

# LIBRARY AND EDUCATION COMMISSION

February 19, 2025  
7:00 PM to 9:00 PM

# I. CALL TO ORDER & ORDERS OF THE DAY

## **II. CONSENT CALENDAR**

**A. APPROVE THE 02/19/2025 AGENDA**

**B. APPROVE MINUTES FOR THE REGULAR MEETINGS OF  
01/15/2025**

### 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: BRANCH SPOTLIGHT:  
EDUCATIONAL PARK (M. MAGLIO)**

# EDUCATIONAL PARK BRANCH

LIBRARY AND EDUCATION COMMISSION

FEBRUARY 19, 2025







**Opened: 1976**



**Reopened 2013**

# PUBLIC ART



**Nature/Knowledge** by Catherine Wagner 2013

# EDUCATIONAL PARK BRANCH FACTS

BRANCH HOURS	
Monday	1 PM – 7 PM
Tuesday	10 AM – 7 PM
Wednesday	10 AM – 7 PM
Thursday	10 AM – 7 PM
Friday	12 PM – 6 PM
Saturday	10 AM – 6 PM
Sunday	12 PM – 5 PM

LEC Commissioner

**Jose Abastida**

## Library Features

Public Computers: 25

Group Study Rooms: 2

Quiet Study Rooms: 1

Community Room Capacity: 71

Opened 1976 & Reopened 2013



52 Service Hours

Council District  
5

Councilmember  
**Peter Ortiz**



17 Staff Members  
(8.5 FTE)

# ABOUT THE COMMUNITY

<b>Total Population</b>	<b>55,344</b>
<b>Children Under 5</b>	4%
<b>Children 5 to 14</b>	10%
<b>Teens 15 to 17</b>	3%
<b>Young Adults 18 to 24</b>	8%
<b>Adults 25 to 54</b>	46%
<b>Adults 55 to Older</b>	11%

**Median Household Income**  
\***\$130,450**

<b>Language Spoken at Home</b>	
English Only	28%
Spanish	19%
Mandarin and Cantonese	19%
Vietnamese	13%
Tagalog	8%

## Schools

- 4 Elementary
- 2 Middle
- 4 High Schools

<b>Race/Ethnicity</b>	
<b>Asian</b>	56%
<b>Latinx</b>	26%
<b>Two or More</b>	19%
<b>Other Race</b>	12%
<b>White</b>	10%
<b>Black/African American</b>	2%

**Avg Per Capita Income**  
\***\$52,644**

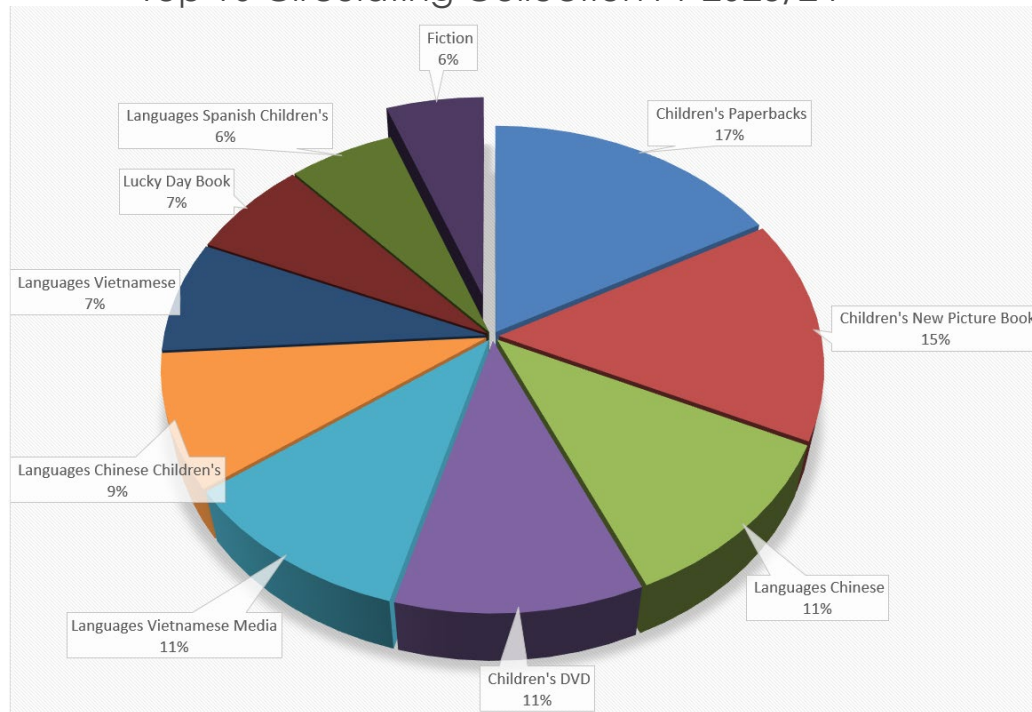
Source: 2022 American Community Survey

# FY 2024/25 USAGE STATISTICS

	2023/24	2024/25
<b>Membership Count</b>	<b>13,363</b>	<b>13,581</b>
<b>Visits</b>	110,399	88,323
<b>Total Programs</b>	1014	716
<b>Program Attendance</b>	19,446	15,285

**Circulation at Branch**  
24/25  
**46,104**

Top 10 Circulating Collection FY 2023/24





# PROGRAMS AND SERVICES

## Digital Literacy

- Digital Skill Building – Computer Basics
- Computer Assembly Workshop
- Robotics Demonstration for Kids

## Early Education

- Music and Movement
- Infant Toddler Storytime
- Cultural Heritage Storytime

## Expanded Learning

- Everyone Can Create
- Everyone Can Code
- Art Club

## Cultural Enrichment

- Lunar New Year Lion Dance
- Filipino Heritage Storytime
- Native American Heritage Storytime

## College and Career Readiness

- College Readiness and Professional Growth for Teens
- Teens Reach

## Adult Services

- ELL Conversation Club
- Job Assistance and Resume
- U.S. Citizenship Class & Mock Interview
- Silver Club for Seniors

# EVERGREEN VALLEY COLLEGE ELL/ESL



3RD SEMESTER OF SUPPORTING ADULTS  
IN ENGLISH LANGUAGE LEARNING

- JAN. 2024 AVERAGED 20 STUDENTS
- AUG. 2024 AVERAGED 10 STUDENTS
- JAN. 2025 CURRENTLY ENROLLED 35 STUDENTS



# AFTER SCHOOL TEENS

4 HIGH SCHOOLS BRINGS 150+ TEENS TO OUR LIBRARY AFTERSCHOOL.

WE PROVIDE: STUDY ROOMS, HIGH SCHOOL TEXTBOOKS, PLACES TO RELAX AND DE-STRESS





# GROUP COMPUTER ASSEMBLY

AFTER BASIC INSTRUCTION,  
STUDENTS/FAMILIES (IN SMALL GROUPS)  
ARE GIVEN AN ASSORTMENT  
OF COMPONENTS TO REASSEMBLE INTO A  
WORKING COMPUTER

START THEM UP AND TROUBLESHOOT ANY  
PROBLEMS

# STORYTIME

**Families Love Us!!**

SATURDAYS SERVE ALMOST  
100 PEOPLE EACH WEEKEND

THURSDAY MORNINGS  
SERVE OVER 70 PEOPLE  
EACH WEEK

FROM YELP:

" THE STAFF HERE ARE  
EXCEPTIONAL AND THIS  
BRANCH OFFERS PROGRAMS  
FOR LITTLE ONES THAT  
OTHER BRANCHES DON'T  
OFFER. WE LOVE PLAYING  
HERE!"





