

# LIBRARY AND EDUCATION COMMISSION

August 16, 2023  
7:00 PM to 9:00 PM

# I. CALL TO ORDER & ORDERS OF THE DAY

## **II. CONSENT CALENDAR**

**A. APPROVE THE 08/16/2023 AGENDA**

**B. APPROVE MINUTES FOR REGULAR MEETING OF  
06/21/23**

### **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: STAFF SPOTLIGHT:  
PEARL LIBRARY (C. NGUYEN)**



# PEARL AVENUE BRANCH LIBRARY

August 16, 2023

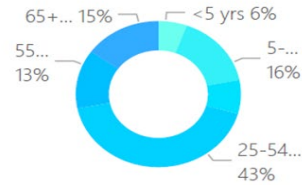
Library and Education Commission



# PEARL AVENUE BRANCH LIBRARY

**57,797**  
Total Population

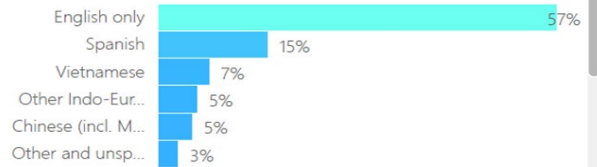
Population by Age



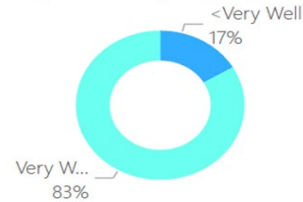
**23.19%**  
% HHs with Active Memberships

Council District  
**9**

Languages Spoken

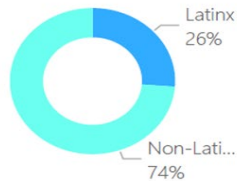


English Proficiency, Pop. 5+ y/o

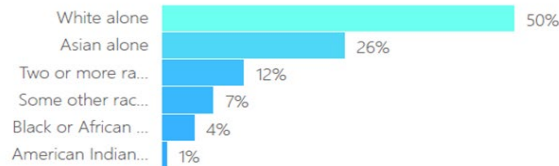


**11 Staff Members**  
(6.5 FTE)

Population by Ethnicity



Population by Race



## BRANCH HOURS

Monday	2 PM – 6 PM
Tuesday	10 AM – 7 PM
Wednesday	10 AM – 7 PM
Thursday	10 AM – 7 PM
Friday	2 PM – 6 PM
Saturday	10 AM – 6 PM



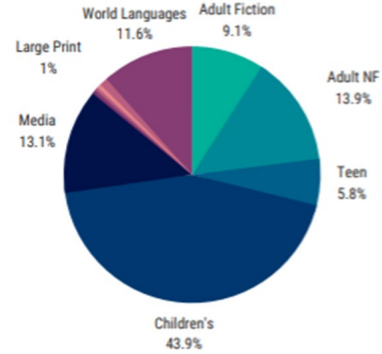
## Pearl Avenue Branch Library

Council District 9  
4270 Pearl Ave.  
San Jose, CA 95136  
(408) 808-3053  
[sjpl.org/Pearl](http://sjpl.org/Pearl)



## Branch Manager

Chieu Nguyen  
[chieu.nguyen@sjlibrary.org](mailto:chieu.nguyen@sjlibrary.org)



## FY 2021/2022 Facts

**71,878** Visitors  
**226,669** Circulation  
**89** Programs  
**1,828** Program Attendance  
**3,920** Computer Reservations  
**16** Volunteers  
**398** Volunteered Hours

## Library Features

### Branch Built in 2008

**30** Public Computers  
**1** Group Study Room  
**1** Quiet Study Room  
**55** Community Room Capacity

## Programs & Services

- ESL Classes
- Computer Classes
- Teens Reach & Teen Center
- Coding Classes
- Book Classes
- Storytimes
- And more at [sjpl.org/Events](http://sjpl.org/Events)

## Top Ten Languages in the Collection

- English
- Chinese
- Vietnamese
- Spanish
- Russian
- Hindi
- Persian
- Japanese
- Tagalog
- French

## Wireless Access

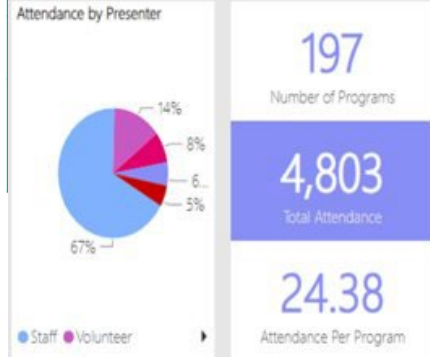


Wi-Fi internet access is available in and around this location.  
[sjpl.org/Wireless](http://sjpl.org/Wireless)

## Other Libraries in District 9

**Cambrian Branch**  
1780 Hillsdale Ave.

Preliminary  
2022-2023 Data Pending Review  
(163% increase of program attendance)



# USAGE STATISTICS

Gate Count July 2021 – June 2022

**71,878**



Preliminary 2022-2023 Data Pending Review

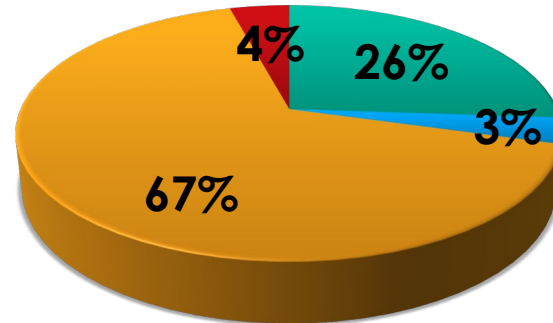
2022-2023 Gatecount (30% increase)	93,734
2022-2023 Circulation (11th highest circulation branch)	216,344

