

# LIBRARY AND EDUCATION COMMISSION

March 19, 2025  
6:30 PM to 8:30 PM

# I. CALL TO ORDER & ORDERS OF THE DAY

## **II. CONSENT CALENDAR**

**A. APPROVE THE 3/19/2025 AGENDA**

**B. APPROVE MINUTES FOR THE JOINT MEETING  
ON 3/28/24**

### 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: FACILITIES AND  
CUSTOMER EXPERIENCE PLAN  
(M. SULLIVAN)**

The background is a vibrant, abstract composition of overlapping geometric shapes in shades of orange, red, yellow, blue, and purple. A central white door with a silver handle is visible, partially obscured by the colorful forms. The overall style is modern and artistic.

# SAN JOSE PUBLIC LIBRARY

Facilities and Customer Experience Plan

Library and Education Commission and Youth Commission Joint Meeting  
March 19<sup>th</sup>, 2025

A,E,I,O,U, And Sometimes Y | Sam Rodriguez



# TODAY'S AGENDA

- **Welcome and Introductions**
- **Project Overview**
- **Process**
- **What We're Learning**
- **Discussion**

# WHO WE ARE



**Margaret Sullivan**  
Library Expert and Designer



**Liz Opper, RA AICP**  
Project Manager



**Grace Tilghman**  
Strategic and Urban Designer



**Jade Esplin**  
Strategy and Facilities



**Loren Landrum**  
Community Engagement

# PROJECT OVERVIEW



# CRITICAL INQUIRY METHOD TO GUIDE THE PROCESS

- 1 What is the role and purpose of our facilities today?
- 2 Are the facilities in the right location & are they the right **size**?
- 3 How will we fund the future vision?
- 4 How will we energize our leadership, staff and our partners?



# WHO'S PARTICIPATING?

## Library Leadership Group

- Support the plan as key decision makers for process and approach
- Provide feedback and insight
- Champion the project with the wider stakeholder group

## Staff & Leadership Workshop Group

- Provide input and co-create direction and master plan content
- Define vision and set initial priorities for framework

## Library & Education Commission

- *Ensure alignment with initiatives and city-wide goals*

## Community Partners

- Share expertise and identify alignment with the library's goals and community needs
- Identify and discuss partnership opportunities

## Youth Commission

- *Ensure alignment with initiatives and city-wide goals*

## SJPLF Board

- Provide input on the plan, community expectations, and fundraising
- Promote the library's plan and initiatives

