



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Jill Bourne

SUBJECT: Library Facilities and
Customer Experience Plan
Status Report

DATE: April 15, 2026

Approved

Date:

4/22/26

SUPPLEMENTAL

REASON FOR SUPPLEMENTAL

The Facilities and Customer Experience Plan (Plan) outlines the current condition of Library facilities and identifies options for growth and renewal to meet resident needs, including inclusive placemaking, while considering available resources and funding constraints. Library Department presented the Facilities and Customer Experience Plan Executive Brief of the Plan, Attachment A, to the Neighborhood Services and Education Committee on April 9, 2026, to solicit feedback. This input has been incorporated into the final Plan, Attachment B, being presented to the City Council on May 5, 2026. The Committee referred the item to the City Council for acceptance of the status report on the resultant final Plan. Acceptance of this report establishes a framework to guide future policy direction, facility improvements, systemwide growth strategies, and associated funding considerations, and does not constitute an immediate funding commitment at this time.

PUBLIC OUTREACH

This memorandum will be posted on the City Council Agenda website for the May 5, 2026 City Council meeting.

/s/
Jill Bourne
City Librarian, Library

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For questions, please contact Jill Bourne, City Librarian, Library Department, at jill.bourne@sjlibrary.org or (408) 808-2398.

ATTACHMENTS:

Attachment A – Facilities and Customer Experience Plan Executive Brief

Attachment B – Facilities and Customer Experience Plan