# WEE EXPLORE OUTDOORS

ACTIVITIES THAT PROVIDE LEARNING OPPORTUNITIES FOR YOUNG CHILDREN AND THEIR CAREGIVERS

OUTDOOR PLAY SPACE FEATURES:

- MUSIC AND SOCIALIZING
- WATER AND SAND TABLES
- TOYS TO ENCOURAGE CREATIVE PLAY
- AN AREA FOR OPEN-ENDED ART





**Members of the Educational Park Team**

# QUESTIONS? THANK YOU!

**Melissa Maglio**

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1772 Educational Park Drive  
San Jose, CA 95133

**Benjamin Fernandez**

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1772 Educational Park Drive  
San Jose, CA 95133

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

# Agenda Item

## Code of Conduct

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**B) INFORMATION: LIBRARY  
COLLECTIONS (S. FUNG)**

# COLLECTIONS AND TECHNICAL SERVICES

LIBRARY AND EDUCATION COMMISSION

FEBRUARY 19, 2025



## OVERVIEW

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- Intellectual Freedom and Collection Development
- Collection Overview
- Diversity in the Collection
- Changes in Use & Adaptations
- Collection Budget



## INTELLECTUAL FREEDOM

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*Intellectual freedom is the right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause or movement may be explored.*

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# COLLECTION DEVELOPMENT POLICIES

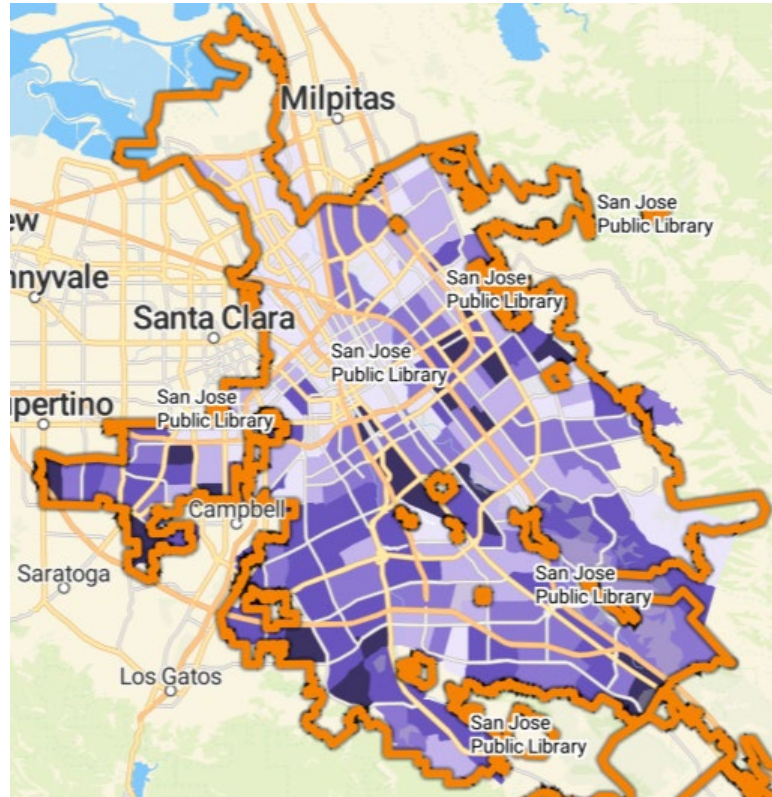
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- **Collection Development Policy**
- **City Council Policy - Library Materials and Services**
- **Privacy Policy**
- **Author and Publisher Submission Policy**



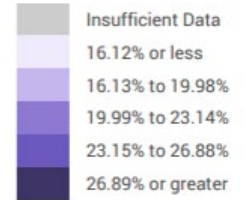
# DATA DRIVEN SELECTIONS

- Census data
- National library usage trends
- Real-time input from branch locations



Percent Population Under 18  
Source: Census

Year: 2019-2023



Shaded by: Census Tract, 2022

# THE PARTS OF THE COLLECTION

- Books
- Braille for youth
- Read Alongs
- DVDs and Music CDs
- Magazines and Newspapers
- eBooks and eAudio Books
- Databases
- All of these in World Languages



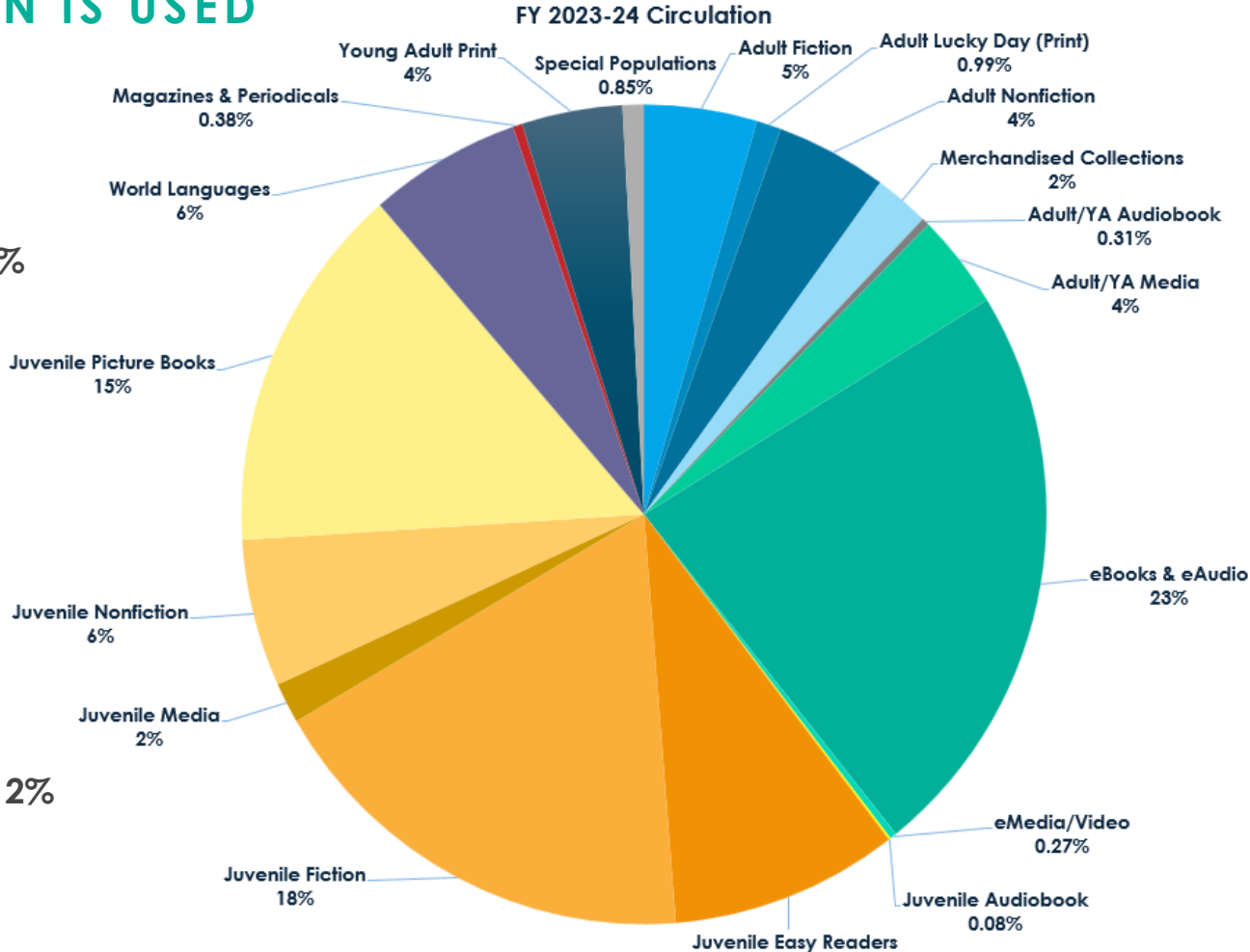
# HOW THE COLLECTION IS USED

## OVERVIEW

- Physical Children's Materials 50%
- eBooks and eAudio Books 23%
- World Languages 6%

