



Memorandum

TO: LIBRARY AND EDUCATION COMMISSION **FROM:** Jill Bourne

SUBJECT: Equity and Inclusion Service Update **DATE:** February 05, 2025

Approved

Date:

RECOMMENDATION

It is recommended that the Library and Education Commission accept the staff report on San José Public Library's Equity and Inclusion Services.

OUTCOME

The Library and Education Commission (LEC) will be informed and provide staff with feedback about key efforts undertaken by the Library to advance equity, diversity, and inclusion.

BACKGROUND

In May 2024, the Mayor and City Council unanimously approved the Racial and Social Equity Ordinance and the Equity and Values and Standards Policy 0-22 which codifies the City's commitment to a just and equitable San José.¹ The policy fortified the importance of collective responsibility - across elected officials, City Administration, boards, and commissions - to make decisions that move the City towards equity.

San José Public Library (SJPL, Library) approaches its work on Equity, Diversity, and Inclusion (EDI) utilizing the Citywide framework applied by the City of San José's Office of Racial and Social Equity (ORSE). Incorporated in May 2022 for City of San José departments, the Racial and Social Equity Action Plan (EAP, hereafter) outlines key goals, action items, and success measures for departments to monitor. The following

¹ <https://sanjoseca.primegov.com/Portal/Meeting?meetingTemplateld=15341>

report includes the range of programs, tools, and key projects undertaken since July 2024.

ORSE provides City departments with organizational technical support, training and tools in support of “uplifting those who have historically been marginalized through a portfolio that more intentionally addresses communities most impacted by inequities.”² The Library collaborates with ORSE’s Racial Equity, Inclusion and Belonging and Disability Affairs teams, as well as attending monthly Racial Equity practitioner meetings, monitoring training completion and policy and protocol considerations.

ANALYSIS

All City Departments develop two-year EAPs which outline the department’s commitments to address racial and social inequities. EAPs are structured into three main categories: Normalize, Organize and Operationalize. The Normalize category represents actions that familiarize shared terms, normalize talking about racialized experiences and disaggregated data, and support deeper learning of systemic inequities. The Organize category highlights capacity-building actions to focus decision-making and other factors to monitor inequity. Actions identified under the Operationalize category seek to understand, identify, and act on racial inequities.

The 2024-2026 Library EAP identifies 17 actions across programs, collections, and services, outlined in attachment A. The new set of performance metrics deepen the work begun through the 2022-2024 EAP. The EAPs are overseen by ORSE, monitoring quarterly updates from Departments.

In Fall 2024, ORSE published an online EAP Quarterly Reporting Dashboard.³ This dashboard allows the public to view the status of each department in carrying out the actions listed in their EAPs.

Library Equity Approach

The equity projects undertaken by the Library spans diverse units and staff classifications. The projects and teams are supported by a Program Manager, a Department Language Access Liaison, and a Department Accessibility Coordinator. Table 1 lists the Staff Equity Working Groups, which meet throughout the year and are available to staff of all classifications.

² <https://www.sanjoseca.gov/your-government/departments-offices/office-of-the-city-manager/racial-equity>

Table 1 - Library Equity Working Groups

Library Equity Group	Description
Racial Equity Team (RET)	Works to deepen conversations and increase racial equity in library service delivery. The team hosts Black, Latine/Hispanic, Multiracial, Asian Pacific Islander Affinity Groups and a White Ally learning group.
LGBTQ+ Committee	Amplifies LGBTQ+ voices and experiences throughout the year
Disability Access Committee (DAC)	Makes recommendations for equitable disability access to services, programs, resources, technology, and staff guidelines.
Trauma Informed Resilient Oriented Committee (TIROC)	Integrates a trauma-informed and resilience framework to support the workforce and approach to customer service
Community Engagement Committee	Leads the strategy for community consultations and develops summaries reflecting community needs, aspirations, strengths, and ideas

Normalize Goals

The main actions prioritized under the Normalize category, as outlined in Table 2, build on projects from the Staff Equity Working Groups as well as Collections and Technical Services. Each action status is summarized in the table using the following: the letter N represents an activity that has Not Started, P represents an action In Progress and C represents an action that is completed. As a two-year plan, some actions are not intended to begin until FY 2025-26.

Table 2 - Normalize Goals

Item No.	Normalize Goals for FY 2024-26	Status
A1	Update and maintain at least two reading lists on equity priorities per year	N
A2	Provide two yearly workshops on racial equity, LGBT+, disability access, trauma, and resilience	P
A3	Create scheduling time for all employees (current and new) to complete training	C
A4	Collect and review Diversity Equity and Inclusion (DEI) subject data through a data analysis tool	C
A5	Track changes in library usage, book returns	P

Item No.	Normalize Goals for FY 2024-26	Status
A6	Organize public programs/presentations on Holistic Library Initiative, Citywide programs, and other housing service providers	P

A1 Summary: In 2021, the Library began publishing a series of equity-related reading lists to deepen understanding along racial equity and the LGBTQ+ community. During the first half of FY 2024-25, the reading lists have been viewed 70 times. The RET and LGBTQ+ groups will prioritize reading lists with additional recommendations to update over the course of the FY 2025-26 year with the Staff Picks team.

