CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: NEIGHBORHOOD SERVICES AND EDUCATION COMMITTEE

FROM: Jill Bourne

SUBJECT: UPDATE ON DIGITAL LITERACY AND PUBLIC TECHNOLOGY INITIATIVES

DATE: September 2, 2020

Approved _Angel Rios_   Date 9/2/2020

RECOMMENDATION

Accept the update on Digital Literacy and Public Technology Initiatives being implemented in the San José Public Library and Parks, Recreation and Neighborhood Services departments, including the Coding5K Challenge, the Wonder Workshop pilot program, device lending pilot programs, public computer and Wi-Fi usage, and technology upgrades, as well as emergency digital inclusion efforts.

OUTCOME

The Neighborhood Services and Education (NSE) Committee will be informed about progress to date on the following programs that support digital literacy outcomes for City residents:

- The Coding5K Challenge, which seeks to enroll 5,000 students annually in quality coding and robotics programs by 2020;
- The Wonder Workshops pilot which seeks to bring high quality robotics and coding experiences to students through both libraries and community centers;
- Device lending pilots currently underway at SJPL and PRNS to increase access to devices for all members of the San José community;
- Public computing, Wi-Fi, and technology upgrades to increase access; and,
- Activities of the Digital Inclusion Branch of the Emergency Operations Center.

BACKGROUND

In support of the City's Education Policy, Education and Digital Literacy (EDL) Strategy, and Digital Inclusion goals, the San José Public Library ("SJPL," "Library") and Parks, Recreation and Neighborhood Services ("PRNS") have increased their involvement in providing quality digital inclusion and literacy programming to San José residents. These efforts are intended to ensure that members of our community have the tools, knowledge, and access they need to be

successful in our increasingly digital world through affordable means and city-wide adopted programs and initiatives. In the context of social distancing and in-person services interrupted by the COVID-19 pandemic emergency, digital access has become a lifeline for residents to gain access to essential resources and participate in our community.

ANALYSIS

The Library and PRNS are employing an iterative approach that utilizes small scale pilots and gradual expansion to ensure that programs are fully meeting the needs of the community, and that City staff are able to develop and deliver quality programming at scale. This update focuses on four areas of implementation: the Coding5K Challenge, the Wonder Workshop pilot, device lending pilots at SJPL and PRNS, and public computer and Wi-Fi usage. It also includes information on the efforts of SJPL and PRNS to continue to provide equitable, high-quality programming while City facilities are physically closed due to the evolving COVID-19 pandemic.

Coding5K Challenge

Reflecting the City's commitment to increasing the availability of quality STEM and computer science programming to San José students, the Coding5K Challenge (Coding5K) was launched by SJPL in February 2018 in partnership with the Mayor's Office and the Silicon Valley Leadership Group. This program is designed to increase access to coding-focused programs and deepen the quality of the programming through the use of both assessment tools and expert volunteers. The goal of Coding5K is to serve 5,000 unduplicated students annually. Thus far, courses in Python, Java, C++, and Scratch have been implemented, including classes utilizing both robotics and coding.

Fiscal Year 2019/2020

The Coding5K Challenge continued providing quality experiences to students with barriers to coding and computer science education. With the advent of COVID-19, City staff were able to pivot the coding program to a virtual model, resulting in the following achievements in Fiscal Year 19/20:

- 248 coding and robotics programs held at all 25 SJPL branch locations and Maker[Space]Ship, either in person or virtually, serving 4,478 students citywide;
- Eight week-long virtual summer camps providing coding experiences and STEM activities led by qualified K-12 teachers to 124 campers;
- Online learn-as-you-go (self-paced with office hours) curricula/software to students participating in distance learning;
- An in person three-day full-length bootcamp in Swift programming and app development serving 21 students, prior to the shelter in place;

- 411 volunteers served 908 hours in service of Coding5K, including leading/ supporting program facilitation and developing new lesson plans and curricula; and
- 68% of students surveyed said they are excited to learn more about computer science, robotics, and coding.

Building on the coding camp model first launched in 2018, SJPL offered weeklong, full day programs to children ages 9-11. In Summer 2020, the camps were planned to expand to 8 SJPL locations, offering instruction led by certificated K-12 teachers, a rigorous coding curricula, and STEM challenge activities that would culminate in a student showcase where campers were able to demonstrate their projects to family, friends, and community members.

Due to the COVID-19 shelter in place order, SJPL staff worked quickly to convert all 8 planned Coding5K camps to a virtual setting, allowing students to continue to take advantage of quality learning from a distance, as follows:

- Browser-based software was purchased to allow students to log in from any device, and SJPL staff, led by the Education and Programming Services Unit, provided technology training to our certified K-12 teachers as well as on-call tech support during camp activities.
- Campers were able to work in groups of 10 via Zoom to collaborate on coding and STEM projects, engage with educational guest speakers, and share their work with friends and family in an online space.
- SJPL also piloted a socially-distanced camp activity kit pick-up event, providing bags with all needed STEM activity supplies to be picked up the week prior to camp, ensuring that every camper was able to fully participate in the activities regardless of economic status.