## IN DECLINE

- Books on CD all ages 0.39%
- Children's DVDs and Music CDs 2%



# A DIVERSE COLLECTION

## Diversity, Equity and Inclusion (DEI)

[Switch to DEI Trend View](#)

Filter by Library Branch ▼

Filter by Topic ▼

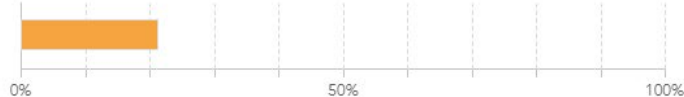
Items  Titles

Percentages  Totals



DEI Items

324,173 (21.3%)

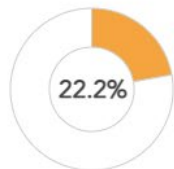


Items Analyzed ⓘ

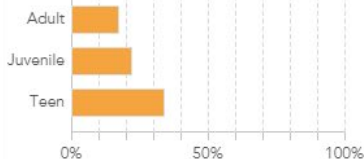
1,521,077

Fiction

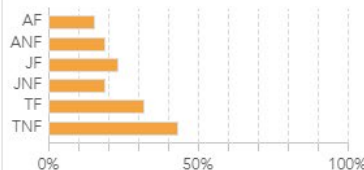
Non-Fiction



Audience

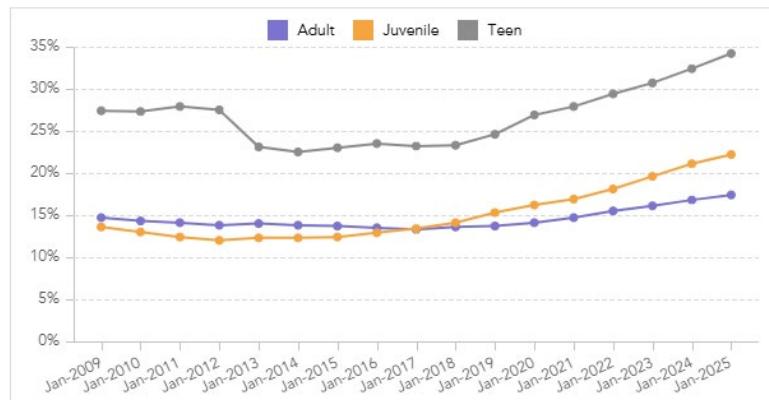
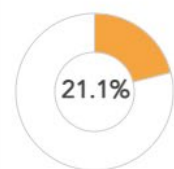


Fiction & Non-Fiction by Audience



Physical

Digital





# INCLUSIVE SUBJECT HEADINGS

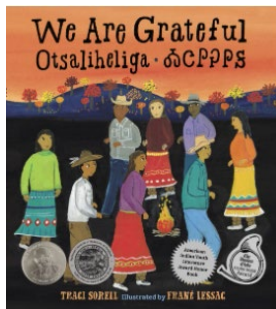
## Recommended Inclusive Terms Added

- Indigenous populations
- Visual impairments
- LGBTQ+ people

## Totals from June 2021 to January 2025

- 14 inclusive terms added
- 8,857 bibliographic records updated

## Subject and genre



### SUBJECT

[Cherokee Indians — Juvenile literature.](#)

[Cherokee language — Juvenile literature.](#)

[Cherokee Indians — Religion — Juvenile literature.](#)

[Gratitude — Juvenile literature.](#)

[Seasons — Juvenile literature.](#)

[JUVENILE NONFICTION / People & Places / United States / Native American.](#)

[Cherokee Indians — Juvenile literature.](#)

[Cherokee language — Juvenile literature.](#)

[Cherokee Indians — Religion — Juvenile literature.](#)

[Gratitude — Juvenile literature.](#)

[Indigenous populations](#)

### GENRE

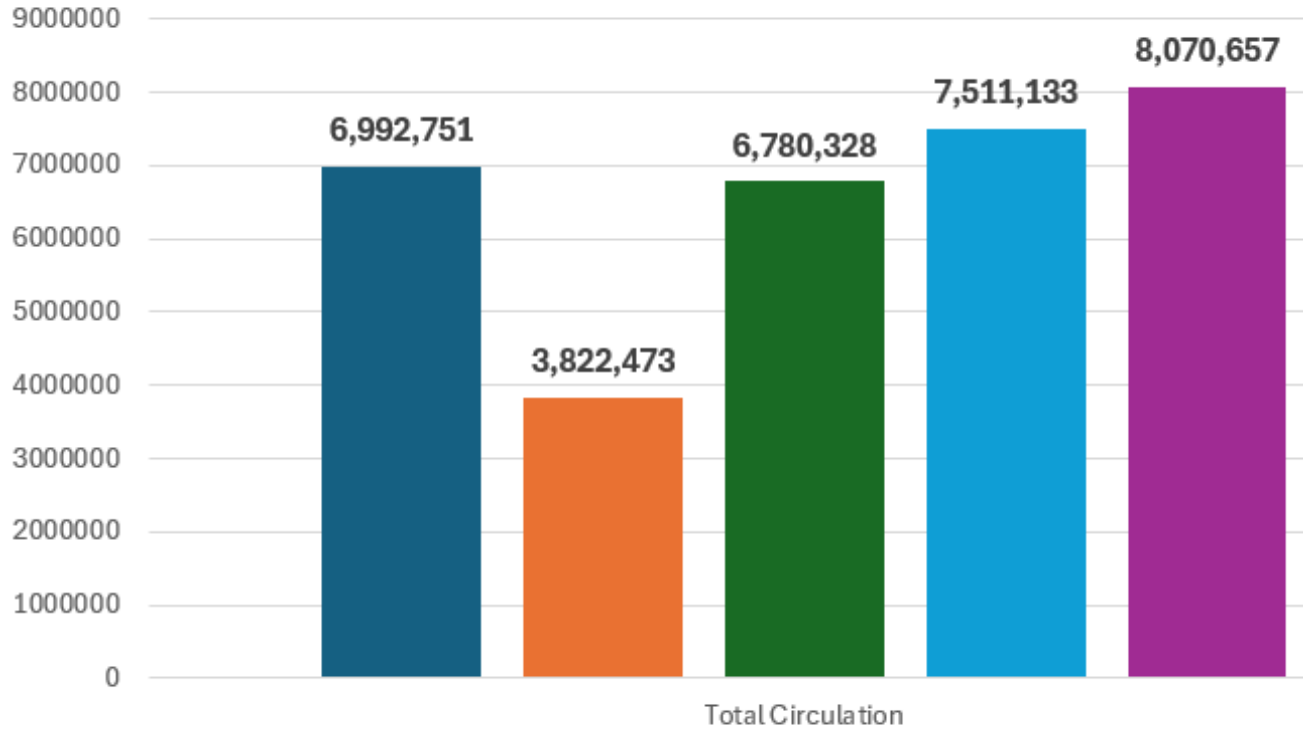
[Picture books.](#)