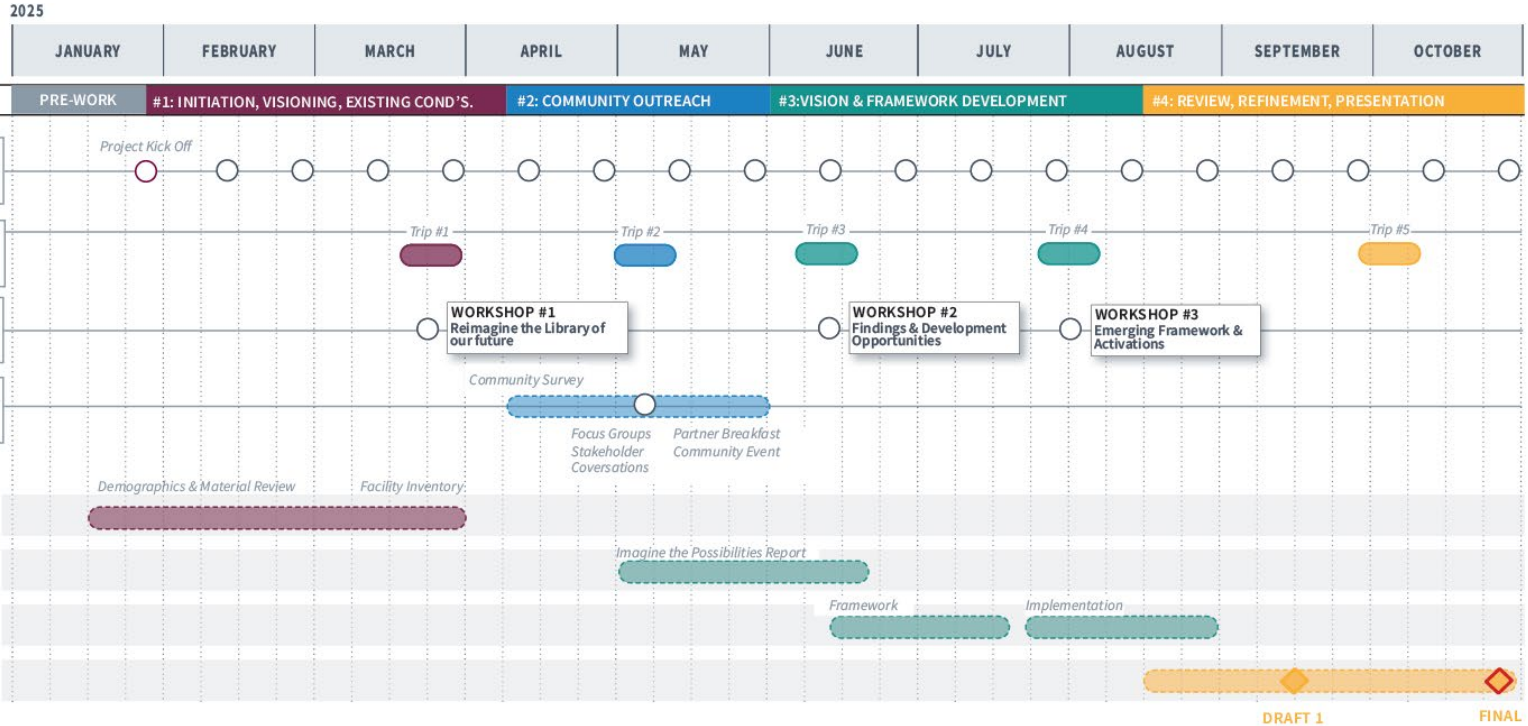
## Consultant Team

- Facilitate a creative experience
- Leverage the strengths of all participants
- Provide structure and project management for everybody to do their best work

## Community

- Share community experiences and help align the library's plan with community needs
- Provide insights and help identify priorities

# ROADMAP



\*KEY STAKEHOLDERS & PARTICIPANTS TO BE CONFIRMED

# TRIPS



## **Trip 1** ***Visioning & Existing Conditions***

Staff & Leadership  
**Workshop #1** | Reimagine the Library of Our Future

Branch Tours

Branch Manager Interviews

## **Trip 2** ***Community Engagement***

Community Outreach

Grasstops

Grassroots

Focus Groups

1-on-1 Stakeholder Conversations

Partner Breakfast

Community Event

## **Trip 3** ***Findings & Emerging Opportunities***

Staff & Leadership  
**Workshop #2** | Findings and Development Opportunities

Further Engagements as Needed

## **Trip 4** ***Emerging Framework***

Staff & Leadership  
**Workshop #3** | Emerging Frameworks & Activations

## **Trip 5** ***Adoption & Share Out***

Present Plan to Board, Commissions & Identified Stakeholders

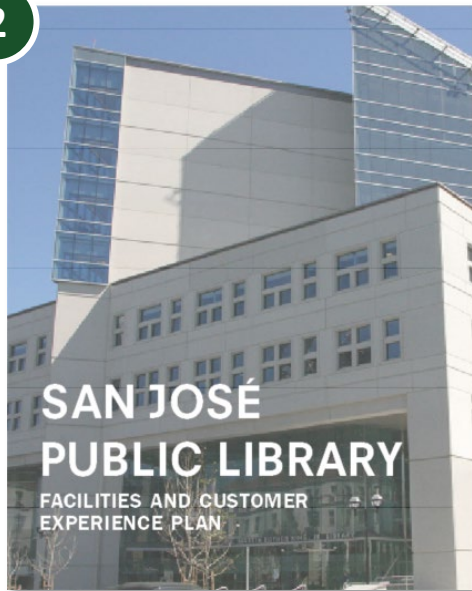
# WHAT WE'LL DELIVER

1



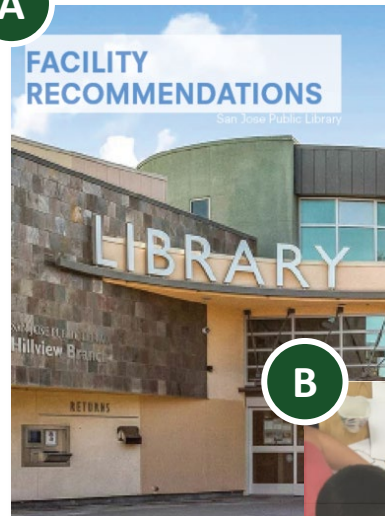
Findings and Imagine the Possibilities Report

2



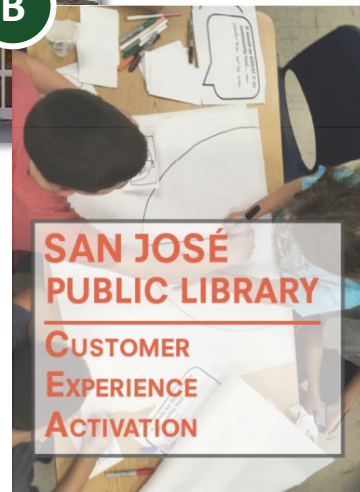
Facilities and Customer Experience Plan

A



Facility Recommendations

B



Customer Experience Activation



# PROCESS



This process merges progressive library facility planning with community economic development practices

We bring an iterative & participatory planning process that uses the aspirations and ideals that celebrate and center design for intentional learning experiences.



# CREATING CONDITIONS TO...

I THINK I'LL  
CREATE  
SOMETHING  
TODAY!

I THINK I'LL  
SHARE  
SOMETHING  
TODAY!

