

LIBRARY AND EDUCATION COMMISSION

August 18, 2021
7:00 PM to 9:00 PM

I. CALL TO ORDER & ORDERS OF THE DAY

II. CONSENT CALENDAR

**APPROVAL OF 8/18/21 AGENDA
DISCUSSION/ACTION ITEMS:**

- A. COLLEGE & CAREER READINESS**
- B. COVID-19 SERVICE IMPACTS & OVERVIEW**

**APPROVE MINUTES OF JUNE 16TH 2021
MEETING**

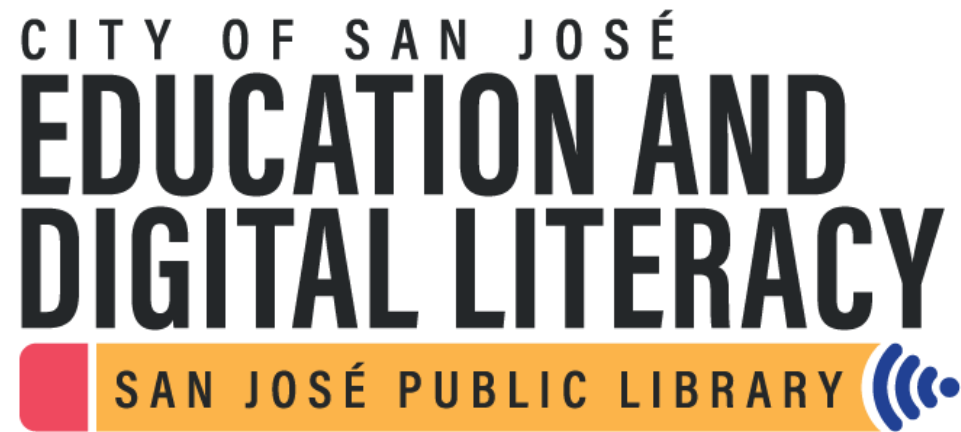
III. PUBLIC RECORD

IV. OPEN FORUM
(2 MINUTES OF SPEAKING TIME IS
AVAILABLE)

V. DISCUSSION/ACTION ITEMS

COLLEGE & CAREER READINESS
+
COVID-19 SERVICE IMPACT &
OVERVIEW

A) COLLEGE & CAREER READINESS



Update on College and Career Readiness

08/18/2021

UPDATES

- SJ Aspires
- Career Online High School
- SJPL Works
- San Jose Works
- Other College and Career programs and initiatives
- College and Career Readiness Logic Model

COLLEGE AND CAREER READINESS PROGRAM UPDATES

Pilot Program Overview



166
students



910
awards

\$54,550
scholar dollars

Pilot Results

- \$28,850 in distributed financial support
- 65 students attending post-secondary institution

Where Are They Now?

- 34 attending Community Colleges
- 12 attending UCs
- 14 attending CSUs
- 5 attending other 4-Year Colleges / Universities



Fiscal Year 2020 - 2021



686
students



2,145
awards

\$170,000+
scholar dollars

Program Highlights

- Launched the SJ Aspires Community
- Hosted the Meet the Students event
- Held virtual classroom presentations and online workshops
- Opened Scholar Dollar Savings Accounts for all current students
- Established a Student Committee to provide program guidance
- Created summer programs for returning students

2020-2021 SJ Aspires Students

	School	Cohort	#
	Overfelt High School	Class of 2021	50
	Overfelt High School	Class of 2024	388
	San José High School	Class of 2023	236
	Opportunity Youth Academy	Class of 2021	12

Of students who reported demographic data to schools or SJ Aspires:

46% of students identify as female and 54% identify as male

92% of students identified as BIPOC



Fiscal Year 2021 - 2022

- Welcome a FT Clerk to the staff team
- Continue to serve returning students
 - 388 Overfelt High School (Class of 2024)
 - 236 San José High School (Class of 2023)
- Add approximately 530 additional 9th and 10th grade students
 - ~190 San José High School (Class of 2024)
 - ~190 San José High School (Class of 2025)
 - 150 Overfelt High School (Class of 2025)
- Develop new opportunities and experiences for students by partnering with program sponsors
- Launch Phase II of the SJ Aspires Community, including a mobile app
- Create a Community of Practice for SJ Aspires students and advisors

