

# LIBRARY AND EDUCATION COMMISSION

March 18, 2026  
7:00 PM to 9:00 PM

# I. CALL TO ORDER & ORDERS OF THE DAY

## II. PUBLIC COMMENT

(2 MINUTES OF SPEAKING TIME IS AVAILABLE)

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



### **III. CONSENT CALENDAR**

**A. APPROVE MINUTES FOR THE REGULAR MEETING OF  
02/18/2026**

## **IV. DISCUSSION/ACTION ITEMS**

**A) SAN JOSÉ PUBLIC LIBRARY'S  
LEARNING AND DEVELOPMENT  
(K. LINDER)**

# **SJPL STAFF LEARNING & DEVELOPMENT**

**Library and Education Commission**

**March 18, 2026**

## Goal

Understand how  
SJPL activates  
values through  
staff learning and  
development



## Agenda

- Get to know SJPL Staff
- Welcome new staff
- Center staff voices
- Doing the work

# GET TO KNOW SJPL STAFF

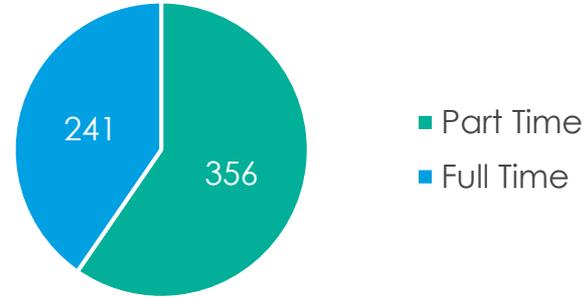
## WORKPLACE CULTURE

**Nurture & celebrate creativity, innovation, expertise, centering the importance of well-being & a shared commitment to the Library's mission.**

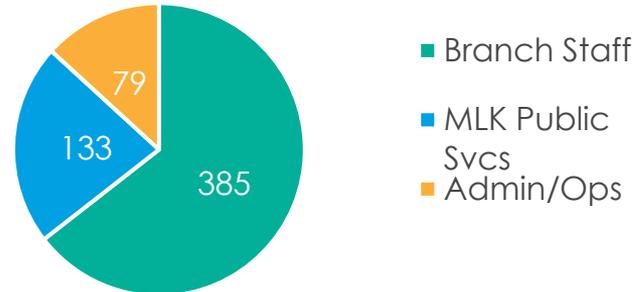
## STAFF IN NUMBERS

- 597 positions
- 29 different classifications
- 24 branches, 22 King units
- 166 language specialist staff
  - 44% FT / 56% PT
- 15 languages
- 229 staff with 5+ years at CSJ
  - 74% FT / 26% PT
- Avg 6 years of service

