

# LIBRARY AND EDUCATION COMMISSION

October 16, 2024  
7:00 PM to 9:00 PM

# I. CALL TO ORDER & ORDERS OF THE DAY

## **II. CONSENT CALENDAR**

**A. APPROVE THE 10/16/2024 AGENDA**

**B. APPROVE MINUTES FOR THE REGULAR MEETINGS OF  
09/18/2024**

### 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: REVIEW OF BOND  
AND AUDIT QUESTIONS (J. CHOI)**

# REVIEW OF BOND AND LIBRARY PARCEL TAX AUDIT QUESTIONS

Library and Education Commission  
October 16, 2024



# QUESTIONS?



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

# 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.
- 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.

**B) INFORMATION: LIBRARY SECURITY  
UPDATE (A. RODROCK)**

# LIBRARY SAFETY & SECURITY BRIEFING

October 16, 2024

## BEHAVIOR IN THE LIBRARY

“The library serves all customers equally and is open to everyone. Our goal is to create a secure, relaxing, and pleasant place to learn and explore.”

Staff Training

Staff  
Enforcement

Behavior  
Policy  
Enforcement

Education

## INCIDENT CATEGORIZATIONS

1: NO RISK

2: LOW RISK

3: MODERATE RISK

4: SEVERE RISK

### 1. NO RISK

No Threats/ Complied/ No Juveniles Involved/ No Property Damages

DISRUPTIVE BEHAVIOR  
ALCOHOL POSSESSION  
LODGING

### 2. LOW RISK

No Threats/ Did not Comply/ Verbally Aggressive/ Aggressive Behavior / Property Damage Below \$450  
ALCOHOL USE

FACILITIES HAZARD  
BUILDING VANDALISM/  
PROPERTY DAMAGE  
ENCAMPMENTS

### 3. MODERATE RISK

Threat Displayed/ Did not Comply/ Verbally Aggressive/ Aggressive Behavior / Indecent Exposure/ Stalking/ Property Damage \$450 or above/ Juvenile Involved

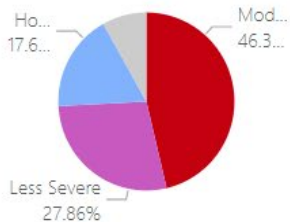
TRESPASSING  
PHYSICAL THREAT  
SEXUAL HARRASSMENT/ UNWANTED ADVANCES  
WEAPONS

### 4. SEVERE RISK

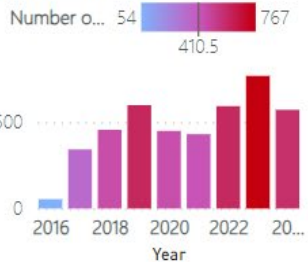
911 Requested/Response/ Threat to Life/ Limb/ Property Damage \$450 or above/Juvenile Involved

POLICE/FIRE/MEDICAL  
ASSAULT/BATTERY/FIGHT

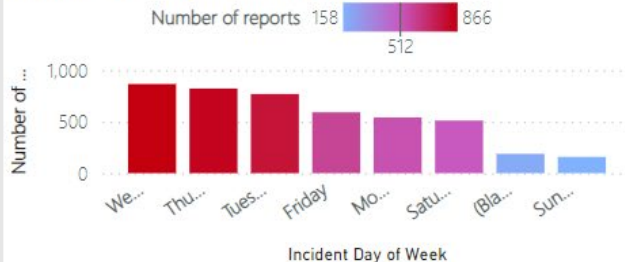
Incidents by Category Group



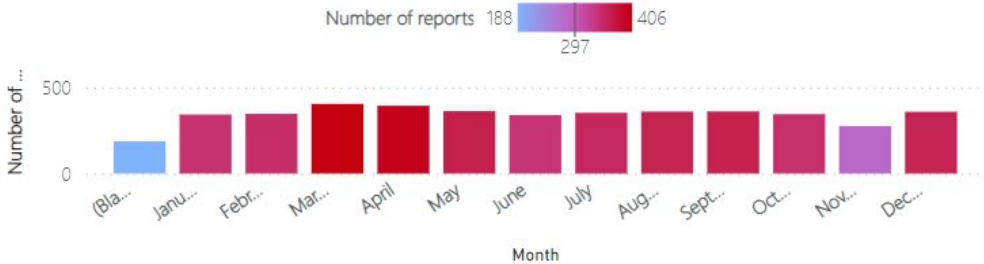
Number of reports by Year



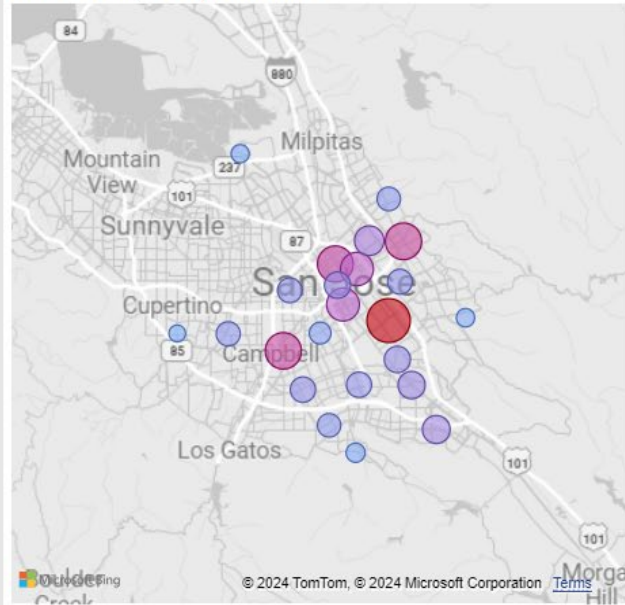
Number of reports by Incident Day of Week