A2 Summary: As part of the Library’s 2024 Mini-Con, the annual staff development conference, the RET organized a presentation from People Assisting the Homeless (PATH). A total of 37 staff of various classifications attended the “Supporting Community Members Experiencing Homelessness & Housing Insecurity” presentation by Serge Lilavois, PATH Associate Director which focused on understanding the root causes of homelessness and housing insecurity, including how they relate to communities of color, disabilities, LGBTQ+ and other historically marginalized groups. Attendees rated the session a 4.3 out of 5. RET is preparing a Spring 2025 staff training with Asian Americans for Community Involvement on Asian American and Pacific Islander history and cultural competency with tangible tips for community connection. Library staff also participated in the City’s new Customer Service Vision and Standards training, outlining expectations for staff to provide reliable, empathetic, solutions-based customer service. As of January 2025, 99% of Library staff completed the Customer Service Vision and Standards training.

A3 Summary: In June 2024, all benefitted City employees were required to complete an updated Foundations of Racial Equity training series organized by ORSE. This updated training included tools to foster a welcoming workplace, understanding bias and how it can show up in the workplace. By December 2024, 99% of required Library staff completed the training. All new City staff are required to complete this training within 90 days of their hiring date.

A4 Summary: The Library’s Collection Development unit uses the collectionHQ DEI Analysis Tool to establish the percentage of the collection with items that cover specific diversity, equity, and inclusion topics. The top circulating languages in the collection are Chinese, Spanish, Vietnamese, Japanese, Indian languages, in that order. According collectionHQ’s DEI Analysis, the materials with the highest circulation across key library branches pertain to the subjects of identity (Hispanic & Latino, Black), mental & emotional health as well as equity & social issues.

A5 Summary: The Library instituted Fines Free as a one-year pilot, starting July 1, 2024. Items returned on or after that date no longer accrue late fees though lost items will continue to carry processing and replacement fees. The Library saw an increase in

new accounts, with 55,486 new accounts opened between September 2024 to December 2024 compared to 32,854 from the same duration the previous year. Increases are noted especially among adults (ages 18-54) and juvenile and teen card holders. The Library will continue to monitor circulation data, as well as returned and lost items over the course of the FY 2024-25 for additional insights into the impact of this initiative.

A6 Summary: The Holistic Library Initiative (HLI) consists of programs, services, and partnerships to support people experiencing homelessness and housing insecurity. From resource fairs, job fairs and brief consultative services more than 513 people have participated in 74 HLI activities in FY 2024-25, in partnership with local nonprofit organizations PATH, JobTrain, Downtown Streets and Asian Americans for Community Involvement.

Organize Goals

The Library’s main activities under the Organize category pertain to the Equity, Diversity and Inclusion Quality Standards pilot, as outlined in Table 3. The EDI Quality Standards, adopted by the City Council in February 2022, establish parameters for developing, assessing, and reporting on program quality. For FY 2024-25, the Library continued with the EDI Quality Standards pilot implementation across select adult programs and included select initiatives from City Departments.

Table 3 - Organize Goals

Item No.	Organize Goals for FY 2024-26	Status
B1	EDI Quality Standards Pilot assesses select adult programs	P
B2	All SJPL adult programs complete a Quality Assessment Plan	N
B3	Onboard select Department staff on EDI Quality Standards	C

B1 Summary: A total of 10 Library adult programs participated in a second phase of the EDI Quality Standards pilot, detailed in attachment B. The programs identified a series of improvement plans including integrating a survey for participant feedback, integrate diverse cultural holiday themes in book club selections, and reformatting program to give citizenship learners an opportunity to connect with their peers and share about their heritage.

B2 Summary: Beginning in Spring 2025, all Library staff leading adult programs will assess at least one of their programs utilizing the EDI Quality Standards Assessment tool.

B3 Summary: In Fall 2024, Library staff expanded the EDI Quality Standards pilot to select programs in the Parks, Recreation and Neighborhood Services Department (PRNS), Energy Department and Office of Economic Development (OED). Library staff led an onboarding presentation and individual review sessions with City staff leading programs on senior nutrition (PRNS), storefronts grant (OED) and disconnection mitigation (Energy) to support their EDIQS assessments. Table 4 provides an overview of the score summary and summary levels.