### PT vs FT



### Org Distribution





Clear and  
accessible  
pathways

Empowered  
managers



Engaged Staff

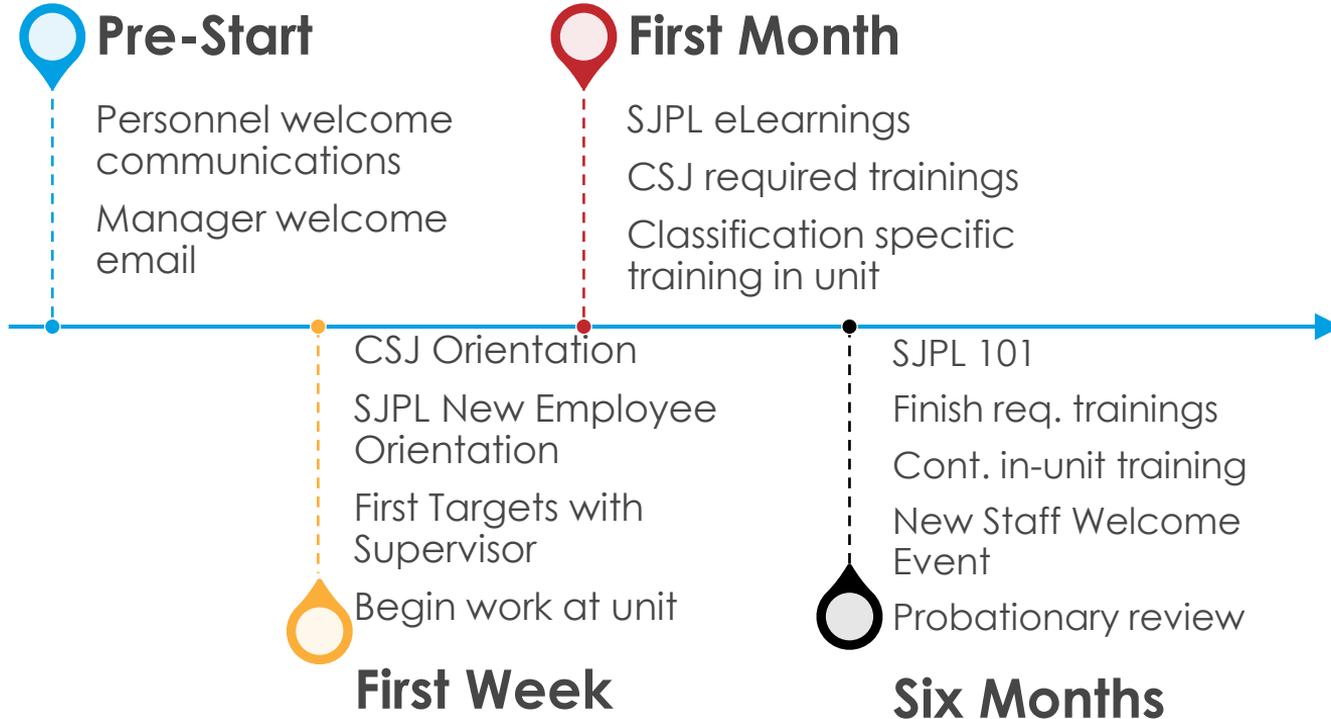
- Coordinated annually with SJPL Leadership
- Drives the work of Staff Learning & Development
- Includes:
  - Needs Assessment
  - L&D Committee
  - New Initiatives
  - Training Calendar
  - Staff Onboarding
  - Data Management
  - Spending Plan

# WELCOMING NEW STAFF

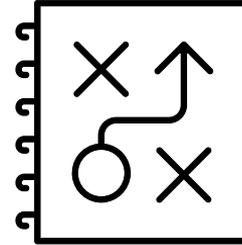
*We strive to provide...*

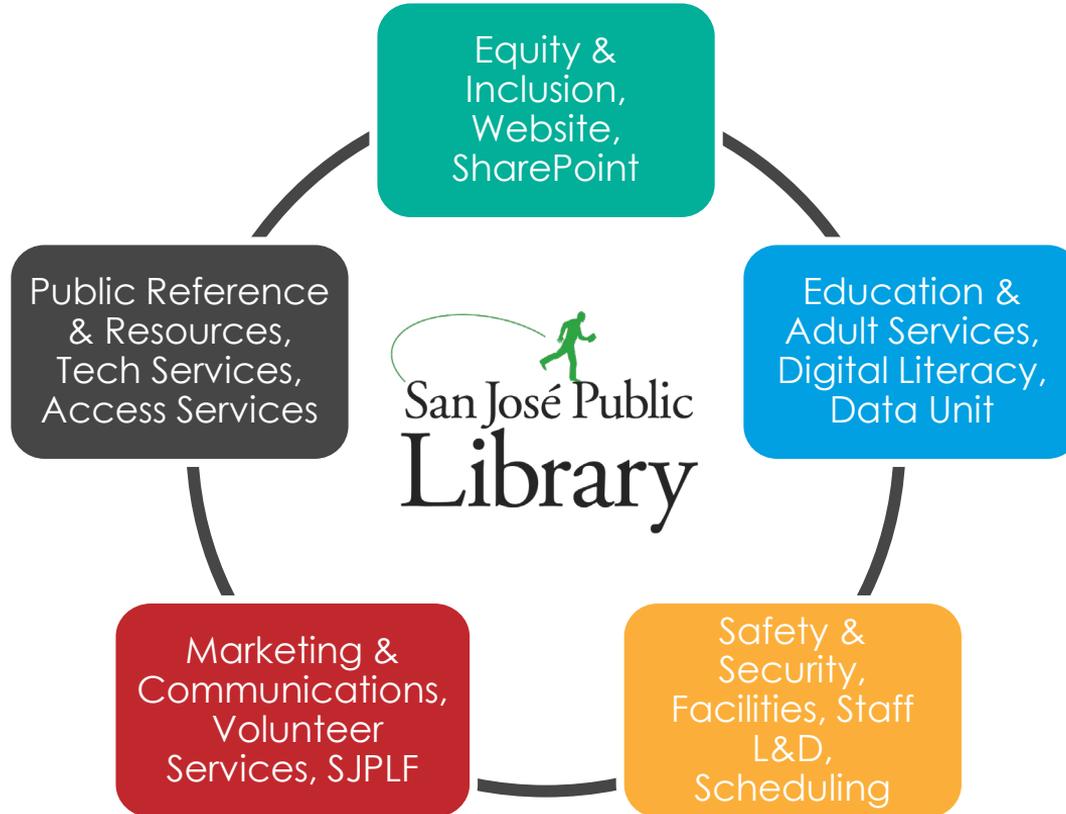
**A well-trained and highly capable staff that reflects the diversity of San José and works well together to provide quality service to all users.**