\*SOURCE: Bibliotheca, PowerBI, CollectionHQ, Sierra

Circulation

July 2021 - June 2022

**Total 226,669**



- Adults
- Young Adults

Top 3 languages  
circulation: Chinese,  
Vietnamese, Spanish

COMMUNITY  
MEETING SPACE  
FOR MANY  
NEIGHBORHOOD  
ASSOCIATION IN  
DISTRICT

HIGH DEMAND

FOR

GROUP STUDY  
ROOM

AND

COMMUNITY  
ROOM

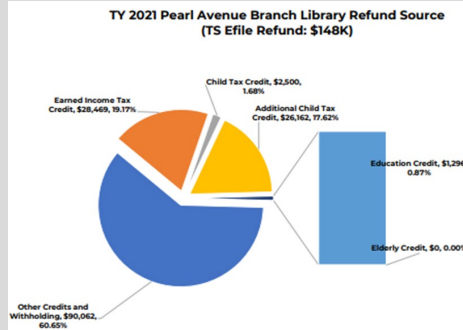


# SUPPORTERS AND PARTNERSHIP

OFFICE OF  
COUNCILMEMBER  
PAM FOLEY

FRIENDS OF PEARL  
AVENUE LIBRARY

VITA TAX HELP  
(158 RETURN/148K REFUND)



# PROGRAMS AND SERVICES

- **Storytime A and B**
- **STEM & Coding**
  - C5K Summer Coding Camp
  - Tech Mentor and Ipad Coding
  - Digital Storyboarding
- **Arts & Crafts, Family Fun, or Performer**
  - Arts/crafts or fun activities at least once per week
  - Friday Fun at 4 pm
- **Cultural Enrichment**
  - Moon Festival Celebration
  - Halloween Storytime, Trick or Treat, Costume parade
  - Santa Program
- **School Outreach**
  - All local schools within 3 miles radius
  - San Jose School District schools
- **Volunteer Services**
  - Tax Help from VITA
  - Blood Drive from Standford
  - Summer Learning Ambassador
  - Friday Fun



# GOALS/OPPORTUNITIES

**Enhance** access to library services, resources and programs

**Connect** the community to high-quality opportunities and tools for learning.

**Engage** volunteers, staff, communities, and partners to strengthen services

**Ensure** libraries and services are safe, connected, efficient, and welcoming

**Boost** awareness of library resources, services, and value



## OUR STAFF





## OUR CUSTOMERS FEED BACK

(FROM 5 STARS  
GOOGLE  
REVIEW)



- THE LIBRARIANS HERE ARE TOP NOTCH! SUPER FRIENDLY, AND HELPFUL.
- THIS WAS MY CHILDHOOD BRANCH AND EVEN THOUGH IT'S BEEN COMPLETELY REMODELED, IT'S STILL ONE OF MY FAVORITE LIBRARIES. GOOD SELECTION OF NEW BOOKS AND CHILDREN'S MATERIALS. THE BUILDING IS CLEAN AND THE STAFF ARE EXTREMELY WELCOMING AND HELPFUL.
- FANTASTIC LOCAL LIBRARY STAFFED BY FRIENDLY AND INCREDIBLY HELPFUL LIBRARIANS.
- THIS IS A VERY GOOD AND CLEAN LIBRARY. I LIKE HERE MORE .

## TEACHERS' STORIES



"THANK YOU SO MUCH FOR THE OPPORTUNITY TO PARTICIPATE IN THE CITY'S "WINTER READING CHALLENGE". MY CLASS MADE IT OUR NEW YEAR'S GOAL TO READ TOGETHER FOR 20 MINUTES EVERY DAY, THEN AGAIN FOR HOMEWORK AT NIGHT. WHILE AT SCHOOL, WE FOUND A BOOK, SET THE TIMER, AND READ AWAY. NOT ONLY DID OUR CLASS AVERAGE LEXILE IMPROVE BY 50 POINTS SINCE DECEMBER, BUT WE WERE REWARDED WITH BOOKS TOO! WE TRULY WANT TO THANK YOU FOR MAKING TODAY SO MUCH FUN. MY KIDS WERE FULL OF SMILES! HERE ARE A FEW PICTURES OF OUR "BOOK PICK PARTY". I TOOK SOME OF THE KIDS' FACES TOO, HOWEVER I NEED TO GET PARENT PERMISSION BEFORE I SEND THEM. UNTIL THEN... "

*(FROM MS.K / LOS ALAMITOS ELEMENTARY)*

"THANK YOU SO MUCH FOR COMING THIS MORNING. YOUR PRESENTATION WAS PERFECT. THE KIDS ARE EXCITED ABOUT YOUR PROGRAMS AND RECEIVING BOOKS. THANK YOU AGAIN!"

*(FROM MS.V / CARSON ELEMENTARY)*

# THANK YOU!

Chieu Nguyen  
Chieu.nguyen@sjlibrary.org  
(408) 808-3053  
4270 PEARL AVE, San Jose CA 95136



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

# Agenda Item

## Code of Conduct

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Please unmute your device when your name is called. Phone in callers, please press \*6 to unmute.