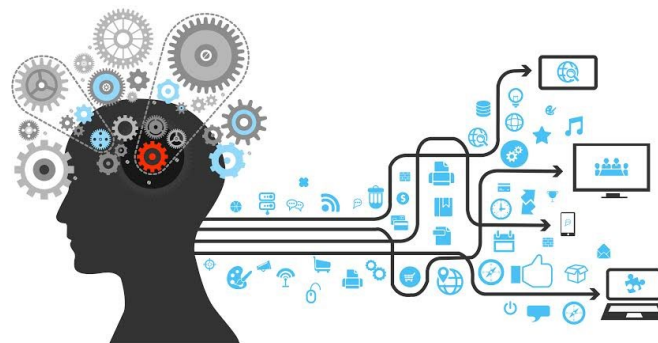
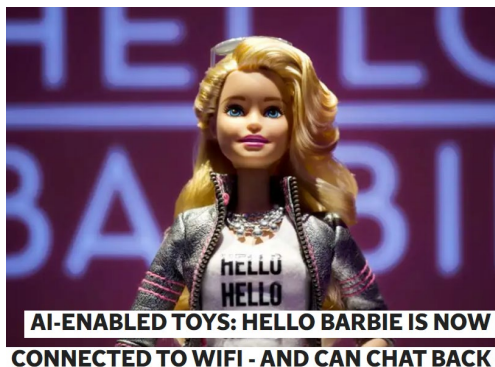
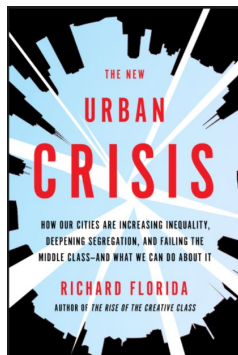
I THINK I'LL  
LEARN  
SOMETHING  
TODAY!



# WHAT FORCES ARE SHAPING OUR FUTURE?

## The Future Of...

- Cities
- Work
- Learning
- Economy
- Technology
- Health
- Experiences



# THE NEXT GENERATION IS DIVERSE



THE AVENUE

## America's youthful minority population

William H. Frey - Tuesday, July 7, 2015

REPORT

## Investing in the next generation: A bottom-up approach to creating better outcomes for children and youth

Bruce Katz and Ross Tilchin - Tuesday, August 15, 2017

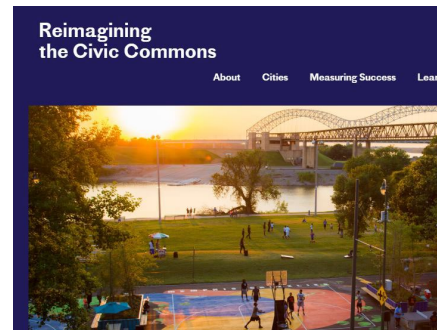
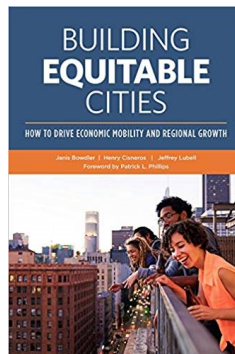


### IT WOULD BE GREAT IF THE SOUTH BRONX HAD...

Diversity	More safe hangout places	Anime Stores and more Topics	A gymnasium center for it would be a cool place to hang out and eat
Assessment Portal	LGBT Center, Nicer People, Community, Affordable, Employment	Animal Stores & More Commentaries	Free Wi-Fi
More Day/Night Art Centers	More Unique and Accepting People	More Entertainment!	More shelters for the homeless!

Get the Book: Bronx, NY

# THE NEXT ERA OF SOCIAL IMPACT DESIGN



BROOKINGS

SERIES: Placemaking Frontiers



# OUR VALUES: WE OWN INCLUSION

**DIVERSITY  
+  
EQUITY**



+

**CONNECTION  
+  
COLLABORATION**



=

**COMMUNITY +  
CULTURAL  
RELEVANCY**



PROCESS

# CREATING CONDITIONS TO...





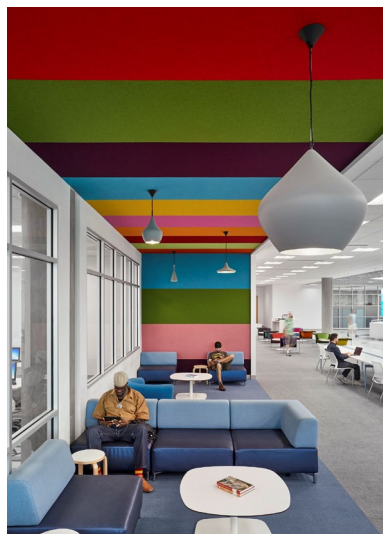
# CREATING COMMUNITY INCLUSION & BELONGING

Our **AWESOME**  
**COMMUNITY** Members  
+  
The **VIBRANT COMMUNITY**  
they belong to  
+  
**THEIR STRENGTHS, ASPIRATIONS, AND**  
**MOTIVATIONS**  
+  
Our **PARTNERS**  
=  
**THE LIBRARY EXPERIENCE**



# HOW MIGHT WE FOSTER THE CREATIVE ECONOMY?

Let's  
Library As  
Studio!