CAREER ONLINE HIGH SCHOOL



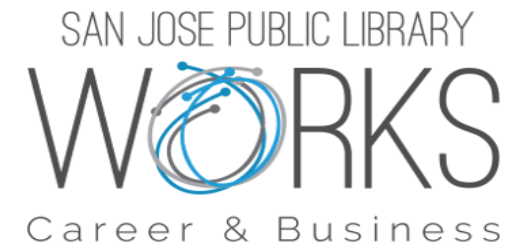
Qualification & Requirements

- Must be 18 or older; live in San José
- Complete self-assessment
- Pass prerequisite class
- Pass interview
- Complete cohort orientation
- Pass 30-day probation on receipt of scholarship
- Complete program within 18 months

History & Statistics (through FY 20-21)

- Program launched February 1, 2016
- 1074 assessments and follow-up calls
- 263 interviews
- 19 cohorts
- 120 Graduates**
- 6 graduation ceremonies
- 4 COHS graduates enrolled in Working Scholars (2 on track to graduate in next year)





Fiscal Year 2020-2021

- 778 programs (56% business, 44% career)
- 32 partnerships
- 3,552 program participants
- 125 received direct career or business reference help
- 100 one-on-one career or business consultations
- 92% gained knowledge to help with business/career goals

Goals for FY 2021-2022

- Evaluate current programming models, innovate and adapt to eliminate barriers to service both virtually and in-person
- Continue collaboration with SJPL's Family Literacy Coordinators to reach San Jose's most vulnerable customers
- Expand outreach capacity through partnership with the AmeriCorps VISTA program to promote career services at branches with known greater need.

SJPL WORKS: WORK2FUTURE VIRTUAL PARTNERSHIP



- Part of the California State Library's Workforce Partnership Initiative
- \$16,500 grant
 - Purchased 20 Chromebooks and Wi-Fi hotspots for customer use
 - Subscription to Brainfuse's VetNow and JobNow online employment and career development databases
 - Training for SJPL staff on common business and career development resources
- SJPL Works partnered with work2future
 - 8 programs, 72 participants

PILOT: RESILIENCE CORPS

- Pilot jobs program for 50 young adults that focuses on critical areas of community resilience, specifically accelerating K-12 learning recovery from the COVID-19 pandemic.
- Program designed to address economic and workforce development needs among university students, with a secondary goal designed to accelerate learning growth for K-12 students in San José.
- Expanded learning program partners include:

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NEIGHBORHOOD SERVICES**



TEENS REACH VIRTUAL PROGRAMMING & VOLUNTEERING

- **Spring 2021 Survey**
 - 1,000 teens
 - All 10 Districts
 - 35 zip codes in SJ
- **Teen Programming**
 - AAPI Mental Health (County of Santa Clara Behavioral Health Services Department, LGBTQ Speaker series (LGBTQ Youth Space), Zoom Theater production, LGBTQ Theater virtual access (Pear Theater)
- **Virtual Volunteer**
 - Teens Reach
 - Monthly avg: 200 teens 379 hours per month
 - Book reviewing, short story writing, civic engagement curriculum



TEENHQ: WORK2FUTURE VIRTUAL PARTNERSHIP



Time Period	Learning Objectives	Student Participation	Participation Hours
Summer 2020	Focus on civic issues and library resources	12	20 hours/week (8 weeks)
Fall 2020	Focus on first job skills and professionalism	12	20 hours/week (8 weeks)
Spring 2021	Focus on media and marketing	3	20 hours/week (4 weeks)
Summer 2021	Focus on social emotional and real-world skills	20	10 hours/week (8 weeks)

COLLEGE AND CAREER READINESS LOGIC MODEL

OVERVIEW

- At the November 12, 2020, meeting of the NSE Committee, staff presented an overview of College and Career Readiness (CCR) programs and a proposed draft of CCR Quality Standards for all City-sponsored programs.
- NSE Committee provided feedback and requested a CCR logic model for City programs.
- The Neighborhood Services City Service Area team coordinated:
 - CCR Logic Model across City departments
 - Map of departmental programs