Table 4 - EDI Quality Standard Assessment Outcomes (Citywide)

Program	City Department	Summary Score	Summary Level
Disconnection Mitigation	Energy	41%	Emerging
Storefronts Grant	Economic Development	77%	Emerging
Senior Nutrition	PRNS	57%	Emerging

The City Department teams identified areas of improvement, determining that their projects will commit to the following actions over the course of 10 months:

- **Disconnection Mitigation:** As part of its efforts to improve Inclusive Programming (Quality Standard 2), staff will reach a broader set of potentially impacted customers from other City departments and service agencies such as Housing, PRNS, Santa Clara County Human Services and local nonprofits.
- **Storefronts Grant:** The Energy Department identified an opportunity to deepen its anti-racism approach (Quality Standard 1) by modifying the eligibility criteria for the grant. This would remove barriers for more low-income businesses who have monthly or annual renewable leases but have operated in the same location for many years.
- **Senior Nutrition:** The program leadership plans to implement brief trainings during staff meetings each month. Topics such as unconscious bias, systemic racism, power and oppression will be added to the monthly staff agenda for reflection and discussion.

ORSE will oversee the next phases of the EDIQS Citywide rollout, providing technical support to participating City Departments. The Library will continue to expand the EDIQS to more adult programs and host presentations to program participants to gather inputs on potential adaptations to the quality standards.

Operationalize Goals

The Operationalize actions for the Library integrate various projects to further embed language access, community feedback and disability access in Library services. Table 5 details the Library’s progress under the Operationalize category since the start of FY 2024-25.

Table 5 - Operationalize Goals

Item No.	Operationalize Goals for FY 2024-26	Status
C1	Staff integrate 2024 Community Assessment Report for work plans planning	P
C2	Staff Equity Working Groups provide recommendations of vendors that reflect San José’s diverse communities	P
C3	Organize EDI Quality Standards Community Roundtables for feedback on program findings and evaluation framework	P
C4	Complete a programming gaps analysis for FY 2023-24 programs performance at all library locations	P
C5	Department Language Access Coordinator updates staff SharePoint Resource page with revised protocols, tools, and values statement in coordination with City’s Language Access Coordinator	P
C6	Identify top languages spoken in communities served by Library Branch	N
C7	Department Language Access Coordinator will develop a roster of multi-lingual staff placements and community needs	N
C8	Department Disabilities Access Coordinator maintains staff SharePoint page with updated protocols, tools, and materials in coordination with City’s Disability Affairs Officer	P

C1 Summary: The Library’s Community Engagement Committee oversees the system’s strategy for gathering community feedback. Over the course of the year, Library staff approach residents during community outreach events to learn about program recommendations, requests, and priorities. These inputs are summarized in quarterly blogs. As branch teams develop their program and service priorities, the feedback collected from these engagements support staff in program and services considerations. During FY 2025-26, the Community Engagement Committee will continue to update engagement questions that will further identify opportunities for the Library.

C2 Summary: Cultural enrichment programming at the Library celebrates the diverse communities and traditions of San José. Library staff draw from a program menu that includes a list of 41 paid vendors, 15 free vendors who offer a range of programs such

as Lion Dance performances, an Afro-Peruvian dance troupe, Chinese calligraphy classes and Bollywood dance classes.

C3 Summary: In January 2025, Library staff held community presentations on the EDI Quality Standards with participants from two citizenship classes that were part of the EDI Quality Standards pilot launch. The presentation included the definitions of key EDI terminology, an overview of the Assessment tool, the results from the pilot and the corresponding improvement plans. Participants expressed appreciation for the tool and the Library's commitment to continual improvement, agreeing with the current scope of the six Quality Standard areas. Library program staff from the pilot will complete an updated evaluation on the impact of their improvement plans in Fall 2025.

C4 Summary: In May 2024, the SJPL Data & Analytics Team conducted a pilot to analyze branch programmatic data for FY 2022-23. Data such as program attendance, program count, program type, circulation, computer usage, and customer satisfaction survey results were analyzed to generate proposed objectives and key results for each branch location. Examples of the proposed objectives included increasing the number of programs aimed at certain underserved demographic groups, reviewing the time spent on outreach versus in-branch programming, or involving community input for program planning. Beginning in February 2025, the Data Team plans to use the pilot template to review programmatic data each semester with all Branch Managers to develop work plans based on the findings.

C5 Summary: The City's Language Access Policy 6.1.10 outlines guidelines for staff "to provide equitable access to language assistance services for all City programs and services, for limited and/or non-English speakers, regardless of their language proficiency and cultural background."⁴ The Library's SharePoint Resource page, which has been visited more than 555 times, centralizes key language accessibility resources, including the City policy, translation service requests and tutorial videos. The Library draws from a pool of multi-lingual staff to support small in-house translation requests primarily in Spanish, Vietnamese and Chinese. During the first half of FY 2024-25, staff sought translation and interpretation services from three City-approved vendors totaling \$57,745, including the Spanish and Vietnamese translations for the Digital Skill Building Pathways curricula.³ The Library designated the Senior Public Information Representative as the Department Language Access Coordinator, who will continue to work with the City's Language Access Manager for additional trainings and resources.

