

LIBRARY AND EDUCATION COMMISSION

March 20, 2024
7:00 PM to 9:00 PM

I. CALL TO ORDER & ORDERS OF THE DAY

II. CONSENT CALENDAR

A. APPROVE THE 03/20/2024 AGENDA

**B. APPROVE MINUTES FOR REGULAR MEETING OF
02/21/2024**

**C. APPROVE MINUTES FOR REGULAR MEETING OF
01/17/2024**

**D. APPROVE THE EQUITY AND INCLUSION SERVICES
UPDATE FROM THE FEBRUARY 21, 2024, MEETING**

**E. APPROVE THE ADOPTION OF THE ANNUAL COMMISSION
BUDGET POSITION MESSAGE TO COUNCIL**

III. PUBLIC RECORD

IV. OPEN FORUM

(2 MINUTES OF SPEAKING TIME IS AVAILABLE)

2_m 00_s



V. DISCUSSION/ACTION ITEMS

**A) INFORMATION: YOUTH COMMISSION
ANNOUNCEMENTS (D. HOANG)**

2_m 00_s

Agenda Item

Code of Conduct

- Comment on the specific agenda item topic only
- Speakers' comments should be addressed to the full body. Requests to engage the Commissioners or Staff in conversation will not be honored.
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Please unmute your device when your name is called.

**B) INFORMATION: VOLUNTEER SERVICES
UPDATE (R. MIRANDA)**

VOLUNTEER SERVICES

March 20, 2024

Library and Education Commission



Robert Miranda

Volunteer Services Analyst

- 20+ years working in libraries
- Been with SJPL since 2016
- Volunteer Coordinator for 6 years with SJPL
- Access Services
- What it means to me?

AT A GLANCE COMPARISON





OVERVIEW OF SJPL VOLUNTEER PROGRAM 22/23



22,315
In-Person Hours

5,285
Virtual Hours

OVERVIEW OF SJPL VOLUNTEER PROGRAM 22/23



903

Teenagers

382

Adults 55+

108

Adults 18-54

IMPACT OF VOLUNTEER PROGRAMS

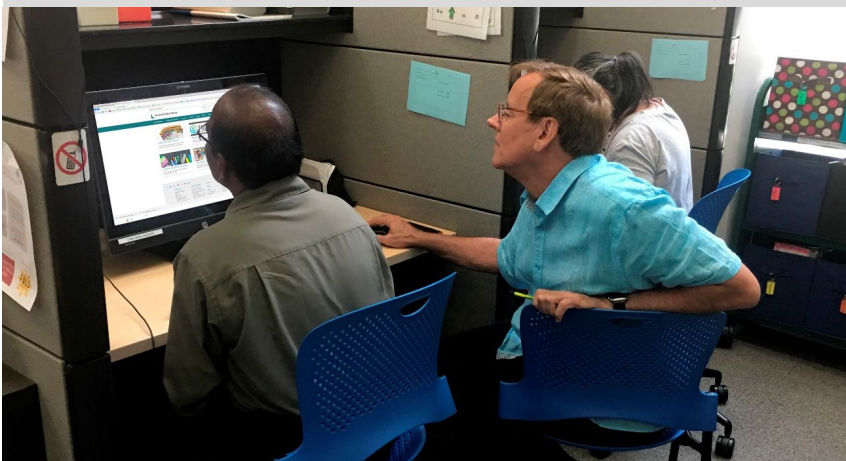
- **2,043** people improved their English language skills at ELL Conversation Clubs
- **1,484** children had important literacy experiences through Reading to Children
- **1,221** people received computer help through the Tech Mentor Program





MLK Day of Service January 20, 2024

117 people participated in a service activity that doubled as a Volunteer Away Your Fines event which waived nearly \$500 worth of library fines.



Adults Ages 55+

Working with the City of San Jose Retirement Services Department to highlight volunteer opportunities for retired City employees.

POPULAR VOLUNTEER OPPORTUNITIES

- Partners in Reading - Adult Literacy Tutor
- Tech Mentor
- Teens Reach
- ESL Writing Class Instructor
- Homework Club Coach
- Job Search/Resume/Interview Coach
- Storytime Assistant
- Book Reviewer
- U.S. Citizenship Mock Interview Facilitator
- Program Assistant/Facilitator/Supervisor
(e.g. Teach a hobby or craft, host a LEGO/chess/ book club, etc.)



FRIENDS OF THE LIBRARY

- Branches partner with Friends of the Library groups on fundraising and advocacy.
- These are independent volunteer-led partner organizations.
- Currently 20 branches have Friends groups
- Some groups support more than one branch with their fundraising activities





Friends support all types of programs:

- **Low Rider Trunk-or-Treat** at Alum Rock
- **East Bay Vivarium branch visit** at Joyce Ellington
- **Little Explorers Petting Zoo** at Seven Trees
- **Shao-lin Kung Fu Lion Dance** performance at Almaden
- **Mindful Parenting: Yell Less, Connect More** at East SJ Carnegie
- **Cultural Programming** at Tully
- **Programs and supplies for INSIDERS group** at West Valley
- **Wee Explore North Pole Holiday Program** at Educational Park

Many of the Friends groups work together as the "**All Friends**"

- San José Public Library Foundation educates and informs All Friends to raise awareness of the Library during budget process
- All Friends Group meets approximately once per quarter, on the 5th Saturday of the month

Looking forward:

- Continuing support for library programs
- Expanded partnership between Friends groups
- Increased support of systemwide programs

VOLUNTEER FEEDBACK SURVEY

- Conducted in early Spring
- Online Survey distributed via email to all "Accepted" volunteers

Previously:

- **68** total responses
- 5 volunteer experience questions
- 8 volunteer satisfaction questions
- 3 free answer questions
- 3 demographic questions



FY 21-22 Volunteer Feedback Survey

- **95%** would recommend SJPL as a place to volunteer
- **93%** feel comfortable approaching a staff member when they have a question
- **94%** felt prepared for their volunteer role

"I volunteer for the satisfaction of helping my learner lead a more enriched life through increased literacy and technology skills. In return, **I have been immeasurably rewarded in learning more about the vastly different cultures between my learner and myself**, and knowing that I have an impactful difference in someone's life."

Conal – Volunteer with Partners in Reading

NEXT STEPS

NEXT STEPS

- Support Teens Reach Coordinators as they engage community teens in volunteer opportunities
- Provide training opportunities for new staff to build up our pre-pandemic volunteer numbers
- Working to further engage our community members ages 55+
- Continue to build our volunteer program



QUESTIONS?



2_m 00_s

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**C) LIBRARY COLLECTIONS
(S. FUNG)**

