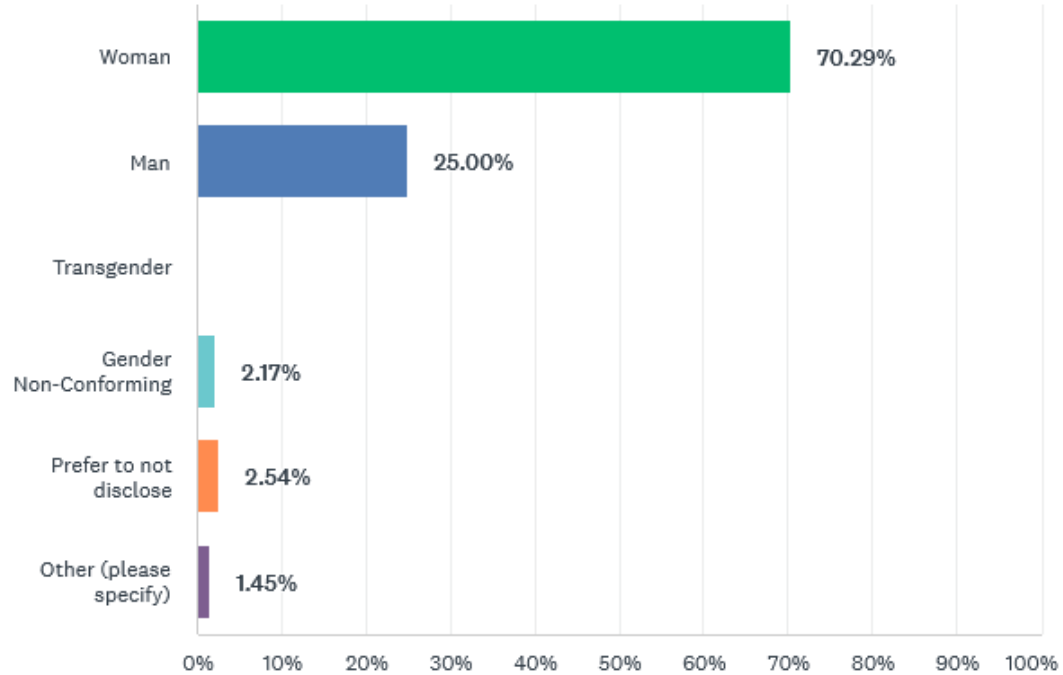
- **94%** of on-site volunteers felt comfortable approaching a staff member with a question
- Compared to **88%** of virtual volunteers

# VOLUNTEER DEMOGRAPHICS

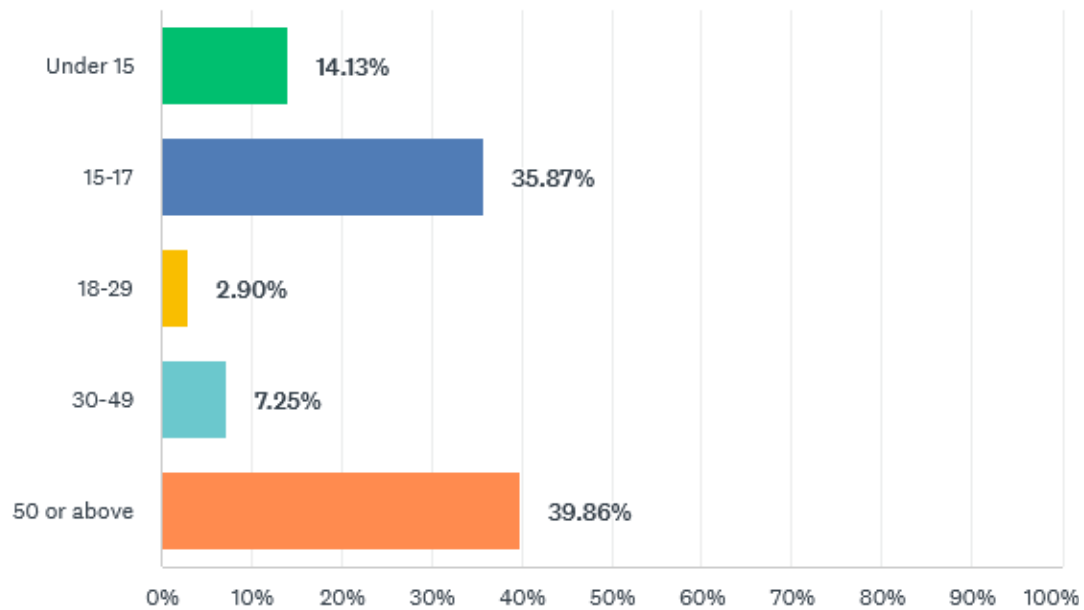
## RACIAL/ ETHNIC IDENTITY



## GENDER IDENTITY



## APPROXIMATE AGE





- SJPL Volunteers are diverse in race/ ethnicity, gender identity, and age
- Some demographic groups are **under-represented** in our volunteer program when compared to City Census data
  - for example:
    - Latinx/ Hispanic
    - Men
    - Adults ages 18-49
- **Volunteers, including those who are in under-represented groups, continue to report having overwhelmingly positive experiences at SJPL**