Further expansion of Coding5K camp offerings allowed a wider variety of ages than previously. Summer 2020 featured the first full camp for younger coders, ages 5-7, which included pilot Apple iPad lending to the campers. Summer 2020 also provided a wider range of teen focused camp activities to encourage greater participation among late middle/early high school students. Overall, Summer 2020 Coding 5K Camps served a total of 124 campers.

This shift in service is reflective of the Coding5K Challenge overall, which has expanded from virtual classes and workshops led by staff and skilled volunteers, to online access to accredited learn-as-you-go software and curricula via SJPL's Coding5K website for learners of all levels. SJPL will focus on virtual distance learning for Coding5K programs in Fiscal Year 20/21 with the intent to resume small-group, in-person learning when allowed by State, County, and City health guidelines.

Fiscal Year 2020/2021
- Continue to provide access to online learn-as-you-go curricula/software to students participating in distance learning;
- Host multi-week coding and robotic courses led by expert volunteers at all 25 SJPL locations, either virtually or in person as appropriate;
- Expand the menu of available curricula and workshops to include a wider range of coding languages and targeted age demographics, especially middle and high school students;
- Pilot a Tech@Home coding program which would provide coding learners with devices and Wi-Fi hotspots for the duration of their coding class/workshop;
- Expand the three-day Swift bootcamp series to 7 Branch locations, either virtually or in person, as appropriate;
- Promote Coding5K activities, challenges, and workshops to students, teachers, and families via school district partnerships to augment distance learning; and,
- Expand Coding5K to PRNS locations, beginning with the Wonder Workshop pilot program.

Wonder Workshop Robotics Pilot

With the generous support of District 5 Council Office, SJPL and PRNS will expand access to robotics programs to students through a Wonder Workshop Robotics pilot program, a series of age-appropriate and standards-aligned programs consisting of hands-on play and creative problem-solving coding experiences. The pilot program is intended to be hosted in District 5 at three SJPL locations (Alum Rock, Hillview, and The Mt. Pleasant Neighborhood Library) and at three proposed PRNS locations (Mayfair Community Center, ACE Empower, and ACE Esperanza).

Curricula

Wonder Workshop offers a K-5 Learn to Code and a grade 6-8 Applied Robotics curricula which covers coding/robotics fundamentals before moving on to more advanced coding and robotic skills. The comprehensive curricula helps students practice computational thinking with Dash, Dot, and Cue robots. Wonder Workshop's database of lesson plans and turnkey activities can be implemented and integrated into many programs.

Pilot Program

The Wonder Workshop pilot was intended to be integrated into existing Coding5K structure being implemented at SJPL, which would have included working with Branch staff and expert volunteers to recruit students from the community to participate, lead the programs, and collect the necessary data such as surveys and quality assessments.

Both SJPL and PRNS participated in a 12-hour online training course via Wonder Workshop to learn more about the curricula, technology, troubleshooting, and evaluations. A "train the trainer" model was then created for staff and volunteers, as well as additional training to ensure

procedural consistency and data collection across all City-run Coding5K offerings. SJPL and PRNS had planned implementation of the program in March/Spring 2020.

Staff researched the possibility of converting and hosting virtual versions of the workshops; however, it was determined Wonder Workshop does not have the capacity to be transitioned to an online platform due to the necessity of physical proximity to the robots and other educational materials. New start dates of the workshops will be identified, in context of evolving in-person City programs and partnerships with schools.

Device Lending Pilot Programs

City staff has consistently approached digital literacy through the lens of the three (3) "A"s; Access, Affordability, and Adoption, with the goal of empowering all San José residents and learners to utilize existing and emerging technologies to their fullest potential. This report will focus primarily on increasing Access through the SJPL and PRNS programs and pilots, as research shows that this is key to the creation of a digitally literate populace. COVID-19 has created further urgency around the need for appropriate devices and Wi-Fi access to many residents in our San José community to allow them to participate in distance learning, telehealth, job searches, and many other critical services.

Device Lending and Deployment

In September 2018, the City Manager's Smart City team tasked PRNS with delivering the AT&T Tech for Good Pilot, one of the three equity projects of the Smart City Roadmap. A key community benefit to the AT&T 5G contract is the deployment of at least 100 digital devices at five community centers (Alma, Seven Trees, Mayfair, Roosevelt, and Alum Rock) where young people and older adults experience digital inequities. PRNS purchased the digital devices in June 2020. Prior to COVID-19, the plan was to distribute the devices to the five identified community centers and provide digital literacy programs, however, PRNS staff are now exploring the possibility of lending the devices to children who participate in school day support program in the centers.