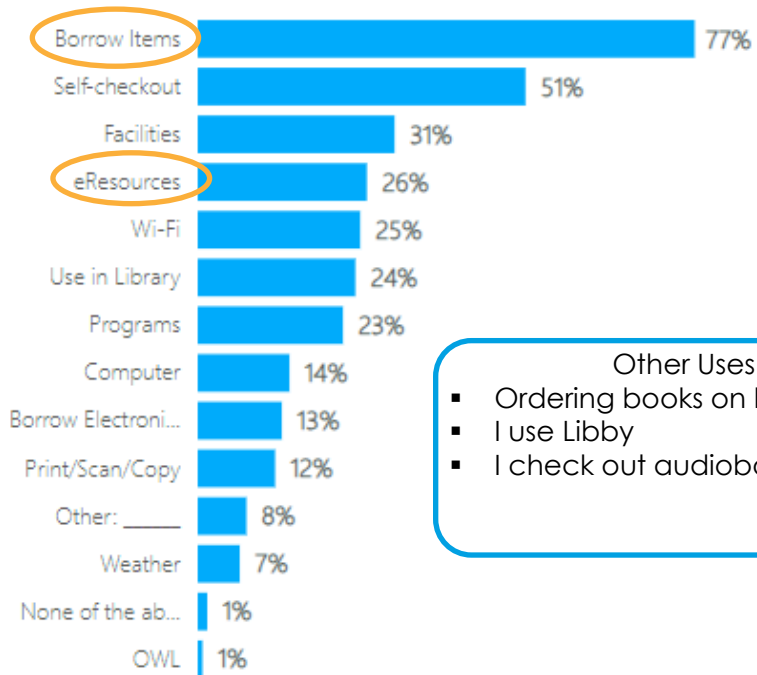
COLLECTIONS AND TECHNICAL SERVICES

MARCH 20, 2024

LIBRARY AND EDUCATION COMMISSION

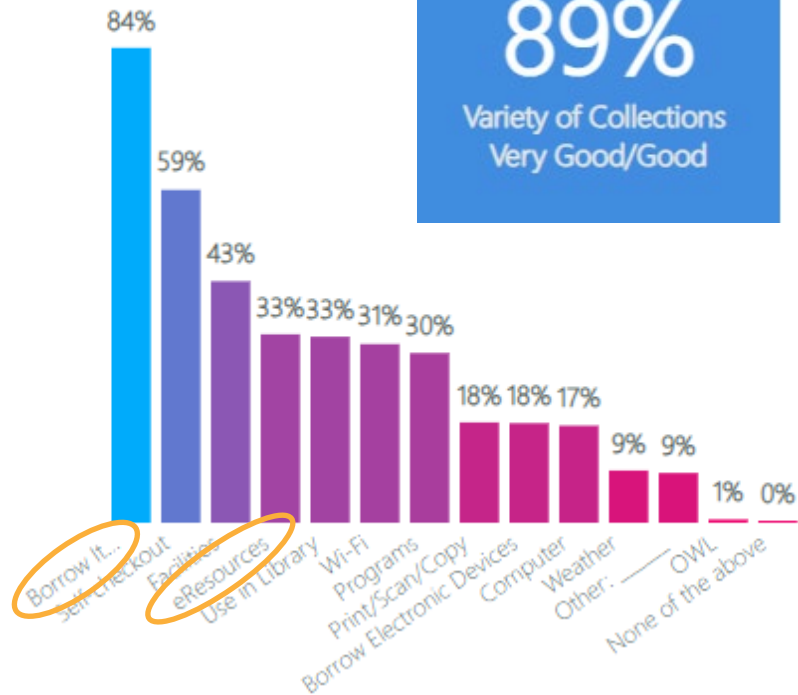
WHAT CUSTOMERS ARE SAYING

Of Services Used, Do Well



- Other Uses:
- Ordering books on hold
 - I use Libby
 - I check out audiobooks

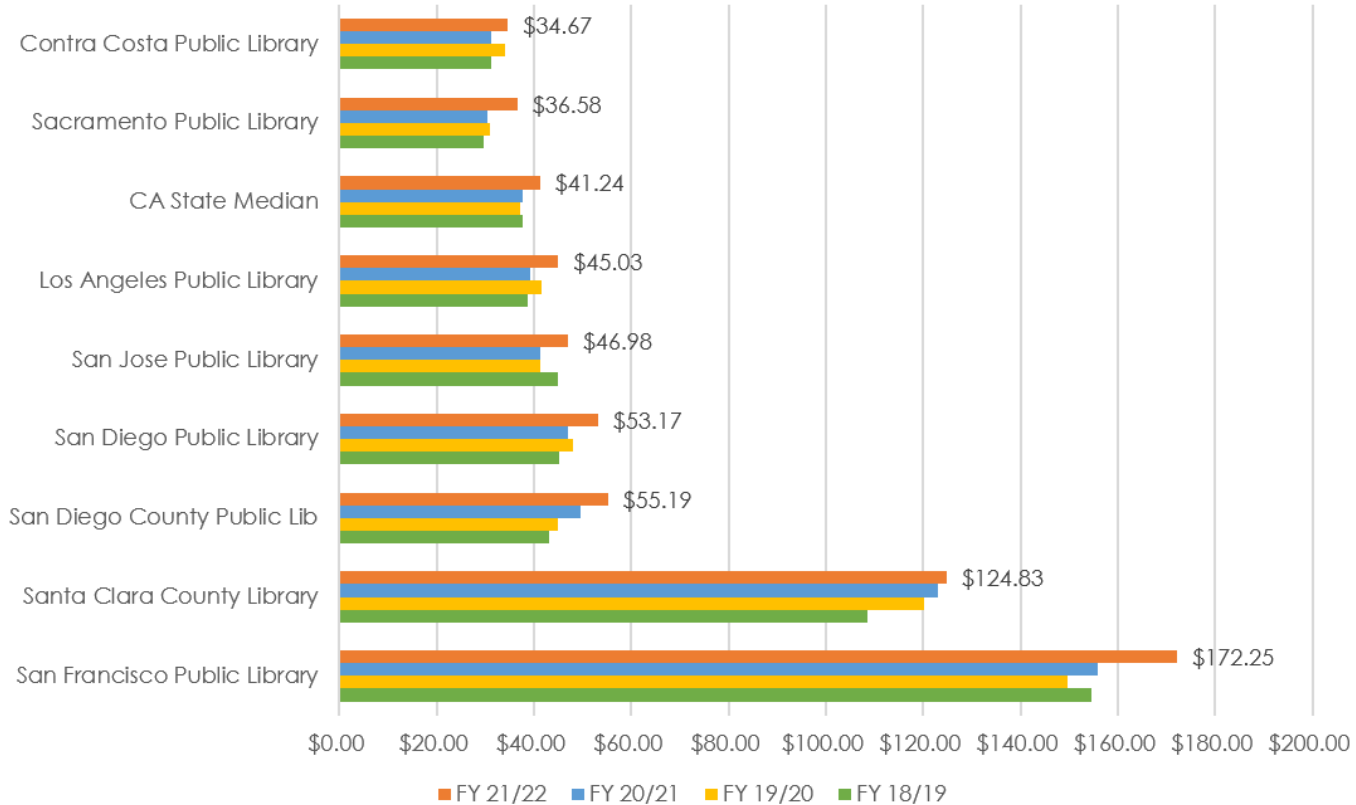
Services Used



89%
Variety of Collections
Very Good/Good

ACQUISITIONS BUDGET - COMPARISON

Expenditure per Capita for Collections



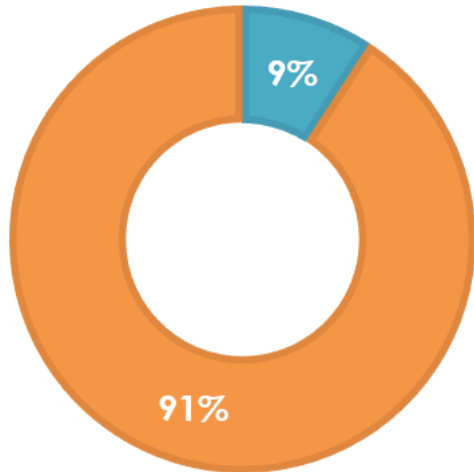
ACQUISITIONS BUDGET - OVERVIEW

Total Acquisitions Budget

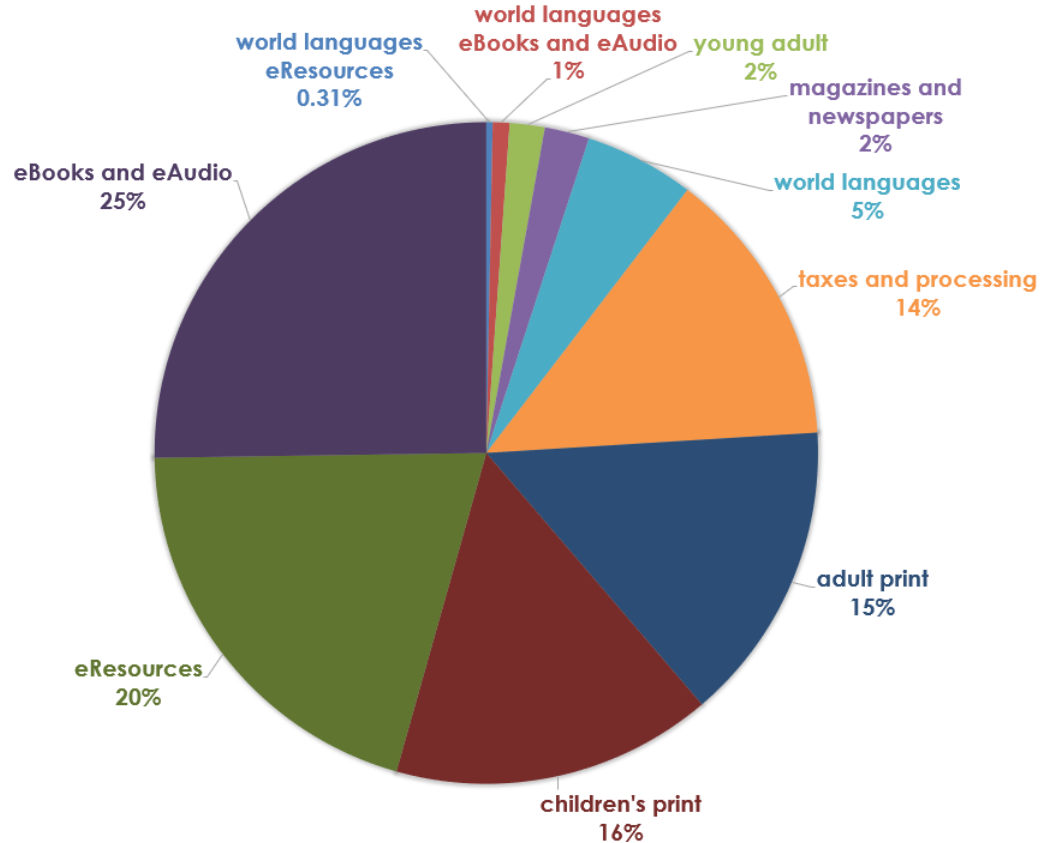
\$5,512,000

ALLOCATION OF FUNDS

■ Parcel Tax ■ Construction & Conveyance Tax



FY 2023-24 ACQUISITIONS BUDGET ALLOCATIONS



USAGE HIGHLIGHTS – FY22/23 CIRCULATION

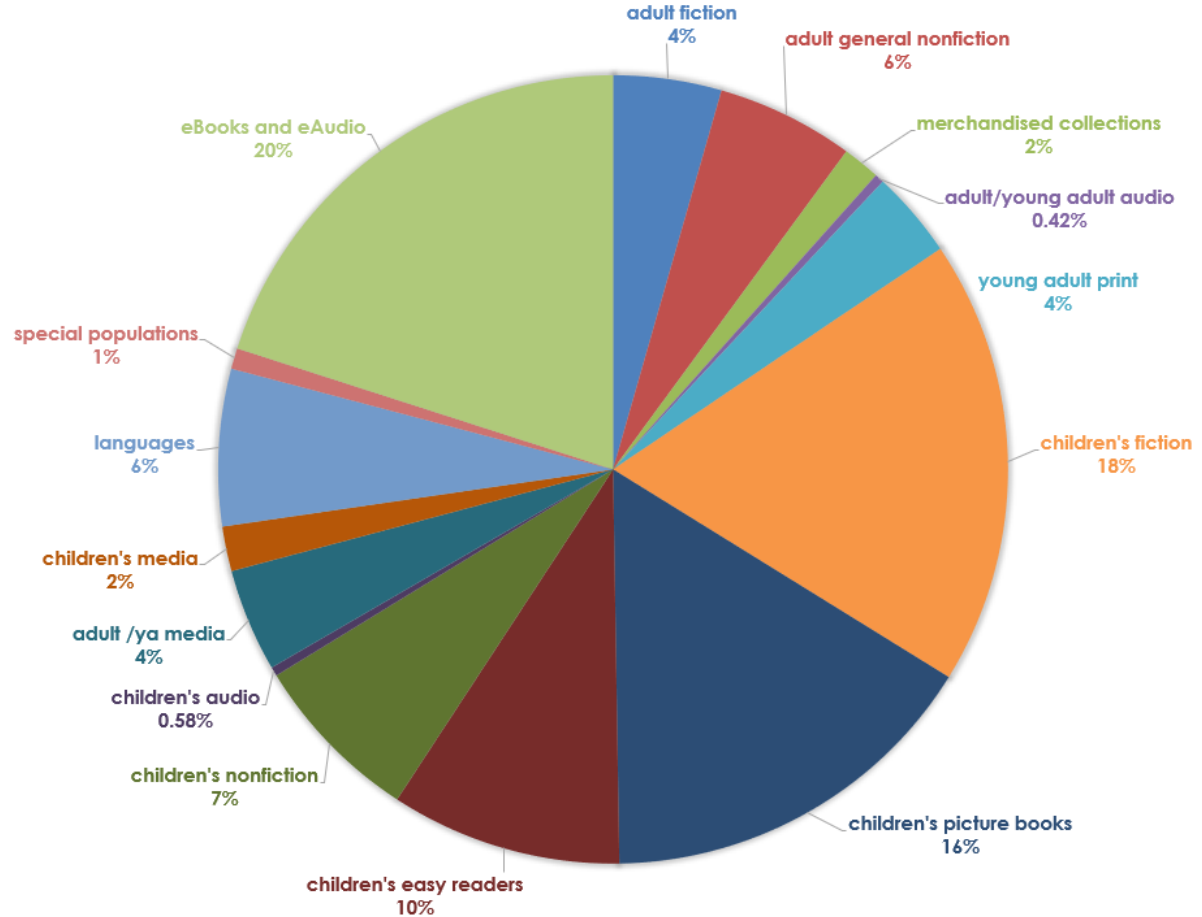
FY 2022-23 CIRCULATION

BY THE NUMBERS

- Circulation
- Turnover Rate
- Cost per Item

OTHER FACTORS

- City & Library Priorities
- Community Need



ACQUISITIONS BUDGET - DATA DRIVEN DECISIONS

INCREASES

- eAudio
- World Languages eMaterials
- Accessible Formats

REDUCTIONS

- Physical eAudio CDs
- Physical World Languages
-

2023-2024 Materials Budget	Fiscal Year 2021-22 Circulation	Avg. cost per item (from 22-23)	Resulting Suggested Budget	23/24 Adjusted Suggested Budget	2022-2023 Budget	Difference in Adjusted Budget and 2021-22