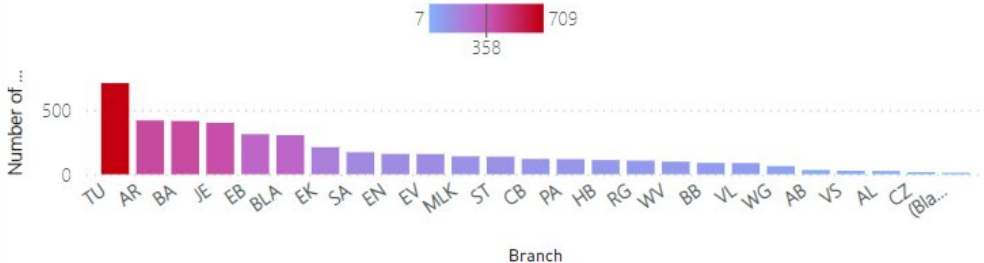
Number of reports by Month



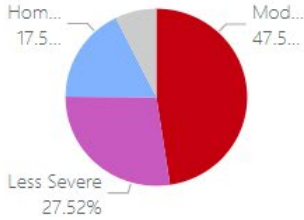
Number of Reports by Full Address



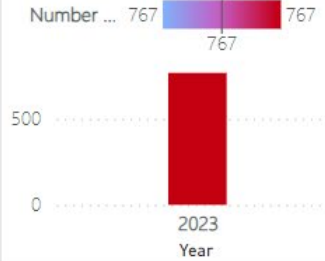
Number of reports by Branch



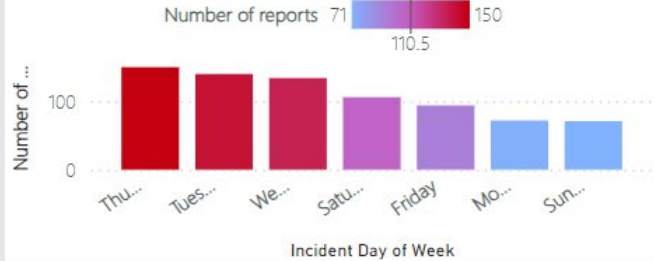
Incidents by Category Group



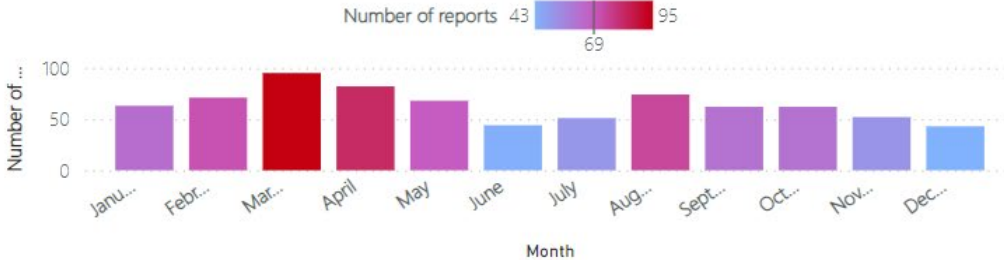
Number of reports by Year



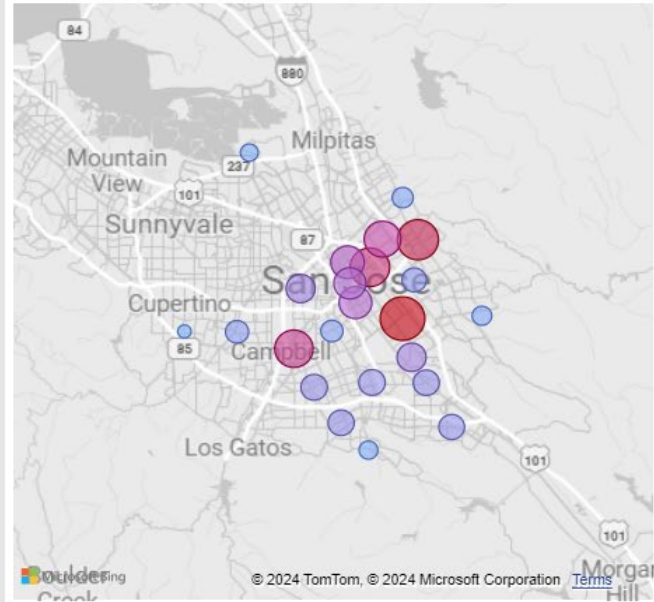
Number of reports by Incident Day of Week