The Library has a longtime commitment to ensuring access to free technology and increasing community adoption through instruction and coaching. Though Library locations have been physically closed to the public since March 2020, the Library has swiftly implemented the following pilot programs that have enabled patrons to checkout computing devices using a library card:

Digital Inclusion Fund Laptop Checkout Pilot

Through grant funding via the Digital Inclusion Fund, SJPL launched a device lending program at five Express Pickup locations (Alum Rock, Hillview, Evergreen, Educational Park, and Tully) on August 17, 2020. A total of 35 devices and paired hotspots are available to be checked out 90 days, with one auto-renewal of 30 days per user. These devices are available on a first come/first

served basis for patrons that have been referred through existing SJPL programs that serve under-connected or unconnected households, such as the Family Learning Center and Career Online High School programs.

These devices feature pre-installed digital literacy presentations, information regarding Internet service providers and affordable plans, as well as information about how to utilize SJPL resources and virtual programs. Patrons will also receive a socially-distanced 10 minute onboarding session when they check out the device. All curricula, instructions, and documents are available in English, Spanish, and Vietnamese.

Though not a permanent solution to closing the digital divide, this lending pilot will allow families access to a device and the Internet for up to 120 days and ensure that members of the household can access vital distance learning, job search, and telehealth tools. Providing affordable internet plan information and digital literacy resources will also help families better plan for a more permanent digital inclusion solution that best meets their individual needs. In this pilot program, the Library will assess the efficacy of the lending model and determine what supports are most effective in promoting ongoing digital adoption for residents.

iPad Checkout Pilots

In July 2020, SJPL piloted iPad lending for learners participating in Coding5K and Work2Future (W2F) programs. SJPL's TeenHQ team partnered with W2F and PRNS to offer paid virtual internship opportunities to 20 teens. SJPL provided teens an iPad Mini and a mobile hotspot for the duration of the program. Over the course of five weeks, students were asked to share their stories through video while learning about technology, civic issues, and library resources. The internship culminated in a final project that was shared through a virtual showcase.

Coding5K campers, ages 5-7, were also offered an iPad to use during their camp instruction. Families checked out an iPad during a socially-distanced appointment, with instructions provided on how to use the device and access the coding software. SJPL plans to expand this pilot in Fall 2020 as part of the Tech@Home program in partnership with Apple.

Connecting Households

With the advent of COVID-19, PRNS staff collaborated with three school districts (Campbell Union, Oak Grove, and Evergreen) in April-May 2020 to assist families with the enrollment process for affordable internet services.
  • Staff provided over 3,000 households information and resources on affordable internet services through social media, personal calls, and emails.
  • Staff assisted 44 households with the application/enrollment process for affordable internet service.

Public Computing, Wi-Fi, and Technology Upgrades to Increase Access

SJPL continues to be the largest provider of free public computer and technology access in San José and Santa Clara County, and one of the largest in Northern California. Ensuring equitable access to technology resources, including hardware, industry standard software, and peripherals, is one of the Library's most essential roles.

Public Computing

During Fiscal Year 19/20, 625,073 patron sessions utilized 1,182 public desktop computers at all Library locations. Table 1 shows public use of Library computers which is measured by the number of computer sessions logged. The months of April, May, and June logged no usage due to COVID-19.