[Nonfiction.](#)



# HOW HAS USAGE CHANGED

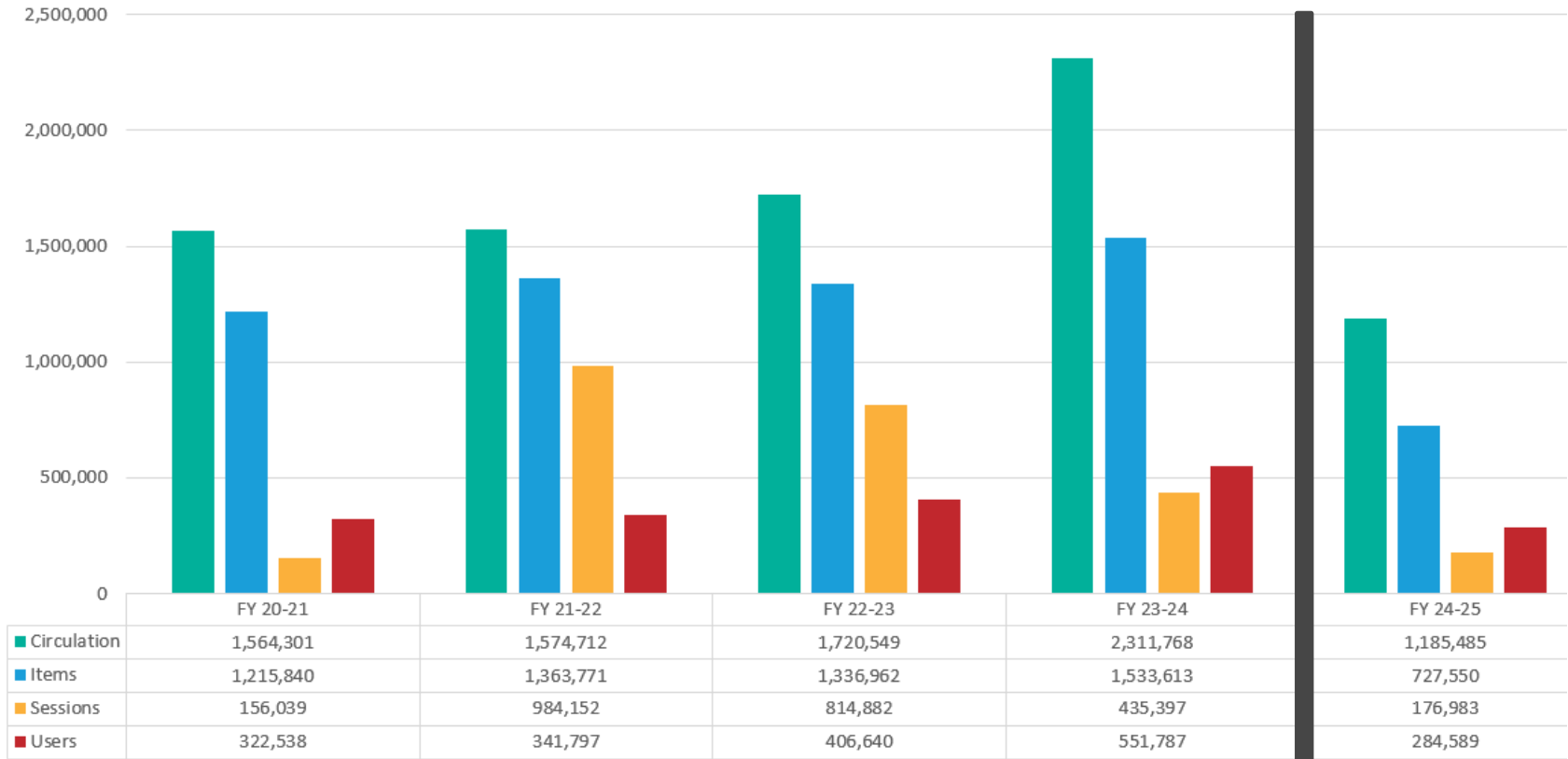
Five Years FY Circulation



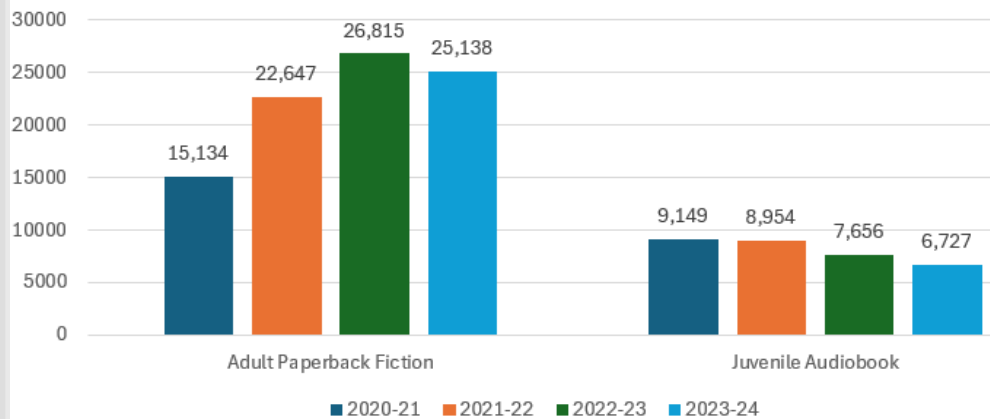
■ FY 19-20 ■ FY 20-21 ■ FY 21-22 ■ FY 22-23 ■ FY 23-24

# HOW HAS USAGE CHANGED - ERESOURCES

Summary of eMaterials Circulation & Database Usage (FY)

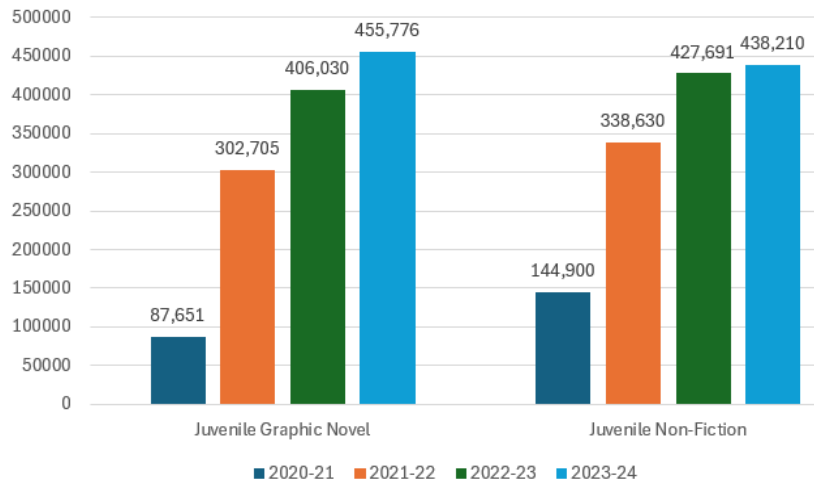


# HOW HAS USAGE CHANGED – PHYSICAL MATERIALS

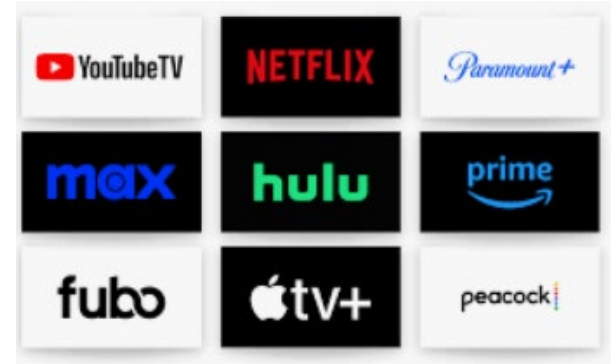


- Reduced publication of Physical Audio Books on CD
- Fewer mass market paperbacks available