C6 Summary: This goal will be completed in FY 2025-26.

C7 Summary: This goal will be completed in FY 2025-26.

C8 Summary: In June 2023, the City Council adopted the Disability Inclusion Equity Pledge, formalizing the City's commitment to disability inclusion as a human right and

³ <https://www.sjpl.org/digital-skills/>

matter of equity.⁵ The Disability Affairs Officer joined the ORSE team in 2024, overseeing services and programs such as accessible parking and complaints on Disability Access or ADA violation. The Library designated DAC's Co-Chair as the Department Accessibility Coordinator, who will meet with the City Disability Affairs Officer in ongoing meetings and training development. The DAC staff continue to carry out various projects, including the Library-by-Mail service, which has 30 patrons enlisted, representing a 20% increase from the previous year and a total of 125 items checked out from July 2024 to January 2025. Staff have visited the Disability Access SharePoint page more than 68 times to obtain information about resources, including guidance for service animals, adaptive equipment, and sign language interpretation requests.

Spotlight: Holistic Library Initiative

In January 2024, the HLI outcomes were integrated into the Council-approved Community Plan to End Homelessness which focuses the City's efforts to ensure that all City departments understand and participate in a unified approach. The Community Plan to End Homelessness underscores the City's commitment to all residents and community members across San José, detailing the specific contributions of various city departments who provide services to those impacted by homelessness and its effects. The Library's contributions in these endeavors, facilitated by the HLI, are integral to the plan. Library staff attend biweekly meetings with City Departments to review priority projects and strategy development needs to support resource navigation and outreach among the target communities.

In December 2024, the HLI program received a grant from Destination: Home for the SV@SJPL Pilot. The MyConnectSV online tool is Santa Clara County's ("County") secure customer web-based portal linked to the County's Homeless Management Information System (HMIS). MyConnectSV offers individuals experiencing homelessness direct access to their HMIS records and facilitates improved communication with service providers. It boasts features such as a messaging center, document uploading, and real-time updates.

Designed by Bitfocus in collaboration with Destination: Home, the County, and those with firsthand experience of homelessness, MyConnectSV aims to address technological needs within the county's Supportive Housing System. Beginning in Spring 2025, the MyConnectSV@SJPL will support greater access to affected community members by providing dedicated kiosks available at key library locations with the highest prevalence of people experiencing homelessness in the county.

FY 2024-26 Projects

Library staff will continue to deepen on the work begun for the new FY 2024-26 EAP, including additional learning opportunities on LGBTQ+ issues and Disability Access.

Library staff will also complete the pilot projects on the programming gaps analysis, MyConnectSV@SJPL and the EDI Quality Standards for adult programs.

EVALUATION AND FOLLOW-UP

This is an informational Library report to the Library and Education Commission which will be updated annually.

/s/
Jill Bourne
City Librarian

For questions, please contact Karla Alvarez, Chief of Staff / Program Manager, at karla.alvarez@sjlibrary.org.

Attachments:

Attachment A: FY 2024-2026 Library Racial and Social Equity Action Plan
Attachment B: EDI Quality Standards Pilot Phase 2 Presentation