**B) INFORMATION: CHILDREN & YOUTH  
MASTER PLAN STATUS REPORT (L. BUZO)**



CITY OF  
**SAN JOSE**  
CAPITAL OF SILICON VALLEY



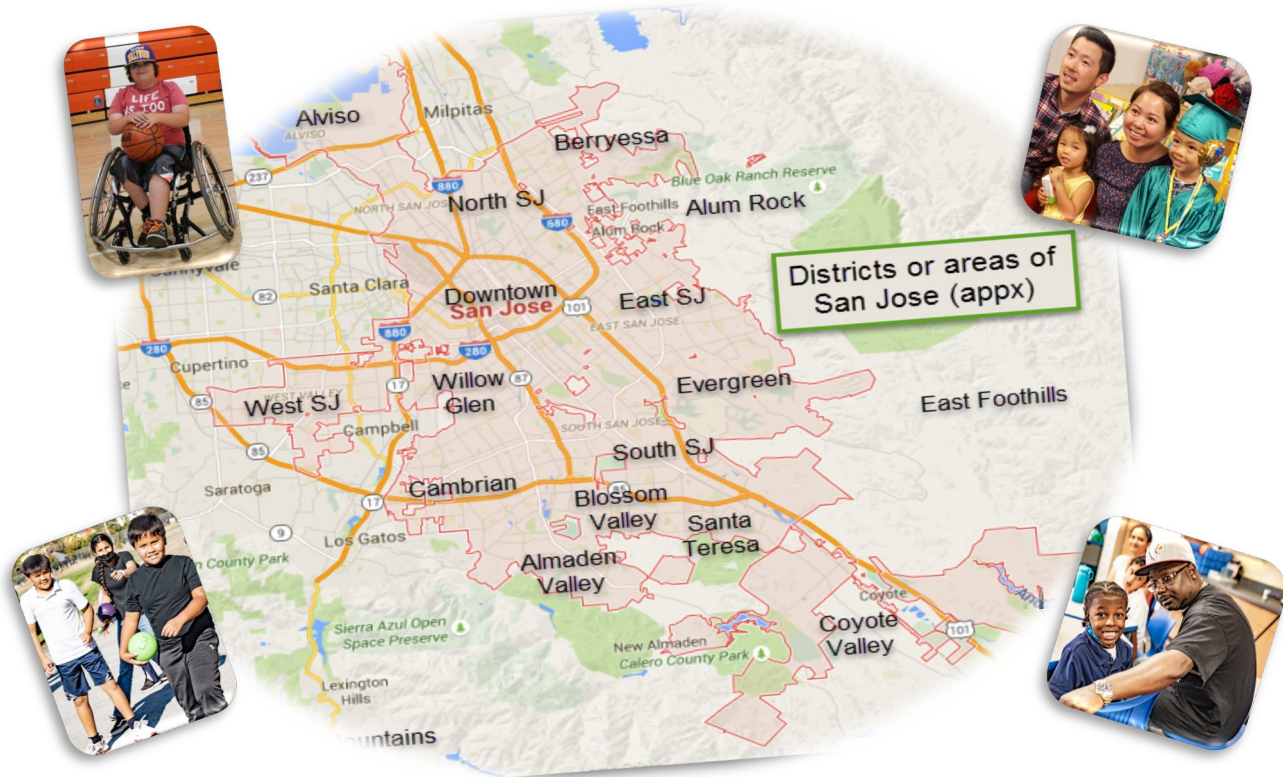
CITY OF SAN JOSÉ  
CITY INITIATIVES ROADMAP:  
CHILDREN AND YOUTH  
SERVICES MASTER PLAN

Library and Education Commission  
August 16, 2023

The City Manager's Office:  
Angel Rios Jr., Deputy City Manager  
Laura Buzo, Assistant to the City Manager



# CHILDREN AND YOUTH SERVICES MASTER PLAN



# BACKGROUND

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Mayor's June 2021  
Budget Message

Joint Special  
Meetings on City of  
San José and the  
County of Santa  
Clara

Bill of Rights for  
Children and Youth,  
and Audit Report

Education and Digital  
Literacy Strategy

Youth  
Empowerment  
Alliance  
Strategic Plan

REIA: Racial Equity  
Impact Analysis

City Council's  
approval of the  
spending plan for  
\$10.5M of ARP  
(American Rescue  
Plan) Funds

San José Education  
Initiative (Education  
Policy 0-30)

COVID-19 Recovery  
Task Force  
(Recovery Task  
Force)

Children and Youth Services Master Plan



# OVERARCHING GOALS AND VISION

## OVERARCHING GOALS

Create and expand pathways and supports from cradle to career for all San José children and youth/young adults (birth through age 24).