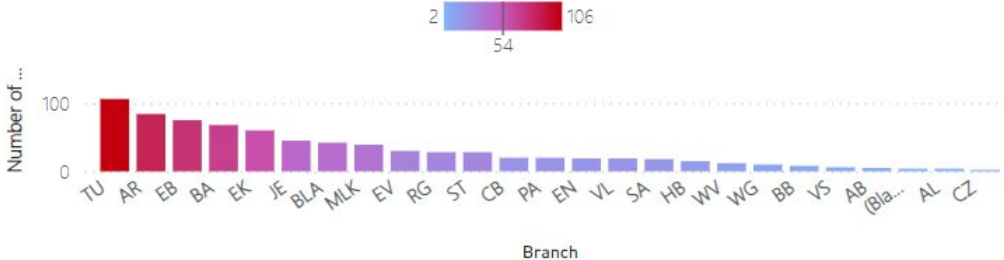
Number of reports by Month



Number of Reports by Full Address

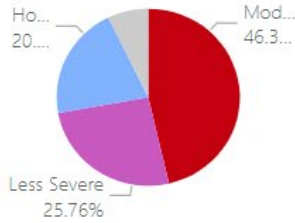


Number of reports by Branch

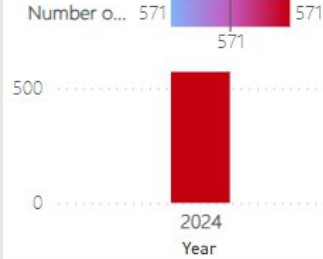




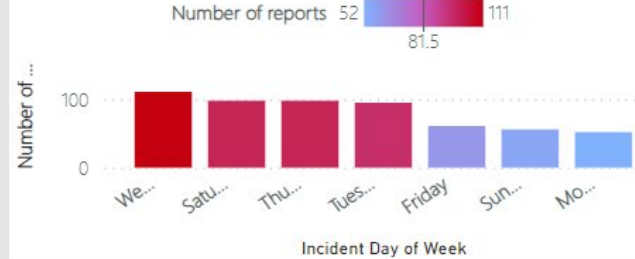
Incidents by Category Group



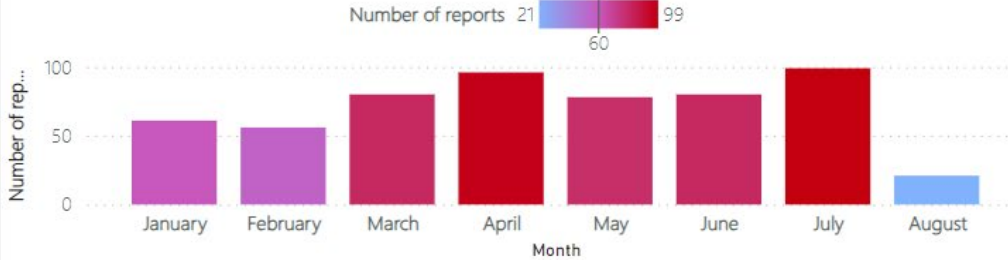
Number of reports by Year



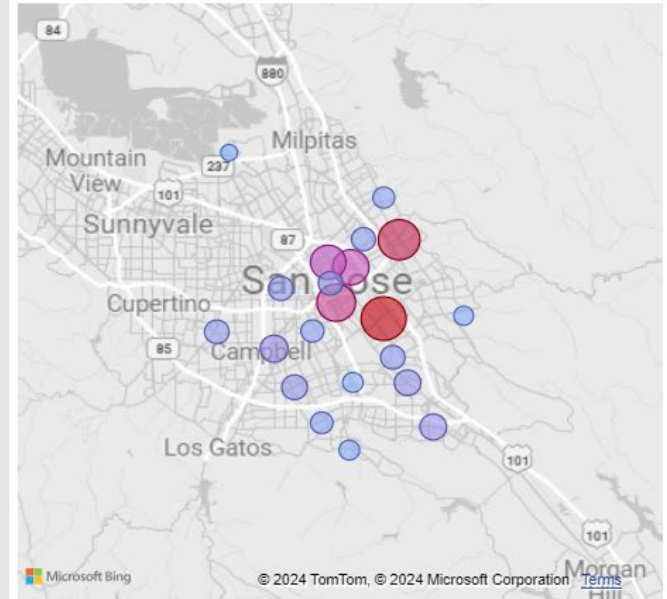
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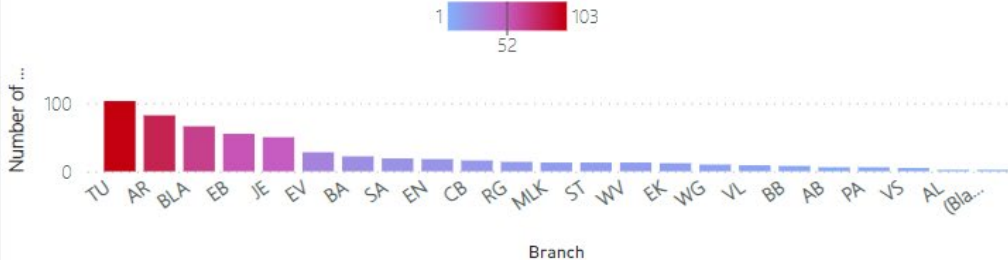
Number of reports by Month



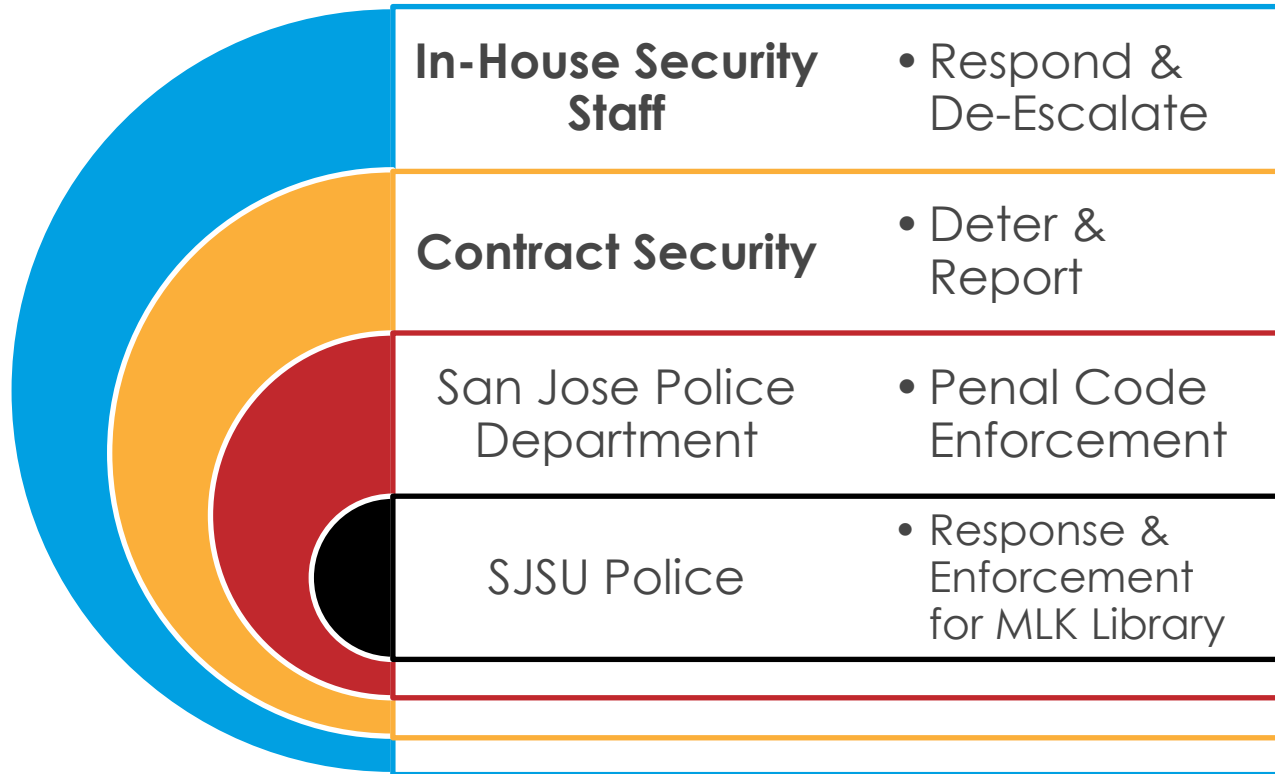
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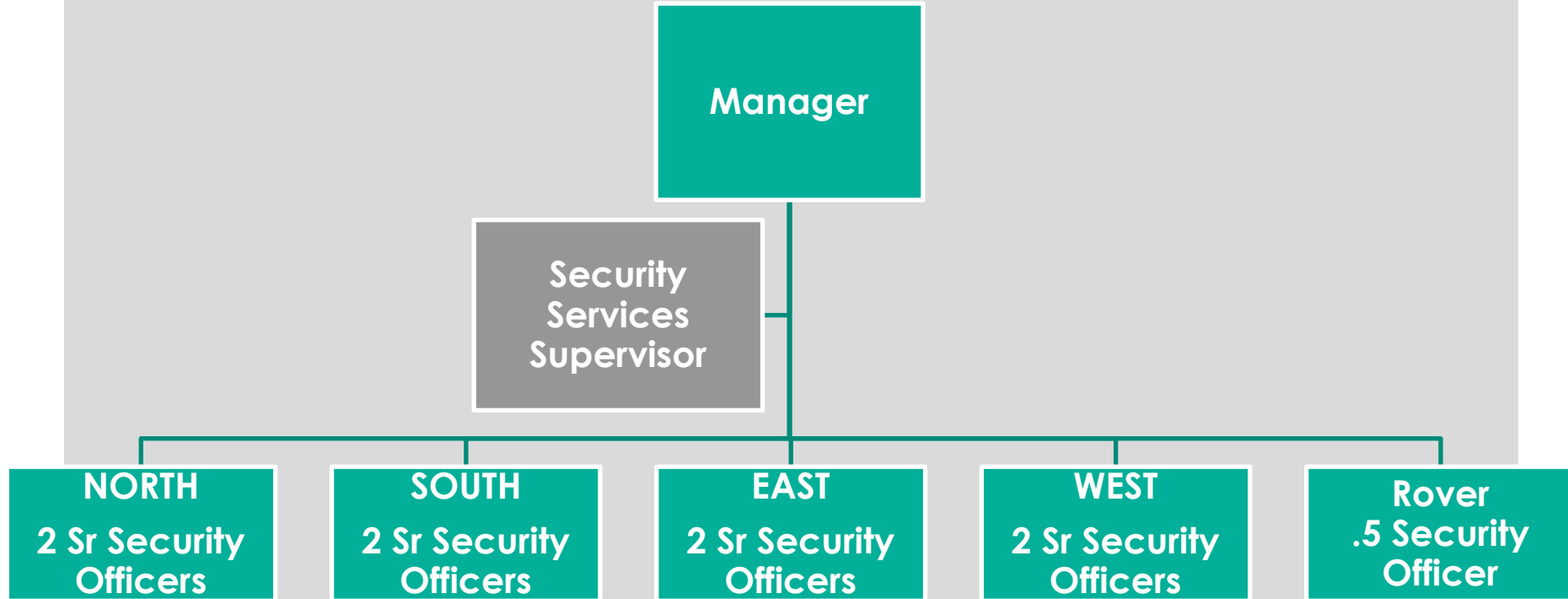
Number of reports by Branch