- Increase in graphic novel availability and popularity
- Shift in children's nonfiction focus

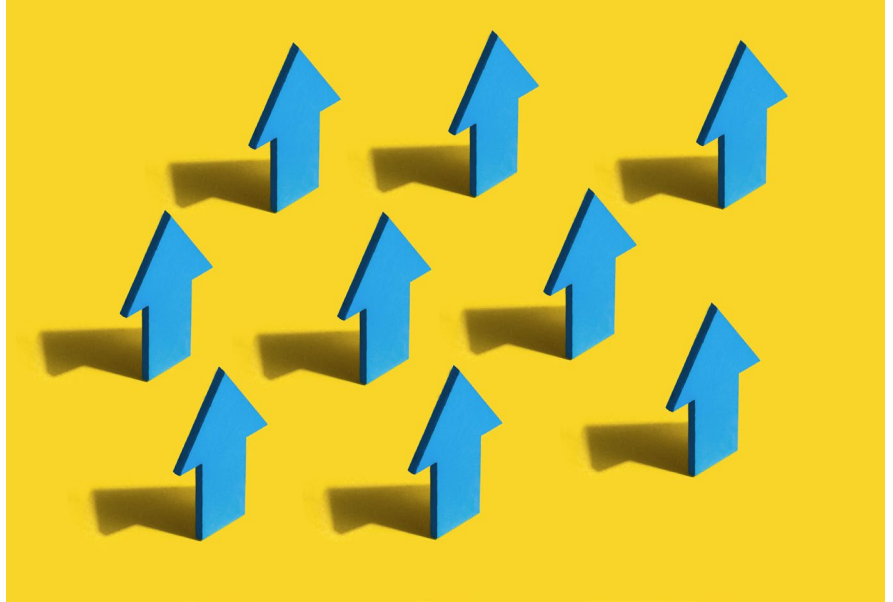


# HOW USAGE HAS CHANGED – PHYSICAL MATERIALS



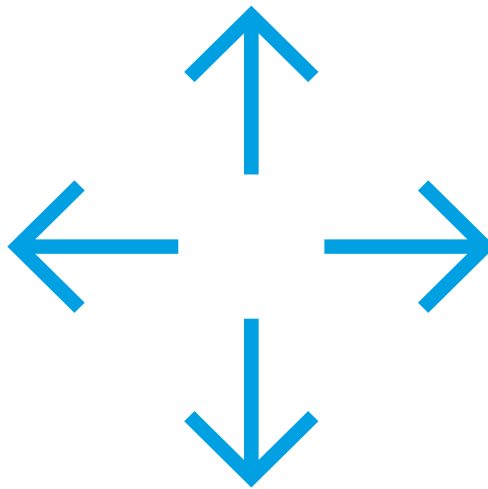
# WHAT IS HOLDING US BACK FROM GROWING MORE?

- Increased price per item
  - Expiration of materials
  - Licensing model limitations
  - Availability of physical media
  - Need for breadth
  - Balancing surges in popularity
- 
- High holds
  - Average Wait Time for eMaterials



## HOW WE HAVE ADAPTED TO THE CHANGES

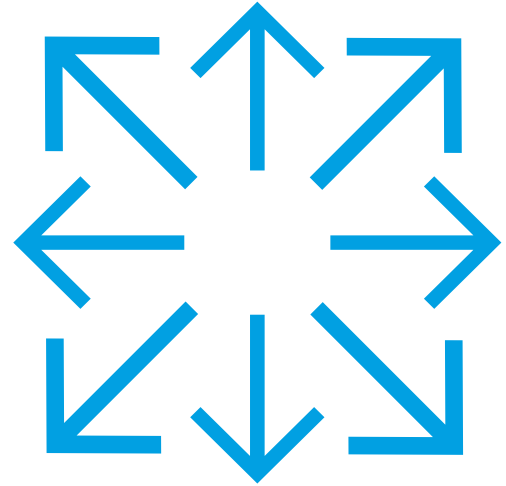
- No new J or YA audio books
- Increasing spending on Read Alongs
- Increased allocation for Children's Graphic Novels
- Focus on Cost per circ and 100 simultaneous checkout
- Addition of MakeMake, HyRead, and LOTE for Kids
- Adjusting children's nonfiction purchases
- True Lucky Day collection
- New scope for Home and Garden



## ADDITIONAL ADAPTATIONS NEEDED

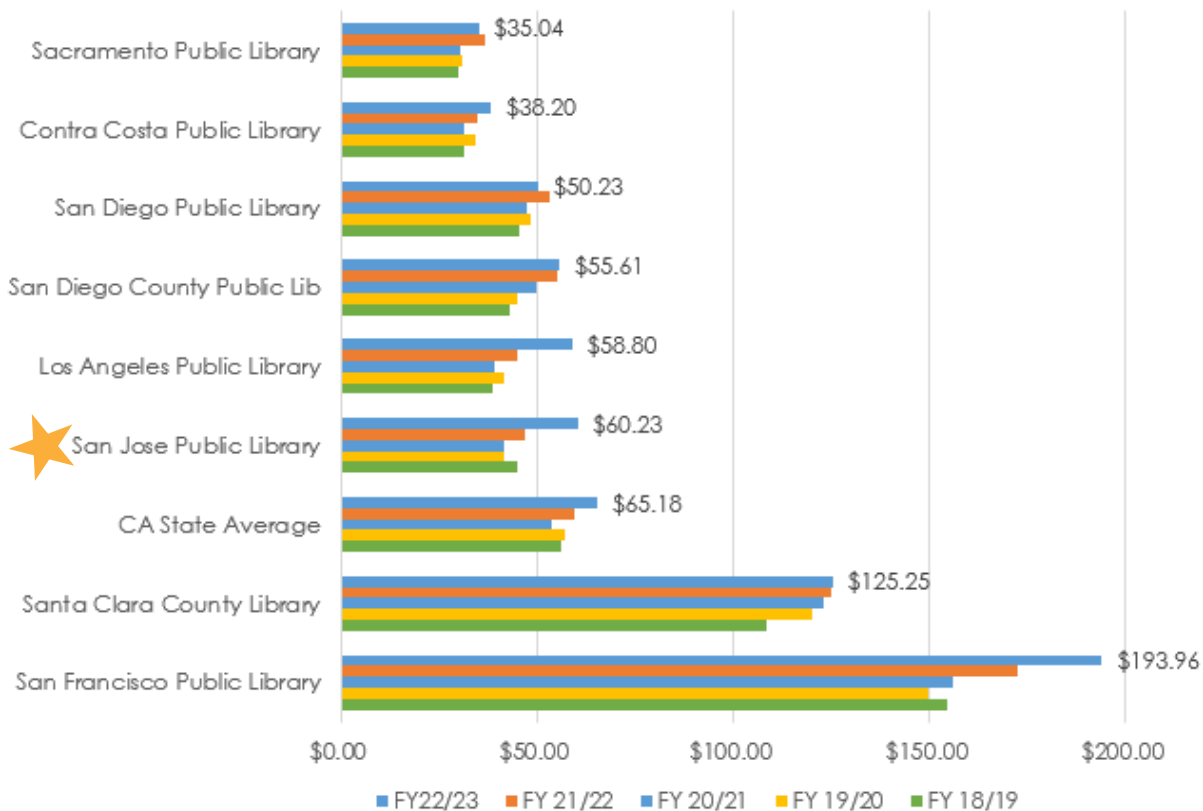
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- Search for world language streaming media
- Expanding Simultaneous Use
- Assessing shelf space
- Evaluation of the Marketplace collections
- Floating collection management