eMaterials						
eBooks						
Adult Fiction eBooks	325611	\$38.59	\$ 403,135	\$ 310,000	\$ 300,000	\$ (10,000)
Adult NonFiction eBooks	105845	\$40.44	\$ 137,328	\$ 130,000	\$ 120,000	\$ (10,000)
YA eBooks	115089	\$27.71	\$ 102,317	\$ 110,000	\$ 110,000	\$ -
Children's eBooks	255481	\$19.76	\$ 161,965	\$ 130,000	\$ 125,000	\$ (5,000)
eAudio Books						
Adult Fiction eAudio	193135	\$74.69	\$ 462,807	\$ 265,000	\$ 250,000	\$ (15,000)
Adult NonFiction eAudio*	101381	\$71.03	\$ 231,033	\$ 135,000	\$ 130,000	\$ (5,000)
YA eAudio	39026	\$64.31	\$ 80,521	\$ 75,000	\$ 60,000	\$ (15,000)
Children's eAudio	66714	\$45.09	\$ 96,510	\$ 60,000	\$ 50,000	\$ (10,000)

ACCESSIBLE FORMATS - BRAILLE

Braille Collections for Youth at Five Locations

- King, Bascom, Rose Garden, Alum Rock, Santa Teresa
- Average 100 items in each collection

Types of Materials

- Board and picture books with regular text and Braille tape added
- Twin-vision texts that have both print and Braille (for Braille learners or adults that read Braille who are helping kids learn to read)
- Braille only texts



ACCESSIBLE FORMATS – YOUTH LARGE PRINT

Budget Allocation

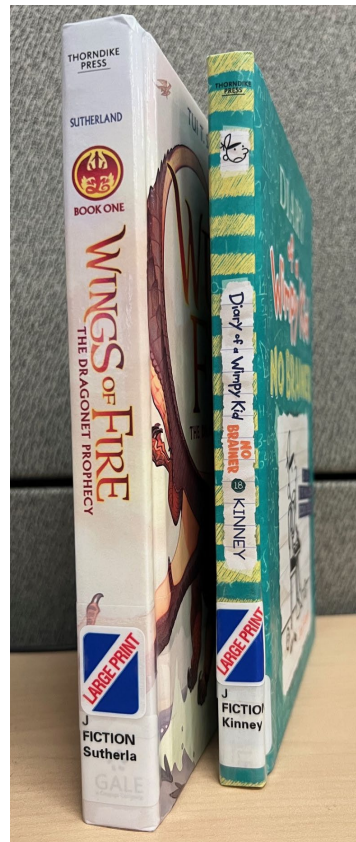
- \$6,000
- 240 items – about 10 per branch

Why Youth Large Print?