# OPERATIONALIZING A HYBRID SECURITY MODEL



# SJPL SECURITY TEAM IS GROWING!



# SJ LIBRARY SECURITY OPERATIONS & PRIORITIES



# CONTRACT SECURITY OPERATIONS & PRIORITIES



- Hybrid model with Flexible Staffing Pool
  - Visual Security Presence
  - Wayfinding Support
  - On-Site Reporting (911 and SJPL Security Team)
- **NOT** a replacement for 911 or In-House Security
  - **NOT** involved in delivering staff training
  - **NOT** responsible for system-wide security priorities

# COMPLIMENT CAPACITY FOR LIBRARY BRANCH SUPPORT

Contract Security



**Alum Rock**

1 Primary  
12 Flex

**Hillview**

1 Primary  
10 Flex

**Bascom**

1 Primary  
10 Flex

**Tully**

1 Primary  
10 Flex

**Biblioteca**

1 Primary  
12 Flex

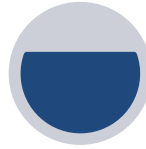
**Joyce Ellington**

1 Primary  
10 Flex

**Educational  
park**

1 Primary  
8 Flex

In-House Security Officers

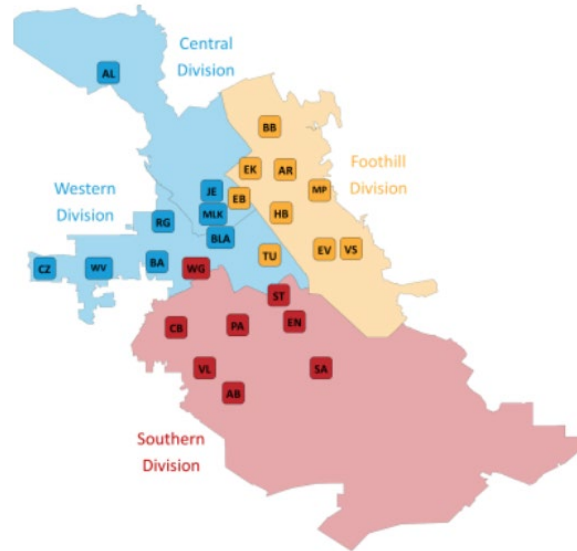


1 Supervisor  
6 Sr. Security Officers

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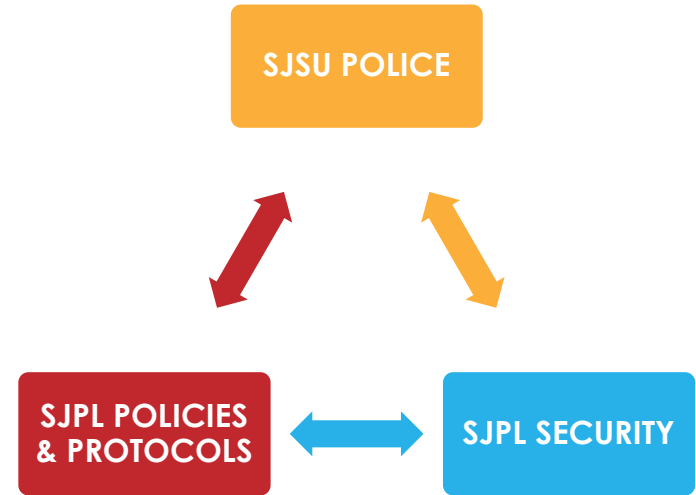


**SJPL Security Model**



# SECURITY CAPACITY FOR DR. MARTIN LUTHER KING JR. LIBRARY SUPPORT

STAFFING	HOURS	DAY
3	7:30AM – 4:30 PM	MON- FRI
3	4:00 PM – 1:00 AM	SUN-THURS
2	2:00 AM – 6:30 AM	FRI
2	7:30 PM – 6:30 AM	SAT
2	12:30 AM- 6:30 AM	SUN



# 1. Dangerous vs. Disruptive

- If Incident is Threatening to Life, Limb, Property OR involves illegal activity + minors  
**Call 911**
- If Behavior is Disruptive (Violates Behavior Policy, Creates Unwelcoming Environment):  
**Ask Patron to Leave**
- Medical Emergency: **Call 911**

# 2. Incident Summary



# 3. Notifications



# 4. Sr. Security Officers



# 5. Closing Out

- Follow Up with Staff
- Follow Up with Personnel (EAP/ Workers Comp)
- Follow Up with PD
- Follow up with Facilities
- Close Out Incident

### ALVISO BRANCH

Candice Nguyen (Manager) (408)xxx xxx	XXX (LA) (408)xxx xxxx
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### Security Office Contacts

Lee Pendleton  
(408) 307-3572

### Division Managers / Comms

Michelle Amores 408-712-1008	Jean Herriges 408-410-1525	Vidya Kilambi 408-981-7690	Elizabeth Castaneda 408-458-0662
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### Anh Tran

408-500-2088

### ELT

Jenny Choi 415-250-3956	Jill Bourne 415-902-6881	Ann Grabowski 408-406-0707
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# TRC RECOMMENDATIONS & IMPLEMENTATION

## Permanent & Contract Staffing

- 9 in-house security officers
- Currently filled 6, next recruitment set for October 2024.
- Complementary Contract Security staffed at highest-risk branches

## Security & Emergency Training

- Implemented Branch Specific Trainings
- Organization Wide Trainings (Dangerous & Disruptive Behaviors, Active Shooter, Panic Button Activation, 911 reporting)
- In-House & Contract Security Officer Training and Onboarding

## Facility Improvements

- All Library locations are equipped with CCTV
- All Library location Panic Buttons are inspected bi-annually for functionality.
- Lighting and signage improvements underway
- Currently exploring options for badging access at all locations.