## VISION

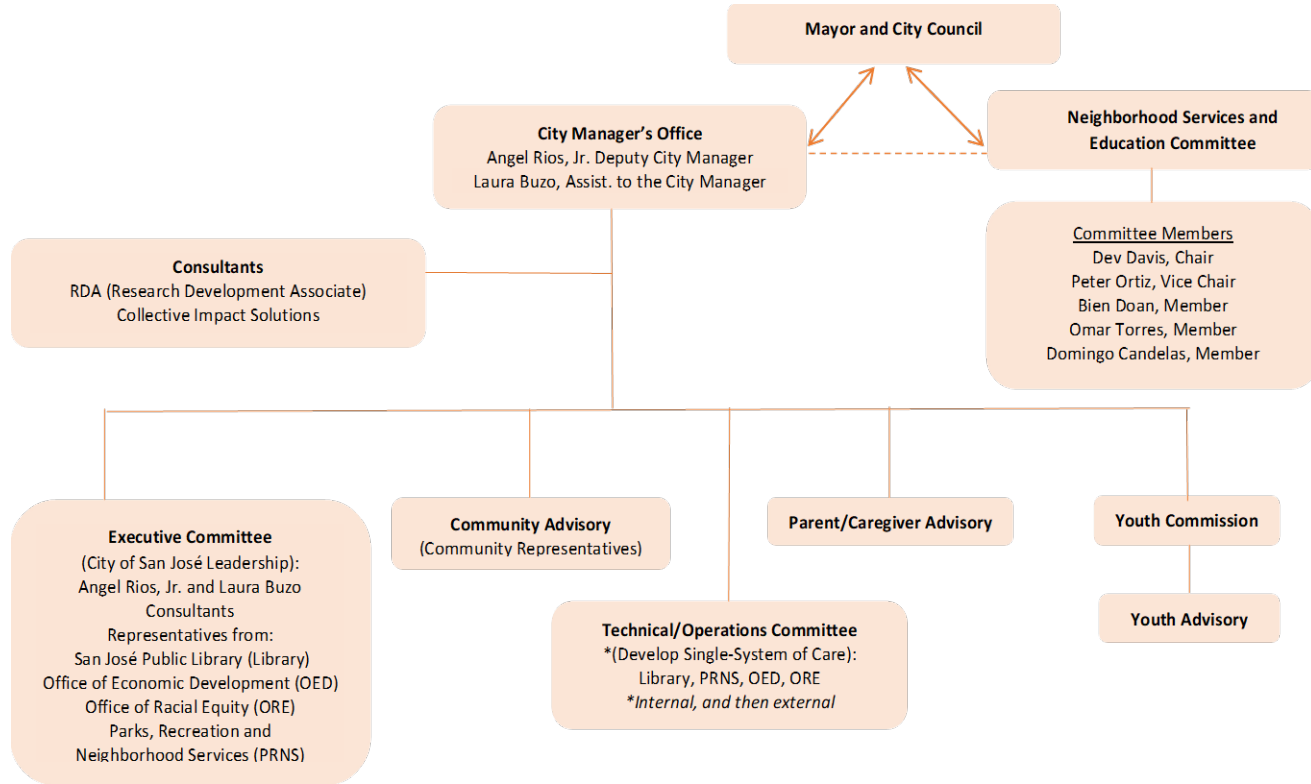
All children and youth/young adults, particularly those most vulnerable, have increased opportunities to gain 21st century skills that lead to better health outcomes, sustainable employment, and a competitive living wage so that they can live and thrive in this community.



# STRATEGIC FRAMEWORK AND APPROACH



# COMMITTEES/ADVISORIES



# COMMUNITY ENGAGEMENT

All Community Engagement Activities: Total Number of City Staff and community members (youth, parents/caregivers, City staff, and community partners) engaged throughout the past year from focus groups, presentations, brainstorming sessions, Executive Committee/Community Advisory meetings, and many other activities.

**Total for all Activities: 1,012 participants/individuals**

Breakdown	Number of Focus Groups	Totals
Youth/Young Adults	9	163
Parent/Caregivers	7	118
Partners/City Staff	17	236
<b>Total</b>	<b>33</b>	<b>517</b>
<b>All Other Activities</b>		<b>495</b>

Between January – February 2023 the City of San José received **1,992** completed youth and parent/caregiver surveys.



# Youth and Parent/Caregiver Surveys

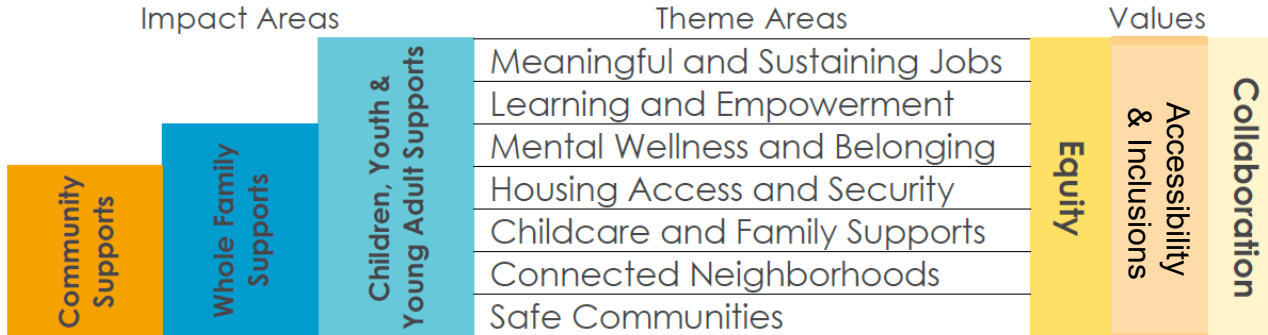
Between January – February 2023 the City of San José received **1,992** completed youth and parent/caregiver surveys.

## Survey Participant Demographics

Parents/Caregivers Total Surveys Completed: 1,182 *Race/Ethnicity		Youth Total Surveys Completed: 810 *Race/Ethnicity	
Black/African Descent	3.3%	Black/African Descent	4.0%
Caucasian/White	20.8%	Caucasian/White	12.3%
East Asian (e.g., Japanese, Chinese, Korean)	15.9%	East Asian (e.g., Japanese, Chinese, Korean)	5.2%
Filipina/o/x	4.6%	Filipina/o/x	4.6%
Hispanic/Latina/o/x	31.6%	Hispanic/Latina/o/x	44.3%
I prefer not to say	6.7%	I prefer not to say	8.2%
Middle Eastern	1.6%	Middle Eastern	1.5%
Native American or Indigenous	2.3%	Native American or Indigenous	3.4%
Other	1.8%	Other	6.1%
South Asian	10.8%	South Asian (e.g., Indian, Pakistani)	6.1%
Southeast Asian (e.g., Thai, Cambodian)	2.3%	Southeast Asian (e.g., Thai, Cambodian)	2.3%
Vietnamese	12.2%	Vietnamese	19.8%

# COMMUNITY THEMES

Through the analysis of the community data gathered, seven (7) themes were identified. In addition to these seven themes, three (3) core value areas emerged as essential to each of the theme areas and for overall success of any efforts to improve the health, wellness, and achievement opportunities of children, youth, and young adults in San José. These themes and values are outlined in the table below.