- Impact on middle grade readers
- For all readers

About the Collection

- Primarily Children's
- Some Young Adult
- Interfiled in Fiction collections
- Large Print genre sticker applied



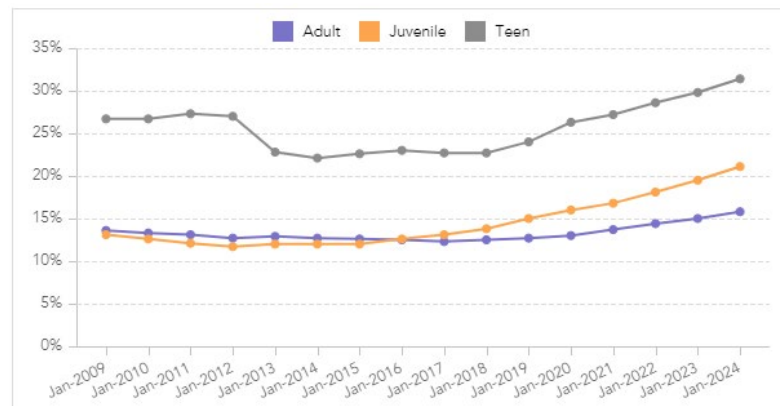
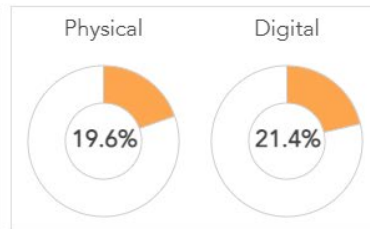
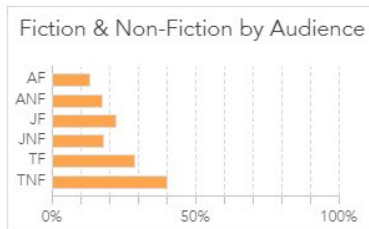
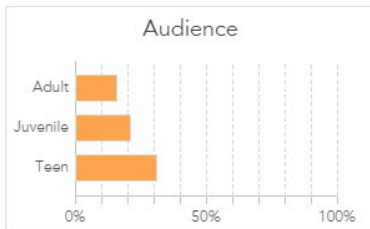
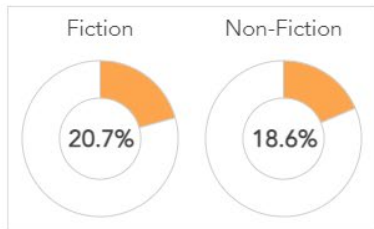
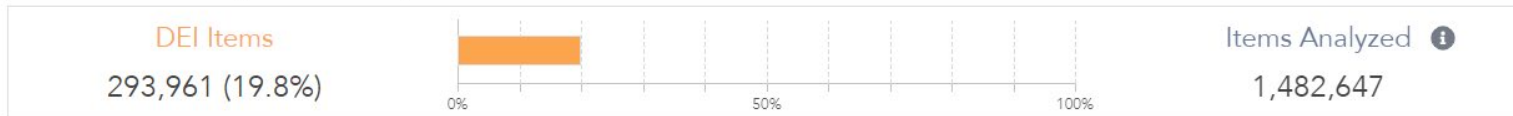
A DIVERSE COLLECTION

Diversity, Equity and Inclusion (DEI)

[Switch to DEI Trend View](#)

Filter by Library Branch ▼ Filter by Topic ▼

Items Titles Percentages Totals 



INCLUSIVE SUBJECT HEADINGS

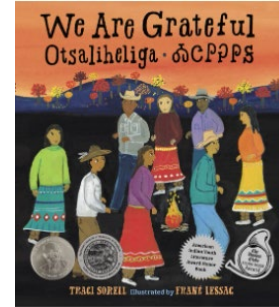
Recommended Inclusive Terms Added

- Indigenous populations
- Visual impairments
- LGBTQ+ people

Totals from June 2021 to February 2024

- 14 inclusive terms added
- 6,766 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.](#)

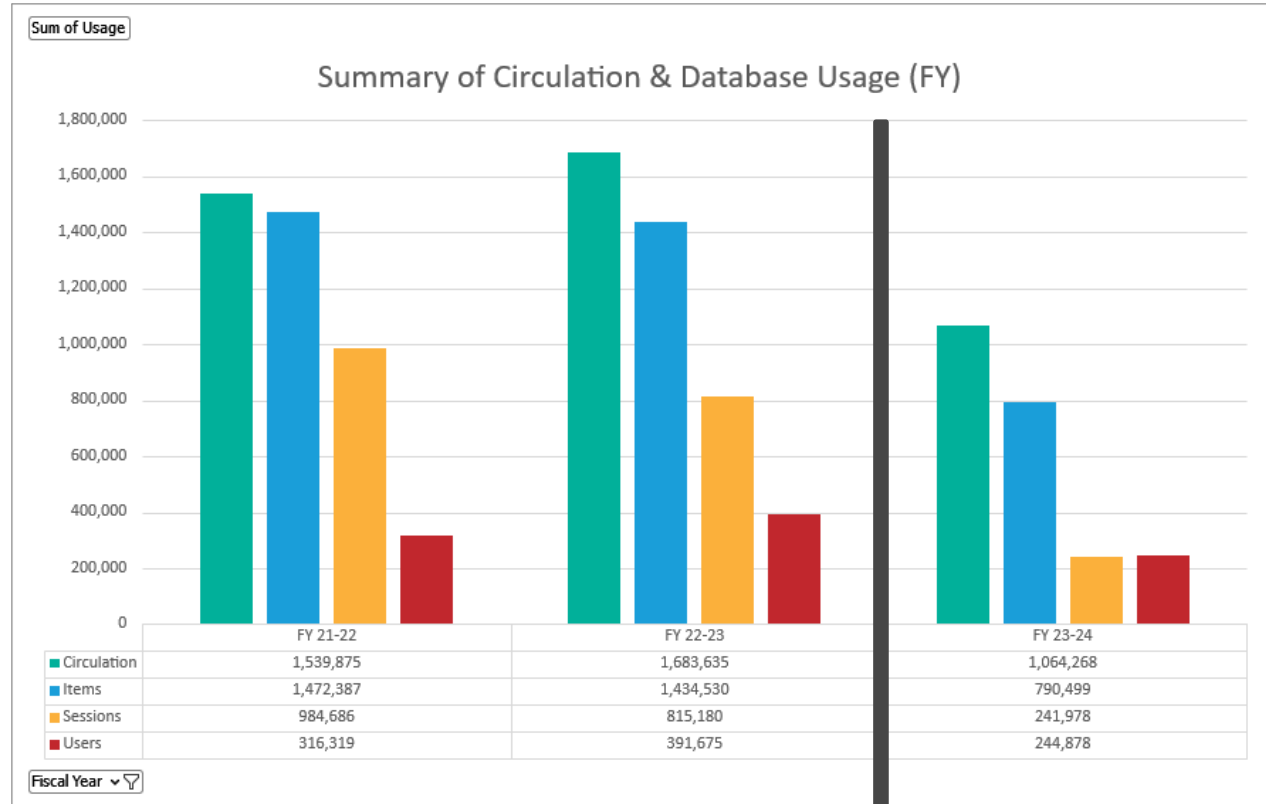
E-RESOURCES - OVERVIEW

BY THE NUMBERS

- Circulation
- Items
- Sessions
- Users

OTHER FACTORS

- City & Library Priorities
- Available Budget
- Community Need



LOTE4KIDS

Animated picture books in over 60 languages with English translations.