## Systems & Procedures Development

- Instated SJPL Duty-Line to streamline and dispatch calls.
- Expanded policies & procedures related to privacy, filming, and cybersecurity
- Exploring improved system for incident tracking and case assignments

# SECURITY ASSESSMENT



**Staffing**



**Training**



**Facility**



**Systems**

# SJPL SAFETY & SECURITY COMMITTEE

## STAFF WORKING GROUP FOCUS AREAS

<b>Behavioral Policy</b>	<b>Building Emergency Disaster Preparedness</b>
Privacy Policy	Community Supportive Resources

# THANK YOU

[Anh.Rodrock@sjlibrary.org](mailto:Anh.Rodrock@sjlibrary.org)

Manager: Capital/Facilities, Security, Logistics

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

# Agenda Item

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**C) ACTION: EDUCATION STRATEGY  
ANNUAL REPORT (V. KILAMBI)**

# Education & Digital Literacy Strategy

Library and Education Commission

October 16, 2024

# Background



# Education & Digital Literacy Strategy

Adopted by City Council in May 2018



## Educational Attainment Areas or Planks



### Early Education

Entering Kindergarten Ready to Learn & Succeed



### Expanded Learning

Expanding Education Beyond the School Day



### College and Career Pathways

Meaningful Opportunities on Pathways to Self-Sufficiency



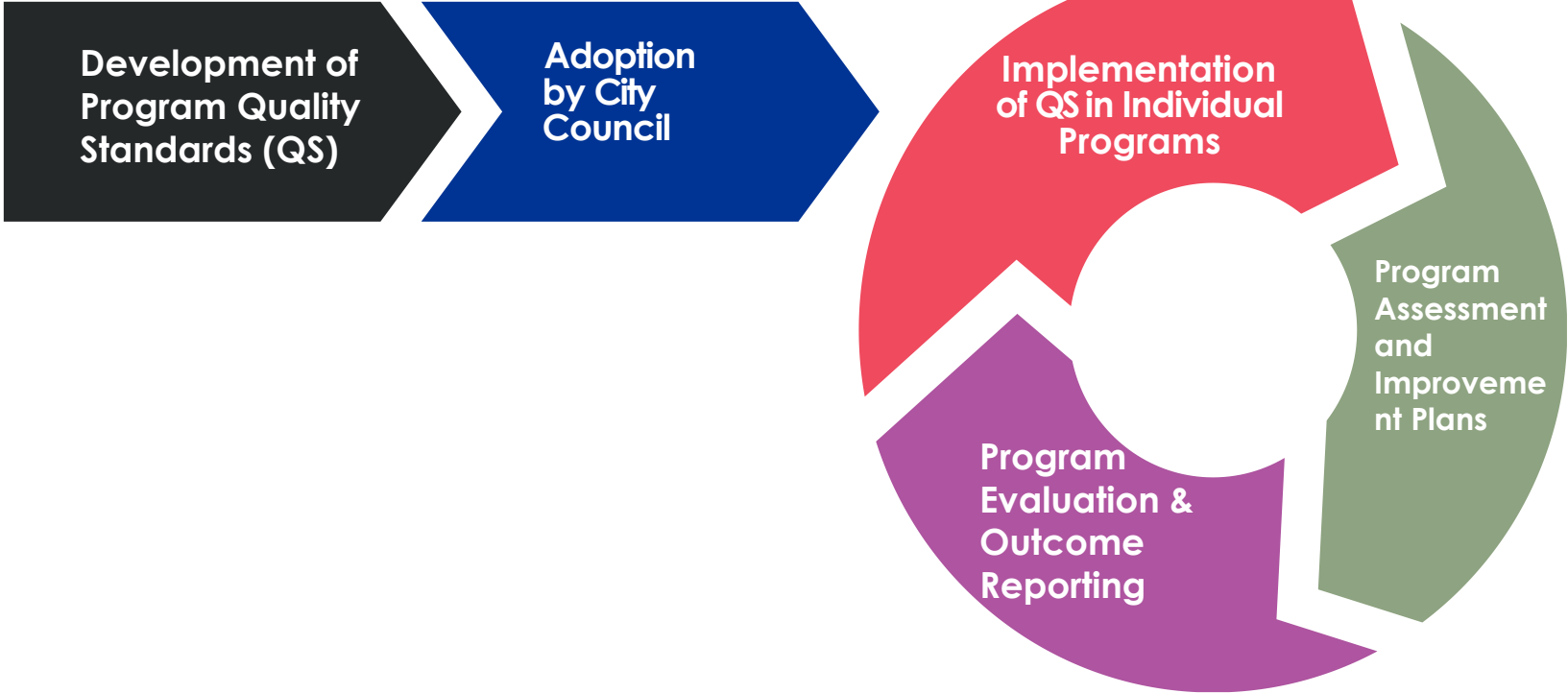
### Digital Literacy

Access, Affordability, and Adoption



Education Policy Approved by City Council February 2020

# Quality Improvement Process





## Early Education

**QS Adoption**  
March 26, 2019

**QS Implementation**  
Spring 2024

**Assessment & Improvement Plans**  
At Standard - Proficient  
Identify Strengths  
Plan Growth Areas

**Evaluation & Outcomes**  
Utilize caregiver  
feedback Program  
quality  
Reading readiness  
Social/emotional readiness