HOMEPAGE

**'Nothing like Richland Library': Artists, entrepreneurs find community beyond bookshelves**

BY MAKIYA SEMINERA

JULY 22, 2022 1:59 PM



*RICHLAND LIBRARY - COLUMBIA, SC*

*Photo Credit: Richland Library*

# HOW MIGHT WE USE DESIGN TO PREPARE OUR YOUTH FOR THEIR FUTURE?



**Leveling up opportunities for all!**

THE LEARNING CENTER EXPANSION for the BRIDGE GOLF FOUNDATION - HARLEM, NY



INNOVATION | NOVEMBER 2021

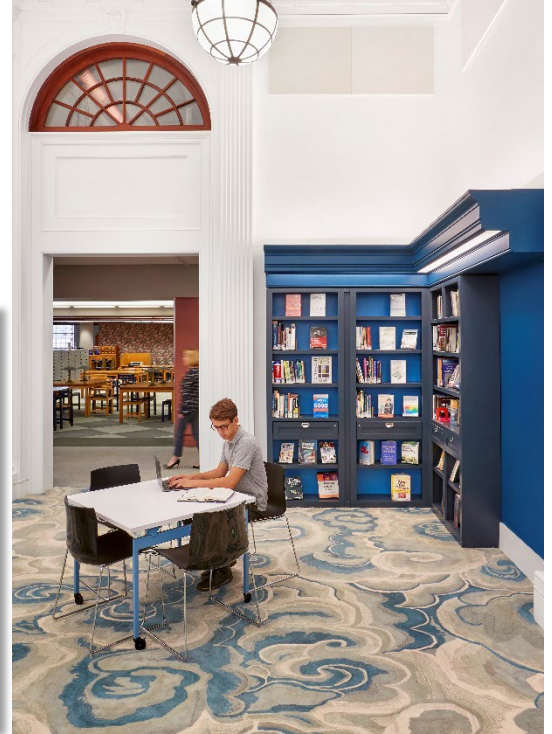
## How Memphis Created the Nation's Most Innovative Public Library

You can play the ukulele, learn photography or record a song in a top-flight studio. You can also check out a book.



# HOW MIGHT WE CATALYZE THE LIBRARY TO FOSTER INNOVATION & IDEAS?

Ignite ideas in  
New Haven!



COMMENTARY

## How a New Haven library is connecting residents to the city's innovation economy

Margaret Sullivan  
October 26, 2020



*IVES SQUARED INNOVATION COMMONS, NEW HAVEN FREE PUBLIC LIBRARY – NEW HAVEN, CT*

# WE DON'T LIBRARY LIKE WE USED TO!

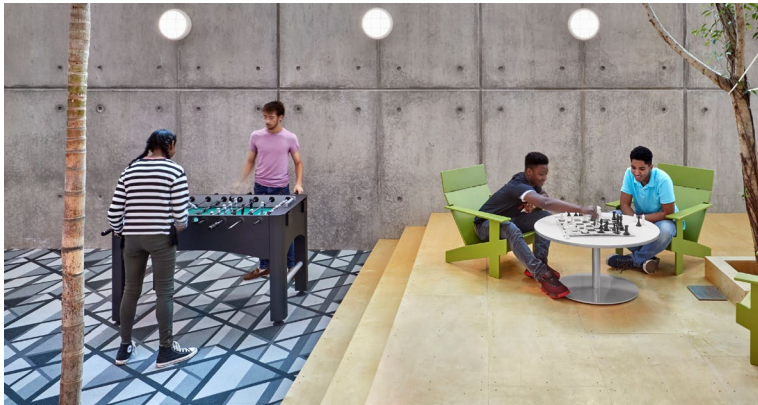
We are generating Vibrancy and Cultural Relevancy for families to thrive in Vegas!



LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT - LAS VEGAS, NV and MESQUITE, NV

STRATEGIC PLANNING, MASTER FACILITIES PLANNING, VISIONING, PROGRAMMING, ARCHITECTURE AND INTERIORS, WORKSHOPS

# HOW DO WE FOSTER PLAY?



# HOW DO WE FOSTER PLAY?



# WHAT WE'RE LEARNING





# YOUR STRENGTHS

## SJPL



Creativity



STEAM



Academic Support



Career Support



Family and Children



Community Support

## San José Community



Cultural Diversity



Innovation



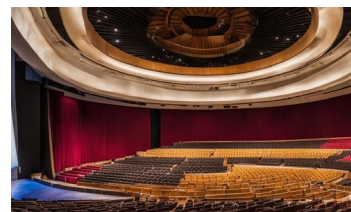
Access to Nature



Education



Strong Economy



Arts and Culture

# METHODOLOGY



## Research

### Questionnaire For SJPL Branches and/or Departments

Our Branch / Department is:

Q1 Identify the top community members that use your location.

Q2 What are your community members' favorite things about their library and the neighborhood/community?

San José Public Library

Tell us about your branch or department.

## Branch Questionnaires

## Leadership Questionnaire

My Name is:

As we launch the planning process, we are engaging Library leadership in the opportunity to articulate your vision and your perspectives on librarianship. We are looking forward to your responses!

Q1. What do you envision the role of the American Public Library to be in the next century?