REPRESENTED CITY DEPARTMENTS



Human Resources

Information Technology

Public Works

Transportation



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NEIGHBORHOOD SERVICES**

work²futureSM
opportunity • jobs • success

COLLEGE AND CAREER QUALITY STANDARDS

Adopted at the December 1, 2020 City Council Meeting

Quality Standard	Focus Area
Technology and Access	Program provides or coordinates access to well-maintained computing devices and the internet
Privacy and Security	Program adheres the City of San Jose's Privacy Principles and promotes online security
Safe and Supportive Learning Environments	Program ensures participants can learn in a safe and supportive online or in-person environment
Skill Building and Learning	Program stays current on skills needed and solicits feedback from participants
Curriculum and Teaching Practices	Program uses outcomes-based curriculum that is adaptive to the needs of the participants
Staffing	Program staff are appropriately trained, evaluated, and provided with opportunities for growth
Program Leadership and Management	Program methods and goals and continuously evaluated and modified
Equity, Diversity, and Inclusion	Program uses data to modify outreach strategies and ensure that all community members are aware of and can participate in programming

PROBLEM STATEMENT

The City of San José offers a wide spectrum of college and career-readiness programs for youth (ages 14 to 18) and young adults (ages 18 to 29). However, there is a lack of coordination and awareness between City programs. This limits opportunities that may be available to youth and young adults and encourages them to disconnect from City programs when their interests change rather than being introduced to opportunities offered by other City departments.

LOGIC MODEL: EQUITY IN ACTION

Inputs

- Case managers and other staff
- City of San José Departments
- Designated community spaces
- Funding
- Programs
- Non-profit partners
- Secondary educational partners
- Post-secondary educational partners
- Workforce development

Activities*

- Mentor under-resourced and / or students from communities of color
- Partner with non-profits and educational entities
- Provide college and career readiness programs
- Provide financial support for post-secondary education
- Provide work opportunities that pay a living wage
- Support youth and young adults throughout the job search process

Outputs

- Continuously improve college and career readiness programs
- Ensure diverse range of work experience opportunities
- Ensure programs promote access to living-wage careers
- Provide positive experiences to program participants and partners
- Support transition from apprenticeship or internship to entry-level career position

Outcomes†

College

- Enrollment in pathways best-suited for desired career
- Employment in career-related apprenticeship or internship
- Increased enrollment in post-secondary education
- Knowledge about financial aspects of post-secondary education

Career

- Advanced occupational skills training and resources for career transitions or skills gaps
- Apprenticeships, internships, and other work experience opportunities within the City of San Jose and partner organizations
- Knowledge about policies and regulations critical to career success
- Obtainment of a living-wage career
- Clear pathway to a City-career

†Each individual program or department will develop their own program-specific performance metrics and outcomes

**All programs are designed and evaluated to reach and provide high-quality opportunities to under-resourced communities*

Develop an integrated system of approach with goal of connecting programs, which includes:

- Prioritizing equity of access and inclusion in under-resourced communities
- Journey mapping of College and Career Readiness programs
- Establishment of performance goals and metrics for each program
- Identification of staffing and data to support connecting the City's different College programs
- Development of a Community of Practice to inform understanding around opportunities, best practices and alignment with the Quality Standards.

Reimagining the City as a Classroom

B) COVID-19 SERVICE IMPACT & OVERVIEW

COVID-19 SERVICE IMPACT & OVERVIEW

LIBRARY AND EDUCATION COMMITTEE

August 18, 2021

LIBRARY RESPONSE

**EMERGENCY
OPERATIONS**

**PUBLIC
SERVICES**

**STUDENTS
& FAMILIES**

**DIGITAL
INCLUSION**

SAFETY, OPERATIONS & COMMUNICATIONS

EMERGENCY OPERATIONS

Access and Keeping Connected

- Digital Inclusion Branch
- School Liaisons
- Childcare and Learning Pod Referrals

Basic Needs

- Food Distribution
- Cooling, Warming and Clean Air Centers
- Homeless and Displaced Outreach

Communication and Coordination

- Translation services
- Public Relations
- Planning and documentation

Vaccination Support

- Employee Health and Safety Protocols
- Vaccination phone banking
- Vaccination Popup at Tully and Biblioteca

CURRENT LIBRARY SERVICES

8/16 – ALL Libraries open!