# DRAFT GOALS AND STRATEGIES

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## Cross-Cutting Strategy Notes:

- ❖ Building meaningful relationships and connections between adults and youth
- ❖ Ensuring resources (education, communication, awareness pieces) are provided in all threshold languages consistently and shared across a diversity of platforms (web, email, radio, word of mouth, etc.)
- ❖ Youth should be co-creators and have a voice at advocacy, planning, and decision- making tables
- ❖ Alignment and linkage to other City, County, regional plans and efforts

*\*Each goal and strategy should also be driven and aligned with the core values identified in the Community Voice Report [develop language to this effect for plan drafting]*

# THEMES – GOALS (DRAFT)

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## **Theme: Meaningful and Sustaining Jobs**

**Goal:** San José has robust and inclusive community-to-employer connections that actively support and provide equitable opportunity for youth and families to thrive throughout all their career and job stages in the pathway of their choosing.

## **Theme: Learning and Empowerment**

**Goal:** San José is known as a community that supports equitable and quality opportunities and spaces that allow youth and their families of all ages to grow, develop and thrive academically, professionally and socially.

## **Theme: Mental Wellness and Belonging**

**Goal:** Community members have awareness of and can easily access an abundance of mental health services and resources that are tailored to meet the diversity of community and cultural needs.



# THEMES – GOALS (DRAFT)

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## **Theme: Housing Access and Security**

**Goal:** All San José children, youth and their families have access to and the ability to choose safe, sustainable, affordable, and quality housing that best meets their needs.

## **Theme: Childcare and Family Supports**

**Goal:** All San José families are able to find and choose culturally responsive, affordable, inclusive, accessible and quality childcare in settings that support a living wage for childcare providers and caregivers.

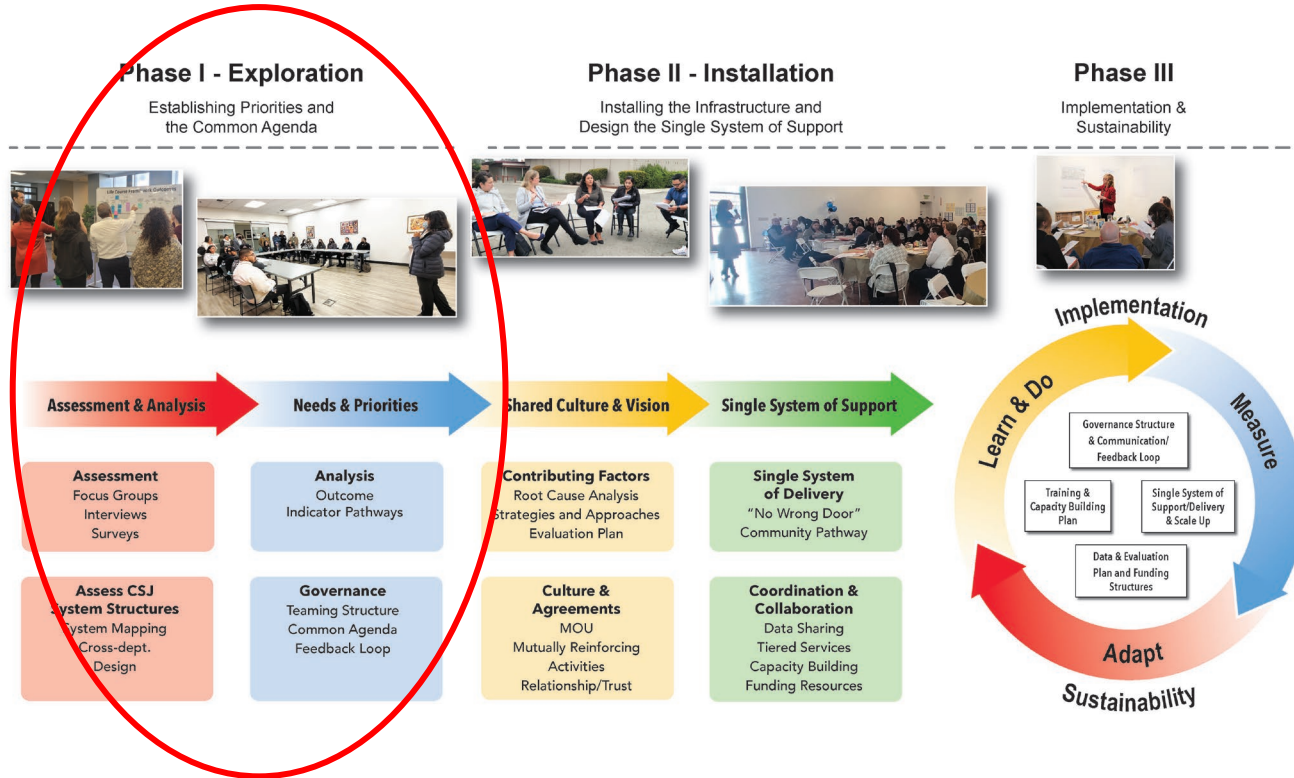
## **Theme: Connected Neighborhoods / Safe Communities**

**Goal:** All San José communities and neighborhoods are safe, beautiful, and abundantly resourced places where youth and family voices are prioritized in the development and provision of community resources.