New stories and languages are added regularly.

The screenshot shows the LOTE4Kids website interface. At the top left is the logo featuring an orange owl and the text "LOTE4Kids". To the right is a navigation menu with links: BOOKS, SIGN, ACTIVITIES, STAFF ACCESS, MOBILE APP, FAQs, PUBLISHERS, CONTACT US, and LOGOUT. Below the navigation is a horizontal bar with "Home" and "Member Home" links. Underneath is a sorting menu: "Sort: Default | Latest Release | Most Popular | Sort A - Z | Sort Z - A". A search bar is labeled "Search:". Below the search bar are six language options, each with a flag icon and text: Afrikaans (South African flag), ASL (American Sign Language, with a hand icon), Amharic (Ethiopian flag), Arabic (UAE flag), Armenian (Armenian flag), and Assamese (Indian flag). On the right side, there is a speech bubble that says "Welcome to LOTE4Kids!" and "San José Public Library" with a small green figure icon. Below the speech bubble is a cartoon orange owl wearing glasses.

<https://www.sjpl.org/resource/lote4kids/>

LOTE4KIDS

Info

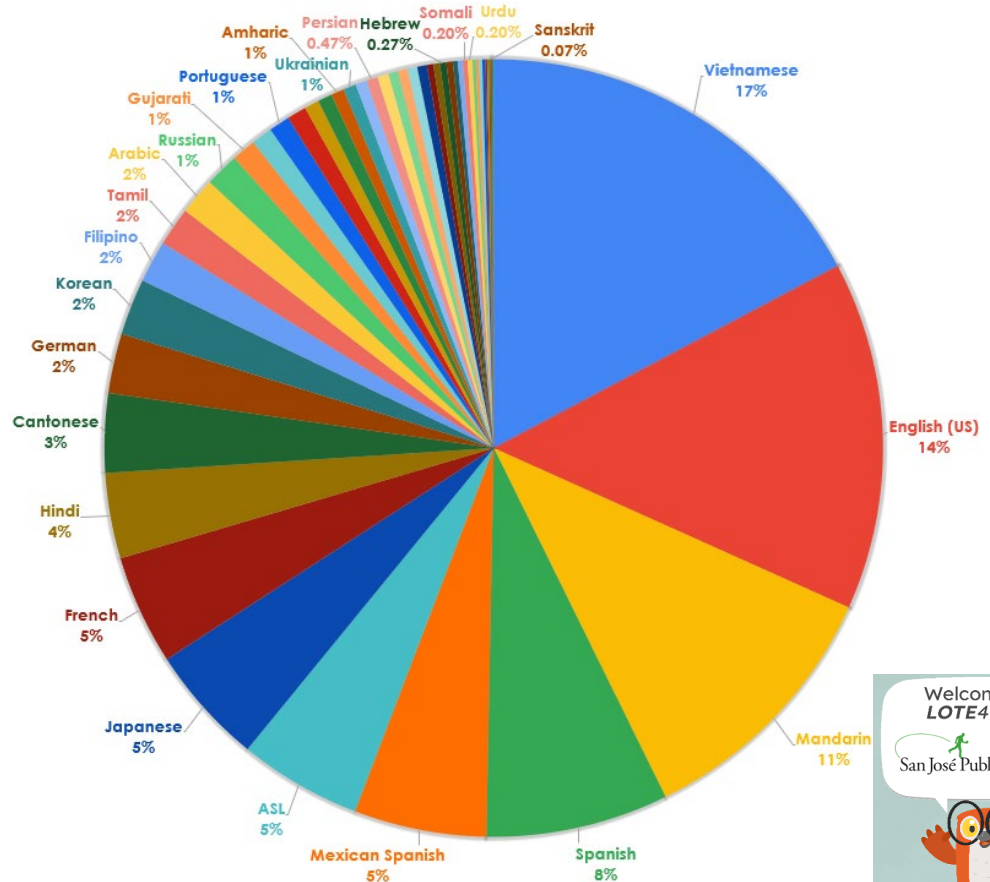
- Acquired December 2021
- Bilingual picture books and activities
- Access to community languages not currently selected in print

Languages

- 3,294 titles in 67 languages
 - New titles added monthly
- Most popular languages (all time):
 - Vietnamese (18%)
 - English (15%)
 - Spanish (8%)
 - Mandarin (7%)

Circulation FY22-23

- 722 titles
- 391 sessions
- Most popular activity: Fish Typing Frenzy



PRESSREADER

Magazines and newspapers from around the world, in multiple languages.

Includes popular titles such as *The Economist*, *Rolling Stone*, *USA Today*, and *The Guardian*.

CATALOG FOR YOU MORE ▾



Gift Cards



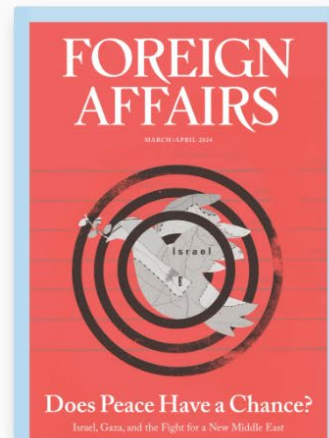
Sign in

Sign up



Featured

See All >



<https://www.sjpl.org/resource/pressreader>

PRESSREADER

Info

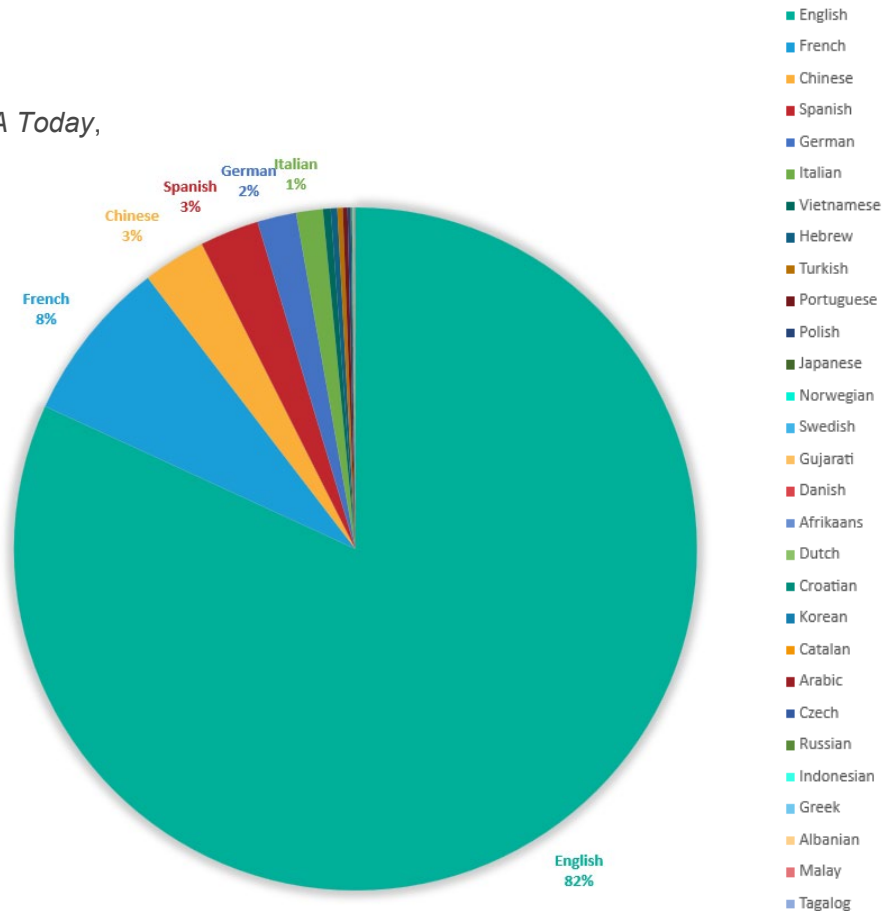
- Acquired July 2021
- Newspapers and magazines from around the world
- Includes popular titles such as: *The Economist*, *Rolling Stone*, *USA Today*, and *The Guardian*