# ONBOARDING TIMELINE



- Support supervisors to onboard their team
- List **timeline and deliverables**
- Highlight central resources
- Coordinate/track training **responsibilities**
- Maintain **consistency** of experience for new hires
- Retain **uniqueness** of each individual branch / unit





### City of San Jose

- CSJ Processes & Procedures
- Performance Management
- Basic Supervisory Skills



### SJPL Supervisors Session

- SJPL Processes & Procedures
- Personnel
- Library Budget



### Manager's Forum

- Cohort Learning





4.78 Average Rating

## Objectives

- ❖ Engage new staff
- ❖ Build positive energy across the department
- ❖ Encourage cross unit connection

## Staff Feedback

“As someone very new, I appreciated how **proactive and kind** [leadership members] were to come up and introduce themselves on the way out. **I'm very glad to be part of this organization.**”

### ***What did you enjoy most?***

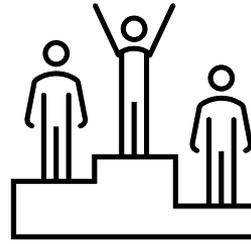
1. Meeting other staff
2. Speed friending
3. Snacks!

# CENTERING STAFF VOICE

**Our employees and volunteers are valued as individuals and for their important contributions to the organization.**

**An open exchange of ideas is encouraged throughout the system. We nurture our talents and each other.**

- Two surveys: Employee & Supervisor
- 289 Employee responses
- 38 Supervisor responses
- Rank 20 professional skills by importance and training interest
- Feedback from 24 classifications
- Most staff cite spending between 2 and 4 hours a month on training
- Completed annually in the Spring



### TOP 5 RANKED SKILLS

- 1** Customer Service
- 2** Communication Skills
- 3** Judgement / Problem Solving
- 4** SJPL Processes, Policies, & Procedures
- 5** Teamwork & Interpersonal Skills

## **Committee Participants**

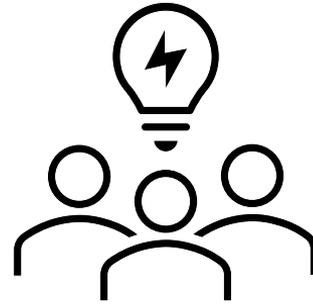
- Cross section of library classifications, including leadership representation

## **Staff Commitment**

- Monthly meetings

## **Committee Goals**

- Support L&D initiatives
- Curate learning/training opportunities
- Update classification-based training plans



# DOING THE WORK

**We maintain high standards in our work and help instill a sense of pride in all employees, as well as a strong sense of responsibility and integrity.**