# Integrated Service Delivery System

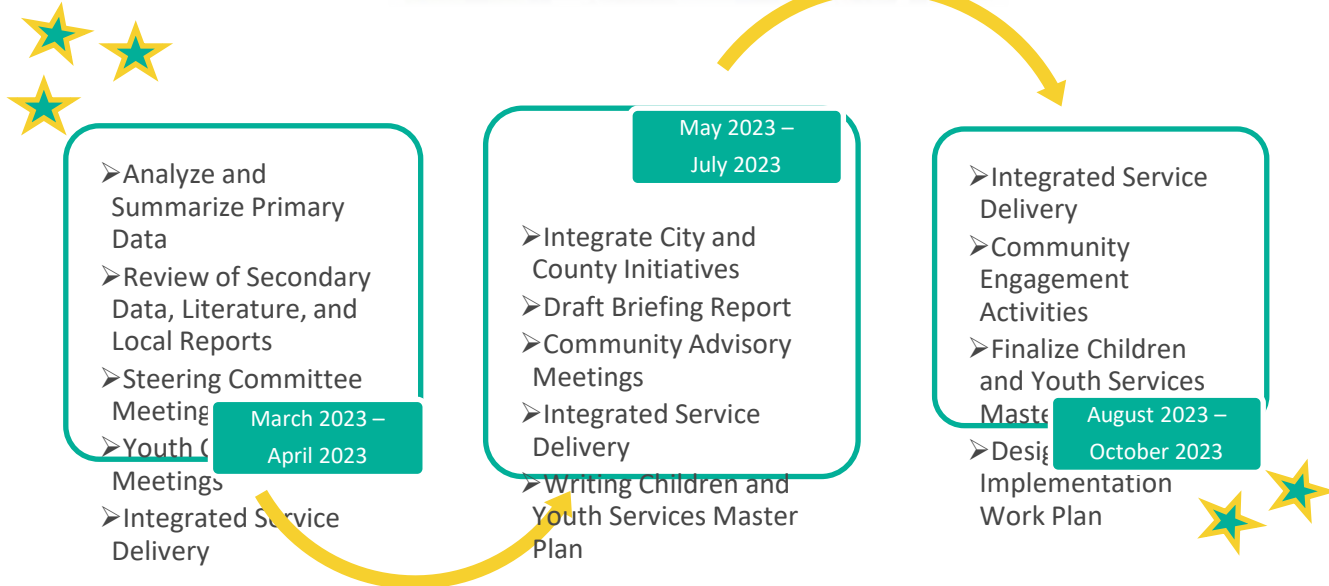


# Integrated Service Delivery System





## Timeline Overview





# THANK YOU!



## The City Manager's Office

**Angel Rios, Jr.**, Deputy City Manager, [angel.rios@sanjoseca.gov](mailto:angel.rios@sanjoseca.gov)

**Laura Buzo**, Assistant to the City Manager, [laura.buzo@sanjoseca.gov](mailto:laura.buzo@sanjoseca.gov)

## Consultants

Collective Impact Solutions

Research Development Associates

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

# Agenda Item

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**C) INFORMATION: PUBLIC SERVICES  
OVERVIEW (M. ORNAT)**



# **SAN JOSE PUBLIC LIBRARY**

## **PUBLIC SERVICES UPDATE**

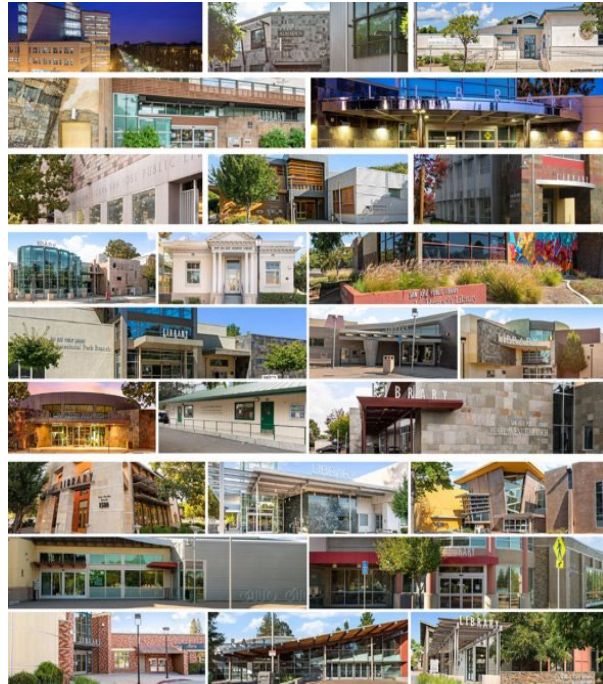
**August 16, 2023**

**Library and Education Commission**





**Mission:** The San José Library enriches lives by fostering lifelong learning and by ensuring that every member of the community has access to a vast array of ideas and information.