# ACQUISITIONS BUDGET - COMPARISON

Expenditure per Capita for Collections



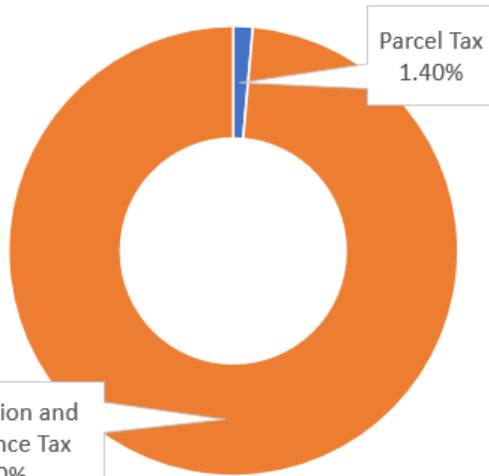


# ACQUISITIONS BUDGET - OVERVIEW

## Total Acquisitions Budget

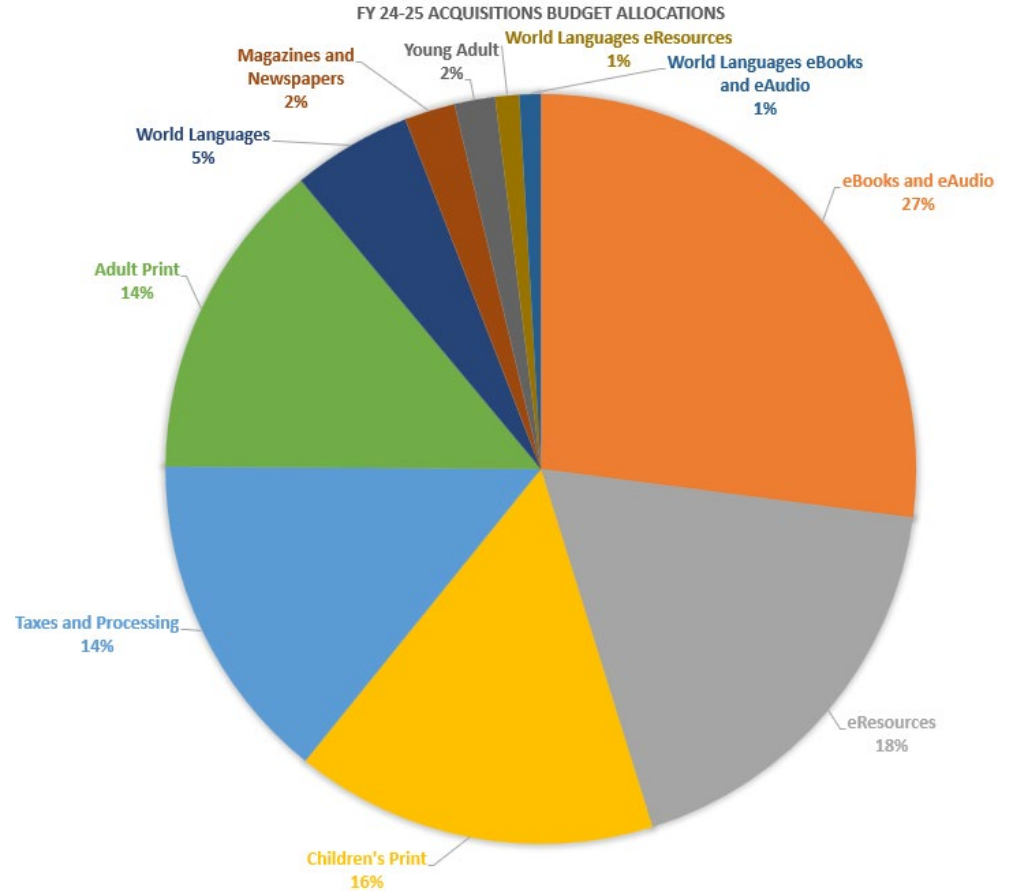
\$5,500,000

## Allocation of Funds



Construction and Conveyance Tax  
98.60%

Parcel Tax  
1.40%



# ERESOURCES BUDGET - OVERVIEW

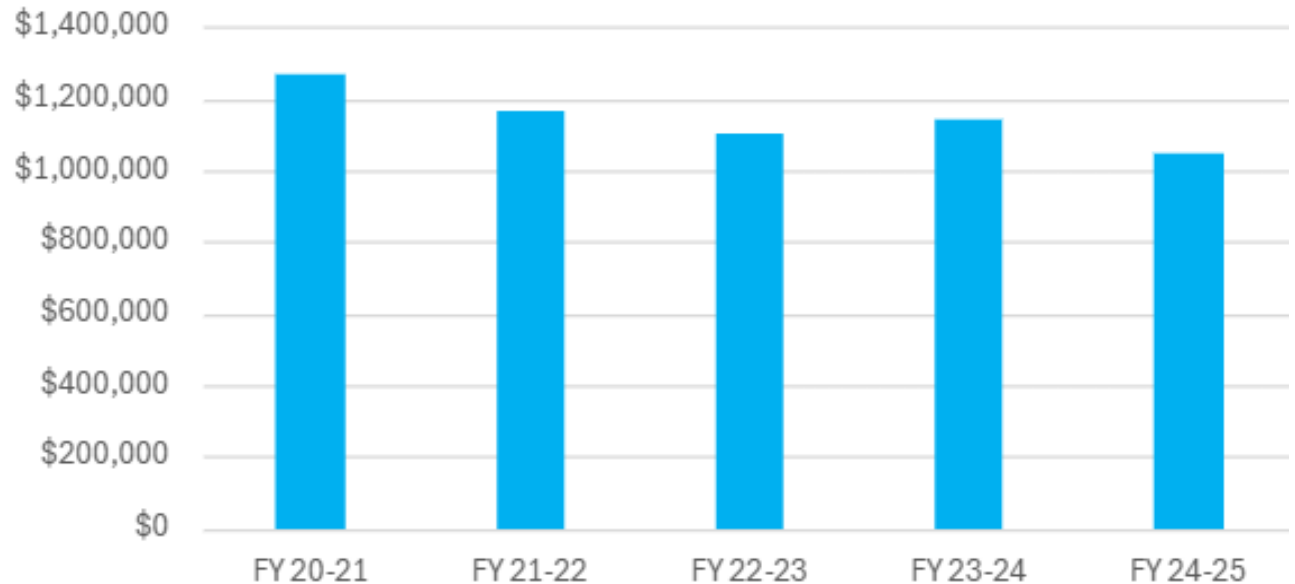
## REDUCED BUDGET

The eResources budget pays for databases and eBook platform fees, not individual titles.