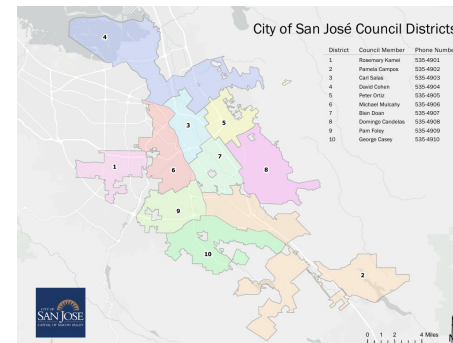
## Leadership Questionnaire



## Case Studies



## Library Visits



## Data-Driven Demographic Tools

# AMBITIOUS COMMUNITY ENGAGEMENT



Partner Convening

Meet and greet with key partners and individuals to build relationships and workshop ideas.



Community Focus Groups

Can be virtual or in person. These meetings will introduce process and conduct interactive activities.



Community Events

Pop-up opportunities to meet residents out in the community.

# WE ARE SJPL!

STRATEGIC PRIORITIES

**EARLY EDUCATION**

**EXPANDED LEARNING**

**COLLEGE AND CAREER**

**ADULT SERVICES**

**DIGITAL EMPOWERMENT**

ROLES AND PURPOSED OF THE BUILDING

INTERGENERATIONAL LIVING ROOM

FAMILY LEARNING

SCHOOL SUPPORT

PROJECT-BASED LEARNING

CATALYZING COMMUNAL ENGAGEMENT

BUSINESS & CAREER SERVICES

PROGRAM SPACES

- WELCOME AREA
- VIBRANT CAFE
- COMMUNITY GALLERY
- POPULAR COLLECTIONS
- INTERGENERATIONAL LIVING ROOM
- COMMUNITY CULTURE
- PERFORMING ARTS SPACE
- ACCESSIBLE MAKERS SPACE
- YOUTH STORIES & ACTIVITIES
- ADULT LEARNING LAB/ CLASSROOMS
- HOMEWORK HELP
- DIGITAL LAB/CLASSROOM
- LANGUAGE LAB
- LEARNING LABS/ CLASSROOMS
- BOOKSTORE
- COMMUNAL GATHERING SPACES
- BUSINESS & CAREER SERVICES
- SOCIAL SERVICES
- STUDY ROOMS
- CLUB ROOM
- COMMUNITY KITCHEN
- SPECIALIZED SPACES
- STAFF CO-WORKING AREA
- LIVING HISTORY ROOM
- TINKER GARAGE
- OUTDOOR 'POP-UPS'
- OUTDOOR LEARNING LAB

ACTIVITIES

- Moon Festival Lantern Craft and Mooncake Tasting
- National Hispanic/Latinx Heritage Month Craft & Cultural Tasting
- Mid-Autumn Festival Writing & Adult Literacy
- Writing Group for Teens
- Virtual/In-Person Silicon Valley Toastmasters
- Las Madres Playgroup
- Wee Bull Play Date
- Baby & Me Time: Playdate for Children and Their Caregivers
- Art of Living Meditation
- Tea Time @ Bascom Library
- Digital Skills: Covered California
- Meditation Workshop for Adults
- Anveshana: Exploring the Grace of Kuchipudi
- Fun Friday
- In-Person Inclusive Storytime
- Indoor Family Storytime
- Social Emotional Storytime
- Baby Lapsit Storytime at Rose Garden
- Reading to Children in Japanese
- Reading to Furry Friends
- Reading to Children at Willow Glen Library
- ELL Word Games
- Conversation Club for English Language Learners (ELL)
- Community Resources & Support Groups
- Conversation Club for English Language Learners (ELL)
- Teen Book Sale
- Friends of the Almaden Library Fall Book Sale
- West Valley Friends of the Library Book Sale
- Friends of Bascom Library Book Sale
- Readers' Book Club
- Book Club Hosted by Berryessa Branch
- Reading on the Avenue Book Club
- Reading Buddies
- After-School Homework Help
- Quill & Ink - Creative Writing Corner
- Drop in Math Homework Help
- Fiber Arts Circle at Almaden
- Any Ability Art Activity
- Rose Garden Monthly Craft
- Rose Garden Anime
- Rug Makers Monthly Meeting
- Willow Glen Library Knitters
- Friday Fun
- Pick-Up & Decorate a Notebook
- Character Illustration and Design for Beginners
- Watercolor Workshop
- Photography
- Wee Love Art
- Origami for Kids
- Coloring for Adults
- Adult Activities Corner
- Wednesday Craft-Stravaganza
- Pupcycle: Make a Toy for a Dog in Need + Volunteer Away Your Fines!
- Coding with Swift Playground
- Tech Mentor: One-On-One Computer Help
- 3rd Saturday
- 1 on 1 Tech Assistance / Asistencia Tecnológica
- Digital Skills: One-On-One Tech Help for Seniors
- MIT App Inventor for Kids
- INSIDERS: Activities at the Evergreen Branch
- Chess Club for Kids
- Wee Okay Date
- LEGO Club
- Cambrian Pokemon Club
- Chess Club for Kids
- Dinosaur Scavenger Hunt
- LEGO Fun!
- Summer Bounty Garden Swap
- Indoor Family Storytime
- Master Gardener Talk
- Wee Love Science
- Astro Revolution: Astronomy Workshop
- Everyone Can Create: Beginning Stop Motion Animation
- Julia Robinson Math Festival
- Enlightened: Visible Light Workshop for Kids
- After-School STEaM Club at Almaden
- Teen Program Incubator at Almaden
- Lego SPIKE Robotics Laboratory
- Saturday STEaM at Almaden: Strawberry DNA Extraction
- Enlightened: Visible Light Workshop for Kids
- SkyPioneers: Remote Control Plane Engineering
- Science Academy
- Financial Literacy Discussion Group for Retirees
- WelBe Health Information Table
- Health Insurance Counseling & Advocacy Program (HICAP)