### Logistics

- Held biannually
- Centrally planned, facilitated by individual managers

### Objectives

- Build connections and energy across SJPL teams
- Deepen knowledge about key pillars of SJPL operations

### Recent Topics:

1. Fostering Belonging
2. Merchandizing and Expanded Learning
3. Community Partner Spotlight - AACI
4. Trauma Informed Boundaries
5. Choose your own adventure
6. Trauma Informed Customer Service



**Logistics:**

- Began in 2014
- 8 Mini-Cons and counting
- Half day, in-person event

**Objective:**

- Foster department wide connection, support professional growth, and highlight the talent at SJPL

**Past Session Topics:**

AI 101 – What is it? And isn't?
Be a Collections Champion
Communicating with Police
Demystifying the City/SJPL Application Process for Promotion
Elevate Your Event Promos: From Meh to Must-See
Get Talking: Increase your Community Engagement w/ the Art of Small Talk
Jeopard-eResources
Reading Education, School Libraries: Insights from Santa Clara County School Library Coordinator
Supporting Community Members Experiencing Homelessness & Housing Insecurity
Employee Wellness - Yoga Basics / Hatha

**SJPL**  
**MINI-CON**



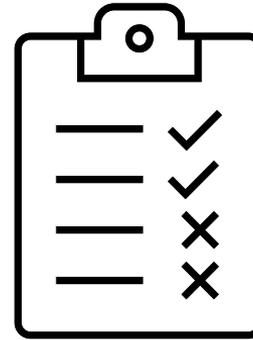
## What did you enjoy most about Mini-Con?

"It's always nice to see other people. There's something about **being there together** to **help collaboration thrive**."

"I enjoyed attending sessions and **learning** things that I could **apply directly to my work**."

"The opportunity to **connect with colleagues** from across the system is always a **joy** and a big reason why I enjoy Mini-Con. I thought the **presentations and information** available made this worthwhile."

- ✓ Cybersecurity
- ✓ Workplace Violence Prevention Plan
- ✓ Run, Hide, Defend Training
- ✓ First Aid / CPR Certification
- ✓ Foundational Racial Equity Training
- ✓ City of San Jose Customer Service
- ✓ Disaster Service Worker Training
- ✓ Anti-Harassment Training



## SJPL PERSONNEL TEAM



**Fiahna Cabana**  
Administrative  
Officer



**Renee Bettencourt**  
Personnel  
Manager



**Katie Linder**  
Learning &  
Development Analyst



**Yasmin Holt**  
Staff Specialist



**Lea Cuevas**  
PT Clerk

THANK YOU!

QUESTIONS?



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

# Agenda Item

## Code of Conduct

- Comment on the specific agenda item topic only
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- Repeated failure to comply with this Code of Conduct which will disturb, disrupt or impede the orderly conduct of the meeting may result in removal from the meeting.

Please unmute your device when your name is called.

**B) SAN JOSÉ PUBLIC LIBRARY'S  
VOLUNTEER SERVICES UPDATE  
(R. MIRANDA)**

# **SJPL VOLUNTEER SERVICES**

**LIBRARY AND EDUCATION COMMISSION**

**March 18, 2026**

## HOW VOLUNTEERS SUPPORT SJPL

- Provide literacy, education, and tech support
- Program and event facilitation
- Personalized assistance
- Creating welcoming environments
- Promoting library services
- Beautifying branches





## How SJPL Supports Volunteers

- Training and growth opportunities
- Inclusive and welcoming environment
- Equitable access to resources
- Celebrating diverse stories and backgrounds
- Recognition events

# VOLUNTEER UNIVERSITY

## VOLUNTEER UNIVERSITY: PURPOSE

A series of workshops designed to help volunteers:

- Build knowledge of library resources
- Strengthen understanding of programs and services
- Empower them as confident ambassadors