Languages

- 7,682 titles in 61 languages
- Most popular languages (FY22-23):
 - English (82%)
 - French (8%)
 - Chinese (3%)
 - Spanish (3%)

Circulation FY22-23

- 38,380 issues
- 18,761 sessions
- Most popular titles:
 - *The Hindu (India)*
 - *The Straits Times (Singapore)*



OVERDRIVE

The largest and most versatile eBook collection

- Popular fiction and nonfiction, magazines, and Kindle books.
- Includes content in English, Spanish, Chinese, Vietnamese, Korean, and Russian.
- Total of 23 languages other than English
- Additional accessibility features

SAN JOSE PUBLIC LIBRARY
Español

Subjects Collections ▾ Kindle Books

Q Search 🔔 My account ▾

En Español

SEE ALL

WAIT LIST	AVAILABLE	AVAILABLE	WAIT LIST	AVAILABLE	AVAILABLE
¿Quién le teme a las... by Fleur Baughey EBOOK	Arqueología by Javier Alonso López EBOOK	Antiguo Egipto by Monte Galbany EBOOK	Pequeña y Grande Eil... by Bárbara Alica EBOOK	El Antiguo Egipto y ... by Javier Alonso López EBOOK	Tutankamón by Christian Greco EBOOK
PLACE A HOLD	BORROW	BORROW	PLACE A HOLD	BORROW	BORROW

Top Circulating Spanish Titles >

AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
Americanah by Chimamanda Ngozi A... EBOOK	Hielo negro by Michael Connelly EBOOK	El testamento by John Grisham EBOOK	Luces del sur by Danielle Steel EBOOK	La chica del tren (Edici... by Paula Hawkins EBOOK	La niña alemana (The ... by Armando Lucas Correa EBOOK
BORROW	BORROW	BORROW	BORROW	BORROW	BORROW

<https://www.sjpl.org/resource/overdrive>

OVERDRIVE LANGUAGE EBOOKS

Info

- Acquired January 2004
- eBooks, audiobooks, and magazines
- SJPL's most popular eMedia provider

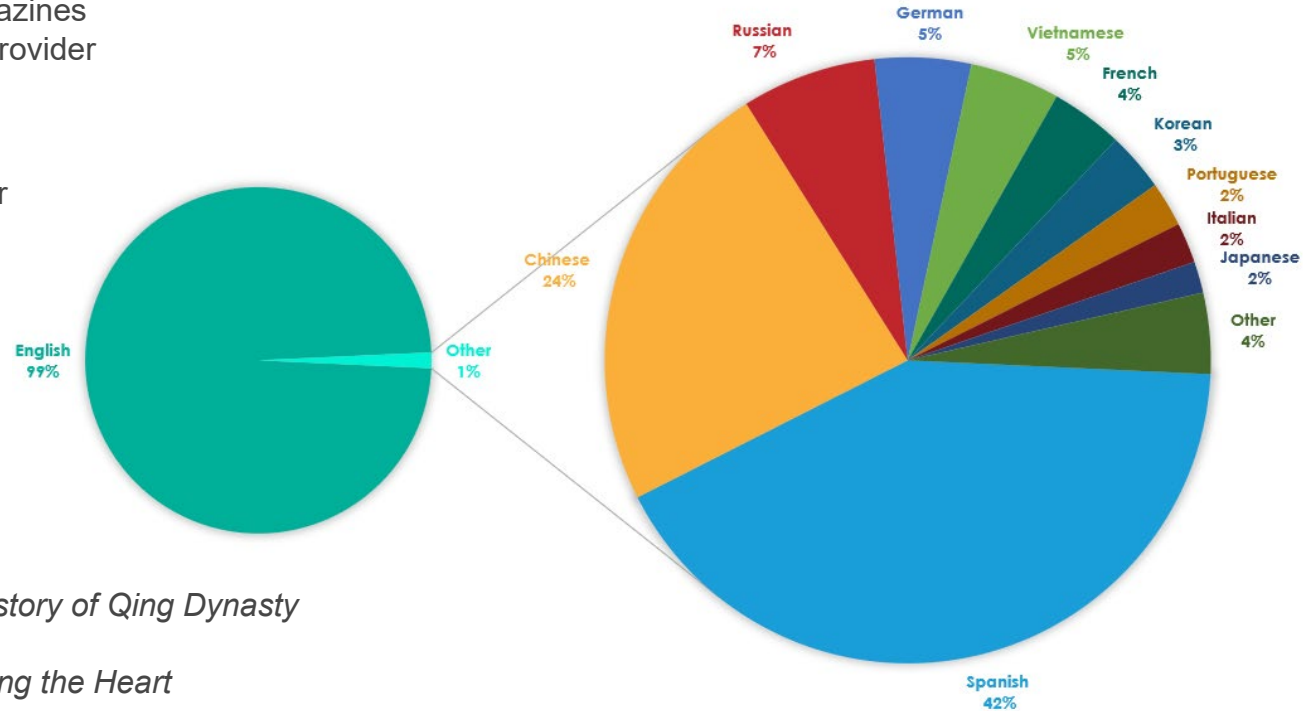
Languages

- 104,011 titles in 42 languages
- Circulation of the most popular languages (FY22-23):
 - English (98.54%)
 - Spanish (.61%)
 - Chinese (.34%)
 - Russian (.10%)

Circulation FY22-23

- 1,413,036 checkouts
- 299,345 users
- Most popular titles:
 - Chinese: *A Very Short History of Qing Dynasty*
 - Spanish: *Twisted Love*
 - Vietnamese: *Understanding the Heart*

FY 22/23
CIRCULATION IN OVERDRIVE



NEWSBANK

Explore and stay informed on local and national topics, people and events from news sources spanning the U.S., including the San Jose Mercury News Historical and Current Collection.

The screenshot shows the NewsBank website interface. At the top, there is a navigation bar with "Mercury News - Historical and Current | All Databases" on the left and "Content made available by gift in loving memory of Susan Renzel Carter" on the right. The main header features the "NewsBank" logo, "A-Z Source List", and "Session Folder" with a dropdown arrow. A "Share Feedback" link is also present. The central content area has a background image of a library and contains the text: "NewsBank provides a comprehensive collection of reliable news sources covering a wide array of topics and issues." Below this is a search bar with the placeholder text "Enter any keyword, such as a name, event or topic" and a "Search" button. Underneath the search bar, there are links for "More Search Options", "Date Search", and "Map Search". At the bottom left, there are three icons: a globe for "Hot Topics", a newspaper for "Daily Headlines & Lesson Plans", and a blue button for "San Jose Mercury News Historical and Current Collection". At the bottom right, there is a blue button for "America's News Magazines".