OUR PROCESS WILL INCLUDE CONCEPT PLANS DESIGNED TO RESPOND TO UNIQUE COMMUNITY CONDITIONS. PLEASE NOTE, THESE ARE EXAMPLES. ALL DATA WILL BE GENERATED AND VALIDATED IN THE PROCESS.

# YOUR LIBRARIES



# DISCUSSION Q&A



# DISCUSSION



THANK YOU!



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) ACTION: CHILDREN AND YOUTH  
SERVICES MASTER PLAN  
DEMONSTRATION UPDATE  
(L. BUZO)**



CITY OF SAN JOSÉ

# CHILDREN AND YOUTH SERVICES MASTER PLAN

*A Plan to Harness the Power of Hope and Community Action to Forge Opportunity Pathways for San Jose's Children, Youth, and Young Adults*

2024 - 2027



# City of San José Children and Youth Services Master Plan Status Report

**Joint Meeting of Library and Education Commission  
and Youth Commission | March 19, 2025**

**Presenter:  
Laura Buzo, Program Manager**

# Children and Youth Services Master Plan

## VISION

Fostering a future where every child and youth in San José blossoms into healthy, resilient, thriving adults, enriched with equitable opportunities to live, work, play, dream, and prosper within the vibrant landscape of Silicon Valley.

## GUIDING VALUES

Cross-Sector Collaboration, Investment, and Accountability

Equity

Outcomes and Results-Driven

Accessibility and Inclusion for All Youth

Youth and Community Voice-Driven

## PRIORITY AREAS

Early Learning and Child Care

Health and Mental Wellness

Housing Access and Security

Learning and Empowerment

Meaningful and Sustaining Jobs

Safe, Clean, and Connected Communities

Systems Transformation: City of San Jose System of Care Safety-Net

# Realizing the Vision and Recommendations of the

## Children and Youth Services Master Plan

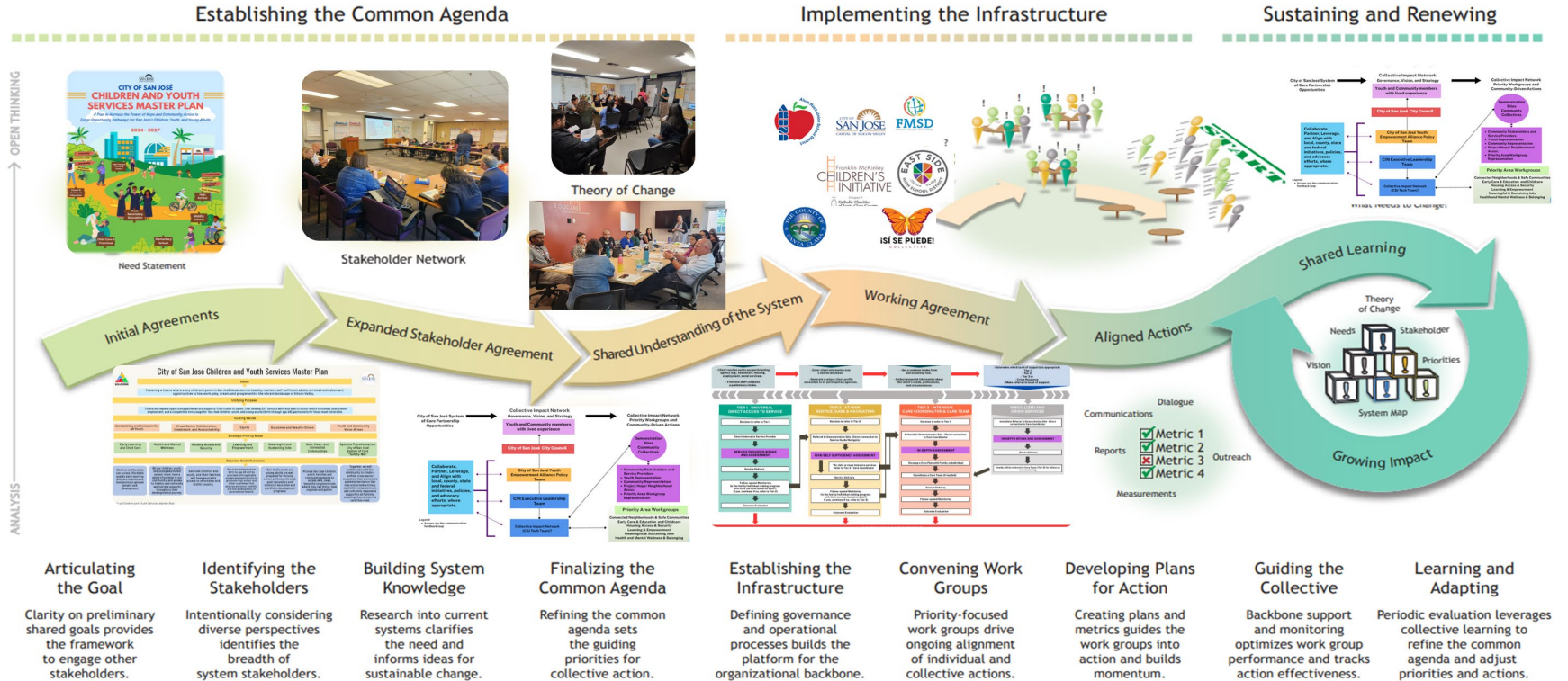
To achieve the vision, the **CYS Master Plan** included the following key elements:

- Guidance on policy priorities, investments, and alignment of programs.
- Operationalize the San José Bill of Rights for Children and Young Adults.
- A strategic and integrated City of San José System of Care (CSJ System of Care/CSJ SOC) service delivery system.
- A continuum of support for children and youth from cradle to career; and
- Long-term and sustainable impact and measurable outcomes.



# Children and Youth Services Master Plan

## Progress and Accomplishments – Collective Impact Approach



# Children and Youth Services Master Plan

## Progress and Accomplishments – Collective Impact Approach



**System of Care**



**No Wrong Door Service  
Delivery Model**



**Tiered Services and Programs**



**Priority Area Work Groups**



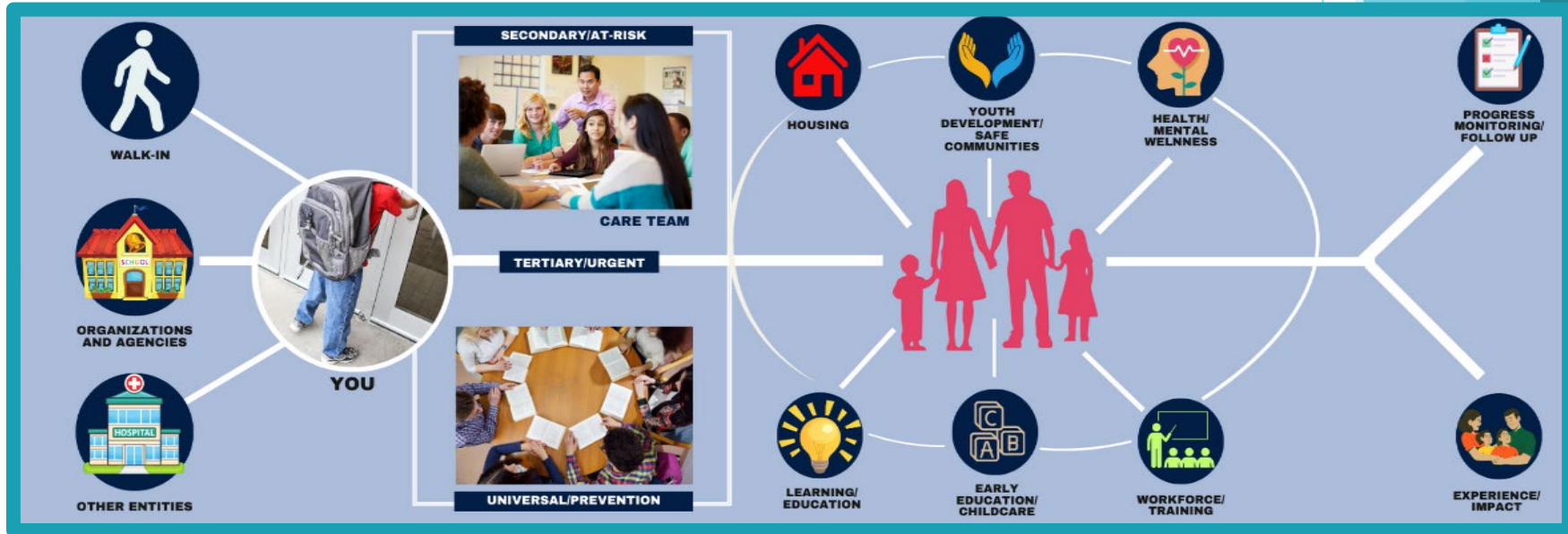
**Blue Zones**



# Children and Youth Services Master Plan

## Progress and Accomplishments – Collective Impact Approach

City of San José System of Care, Safety-Net Service Delivery Framework

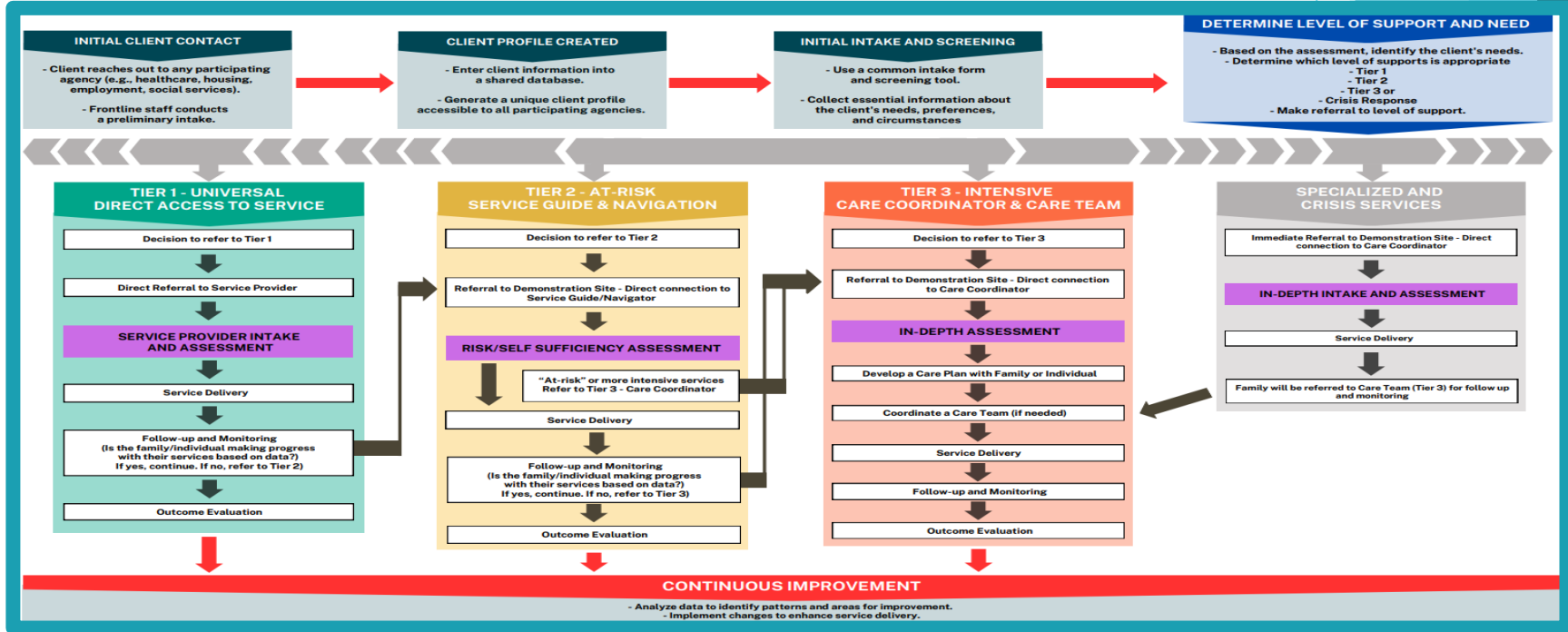




# Children and Youth Services Master Plan

## Progress and Accomplishments – Collective Impact Approach

### City of San José System of Care, Safety-Net Service Delivery Framework



# Children and Youth Services Master Plan

## Progress and Accomplishments – Collective Impact Approach



### Health Screenings

From September – December 2024, Healthier Kids Foundation conducted a total of 934 screenings, that included oral, vision, and hearing.

School District	Total # of Students Served and Screened* / Grades	Race/Ethnicity**	
<b>Morgan Hill Unified School District*</b>	62 Students 5 <sup>th</sup> graders	44% White 40% Latino/x 34% Asian	6% Black 58% Other 16% Declined to State
<b>Franklin-McKinley School District</b>	722 Students 5 <sup>th</sup> - 8 <sup>th</sup> graders	6% White 61% Latino/x 33% Asian	2% Black 58% Other