Attachment A

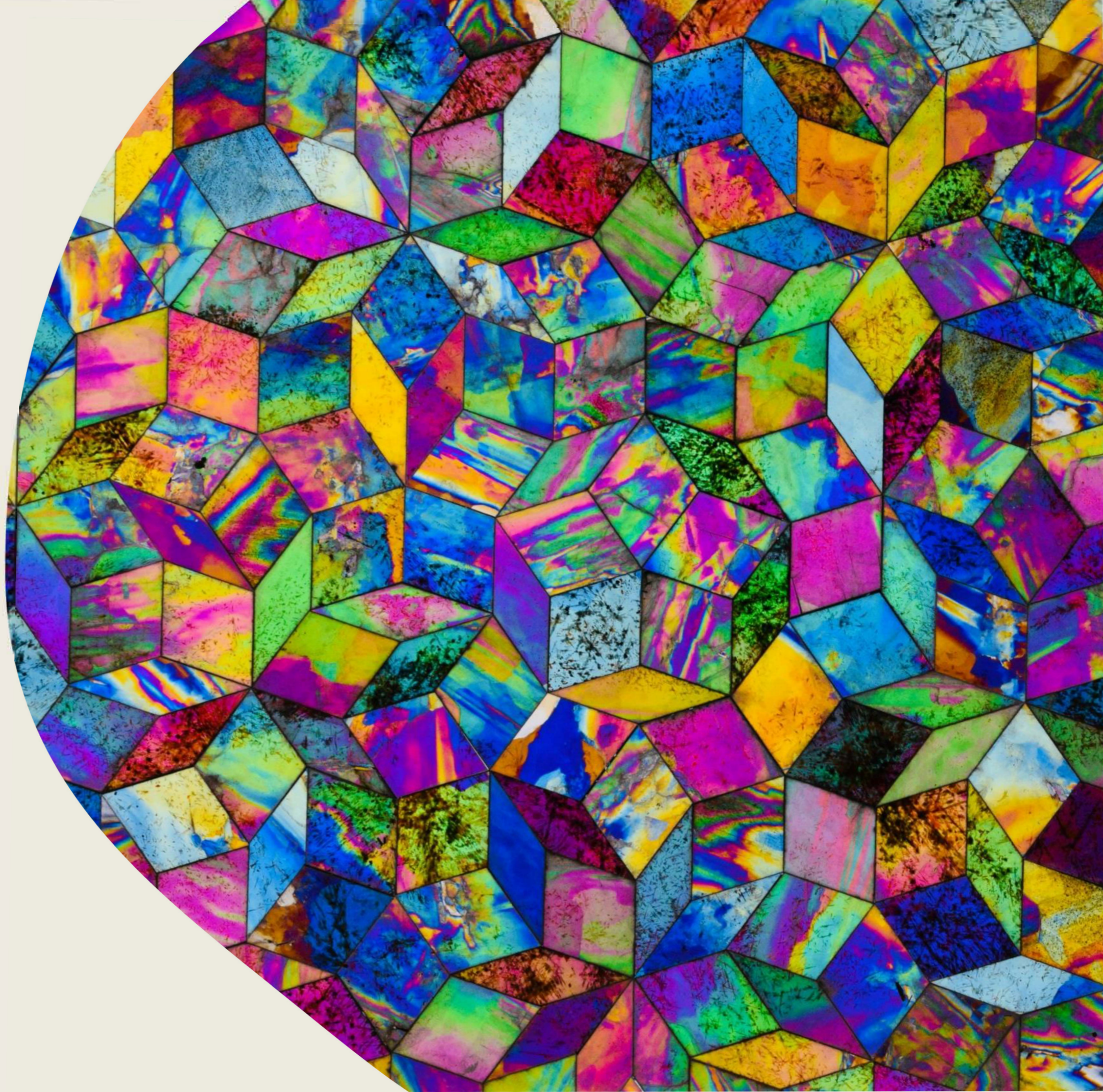
FY 24-26 Racial and Social Equity Action Plan – Library Department

Action #	Framework	Action Description	Anticipated Completion Date
1	Normalize	Update and maintain at least two (2) reading lists on equity priorities per year	Q4 - 2025
2	Normalize	Provide two yearly workshops on racial equity, LGBT+, disability access, trauma and resilience	Q4 - 2025
3	Normalize	Create scheduling time for all employees (current and new) to complete training	Q2 - 2025
4	Normalize	Collect and review DEI subject data through a data analysis tool	Q4 - 2025
5	Normalize	Track changes in library usage, book returns	Q4 - 2025
6	Normalize	Organize public programs/ presentations on Holistic Library Initiative, Citywide programs and other housing service providers	Q4 - 2026
7	Organize	EDI Quality Standards Pilot assesses for select adult programs	Q1 - 2025
8	Organize	All SJPL adult programs complete a Quality Improvement Plan	Q1 - 2026
9	Organize	Onboard select Department staff on EDI Quality Standards	Q2 - 2026
10	Operationalize	Staff integrate 2024 Community Assessment Report for work plans planning	Q4 - 2026
11	Operationalize	Staff Equity Working Groups provide recommendations of vendors that reflect San Jose's diverse communities	Q4 - 2025
12	Operationalize	Organize EDI Quality Standards Community Roundtables for feedback on program findings and evaluation framework	Q4 - 2025
13	Operationalize	Complete a programming gaps analysis for FY 23-24 programs performance at all library locations	Q2 - 2025
14	Operationalize	Department Language Access Coordinator updates staff Sharepoint Resource page with revised protocols, tools and values statement in coordination with City's Language Access Coordinator	Q4 - 2026
15	Operationalize	Identify top languages spoken in communities served by Library Branch	Q4 - 2026
16	Operationalize	Department Language Access Coordinator will develop a roster of multi-lingual staff placements and community needs	Q4 - 2026
17	Operationalize	Department Disabilities Access Coordinator maintains staff Sharepoint page with updated protocols, tools and materials in coordination with City's Disability Affairs Officer	Q4 - 2026