- For the first time, we can report on volunteer demographics using data
- Raises questions that will help guide deeper conversations for the Volunteer Services Unit
  - for example:
    - How can we reduce barriers to volunteering for groups that are under-represented as Library volunteers?
    - What does the Library lose by not engaging these groups effectively?
- **Highlights the potential of our Volunteer Program to address issues of equity and inclusion**

# NEXT STEPS

## NEXT STEPS

- Expand in-person Volunteer Away Your Fines events at all Library locations
  - Will include a return of System Wide Service Day in Spring/Summer 2022
- Continue to reengage in-person volunteers leading programs and supporting operations at all Library Locations
- Compare volunteer demographic data to program participant demographic data
- Develop a volunteer recruitment and retention strategy to close volunteer equity gaps



# QUESTIONS?



**D) INFORMATION: WOMEN'S HISTORY  
MONTH PROGRAM SPOTLIGHT  
(K. BURKETT/S. CRAMER/O. MEDINA)**



# **Women's HERstory Month** Programs

March 16, 2022

Library and Education Commission

# Women Returners Series

- Series of virtual workshops in partnership with Akrya Inc.'s Women Back to Work program—which helps women returners to the workforce build confidence and strengthen skills for meaningful employment.
- Workgroup meets for seven sessions annually, on the first Wednesday of the month, January - July.
- Topics covered include setting goals for your job search, enhancing strengths, personality type and skill building, value and interest, creating an elevator pitch, networking, and resume writing.





# Women Returners Series

- As of March 2, 2022, total attendance for the workshops is 115.
  - 51 participants, 6 sessions in 2020
  - 44 participants, 7 sessions in 2021
  - 20 participants, 2 sessions in 2022

## Customer feedback:

- *"The teachers are great. Insightful and helpful. Thank you very much."*
- *"Thank you. Programs like this help us get better and become more confident."*

## Future programs:

- Expand program and plan another 7-part series
- Expand partnership with Alameda Free Library to promote the services to more women returners throughout the Bay Area.





# Tiempo Para Mi



- Women's support group conducted in Spanish
- Program offers participants a safe, healthy and positive space to develop a network of support and fosters friendship
- Participants learn to navigate the SJPL website, obtain information and updates about the programs, services, events, and resources offered at SJPL
- FLC Coordinator leads and engages the group in conversations
- Presentations with experts and community leaders on topics that participants request coordinated to provide important information, linkage and warm handoffs to additional community resources.



# 2022 Speaker Series

## Celebrating Women Everywhere!

March 10: Dr. Susie Reyes M.D

March 24: Elaine Walker

March 29: Blanca Alvarado

San José Public Library's  
**Family Learning Centers**  
Present  
*Community Connection Hour*  
*Women's History Month*  
*2022 Speaker Series*

On behalf of the Family Learning Center (FLC) Coordinators, we are excited to invite you to join us during the month of March for the 2022 Women's History Month Speaker Series in celebration of women everywhere!

**March 10th & 24th, 1:00 - 2:00 P.M.**  
**March 29th, 5:00 - 6:00 P.M.**

**March 10th: Susie Reyes, M.D.** - *"Providing Healing, Promoting Hope Through Life and Overcoming the Pandemic as a Female Physician of Color"*

**March 24th: Elaine Walker, Founder & Owner of Ms. Elaine's Preschool/Childcare** - *"Providing Healing, Promoting Hope Through 30 Years of Creating a Thriving Community for Future Generations"*

**March 29th: Blanca Alvarado & other special guests...** - *"Women Providing Healing, Promoting Hope Via Civic Engagement to Foster A Thriving Community for Generations"*

To register for these events visit:  
[bit.ly/SJPLwhm22](https://bit.ly/SJPLwhm22)

San José Public Library  
To arrange an accommodation under the American Disabilities Act for library-sponsored events, please call 408-808-2000 or email [accessibility@sjlibrary.org](mailto:accessibility@sjlibrary.org) at least three business days prior to the event.

# Coding 5K for Girls!

- Designed to encourage young women to explore computer science, robotics, and coding to address the gender gap seen across technology-based career paths
- Girls only summer camps and ongoing programs like Girls Who Code, SJPL seeks to increase the number of young women creating the innovative technology
- FY 2020-21: Majority of all C5K participants identify as girls- 54% of all students!



# Coding 5K for Girls!

During March 2022, SJPL will offer the following Coding experiences for young women:

- Girls Who Code- Build coding skills & community as we explore different programming languages & learn key coding concepts (grades 6-12)
- Girls Who Hack- Use the MIT App Inventor to create your own apps (ages 12-14)





# THANK YOU!

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**VI. COUNCIL LIAISON'S  
ANNOUNCEMENTS  
(M. GARCIA)**

## VII. CHAIR'S ANNOUNCEMENTS



**VIII. LIBRARY DIRECTOR'S  
ANNOUNCEMENTS  
(J. BOURNE)**

**IX. COMMENTS AND  
ANNOUNCEMENTS**

**X. INFORMATION AND  
UPCOMING OPPORTUNITIES  
FOR COMMISSION  
PARTICIPATION**

**XI. ITEM FOR FUTURE  
COMMISSION MEETING  
AGENDAS**

**XII. MEETING SCHEDULE  
THE NEXT MEETING WILL BE  
WEDNESDAY APRIL 20<sup>TH</sup>, 2022**

## XIII. ADJOURNMENT