## Expanded Learning

**QS Adoption**  
May 17, 2019

**QS Implementation**  
Summer 2024

**Assessment & Improvement Plans**  
At Standard –  
Advanced CA State  
Requirements  
Identify Promising Practices

**Evaluation & Outcomes**  
External Evaluator Reports  
State Quality Reporting  
Data Partnerships with  
Schools



## College and Career Pathways

**QS Adoption**  
December 1, 2020

**QS Implementation**  
Summer 2024

**Assessment & Improvement Plans**  
Emerging –  
Advanced Growth  
Plans Citywide  
Expansion

**Evaluation & Outcomes**  
Skills Developed  
Certifications/Diplomas  
Achieved  
Jobs Attained



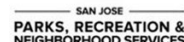
## Digital Literacy

**QS Adoption**  
May 19, 2020

**QS Implementation**  
IN PROGRESS

**Assessment & Improvement Plans**  
Digital Inclusion Fund  
Program  
Implementation  
(Transition in 2023)

**Evaluation & Outcomes**  
Fold into Digital Equity &  
Empowerment Priority



# Program Status & Outcomes

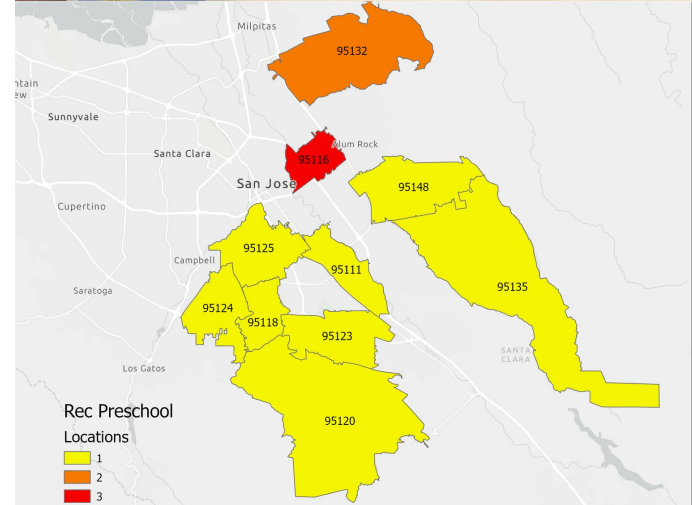
# Early Education

## SAN JOSÉ RECREATION PRESCHOOL

**Quality Standards** Proficient  
**13** Program Sites  
**360** Participating Children

### Program Outcomes

- 68%** of parents/caregivers said their child had a positive relationship with SJ Recreation Preschool Teachers
- 35%** of parents/caregivers said their child was more actively engaged in healthy recreation activities because of their participation in SJ Recreation Preschool
- 57%** of parents/caregivers said they felt SJ Recreation Preschool helped prepare their child to do better in school



# Early Education

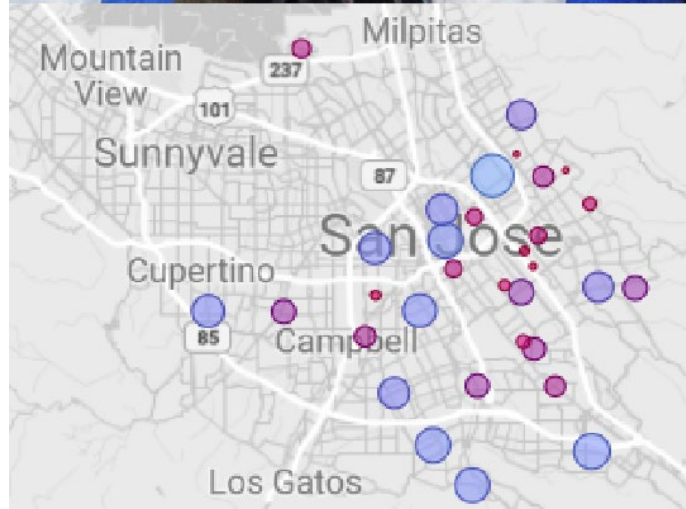


SAN JOSÉ PUBLIC LIBRARY  
**STORYTIME**  
EARLY EDUCATION SERVICES

<b>Quality Standards</b>	Proficient
<b>2,063</b>	Programs
<b>64,766</b>	Attendees

## Program Outcomes

- 88%** of caregivers reported more quality literary experiences
- 93%** of caregivers reported a clear understanding of how to prepare their children for kindergarten after participating
- 94%** of participating caregivers felt supported within the Early Education community
- 100%** of participants reported being aware of more opportunities throughout the day to support their child's learning



# Expanded Learning

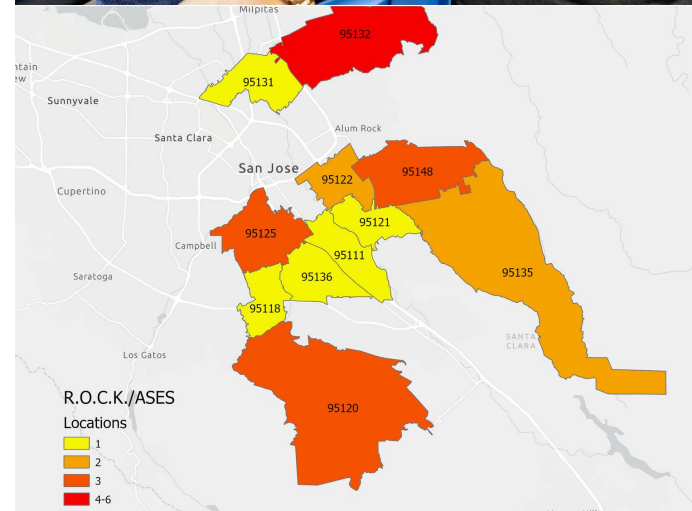


**Quality Standards** Meets Standard  
**26** Program Sites  
**3,151** Participants

## Program Outcomes

**76%** of respondents reported that their child is more actively engaged in healthy recreation activities

**73%** of respondents reported that children are more encouraged to eat healthy foods and drink healthy beverages





# Expanded Learning

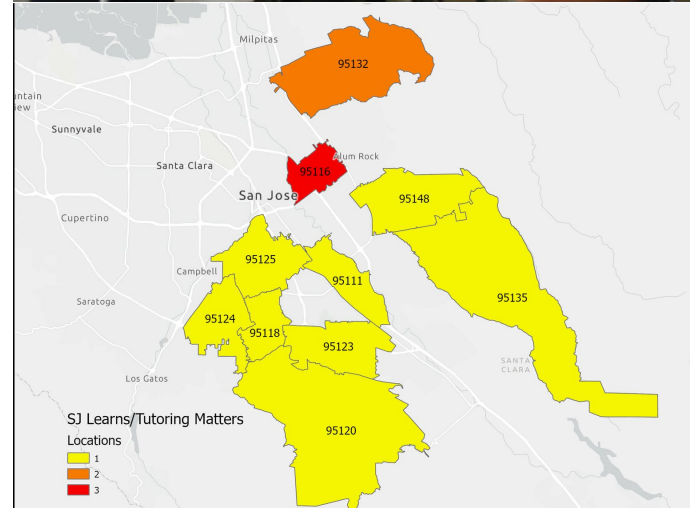


**Quality Standards** External Evaluation |  
November 2024  
**7** Grants Awarded\*  
**1,496** Participating Children

## Program Outcomes

- 85%** of students with both fall and interim ELA assessments demonstrated growth.
- 32%** About one-third of students moved up one performance band between fall and winter
- 78%** of students with both fall and interim math assessments demonstrated growth