**Access**

**Collections**

**Resources**

**Early Education  
Learning**

**Expanded**

**Adult Services + Literacy  
TeensReach**

**TeenHQ +**

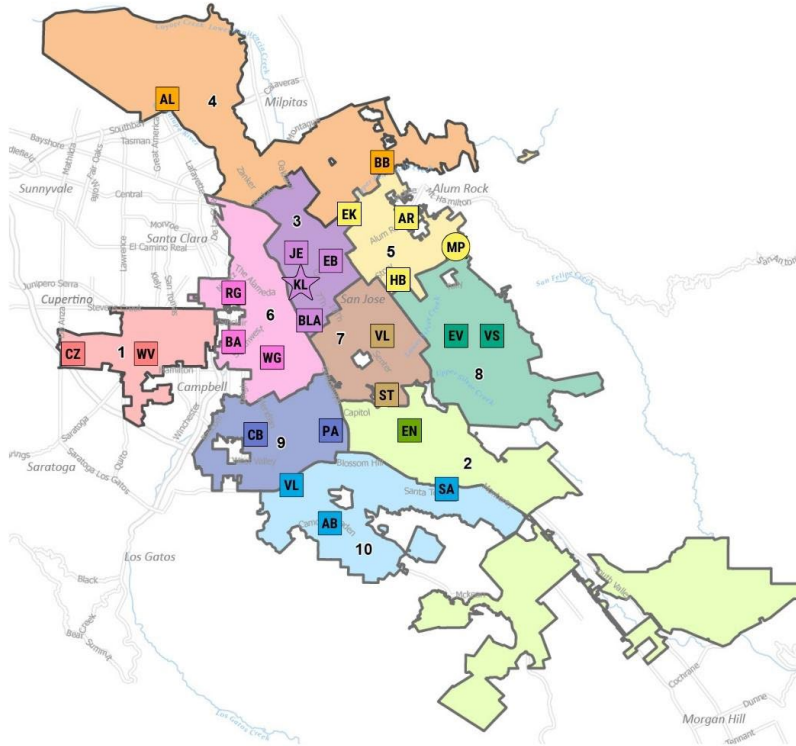
**College and Career Pathways**

**Cultural Enrichment**

**Holistic Library  
Skills**

**Family Literacy**

**Digital**



## 25 Locations

- 1,234 weekly public services operating hours
- 16 Sunday service locations
- King = Joint w/SJSU
- 3 Branches = Joint w/PRNS

## Service Demographics FY 2022-23

- 670K active cardholders

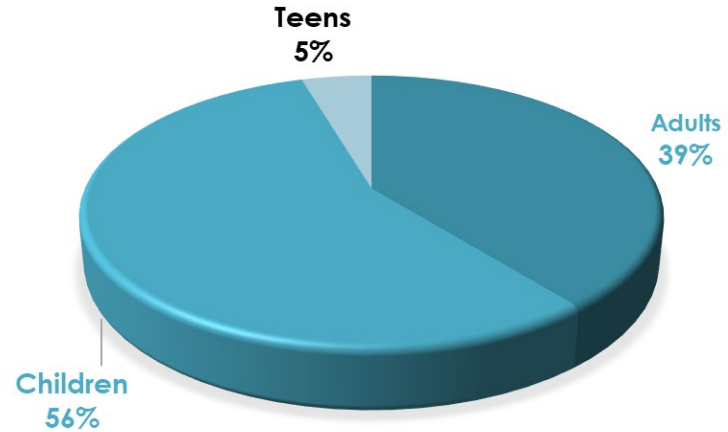
## Public Services Leadership

- 1 Deputy, 3 Division Managers
- 12 Branch Managers
- 10 Unit Managers

# CIRCULATION STATISTICS



TOTAL CIRCULATION FY 22.23



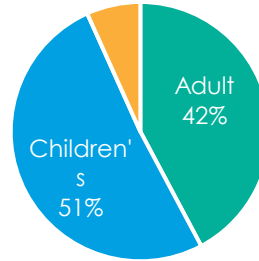
5% increase over FY 2021-22

## COLLECTION OVERVIEW – BOOKS AND MEDIA

SJPL's collection contained **2,035,197** items at the end of FY 2022-23

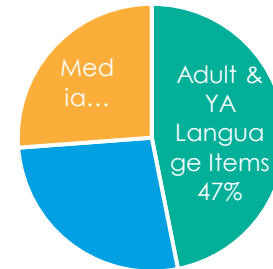
English Language Print Materials (books, audiobooks, DVDs, CDs) by Age:

- 698,262 Adult items
- 844,431 Children's items
- 111,357 Teen items



SJPL actively collects physical books and media in **18 different languages**, including 9 Indian languages, with a current collection of 368,746 items

- 172,784 - Adult Language items
- 99,384 - Children's Language items
- 96,578 - Language media for all ages



## COLLECTION OVERVIEW – ELECTRONIC RESOURCES

**61 electronic databases:** 40 for reference and 21 for interactive learning

### 1.5 million+ eBooks & eAudiobooks across 14 different platforms

- **hoopla:** 750K+ eBooks & nearly 200K eAudiobooks for all ages in over 60 different languages
  - Chinese – 1,800
  - Spanish – 60K
- **Overdrive & Libby:** contain the most popular eMaterial:
  - 44K titles for adults, 13K for teens & almost 17K for children
    - Chinese – 1,800
    - Spanish – 2,000
    - 6K titles in Vietnamese, Korean, Russian, and other European languages


#### Other language offerings include:

- Chinese - 600 titles in HyRead
- More than 2,500 Read Along books for children in 65 languages on LOTE



Libby.



CITY OF SAN JOSÉ  
**EDUCATION AND  
DIGITAL LITERACY**  
SAN JOSÉ PUBLIC LIBRARY 



**Policy & Governance**

Education Policy for the  
City of San José



**Early Education**

Entering school ready to  
learn and succeed



**Expanded Learning**

Beyond the school day



**College & Career**

Graduating ready for post-  
academic success



**Digital Skill Building**

Access, affordability,  
adoption



**Equity & Inclusion**

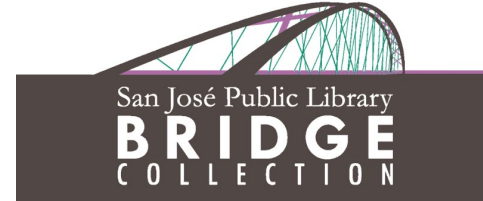
Providing a welcoming and  
safe environment for all