Reducing the budget results in cutting entire subscriptions.

Since most products increase in price by 3-5% annually, even a flat budget is essentially a reduction.

### eResources Budget Allocations



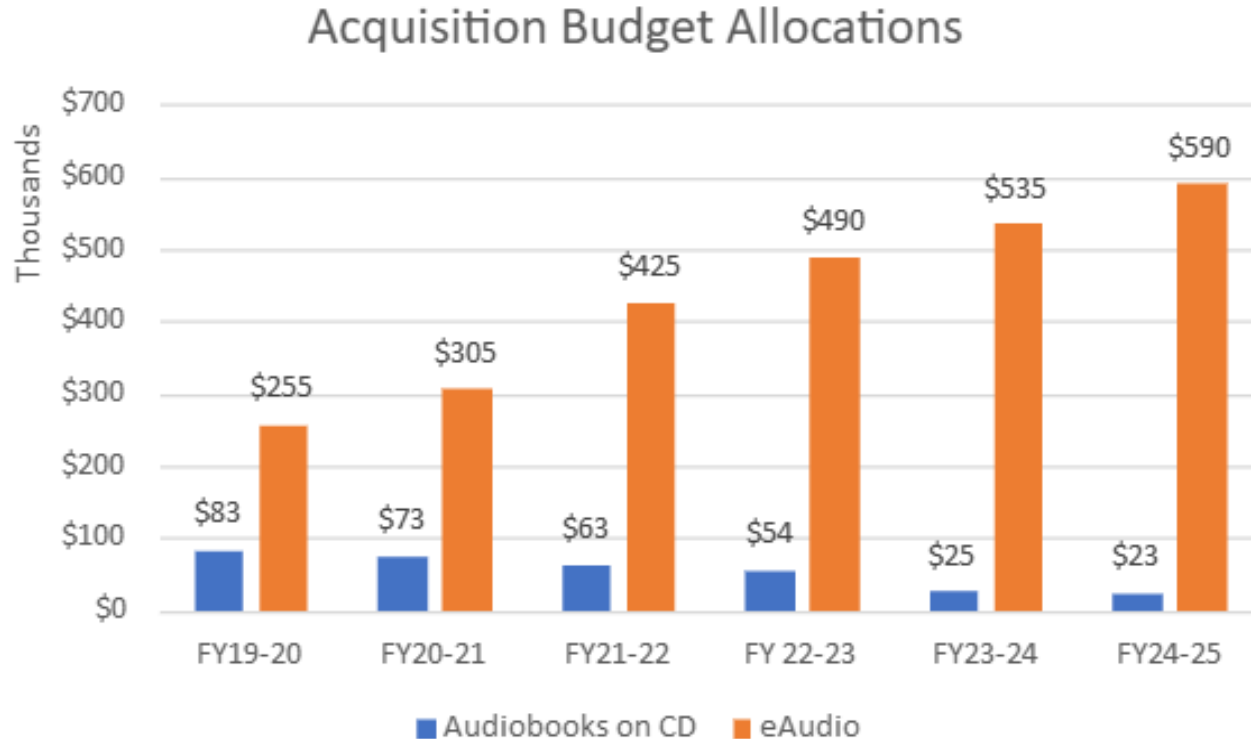
# ACQUISITIONS BUDGET – HOW ALLOCATIONS HAVE CHANGED

## INCREASES OVER TIME

- eAudio for all ages
- Japanese and Chinese Children's Books
- Korean Books

## REDUCTIONS OVER TIME

- Physical Audio CDs
- Vietnamese DVDs



# ACQUISITIONS BUDGET – ADDITIONAL CHANGES NEEDED

## NEEDED INCREASES

- eBooks and eAudio
- World Languages
- Accessible Formats

## POTENTIAL REDUCTIONS

- Physical Audio CDs
- Physical DVDs



San José Public Library

# IN THE NEXT YEAR

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## What is upcoming – focus on shifting patterns

- Refresh and update the Dr. Martin Luther King, Jr. Civil Rights collection on the 3rd floor
- Continue evaluations and adjustments to collection placement and scope to better align with customer needs and publishing trends
- Continue search for eResources with world languages content; particularly streaming media and music
- Prioritizing eMaterials spending on items with reasonable licensing terms
- Use data analysis tools to streamline internal processes and to manage the movement of physical materials throughout the system

# QUESTIONS? THANK YOU!

Sharon Fung  
sharon.fung@sjlibrary.org  
408-808-2468

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

# Agenda Item

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**C) ACTION: EQUITY AND INCLUSION  
SERVICES UPDATE (K. ALVAREZ)**





# EQUITY AND INCLUSION SERVICES UPDATE

February 19, 2025

Library and Education Commission

**We envision a City of San Jose in which all people in our community and organization thrive and where no racial disparities exist.**

**Our mission is to support the City in embedding a racial equity practice and embody a culture that sustains it.**

- Ordinance No. 31076
- Equity Values and Standards Council Policy 0-22
- Resolution No. RES2024-140

## RACIAL AND SOCIAL EQUITY ACTION PLANS (EAP)

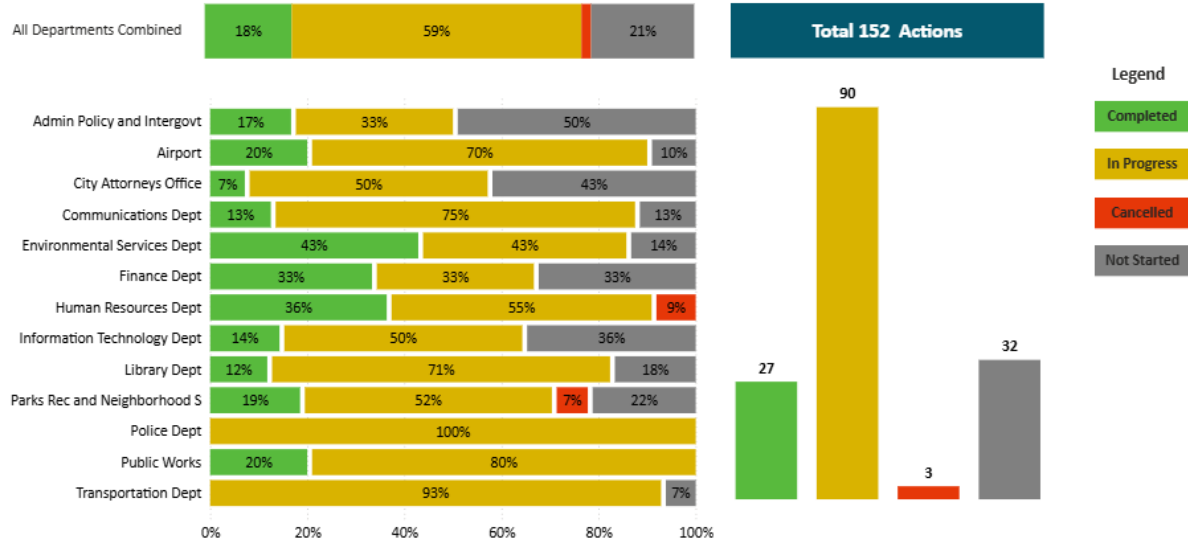
Each City department develops an EAP to outline key goals, action items and success measures