\* Includes Tutoring Matters



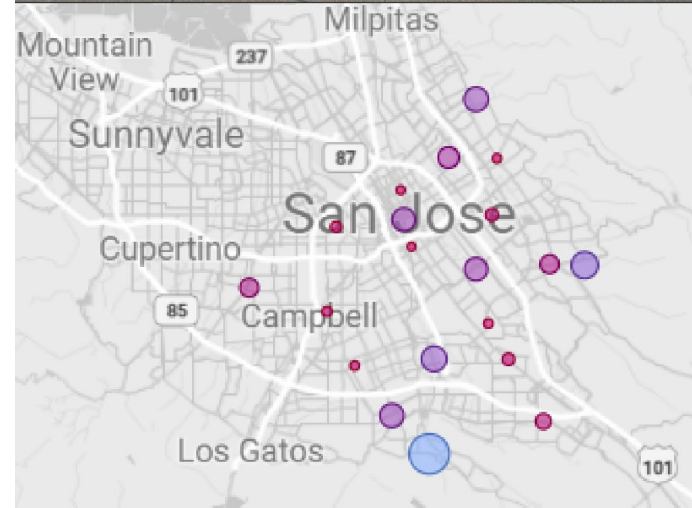
# College & Career Pathways

**careeronline**<sup>TM</sup>  
**HIGH SCHOOL**

**Quality Standards**    Advanced  
   57    Adult Learners Served  
   98%    Identify as BIPOC

## Program Outcomes

- 28** Graduates with HS diploma + Career Certificate
- 191** Cumulative graduates
- 74%** Graduation rate
- 77%** of graduates said they were interested in pursuing college after completing the COHS



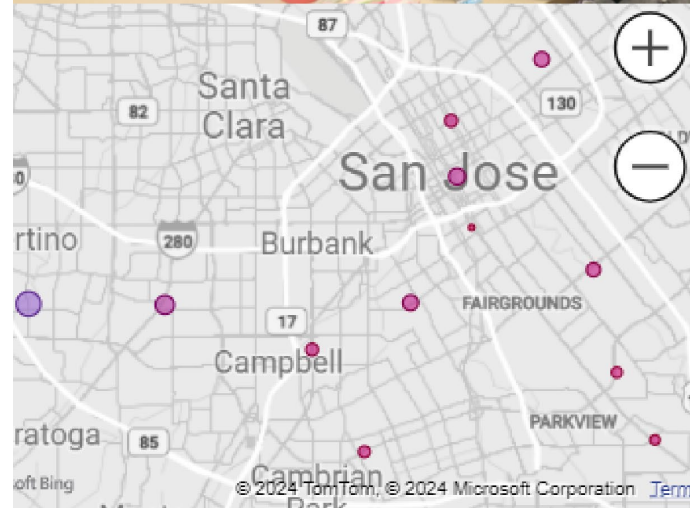
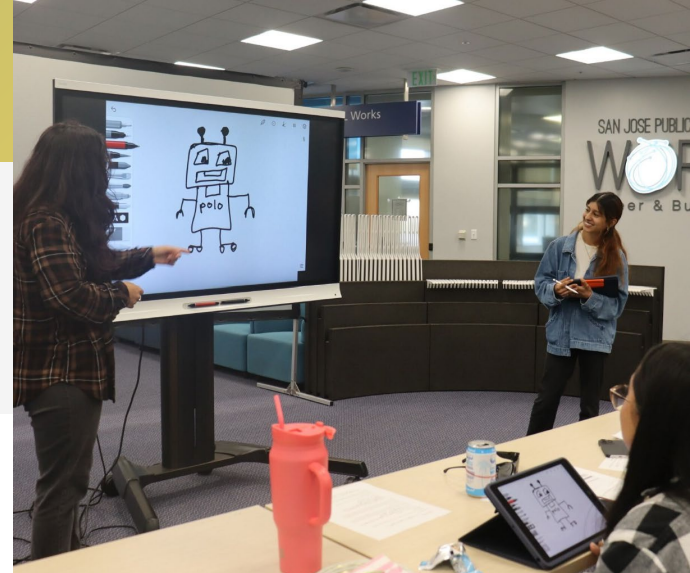
# College & Career Pathways

San José Public Library  
**RESILIENCE CORPS  
LEARNING PATHWAY**

**Quality Standards**    Advanced  
   50    Program Participants  
   96%    Identify as BIPOC

## Program Outcomes

- 42** Participants completed the program
- 21,172** Hours served supporting students in expanded learning programs



# College & Career Pathways

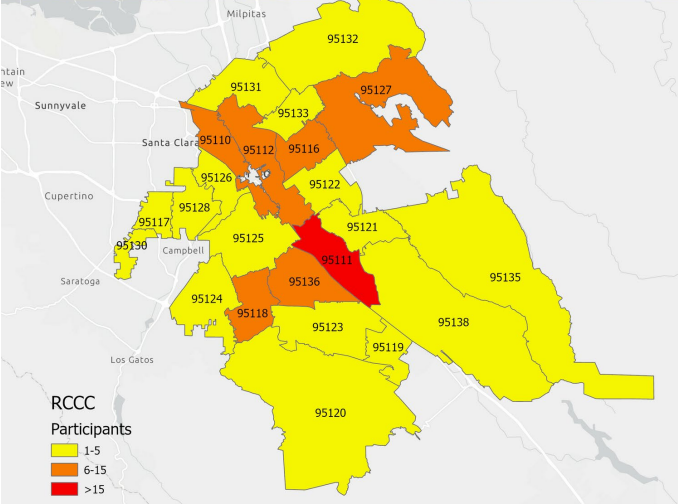
Parks, Recreation  
& Neighborhood Services  
**RESILIENCE CORPS  
CLIMATE CHANGE  
PATHWAY**