# PROGRAM HIGHLIGHTS





# SPECIAL PROGRAMS + UNITS



# OVERALL PROGRAM STATISTICS FY 2022-23

Plank	Programs	Total Attendance
Early Education	2,609	70,269
Expanded Learning	3,277	61,067
College & Career	546	2,675
Adult Services	3,773	24,667
Digital Equity & Empowerment	1,300	3,400
Cultural Enrichment	851	26,217
<b>Total</b>	<b>12,141</b>	<b>234,035</b>

**PROGRAM HIGHLIGHTS:**

- STORYTIMES: Available in-person and online
- KINDER READINESS: Support a child's growth and development as they prepare for kindergarten.
- SJPL BRIDGE LIBRARY COLLECTION: 13 locations, offering books in English, Spanish, and Vietnamese
- WEE GROW: Free developmental screenings for children and referrals to community resources.
- FAMILY, FRIEND & NEIGHBOR CAREGIVER SUPPORT NETWORK: Individualized learning pathways, connections, and support services for FFN caregivers to provide high-quality care.



[www.sjpl.org/earlyed](http://www.sjpl.org/earlyed)

## PROGRAM HIGHLIGHTS:

- STUDENT CARDS: 96,000 student cards issued through 20 local education agencies
- CLASS VISITS: 308 visits with 11,450 students
- EDUCATOR CARDS: Supporting 332 teachers with additional resources for their classroom
- SJ LEARNS GRANT PROGRAM: providing funding for 1,135 students at 6 local education agencies
- BRANCH SCAVENGER HUNT: 9 programs, 972 students at 4 branches



# COLLEGE AND CAREER PATHWAYS

## STRATEGIC ACTIONS

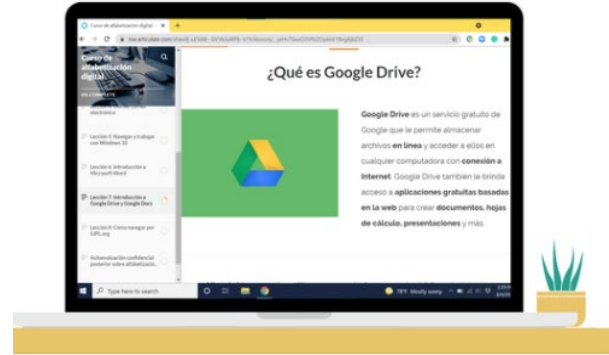
- Enhance coordination efforts, collaboration, and identify opportunities for program improvement across City departments
- Co-design a College & Career Supportive Strategy/Framework with residents who have lived experience navigating the education and workforce systems
- Continue to provide direct services to the community through programs connected to the College and Career Readiness Logic Model (*key programs are highlighted below*)
- Support the work of the Youth Commission and continue to advocate for the inclusion of young people in decision-making processes that are most relevant to them



# DIGITAL EQUITY AND EMPOWERMENT

## Digital Skill Building Programming

- Knowledge and ability to use technology to find information, communicate with others, and solve problems
- 7 digital skill building areas that include over 50 lessons and resources available 24/7
- In-person and virtual programs
- Asynchronous and synchronous learning available
- 1,300+ programs + 3,400+ attendance



## PROGRAM HIGHLIGHTS

- **Holistic Library Initiative:** Coffee & Conversation series at JE and BLA, 75 attendees
- **INSIDERS:** 80 programs with 1,058 attendees
- **ELL & ESL Conversation Clubs:** 1,082 programs with 9,409 attendees
  - New partnership with Evergreen Valley Community College
- **Juneteenth Drum Circle**
  - 54 attendees
- **Lawyers in the Library**
  - 55 programs and 348 individual consultations
- **Citizenship Classes:** 222 classes with 1,351 attendees
- **FLCs at 9 locations:** 2,004 programs with 21,108 attendees
- **SJPL Works:** 381 programs with 1,957 attendees



# EQUITY, DIVERSITY AND INCLUSION (EDI)

- Provides framework through which all City educational programs will be assessed for centering and advancing equity.
- Comprises six areas, including: anti-racist approach, inclusive programming, culturally-relevant pedagogy, community involvement and inclusive outreach.

## Affiliated Programs

- **Holistic Library Initiative** - support people experiencing homelessness through social service referrals, partnerships with social work providers and conducting needs assessments
- **Lawyers in the Library** - Free 20-minute legal advice appointments with attorneys
- **U.S. Citizenship Preparation** – Resources, workshops and study groups for U.S. citizenship applicants
- **English Language Learning** – Classes and clubs to learn and practice English language
- **Family Learning Centers** – Nine Library locations include specialized coordinators who create supportive programs, services and partnerships for historically underserved communities



# FY 2023-24 GOALS/OPPORTUNITIES

Strengthen collaboration  
with schools and community partners

Workforce development, skill-building and  
career pathways

Programs and services for the underserved

Data-driven approach to program  
development at all levels

Continuous program quality improvement  
across planks

Leverage digital platforms to enhance existing  
programs and expand community reach



# THANK YOU

Michelle Ornat

[michelle.ornat@sjlibrary.org](mailto:michelle.ornat@sjlibrary.org)

Michelle Amores

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Jean Herriges

[jean.Herriges@sjlibrary.org](mailto:jean.Herriges@sjlibrary.org)

Vidya Kilambi

[vidya.Kilambi@sjlibrary.org](mailto:vidya.Kilambi@sjlibrary.org)



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

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- Speakers' comments should be addressed to the full body. Requests to engage the Commissioners or Staff in conversation will not be honored.
- Abusive language is inappropriate.
- 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. Phone in callers, please press \*6 to unmute.

## **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, SEPTEMBER 20<sup>TH</sup>, 2023, AT  
7PM AT DR. MARTIN LUTHER KING JR.  
LIBRARY**

## XIII. ADJOURNMENT