<https://www.sjpl.org/resource/newsbank>

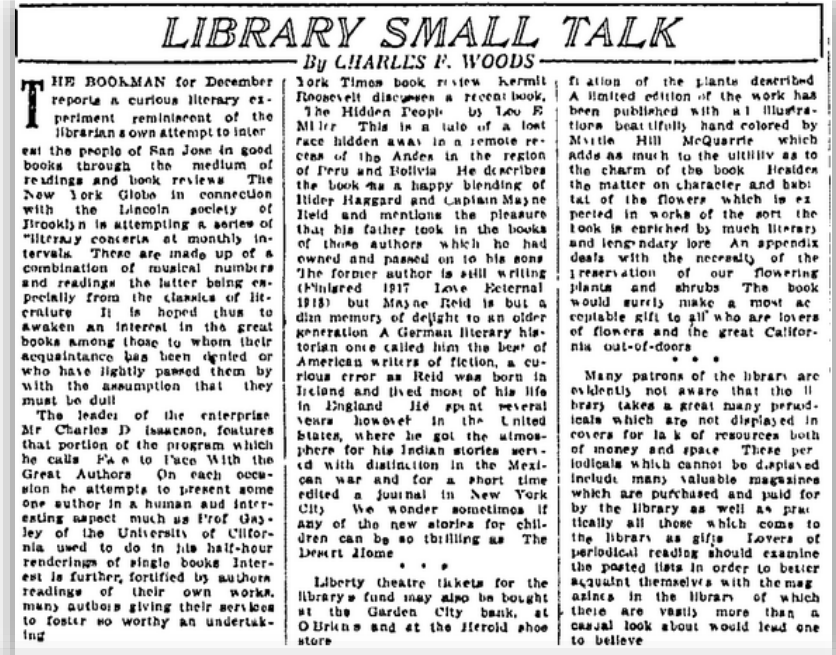
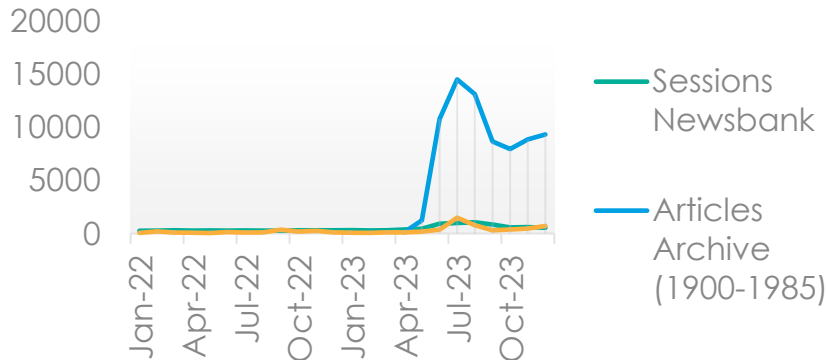
NEWSBANK

Info

- Acquired January 2003
- SJMN & 45 other news magazine publications
 - SJMN Archive acquired April 2023 (1900-1985)

Usage FY22-23

- 14,108 articles
- 4,301 sessions
- SJMN Archive accounts for 86% of articles read



Library Small Talk - San Jose Mercury News (published as San Jose Mercury Herald) - December 24, 1920 - page 6
December 24, 1920 | San Jose Mercury News (published as San Jose Mercury Herald) | San Jose, California | News Article | Issue 177 | Page 6

What is upcoming – focus on shifting patterns

- Implementing improvements to our Acquisitions Budget Allocations document
- Using data analysis tools to streamline internal processes and to manage the movement of physical materials throughout the system
- Review collection placement and align with customer needs
- Continued search for streaming video platforms with large world language collections

QUESTIONS? THANK YOU!

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

2_m 00_s

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**D) INFORMATION: SERVICE DELIVERY
UPDATE (M. ORNAT)**

IN-PERSON SERVICE DELIVERY UPDATE

*“IT ALL STARTS WITH BEING OPEN”
- JILL BOURNE*

March 20, 2024

Library and Education Commission

Michelle Ornat & Ann Grabowski

Service Hours:

No Change

Library Visits:

Outperforming 22-23
Sundays are well used

Circulation:

Outperforming 22-23

LIBRARY SERVICE HOURS

43 Hours	48 Hours - Sunday	52 Hours - Sunday
Almaden	Alviso	Alum Rock
Calabazas	Berryessa	Bascom
Pearl	Biblioteca Latinoamericana	Edenvale
Rose Garden	Cambrian	Educational Park
Santa Teresa	East Carnegie	Evergreen
Village Square	Vineland	Hillview
Willow Glen		Joyce Ellington
		Seven Trees
		Tully
		West Valley