Branches

- Monday – Friday: 1pm – 6pm
- Saturday: 10am – 6pm

King

- Monday: 1pm – 6pm
- Tuesday – Saturday: 10am – 6pm

Mt. Pleasant

- Monday – Thursday: 2pm – 6pm
- Friday: 9am – 1pm
- Saturday: 10am – 2pm

RefChat

- Monday: 11am – 6pm
- Tuesday – Thursday: 10am – 6pm
- Friday: noon – 6pm
- Saturday: 10am – 6pm
- Sunday: 1pm – 5pm

8/2 Express Pick Up complete

EXPRESS PICK-UP

- **217,245 patrons**
- **850,416 checkouts**
- **+55K** individual appointments
- **+32K** RefChat/ mail interactions and 11,886 staff hours
- **+11.5K** phone calls

WELCOME BACK!



Express – In Library Usage

	5/16 – 5/22/21 Express	8/8-8/14/21 In Library	Percentage Change
Items	19730	52,970	168.47%
Patrons	4902	9151	86.68%

E-material Purchases

FY 19-20 : 39,057

FY 20-21 : 74,122

Increase: **89.8%**

All E-Checkouts

FY 20-21: 1,422,147

Increase: **38.6%**

Overdrive

FY 20-21: 1,238,334

Increase: **56.2%**

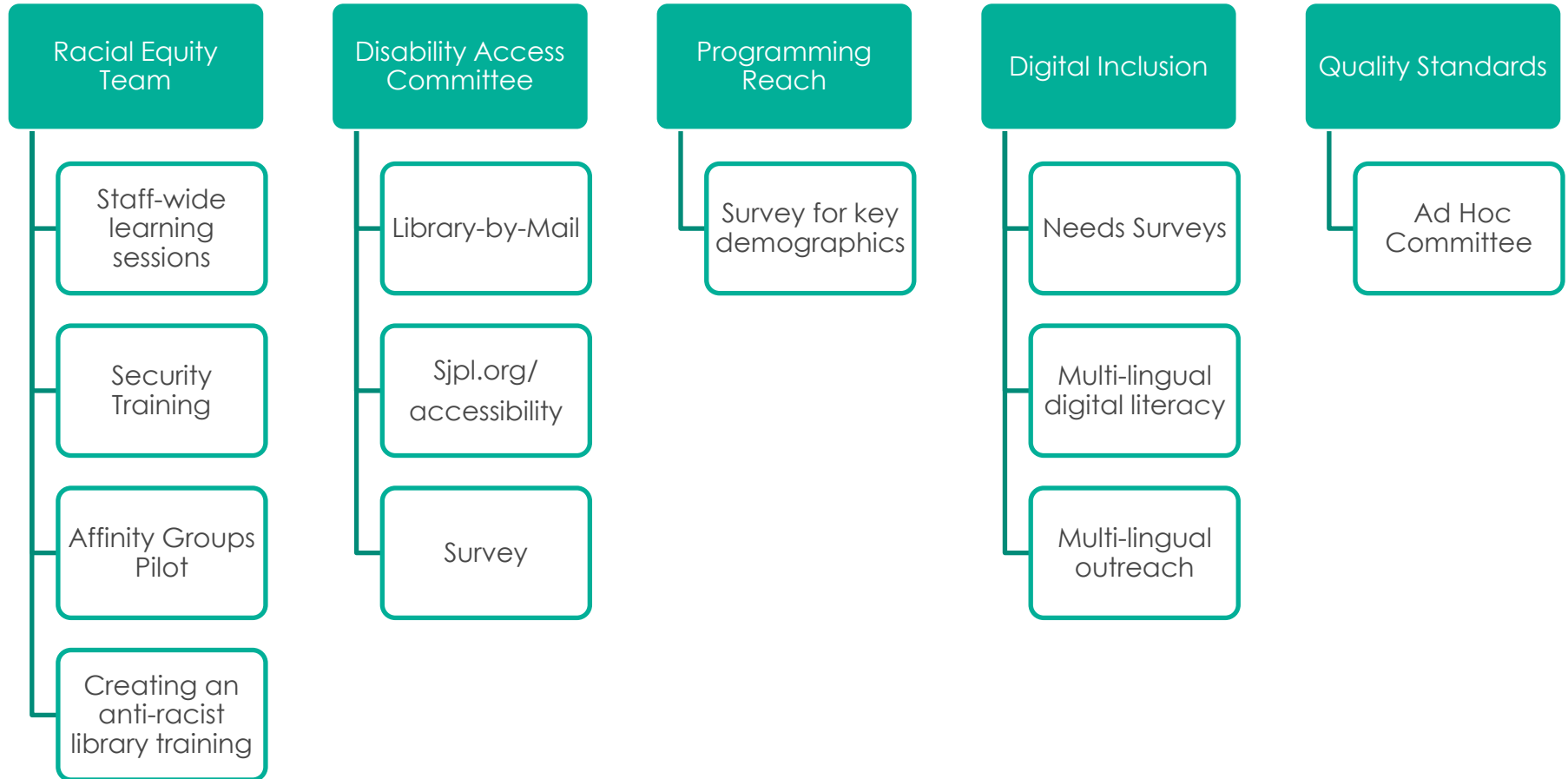
E-magazine Checkouts

Increase: **537.5%**

Active E-card Users

75%

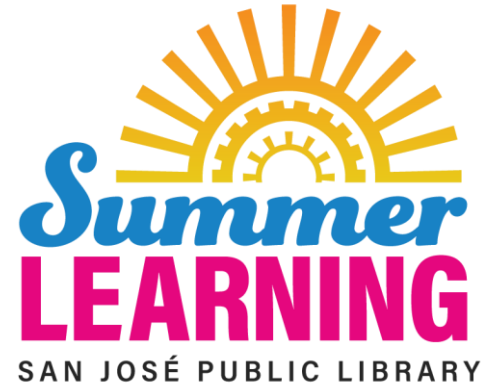
EQUITY AND INCLUSION SERVICES



CHILDREN AND TEENS: SPRING / SUMMER 2021

Summer Learning Challenge: June 1 – July 31

- Reading program for all ages with reading goals and activities www.sjpl.org/summer
- Free book prize for all under 18 years. +13,000 books to students and schools/ organizations serving youth
- Partnerships with PRNS Camp San Jose: 600 students



Work2Future/TeenHQ Virtual Employment

- Spring 2021 : Focus on media and marketing , 3 students, 20 hours/week (4 weeks)
- Summer 2021 : Focus on social-emotional and real-world skills, 20 students, 10 hours/week (8 weeks)



ADULT PROGRAMS: SPRING / SUMMER 2021

SJPL HIGHLIGHTS

- Virtual Silicon Valley Reads
- Short Edition
- Publishing of *The Bright Side* - PAR Learner stories
- Career Online High School welcomes 11 more graduates
- Family Learning Centers' Speaker Series (Black History, Women's History, AAPI Heritage)