**Quality Standards**    Advanced  
   152    Program Participants  
   91%    Identify as BIPOC

## Program Outcomes

**110**    Participants completed the program

**133,904**    Hours served supporting climate resilience and sustainability projects



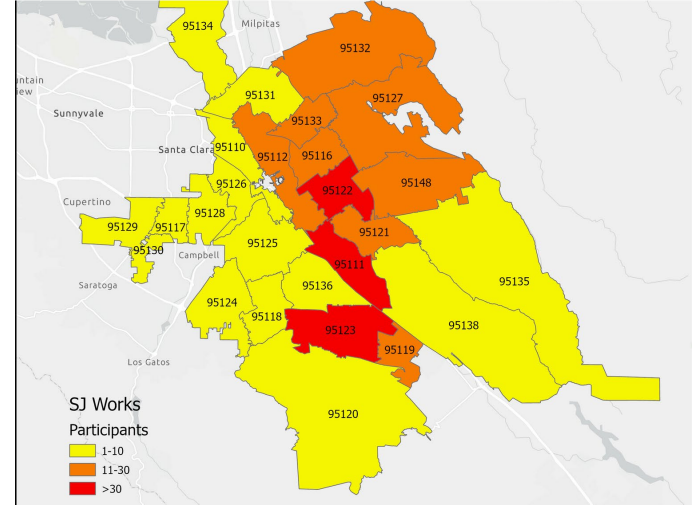
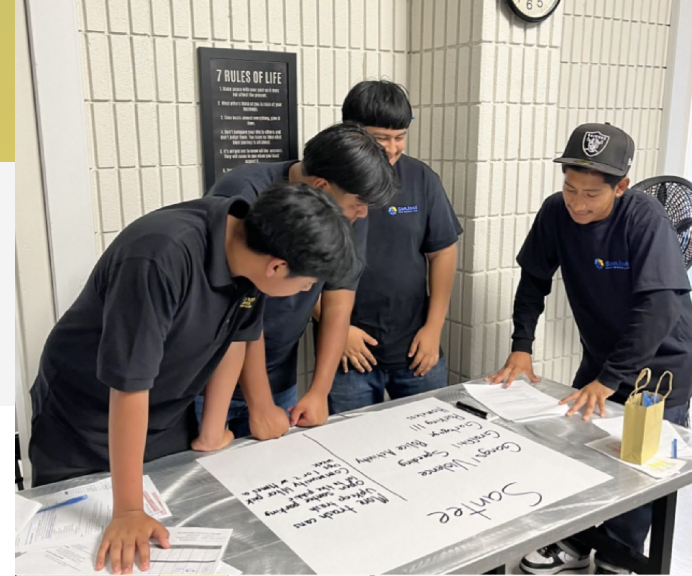
# College & Career Pathways



**Quality Standards**    Advanced  
376    Subsidized Participants  
438    Unsubsidized Participants

## Program Outcomes

- 82%** Subsidized program participants were from Opportunity Neighborhoods
- 100%** Subsidized program participants were placed in a priority sector and/or a demand occupation
- 75** Youth were connected with a mentor



## ADULT LITERACY & ESL

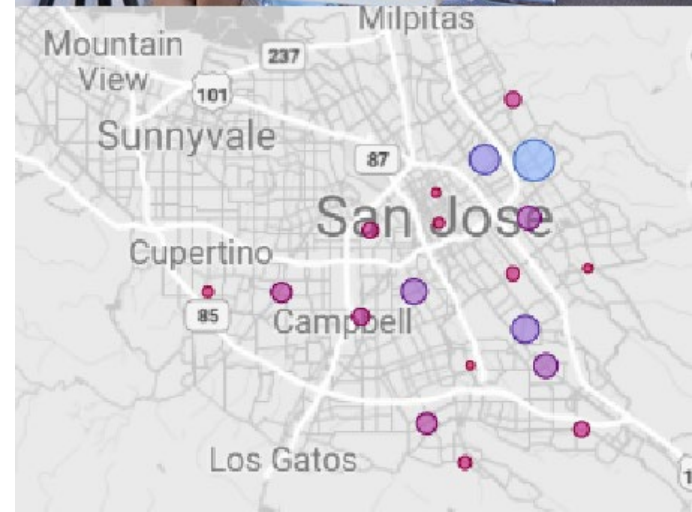
<b>Quality Standards</b>	Emerging
<b>1,436</b>	Programs
<b>12,532</b>	Attendees
	s

### Program Outcomes

**30%** of SJPL adult programming are Literacy or ESL focused

### Notes

In FY 24/25, Adult Literacy & ESL will refocus on supporting the Children and Youth Services Master Plan in the Poco Way/Mayfair and the Santee/Seven Trees demonstration areas.



# Provides Framework for Building a Broader Comprehensive Plan



Addresses needs beyond education.



Use these programs as entry points to pathways, connecting to other systems of support.



Facilitate residents through systems to ensure a seamless experience and maintain engagement.



Link data on educational outcomes to related employment, safety, and wellness goals.



Align current City efforts to County and partner programs.

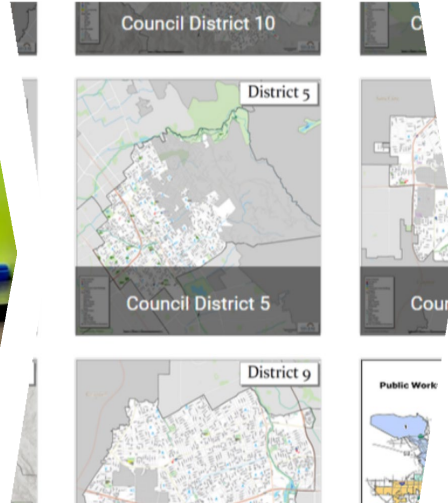


Expand collective impact.

# Next Steps



Continue implementation of Quality Standards and continuous quality improvement process



Rollout reporting dashboard using participation data, evaluations, and outcomes for City Education programs.

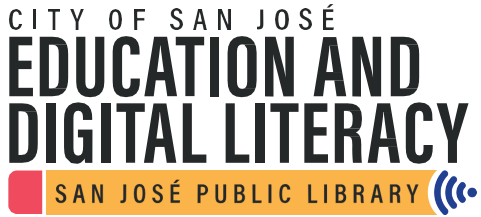


Work with the Youth Commission to identify priority strategies for improving college and career-focused outcomes.



Align City programs with the Children and Youth Services Master Plan.





Reimagining the City as a Classroom

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

# Agenda Item

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**D) ACTION: SPECIAL JOINT MEETING  
WITH YOUTH COMMISSION MEETING  
DATE SELECTION (K. ALVAREZ)**

# LIBRARY AND EDUCATION COMMISSION

## Proposed Dates for Special Joint Meeting with Youth Commission

Wednesday, March 19, 2025

- Third Wednesday of the Month
- Regular LEC Commission Meeting Date

Monday, March 24, 2025

- Fourth Monday of the Month
- Regular Youth Commission Meeting Date

October 16, 2024

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

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

## VII. CHAIR'S ANNOUNCEMENTS

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



## **IX. COMMENTS AND ANNOUNCEMENTS**

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

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

## **XII. MEETING SCHEDULE**

**THE NEXT MEETING WILL BE WEDNESDAY,  
OCTOBER 16<sup>TH</sup>, 2024, 7PM  
AT DR. MARTIN LUTHER KING JR. LIBRARY**

## XIII. ADJOURNMENT