



Memorandum

TO: NEIGHBORHOOD SERVICES
AND EDUCATION COMMITTEE

FROM: Jill Bourne
Library Director

SUBJECT: SAN JOSE PUBLIC LIBRARY
FACILITIES AND SECURITY

DATE: January 22, 2018

Approved

Date

1/28/18

RECOMMENDATION

It is recommended that the Neighborhood Services and Education Committee accept the Library's report on the update on facilities and security at library branches.

OUTCOME

The Neighborhood Services and Education Committee will be informed about Library facilities improvement projects completed in Fiscal Year (FY) 2016-17 and an update on systemwide security measures.

BACKGROUND

The Library's Capital Improvement Program (CIP) provides funding to construct new library facilities, acquire materials, install automation equipment to improve information access and electronic processing, and support other miscellaneous facility improvements. The CIP includes funds from the Library Branch Bond Program to support the Branch Facilities Master Plan, the Construction and Conveyance Tax, and Library Parcel Tax, which in June 2014, was approved by over 81% of San Jose votes to continue for the next 25 years, starting in FY 2015-16. The facilities projects completed in FY 2016-17 are listed below.

One of the Library's priorities continues to be the provision of safe and welcoming facilities, achieved through greater safety enhancements in buildings, as well as increased security for patrons and staff.

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Both facilities improvements and security measures support the following outcomes: Safe and Clean Parks, Facilities, and Attractions and Vibrant Cultural, Learning, Recreation, and Leisure Opportunities (CIP) and Ensuring that Library Buildings and Services are Safe, Connected, Efficient, and Welcoming (Library Strategic Priorities).

ANALYSIS

This report provides an update on Library facilities and security improvement projects completed in FY 2016-17.

SJPL Works

The Library completed the SJPL Works projects in March 2017. Capital monies funded new furniture, fixtures and equipment, including technology for spaces which include a large 1,300 square foot classroom open space, mobile furniture and two smaller conference rooms. The Works center was also funded through external contributions, including a grant from the California State Library and philanthropic support from the John S. and James L. Knight Foundation and Sobrato Foundation.

Maker[Space]Ship

The Library completed the *Maker[Space]Ship*, a 38-foot mobile technology unit in December 2016. Capital monies funded equipment, such as sewing machines, 3D printers and other electronic devices, including cameras, video recording equipment and supplies. Funding for the vehicle and infrastructure was provided through a partnership with the San José Department of Housing and Community Development Block Grant (CDBG) funds.

RFID

The City of San Jose awarded a \$2.9 million five-year contract with Bibliotheca LLC for the purchase of Radio Frequency Identification (RFID) technology which included hardware, software, related services, and ongoing maintenance and support for all 23 branches as well as the Dr. Martin Luther King, Jr. Library. More than 2.1 million volumes of print and media items were processed with RFID tags. Library customers are now able to checkout multiple items at one time, renew items, review Library records for total items checked, overdue items, current and pending holds, thus enhancing the self-service experience and maximizing efficiencies. During this initial pilot stage, Library customers are able to make cash payments of outstanding fines, with the intent to add credit card payment capability in the future.

Capital Repairs

The Library has completed various projects to maintain its capital infrastructure. One of the main uses of Library capital funds was for regular maintenance and upkeep of the 23 branch libraries. These included repairs and/or replacement of roofs, lighting panels, lighting fixtures, heating, ventilation and air condition (HVAC) systems, water leak repairs, vent airflow cleanup, replacement of broken windows, audio visual equipment upgrades and replacement at older branches, such as Alum Rock, Joyce Ellington, Pearl Avenue, Hillview and Edenvale, and chiller

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replacement at a few branches during the hottest part of the year. Working in partnership with the Department of Public Works, Library capital monies also funded 23 condition assessment reports for branches, which provide a 25-year capital plan of expected repairs, replacements, and upgrades of building equipment and fixtures.

Security and Safety

The Library prioritizes the ability to ensure that facilities are safe and welcoming to our communities. In the FY 2016-17 Operating Budget, the Library converted its vacant part-time Security Officer to a full-time Senior Security Officer position, to offer increased services at branch libraries, assist with enforcement of the security policies and suspension requests, and coordinate with the SJSU University Police Department. The Library also implemented Incident Tracker software during that fiscal year to assist with reporting, tracking incidents, and collecting data to recommend improvements to Library security and safety practices. In addition, the Library maintains ongoing contract security guard service at two branches, Biblioteca Latinoamericana and Educational Park, and temporary security guard services on call to assist staff in addressing safety/security incidents and to encourage a safe environment.

In addition to contract security guard services, the Library added an additional exterior surveillance camera at the Hillview Branch library, and will continue to add/install surveillance camera systems at Library branches, as resources allow. The Library also installed LED lighting fixtures at obscured locations and staff entrances at branches, including Educational Park, Biblioteca Latinoamericana, Tully, and East San Jose Carnegie.

EVALUATION AND FOLLOW-UP

The City's approved CIP budget for Fiscal Year 2017-18 and five-year plan will guide the Library's capital improvement efforts moving forward, allowing for annual City Council engagement. In FY 2018-2019, the Library will develop a plan for utilizing the remaining funds from the Library Branch Bond Program.

This is an informational report to the Neighborhood Services and Education Committee. Further updates about the Library facilities and security will be provided upon request.

/s/

JILL BOURNE

City Librarian, Library Department

For questions please contact Jenny Choi at (408) 808-2152.