- SJPL Works' women back-to-work series
- Virtual Volunteer Opportunities: 1,100 volunteers with 31,100 hours

RESOURCE-SHARING

- Back2Cool August series featuring guest speakers and Library resources for elementary schools, middle schools, high schools and Individualized Education Plans
- COVID-19 Rent Relief
- COVID-19 vaccine Q&A with public health officer (English and Spanish)
- Electricity Bill assistance programs and resources hosted with San Jose Clean Energy

STUDENTS & FAMILIES

- Summer Lunches at 7 Libraries = 11,880
- 816 youth in Camp SJ Strong 2020/2021 and ROCK n Learn at Libraries
- FFN Workforce Development Program

- Virtual programs and classes
 - Librarian class visits and virtual outreach
 - Virtual Coding5K camps
 - Story times

Age Group	Programs	Attendance
Adults	3,333	32,265
Teens	767	8,882
Children & Families	3,233	88,236
Total	7,333	129,322

SCHOOL PARTNERSHIPS AND STUDENT SUPPORT

Student Library Cards

- 81,189 active cards
- 14 current local education agencies
- CUHSD, Evergreen School District, and Berryessa School District will be joining the program in Fall 2021 adding 25,736 active cards with a total of 106,925

Educator Library Cards

- Available to Preschool and K-12 educators (public, private, charter) within San Jose
- Extended 6 week checkout, 6 week auto-renewal
- No late fees
- 205 cards have been issued

Student Hotspots

- 6,000 hotspots distributed for Fall 2021
- 25 local education agencies

Virtual Homework Club 2021

- Tuesday - Thursday 4pm – 6pm
- 113 sessions since August 31, 2020 (226 hrs)
- 1,862 students (206 unduplicated)
- 2,291 volunteers (209 unduplicated)
- Average daily attendance = 17

DIGITAL INCLUSION

Access/Infrastructure



Continued, targeted support for hotspots distributed through LEAs

Expanded hotspot + computer access through SJPL

Affordability



Access East Side 6 attendance areas operational (257.5k); 2 in design (53.5k)