Equity, Diversity & Inclusion Quality Standards

August 26, 2024

Pilot Phase II Findings



**Equity,
Diversity &
Inclusion
Quality
Standards**

Adopted by City Council
February 8, 2022

Quality Standard	Focus Area
Anti-Racist Approach	Programming addresses biases, counters power asymmetry, and provides learning opportunities about structural and institutional racism. Program adopts an intersectional lens to identify and address other forms of exclusion. Resources are prioritized to historically underserved communities.
Inclusive Programming	Program acknowledges and supports different learning styles and needs by creating curricula tailored to diverse communities.
Data Collection and Analysis	Program utilizes data collection and analysis tools to determine demographics to inform program design, identify opportunities to expand needed programs and prevent reinforcing disparities.
Culturally-Relevant Pedagogy	Program values the culture and histories of participants to foster learning, nurture identity formation, build relationships, and infuses culturally-relevant activities to enhance participants' experience.
Community Involvement	Program recognizes community members as experts in their own needs and proactively includes them in planning and designing high-interest, authentic, and meaningful experiences. Program builds continual points of engagement with community to assess impact and refine implementation.
Outreach as Key to Inclusion	Program prioritizes inclusive outreach based on intentional relationship-building efforts with community partners to better reach targeted communities.

Assessment Process Details

- The Assessment Process has two main components/tools:
 - Assessment Workbook (Excel Template)
 - EDI Toolkit
- Pilot – Phase 2
 - EDIQS Overview and Process
 - Team members complete form
 - Program Manager reviews the assessments, provides feedback
 - LPS supports additional individual reviews/coaching on the Quality Improvement Plan

Self-Assessment Scores

Program	Q1 Anti-Racism	Q2 Inclusive Programming	Q3 Data Collection & Analysis	Q4 Culturally- Relevant Pedagogy	Q5 Community Involvement	Q6 Outreach as Key to Inclusion
<i>Total Points Possible</i>	6	3	9	3	6	3
Citizenship – BLA	2	2	3	1	4	2
Citizenship – TU	4	3	7	0	6	3
ELL CC – AB	2	2	6	2	4	1
ELL CC – WV	2	1	3	2	3	1

Note: Summary Scores show a highly simplified snapshot of the assessment results. The PROCESS, including the self-reflection and learning derived from this, is most valuable to support program improvement efforts and informs the development of the QIPs.

Self-Assessment Scores

Program	Q1 Anti-Racism	Q2 Inclusive Programming	Q3 Data Collection & Analysis	Q4 Culturally- Relevant Pedagogy	Q5 Community Involvement	Q6 Outreach as Key to Inclusion
<i>Total Points Possible</i>	6	3	9	3	6	3
Pinoytown* – CA Room	6	2	3	3	3	2
Cookbook Club* – HB	2	2	5	2	4	1
Book Club – VL	3	3	6	2	4	1
Volunteer Services* – KL	2	1	5	N/A	4	0

Note: Summary Scores show a highly simplified snapshot of the assessment results. The PROCESS, including the self-reflection and learning derived from this, is most valuable to support program improvement efforts and informs the development of the QIPs.

Self-Assessment Scores

Program	Q1 Anti-Racism	Q2 Inclusive Programming	Q3 Data Collection & Analysis	Q4 Culturally- Relevant Pedagogy	Q5 Community Involvement	Q6 Outreach as Key to Inclusion
<i>Total Points Possible</i>	6	3	9	3	6	3
EVC ESL Class – PAR	5	3	6	3	2	3
Health & Nutrition – PAR	5	3	8	2	4	2

Note: Summary Scores show a highly simplified snapshot of the assessment results. The PROCESS, including the self-reflection and learning derived from this, is most valuable to support program improvement efforts and informs the development of the QIPs.

Pilot Program Assessment Overview

Programs Assessed:

- Citizenship - BLA
- Citizenship - TU
- ELL Conversation Club - AB
- ELL Conversation Club - WV

Program	Total Points	Summary Score	Summary Level
Citizenship - BLA	14	47%	Emerging
Citizenship - TU	23	77%	Emerging
ELL CC - AB	17	57%	Emerging
ELL CC - WV	12	40%	Emerging

Pilot Program Assessment Overview

Programs Assessed:

- Book Club - VL
- Cookbook Club - HB
- Pinoytown Rising - CA Room
- Volunteer Services - KL

Program	Total Points	Summary Score	Summary Level
Book Club - Vineland	19	63%	Emerging
Cookbook Club - HB	16	67%	Emerging
Pinoytown - CA Room	19	63%	Emerging
Volunteer Services - KL	12	40%	Emerging

Pilot Program Assessment Overview

Programs Assessed:

- EVC ESL – PAR
- Health & Nutrition – PAR

Program	Total Points	Summary Score	Summary Level
EVC ESL – PAR	22	73%	Emerging
Health & Nutrition – PAR	24	75%	Emerging

Quality Improvement Plans

Citizenship – Biblioteca Latinoamericana

Culturally-Relevant Pedagogy (QS4): Dedicate five-ten minutes foster a great sense of belonging and provide opportunities for team bonding by discussing each other's cultures and countries of origin in a respectful manner.

