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)
V. DISCUSSION/ACTION ITEMS
A) INFORMATION: YOUTH COMMISSION ANNOUNCEMENTS & UPDATES (N. HOANG)
B) INFORMATION: ADULT LITERACY PROGRAMMING
(A. MCBRIDE/K. ALVAREZ)
San José Public Library

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

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<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Learners</td>
<td>78</td>
</tr>
<tr>
<td>Goals Met</td>
<td>301</td>
</tr>
<tr>
<td>Instructional Hours</td>
<td>3,687</td>
</tr>
<tr>
<td>Volunteer Tutors</td>
<td>51</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>9,006</td>
</tr>
</tbody>
</table>

*Data is for FY 2020-2021*
## Partners in Reading

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

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

*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
<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resilient Families</td>
<td>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)</td>
<td>567</td>
</tr>
<tr>
<td>Immigration</td>
<td>Overview of immigration forms, study sessions and collections, mock interviews, workshops and application assistance with immigration experts. (PARS Equality, Intl Rescue Committee, USCIS)</td>
<td>313</td>
</tr>
<tr>
<td>English Language Learning</td>
<td>Conversation clubs, grammar clubs, collections, software programs. Partnerships with adult education institutes. (ESUHSD and CACE)</td>
<td>1,685</td>
</tr>
<tr>
<td>Bridge Libraries</td>
<td>Storytimes, collections updates, special events with Family Resource Centers</td>
<td>3,273</td>
</tr>
<tr>
<td>Community Connection Hour</td>
<td>Weekly education and information-sharing program to connect the general public to critical resources, guest presentations and referrals to public services.</td>
<td>420</td>
</tr>
</tbody>
</table>
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!

Karla Alvarez, karla.alvarez@sjlibrary.org
Adrian McBride, adrian.mcbride@sjlibrary.org
C) INFORMATION: VOLUNTEER SERVICES UPDATE (J. PELL)
VOLUNTEER SERVICES

March 16, 2022
VOLUNTEERING DURING COVID TIMELINE

- **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
SYSTEMWIDE VIRTUAL VOLUNTEERISM AFTER 5-17-20

1,100 Volunteers Working Remotely

31,100 Virtual Volunteer Hours
OVERVIEW OF SJPL VOLUNTEER PROGRAM 20/21

Totals
25,350 Hours
1,077 Volunteers

19,379 Virtual Hours
5,972 In-Person Hours
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.

<table>
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<tr>
<th>BRANCHES WITH FRIENDS GROUPS</th>
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<tbody>
<tr>
<td>Almaden</td>
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<tr>
<td>Alum Rock</td>
</tr>
<tr>
<td>Bascom</td>
</tr>
<tr>
<td>Berryessa</td>
</tr>
<tr>
<td>Calabazas</td>
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<tr>
<td>Cambrian</td>
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<tr>
<td>East SJ Carnegie</td>
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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
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 5th 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
• 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
OVERALL VOLUNTEERS CONTINUE TO THRIVE AT SJPL

• 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

- African American or...: 1.09%
- Asian: 53.26%
- Middle Eastern: 2.17%
- Latinx/Hispanic: 6.88%
- Native American or...: 0.36%
- Native Hawaiian or...: 0.36%
- White/Caucasian: 38.41%
- Other (please specify): 3.26%
GENDER IDENTITY

- Woman: 70.29%
- Man: 25.00%
- Transgender: 2.17%
- Gender Non-Conforming: 2.54%
- Prefer to not disclose: 1.45%

San José Public Library
Approximate Age

- Under 15: 14.13%
- 15-17: 35.87%
- 18-29: 2.90%
- 30-49: 7.25%
- 50 or above: 39.86%
WHAT WE NOW KNOW

• 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
WHY THIS IS IMPORTANT

• 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 Akraya 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.
• 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.
Celebrating Women Everywhere!

March 10: Dr. Susie Reyes M.D

March 24: Elaine Walker

March 29: Blanca Alvarado
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!
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!

Kyle Burkett: kyle.burkett@sjlibrary.org
Ofelia Medina: ofelia.medina@sjlibrary.org
Samantha Cramer: samantha.cramer@sjlibrary.org
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 20TH, 2022
XIII. ADJOURNMENT