## **From Selection to Shelf: How SJPL Builds Its Collection**

In-person attendance: **49**

YouTube viewings: **21**

## **Friends Make It Possible: Supporting SJPL's Libraries from the Inside Out**

In-person attendance: **19**

YouTube viewings: **8**

## **Teens Reach: Get to Know Your Youth Advocates**

In-person attendance: **7**

YouTube viewings: **18**

## **Behind the Story: The Magic (and Mayhem) of Storytime**

In-person attendance: **23**

YouTube viewings: **6**

## **Why Marketing and Communications is Vital in Public Service**

In-person attendance: **19**

YouTube viewings: **11**

## **Recoleciones: The King Library Public Art Collection Tour**

In-person attendance: **3**

Virtual Art Tour: **10**

## PARTNERSHIPS



# VOLUNTEER STORIES

## Volunteer Stories We Celebrate

We highlight stories about:

- Community impact
- Passion-driven service
- Heritage celebrations
- Skill and community building



### Share Your Volunteer Experience

Share your meaningful volunteering moments at SJPL and the impact its made in your life or those you have helped.

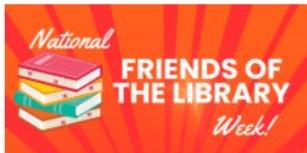
[Share Your Story](#)

## VOLUNTEER STORIES



**The Next Generation Salutes Our Veterans**

[BLOG POST](#)



**Celebrating Friends of the Library Week!**

[BLOG POST](#)



**National Hispanic Heritage Month: Volunteer Spotlight**

[BLOG POST](#)



**Volunteering with Pride: One Volunteer Story at a Time**

[BLOG POST](#)



**It's National Friends of the Library Week!**

[BLOG POST](#)



**Volunteer Services Celebrates National Friendship Day**

[BLOG POST](#)



**Volunteer Jonathan Makes Things Shine!**

[BLOG POST](#)



**Celebrating National Immigrant Heritage Month**

[BLOG POST](#)



**Decades of Dedication : Celebrating Older Americans Month**

[BLOG POST](#)



**Veterans Day: Celebrating our Heroes**

[BLOG POST](#)



**Celebrate AAPI Month: Meet Our Inspiring Volunteers!**

[BLOG POST](#)



**Meet Our 2025 Volunteers of the Year!**

[BLOG POST](#)



**Meet Mike: A Local Legendary Poet**

[BLOG POST](#)



**The Generosity of Your Time: Become a Volunteer Today!**

[BLOG POST](#)



**Cambrian Library's Volunteer Spotlight: Amy**

[BLOG POST](#)

**"Volunteering makes me feel more connected to San José.** Silicon Valley can sometimes feel like a bit of a bubble, but being at the library **helps me stay grounded** and connected with people from all walks of life."

Brad – King Library



# FRIENDS OF THE LIBRARY

## FRIENDS OF THE LIBRARY

- Volunteer groups at 22 locations
- Fundraise for programs and activities
- Advocate with the Foundation
- Build community support
- Meet quarterly
- Looking ahead: strengthen advocacy, grow smaller groups, increase fundraising



FRIENDS OF THE LIBRARY SUPPORT PUBLIC PROGRAMS



San José Public Library

# METRICS

AT A GLANCE COMPARISON





- **21,851** programmatic hours
- **6,744** Friends hours
- **5,448** library services hours

## TOTAL HOURS

**33,059** in-person hours

**984** virtual hours

## Volunteer demographics:

- **62%** teens
- **28%** adults 18–54
- **10%** adults 55+

## 155 responses

- **97%** would recommend SJPL as a place to volunteer
- **98%** feel comfortable approaching a staff member when they have a question
- **97%** felt prepared for their volunteer role

THANK YOU



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

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**V. COUNCIL LIAISON'S  
ANNOUNCEMENTS**

## VI. CHAIR'S ANNOUNCEMENT

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

## VIII. COMMENTS AND ANNOUNCEMENTS

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

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

## **XI. MEETING SCHEDULE**

**THE NEXT MEETING WILL BE WEDNESDAY,  
APRIL 15, 2026, AT VILLAGE SQUARE  
LIBRARY**

## XII. ADJOURNMENT