Citizenship – Tully

Inclusive Programming (QS2): Broaden offerings by recruiting staff and volunteers with more diverse language capacities outside of Vietnamese and English to engage with a wider variety of community members.

English Language Learning Conversation Club – Almaden

Community Involvement (QS5): Based on learners' feedback on the questionnaire, improve program quality by covering more practical needs. Expand topics beyond hobbies or music, to include working in the U.S., navigating school, and visiting the doctor. Have participants share resources available to them at the library, such as Family Learning Centers, State Park Passes, One-to-one Tech help, and PRNS senior lunch. Use the program to cross pollinate other library services and provide a training opportunity for volunteers.

English Language Learning Conversation Club – West Valley

Data Collection & Analysis (QS5): Work with the ELL volunteer to create a survey to find out what most customers want to learn from this event, especially those who have participated in the event more than 4 times.

Quality Improvement Plans

Book Club – Vineland

Anti-Racist Approach (QS1): For a few months out of the year, a selection of books centered around a particular topic (like civic issues, holidays and national month celebrations, such as Pride or Mexican Heritage Month) will be voted on and chosen by program participants. This strategy can help widen the topics that will be discussed and give participants an opportunity to discuss and reflect on topics/subjects in a safe and welcoming environment.

Cookbook Club – Hillview

Program not renewed

Pinoytown Rising Exhibit – California Room

Anti-Racist Approach (QS1): Incorporate trainings with the entire staff when hosting or building community-based events. Sensitivity training should be essential when programs are presented, especially if it is about a local community. Highlighting the community with exhibit programming was thought to be an inherent means of satisfying cultural competencies; however, this has shown there is always another level to strive toward for improvement.

Library Volunteer Services – King

Outreach as Key to Inclusion (QS6): Volunteer coordinator will identify organizations and recruitment events to determine annual outreach opportunities that the unit has not previously been part of.

Quality Improvement Plans

Evergreen Valley College English as a Second Language – Partners in Reading

Data Collection & Analysis (QS5): Focus on more expansive, data collection and retention to analyze points for improvement; specifically, learner demographics in terms of native language and country of origin. Using this information, determine whether the program is reaching the target audience.

Health and Nutrition Workshop – Partners in Reading

Data Collection and Analysis (QS5): Promote and open registration adult literacy/ESL classes and workshops to the public, rather than just promoting internally to the currently enrolled and assessed learners. Promotions were limited due to concerns about grant funding and data collection. New intake procedures and methods are currently under development with the data team, which would allow for more efficient data collection from unenrolled participants.

DR. MARTIN LUTHER KING, JR. LIBRARY



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

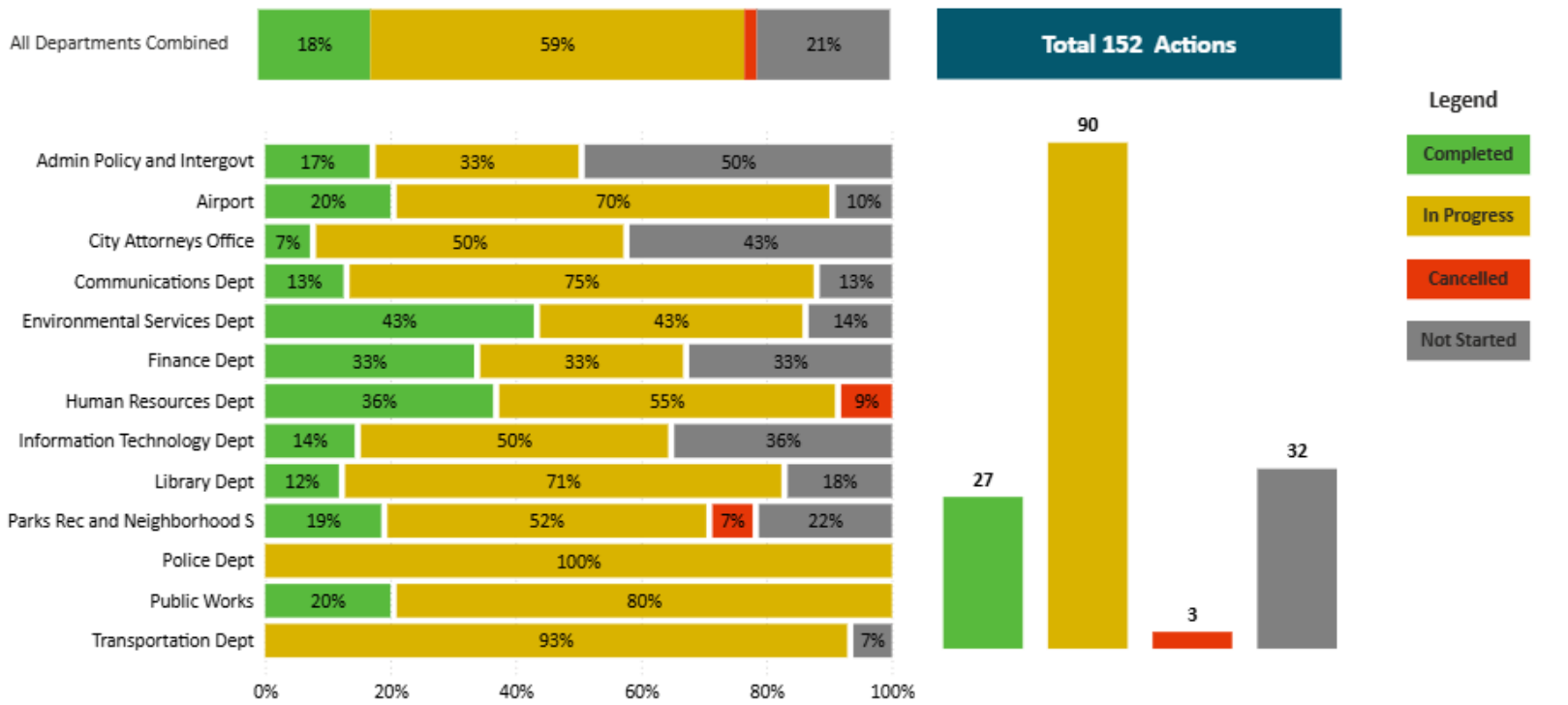
Category	Description
Normalize	Actions that familiarize shared terms, normalize talking about racialized experiences and disaggregated data as well as supports deeper learning of systemic inequities.
Organize	Capacity-building actions to focus decision-making, program development and other factors to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