+ Sustainability plan for networks



Expand awareness and access to Emergency Broadband Benefit programs

Distribute devices from laptop drive and consider future drives

Adoption



Curate and expand on availability of digital literacy programming

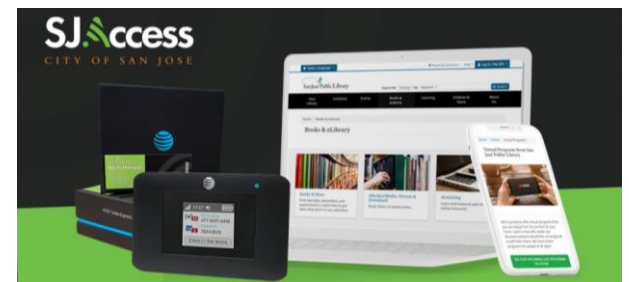
Implementation of digital literacy quality standards

San José Digital Inclusion Fund Round 3 Programming

Adjust and adapt to new/changing Federal and State resources and programs

SJaccess DIGITAL DEVICE LENDING

- 3,000 unfiltered AT&T Wi-Fi hotspots available for public checkout
 - 90-day checkout with a 30-day renewal
 - 100% checked out system-wide as of 8/18
 - 9,889 total check outs since launch in September 2020
 - Growing to 4,200 devices in mid-Fall!
- 175 filtered AT&T Wi-Fi hotspots for Youth available for public checkout
 - Public checkout began 8/16
 - 25% checked out as of 8/18
 - Growing by +4,500 devices in mid-Fall!
- 753 Computing devices (iPad, laptops) available for public checkout
 - 90-day checkout with a 30-day renewal
 - 848 total check outs since launch
 - Growing by +1,500 Chromebooks in mid-Fall!
- In-person Tech Support at BLA (outdoor) - August 2021
 - Zoom set-up and basic troubleshooting
 - Affordable Internet
 - Emergency Broadband Benefit



YOUTH HOTSPOTS JOIN CIRCULATION + EXPANDED GENERAL HOTSPOT COLLECTION

- Hotspots previously deployed at school districts but no longer needed will join circulation through SJPL; currently available at 11 branches
- Plan to purchase additional **4,500 Youth hotspots** and connected Chromebooks in the coming months via the Emergency Connectivity Fund
- Planning to expand general hotspot collection from **3,000 >> 4,200** by mid-Fall

DIGITAL INCLUSION FUND GRANT

- August 31 will see the end of the Year I grant cycle
- More digital literacy classes and services will be available in Year II of the grant, including a new class on information storage and organization to deepen existing skills.

CPUC GRANT IN SEVEN TREES/TULLY NEIGHBORHOODS

- A lottery style laptop giveaway will also be available to participants who complete 100% of the digital literacy course in certain high-needs ZIP Codes near ST/TU.

UPCOMING PROGRAMS/SERVICES: LATE SUMMER / FALL 2021

Youth and Family

- Graphic Novel Making Contest
- Apple Coding 5K Bootcamp for SJ Aspires students during Fall Break (October)
- Virtual Homework club will continue this Fall, beginning mid-September
- Halloween Week Book Giveaway

Digital Literacy

- SJ Access Community Conversations
- Digital Literacy Classes

Weekly SJPL Works Programs

- Resume & Cover Letter Workshop
- Resume Review
- Interview & Networking Skills
- Virtual Mock Interview
- *Virtual* Job Search For Beginners Part 1. 求職基礎班 (in Chinese)
- *Virtual* Navigating Online Job Boards (in partnership with work2future)

NEXT STEPS

Service Resumption

- Filling vacancies
- Service hours expansion
- Community room usage and indoor programming
- Community feedback on reduced hours at:
 - Almaden, Berryessa, Calabazas, Cambrian, King, Pearl, Rose Garden, Santa Teresa, Village Square, Vineland, Willow Glen

Service Enhancements

- Lockers
- Open+ @ Village Square Pilot
- Mobile App
- Wireless printing



THANK YOU

VI. COUNCIL LIAISON'S ANNOUNCEMENTS

VII. CHAIR'S ANNOUNCEMENTS

VIII. LIBRARY DIRECTOR'S ANNOUNCEMENTS

**IX. COMMENTS AND
ANNOUNCEMENTS**

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

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

XII. MEETING SCHEDULE

XIII. ADJOURNMENT