<b>Luther Burbank School District</b>	150 Students 5 <sup>th</sup> - 8 <sup>th</sup> graders	79% White 90% Latino/x 6% Asian	2% Black 58% Other 12% Declined to State

\* Schools within the City of San José

\*\* Families may have indicated more than one race/ethnicity

# Children and Youth Services Master Plan

## Next Steps



**CSJ SOC launch in two demonstration sites in East San José, 1) Poco Way/Mayfair Communities (2) Seven Trees/Santee communities.**

**Refinement of the seven priority areas of the CYS Master Plan goals, objectives, and strategies with community partners and stakeholders.**



**City staff across departments and programs will develop a work plan with timeline to continue alignment efforts under the Children and Youth Services Master Plan.**



**Refinement and continuous quality improvement of the CSJ System of Care tools and processes collaboratively with City of San José and County of Santa Clara depts., community stakeholders, families, and youth.**



CITY OF SAN JOSÉ

# CHILDREN AND YOUTH SERVICES MASTER PLAN

*A Plan to Harness the Power of Hope and Community Action to Forge Opportunity Pathways for San Jose's Children, Youth, and Young Adults*

2024 - 2027



# City of San José Children and Youth Services Master Plan Status Report

**Joint Meeting of Library and Education Commission  
and Youth Commission | March 19, 2025**

**Presenter:  
Laura Buzo, Program Manager**

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.

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

**B. OFFICE OF COUNCILMEMBER  
PALMELA CAMPOS**

**C. OFFICE OF COUNCILMEMBER  
ROSEMARY KAMEI**



## VII. CHAIR'S ANNOUNCEMENTS

**A. YOUTH COMMISSION CHAIR  
MASCARENHAS**

**B. LIBRARY AND EDUCATION  
COMMISSION CHAIR MAGAÑA**

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

## **IX. ADJOURNMENT**