EQUITY ACTION PLAN DASHBOARD

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
Racial Equity Team (RET)	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.
LGBTQ+ Committee	Amplifies LGBTQ+ voices and experiences throughout the year
Disability Access Committee	Makes recommendations based on the evaluation of equitable disability access to services, resources, technology, and staff guidelines at SJPL
Trauma Informed Resilient Oriented Committee (TIROC)	A wellness initiative to integrate a trauma-informed model for the workforce and the city's overall approach to customer service
Community Engagement Committee	Leads the strategy for community consultations and develops summaries reflecting community needs, aspirations, strengths and ideas

EAP - NORMALIZE

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

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

EAP - OPERATIONALIZE

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

EDI QUALITY STANDARD ASSESSMENTS OUTCOMES – CITYWIDE PILOT

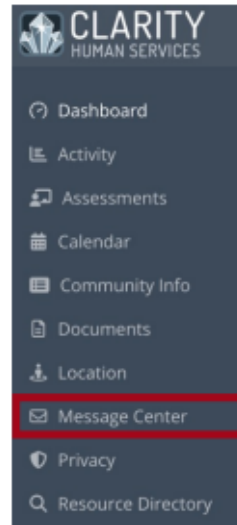
Program	Summary Score	Summary Level	Improvement Plans
Disconnection Mitigation (Energy)	41%	Emerging	Collaborate with other City departments and nonprofits to broaden public reach
Storefronts Grant (Economic Development)	77%	Emerging	Modify eligibility criteria to be more inclusive of low-income businesses
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



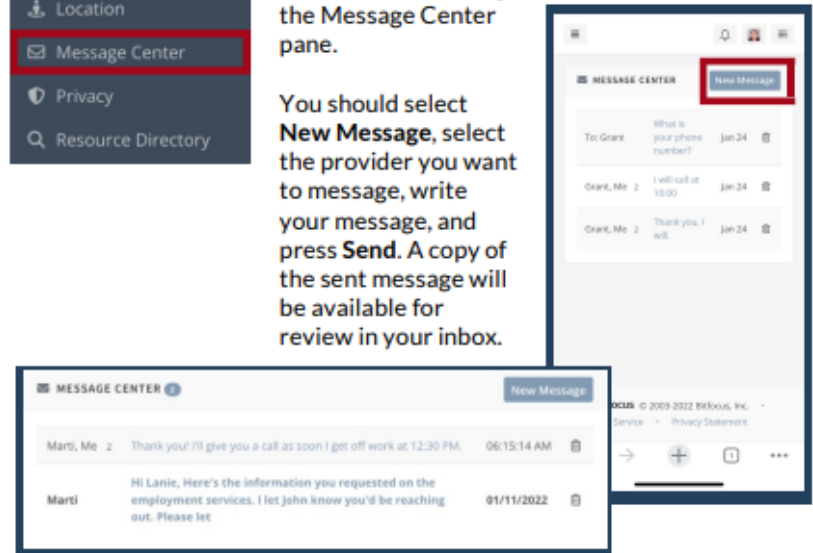
i The Message Center allows you to contact and respond to messages from care team members through a confidential and secure message. You can conveniently track conversations with all providers and view previous conversation history.

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

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