Category	Description
<b>Normalize</b>	Actions that familiarize shared terms, normalize talking about racialized experiences and disaggregated data as well as supports deeper learning of systemic inequities.
<b>Organize</b>	Capacity-building actions to focus decision-making, program development and other factors to monitor inequity.
<b>Operationalize</b>	Actions that seek to understand, identify, and act on racial inequities

## DASHBOARD

### Quarterly Reporting Comparisons By Department (October 1, 2024 - December 31, 2024)

This dashboard displays a comparison of racial and social equity actions between Departments



Full dashboard available: <https://tinyurl.com/24y6j2ee>

## SJPL EQUITY WORKING GROUPS

SJPL Equity Group	Description
<b>Racial Equity Team (RET)</b>	Works to deepen conversations and increase racial equity in library service delivery. This team includes Black, Latine/Hispanic, Asian and Pacific Islander and Mixed Identity Affinity groups as well as a White Learning Ally group.
<b>LGBTQ+ Committee</b>	Amplifies LGBTQ+ voices and experiences throughout the year
<b>Disability Access Committee</b>	Makes recommendations based on the evaluation of equitable disability access to services, resources, technology, and staff guidelines at SJPL
<b>Trauma Informed Resilient Oriented Committee (TIROC)</b>	A wellness initiative to integrate a trauma-informed model for the workforce and the city's overall approach to customer service
<b>Community Engagement Committee</b>	Leads the strategy for community consultations and develops summaries reflecting community needs, aspirations, strengths and ideas

Goal	Updates
Provide two yearly workshops on racial equity, LGBT+, disability access, trauma and resilience	<ul style="list-style-type: none"> <li>• 86% staff satisfaction, presentation by People Assisting the Homeless (PATH)</li> <li>• Spring 2025 workshop with Asian Americans for Community Involvement (AACI)</li> </ul>
Ensure all employees complete racial equity training	<ul style="list-style-type: none"> <li>• 99% Library staff completion for "Foundations of Racial Equity" training</li> <li>• All new employees must complete within first 60 days</li> </ul>
Collect and review Equity, Diversity and Inclusion subject data through a data analysis tool	<ul style="list-style-type: none"> <li>• Top circulating languages: Chinese, Spanish, Vietnamese, Japanese, Indian languages</li> </ul>
Track changes in library usage	<ul style="list-style-type: none"> <li>• 68% increase in new accounts (adults, juvenile, teens)</li> </ul>
Organize programs on Holistic Library Initiative	<ul style="list-style-type: none"> <li>• 513 participants in 74 programs</li> <li>• Partnerships with PATH, JobTrain, Downtown Streets and AACI</li> </ul>

Goal	Updates
Equity, Diversity and Inclusion Quality Standards Pilot assesses select Library adult programs	<ul style="list-style-type: none"><li>• 10 adult programs participated in pilot phase II</li><li>• At least 25 adult programs will be assessed in 2025</li></ul>
Onboard select Department staff on Equity, Diversity and Inclusion Quality Standards	<ul style="list-style-type: none"><li>• Collaborating Departments: Energy, Economic Development and Parks, Recreation and Neighborhood Services</li><li>• Office of Racial and Social Equity to lead City Department process</li></ul>

Goal	Updates
Increase program vendors that reflect San Jose's diverse communities	<ul style="list-style-type: none"> <li>• More than 56 cultural enrichment vendors</li> </ul>
Organize public presentations on Equity, Diversity and Inclusion Quality Standards	<ul style="list-style-type: none"> <li>• Hosted 2 presentations to citizenship program participants</li> <li>• Consensus on the scope of the Quality Standards</li> </ul>
Complete a programming gaps analysis for FY 23-24 at all library locations	<ul style="list-style-type: none"> <li>• Proposed objectives and key results for each branch</li> </ul>
Support Language Access protocols, tools and trainings with City's Language Access Coordinator	<ul style="list-style-type: none"> <li>• Library's Senior Public Representative as the Department Language Access Coordinator</li> </ul>
Support Disability Access protocols, tools and trainings with City's Disability Affairs Officer	<ul style="list-style-type: none"> <li>• Library's Disability Access Committee Co-Chair as the Department Accessibility Coordinator</li> </ul>



## EDI QUALITY STANDARD ASSESSMENTS OUTCOMES – CITYWIDE PILOT

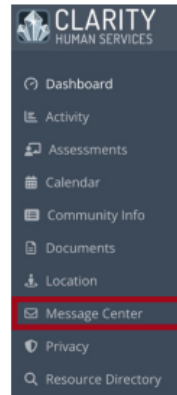
Program	Summary Score	Summary Level	Improvement Plans
Disconnection Mitigation (Energy)	41%	Emerging	Collaborate with other City departments and nonprofits to broaden public reach
Storefronts Grant (Economic Development)	77%	Emerging	Modify eligibility criteria to be more inclusive of low-income businesses
Senior Nutrition (PRNS)	57%	Emerging	Implement ongoing staff trainings on bias, systemic racism, power and oppression

**Note:** Summary Scores are meant to guide staff in understanding the main opportunities for improvement. The *process*, including the self-reflection and learning derived from completing an Assessment, is most valuable to support program improvement efforts and informs the development of the Quality Improvement Plans.

The MyConnectSV@SJPL pilot will enable access to a safe and secure website connected to the Santa Clara County's Homeless Management Information System. Dedicated kiosks at key Library locations will help individuals contact service providers and get connected to the right services.

## MyConnectSV Features

### Message Center



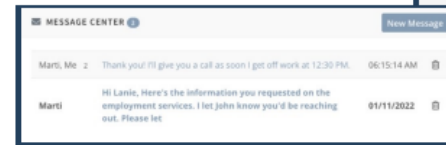
**i** The Message Center allows you to contact and respond to messages from care team members through a confidential and secure message. You can conveniently track conversations with all providers and view previous conversation history.

### Sending a New Message

You can send a new message to a care team member through the Message Center pane.

You should select **New Message**, select the provider you want to message, write your message, and press **Send**. A copy of the sent message will be available for review in your inbox.

Mobile view:



Screenshot of the MyConnectSV User Guide

- Collaboration with City Departments on customer service, language access and disability access
- Equity Diversity and Inclusion Quality Standards across Library adult programs and Citywide rollout
- Trainings for Library staff learning on sexual orientation, gender and identity expression as well as disability awareness
- MyConnectSV@SJPL pilot

Thank you

Gracias

Cảm ơn

谢谢

شكرًا

धन्यवाद

Karla Alvarez, M.A.  
Chief of Staff / Program Manager  
[karla.alvarez@sjlibrary.org](mailto:karla.alvarez@sjlibrary.org)



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

# Agenda Item

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**D) INFORMATION: ADOPT ANNUAL  
COMMISSION BUDGET POSITION  
MESSAGE  
(F. CABANA/SUB-COMMITTEE)**

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

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## **VI. COUNCIL LIAISON'S ANNOUNCEMENTS**



## 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,  
MARCH 19, 2025, AT CITY HALL, WING  
ROOMS**

## XIII. ADJOURNMENT