2,338,190 Visits this FY

- On track to meet and exceed last FY

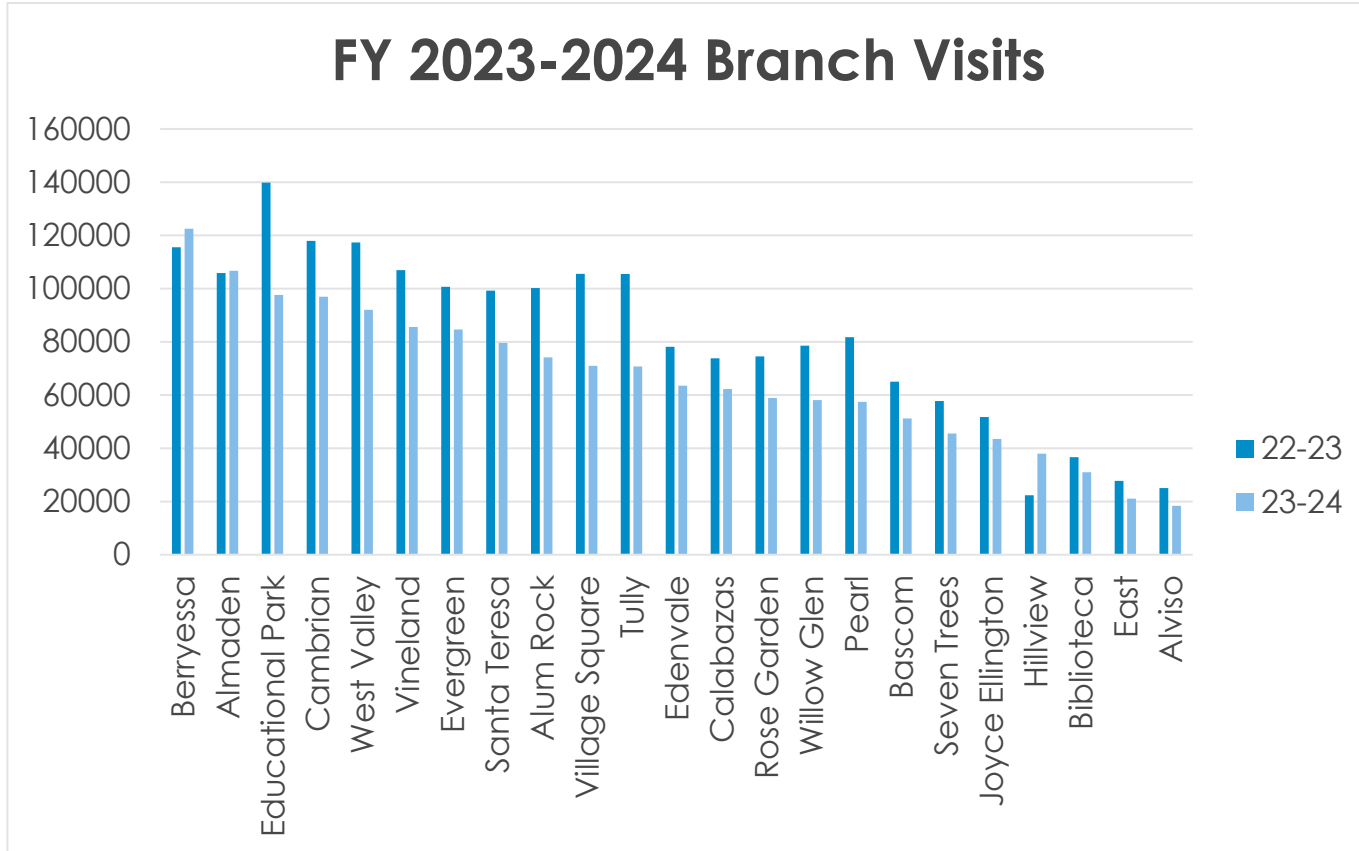
Average Monthly Visits

Location	FY 22-23	Current Year
Branches	154,020	180,065
King	80,406	96,723



Most Popular Day of Week: Wednesday

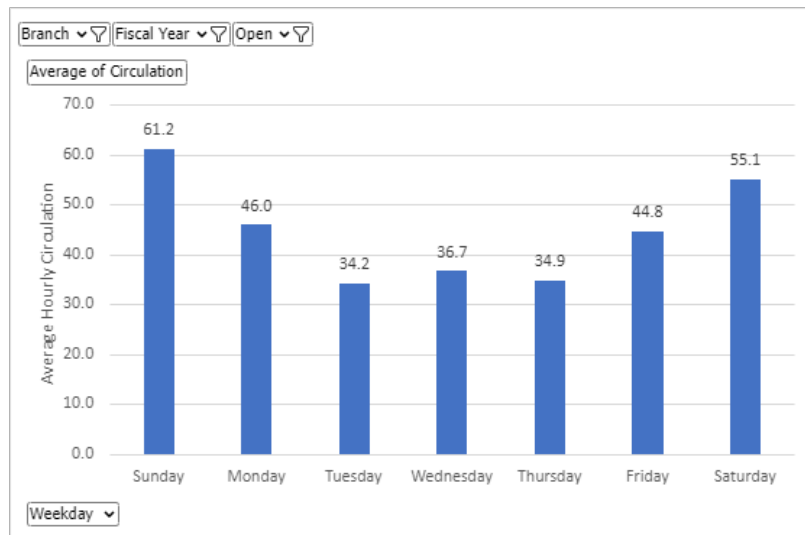
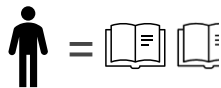
Most Popular Time of Day: 3pm



Adjusted for open hours and Sunday locations:

- Highest day for circulation and circ per visit ratio
- Third most popular day of service
- 1pm and 2pm on Sundays outperform average visits during the week

Sunday check-outs =
1.6 items per
customer

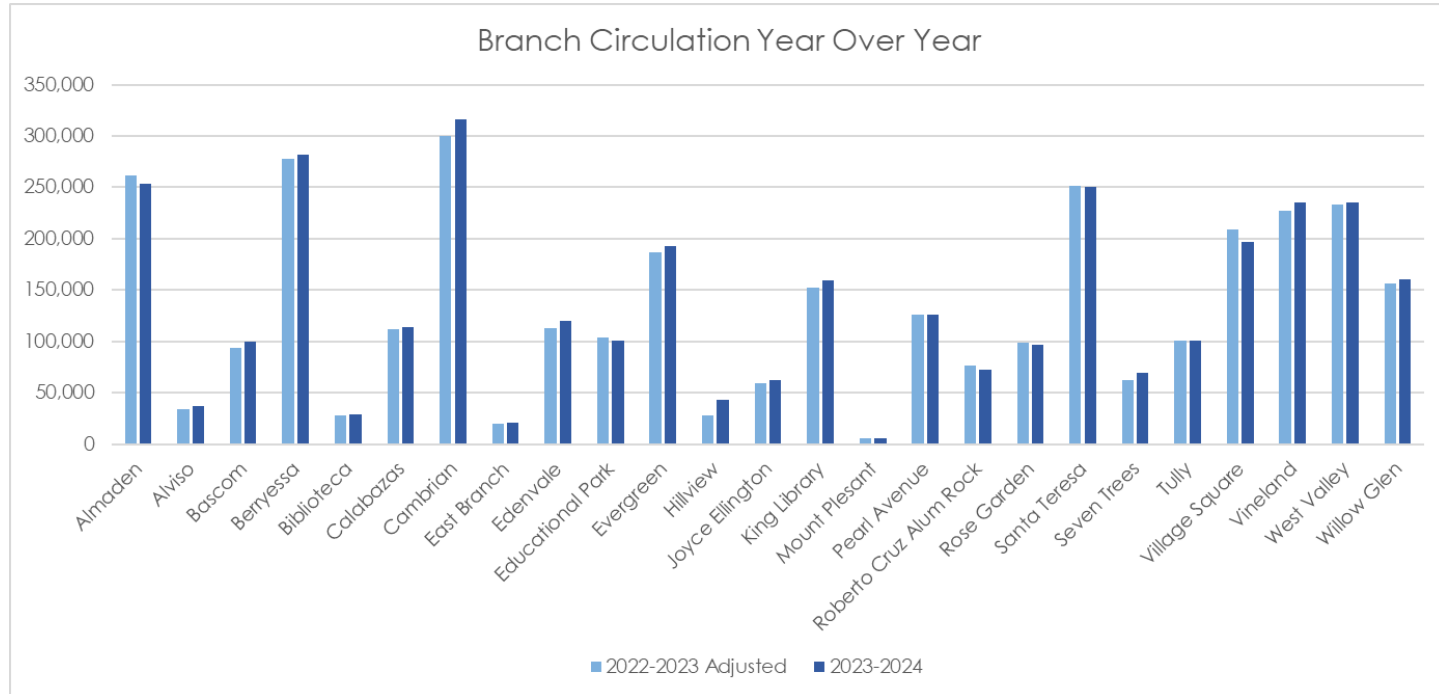


CIRCULATION

3,379,515 Materials Circulated (July – Jan)

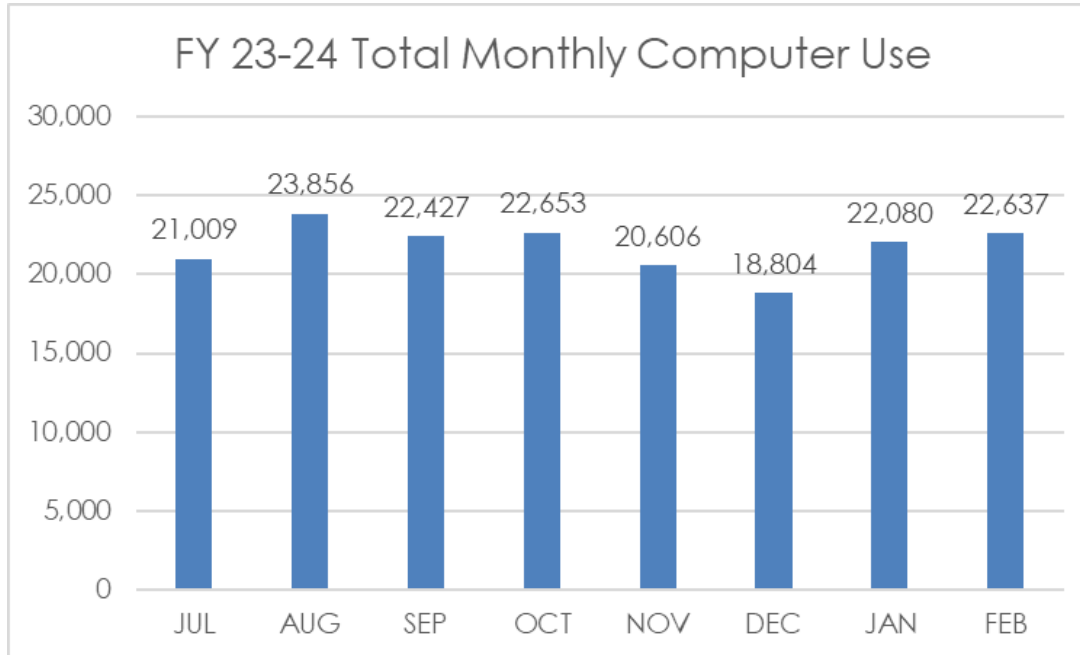
Up 2% from 2022-2023

60% of Circulation is Juvenile and Young Adult materials



174,072 Computer Sessions

Busiest locations: Alum Rock, Berryessa, Biblioteca, Ed Park, Evergreen, Joyce Ellington, King, Rose Garden, Vineland



QUESTIONS?



2_m 00_s

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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,
APRIL 17TH, 2024, 7PM
AT ROSEGARDEN LIBRARY**

XIII. ADJOURNMENT