Table 1

COMPUTER BOOKINGS BY BRANCH JULY 2019-JUNE 2020													
LOCATION	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
ALMADEN	1,722	2,346	1,772	1,706	1,606	1,274	1,702	1,614	747				14,489
ALUM ROCK	3,536	3,294	2,759	2,796	2,504	2,357	2,895	2,688	1,207				24,036
ALVISO	1,096	1,136	1,102	1,236	938	1,087	1,225	1,196	534				9,550
BASCOM	2,182	2,338	2,129	2,264	1,912	1,579	2,143	2,224	952				17,723
BERRYESSA	3,118	3,162	3,229	3,342	2,733	2,525	3,120	2,818	1,215				25,262
BIBLIOTECA	3,678	3,541	3,276	3,401	2,622	2,764	2,874	3,047	1,454				26,657
CALABAZAS	1,260	1,818	1,699	1,722	1,169	1,173	1,478	1,283	579				12,181
CAMBRIAN	2,518	2,651	2,377	2,278	2,097	1,855	2,264	2,167	1,076				19,283
EAST BRANCH	2,270	2,439	1,918	2,453	1,673	1776	2,078	1,876	896				17,379
EDENVALE	4,433	4,169	3,199	3,636	2,945	2,780	3,099	3,425	1,324				29,010
EDUCATIONAL PARK	2,482	2,407	2,119	2,061	1,723	1,769	1,844	1,956	840				17,201
EVERGREEN	3,659	3,828	3,551	3,498	2,625	2,295	2,633	2,614	1,191				25,894
HILLVIEW	4,326	4,197	3,369	3,917	3,264	3,151	3,240	3,549	1,881				30,894
JOYCE ELLINGTON	3,642	4,069	3,270	3,556	2,918	2,546	3,087	3,212	1,448				27,748
KING LIBRARY	16,122	17,232	15,748	17,064	14,191	13,368	13,352	14,793	8,125				129,995
KING CHILDRENS	297	385	226	216	201	262	183	221	97				2,088
KING TEEN HQ	727	588	258	446	303	283	259	270	107				3,241
MOUNT PLEASANT	34	36	45	30	45	57	25	83	23				378
PEARL AVENUE	2,182	2,177	2,042	2,094	1,613	1,635	1,807	1,730	740				16,020
ROSEGARDEN	2,455	2,896	2,466	2,218	2,080	1,924	2,266	2,331	1,147				19,783
SANTA TERESA	3,249	3,491	3,189	3,577	2,937	2,673	2,791	2,705	1,231				25,843
SEVENTREES	2,066	2,551	2,218	2,233	1,673	1,627	2,184	2,105	1,013				17,670
TULLY	5,174	4,871	4,430	4,316	3,936	3,552	3,771	3,649	1,801				35,500
VILLAGE SQUARE	1,945	2,084	1,935	2,129	1,803	1,556	1,749	1,700	767				15,668
VINELAND	2,280	2,855	2,750	3,004	2,503	2,590	3,292	2,583	1,327				23,184
WEST VALLEY	3,275	3,684	3,074	3,056	2,433	2,010	2,186	2,231	946				22,895
WILLOW GLEN	2,099	2,118	2,119	1,815	1,673	1,511	1,769	1,657	740				15,501
TOTAL	81,827	86,363	76,269	80,064	66,120	61,979	69,316	69,727	33,408	0	0	0	625,073

Wi-Fi Usage

In Fiscal Year 19/20, 330,836 wireless sessions were logged at 23 SJPL locations. (The Mt. Pleasant Neighborhood Library Wi-Fi is provided by Robert Sanders Elementary School and King Library Wi-Fi is provided by San José State University). Wi-Fi usage continues to be accessible at the branches even during the Library closures; patrons often drive to their neighborhood branch and log into the Wi-Fi from the parking lot. Public usage of Wi-Fi at SJPL branches is shown in Table 2.

Table 2

WIFI USAGE BY BRANCH JULY 2019-JUNE 2020													
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
ALMADEN	2243	2475	2238	3081	2338	2181	2217	2116	1165	37	58	72	20221
ALUM ROCK	1583	1672	1637	1765	1575	1429	1479	1392	933	153	170	214	14002
ALVISO	255	285	247	230	229	202	257	269	161	36	43	35	2249
BASCOM	1140	1423	1402	1505	1327	1263	1279	1385	844	151	222	129	12070
BERRYESSA	2215	2324	2329	2388	2149	2058	2060	2059	1123	51	56	88	18900
BIBLIOTECA	896	1042	930	974	840	827	881	805	624	312	276	326	8733
CALABAZAS	2235	2591	2360	2317	2184	1954	2082	1863	1196	393	457	548	20180
CAMBRIAN	1738	2040	1911	1959	1801	1684	1826	1719	956	38	34	52	15758
EAST BRANCH	599	639	626	689	573	507	521	594	264	62	52	77	5203
EDENVALE	1576	1657	1658	1862	1524	1357	1423	1491	992	109	133	152	13934
EDUCATIONAL PARK	1624	2152	2154	2195	2016	1865	1938	2060	1308	158	149	250	17869
EVERGREEN	2040	2122	2155	2354	2113	1963	1891	1928	1194	66	85	112	18023
HILLVIEW	1038	1153	1035	1220	1149	976	963	1121	695	114	132	144	9740
JOYCE ELLINGTON	748	800	746	764	768	640	692	760	535	172	167	171	6963
PEARL	1294	1760	1776	1112	1207	1452	1571	1478	853	53	59	129	12744
ROSE GARDEN	1131	1646	1553	1602	1488	1250	1346	1311	800	61	55	128	12371
SANTA TERESA	2086	2136	2167	2281	1983	1804	1960	1926	1009	65	53	79	17549
SEVEN TREES	1474	1740	1644	1759	1473	1408	1398	1554	971	111	133	152	13817
TULLY	2240	2125	2094	2258	1951	1775	1995	1983	1146	192	195	282	18236
VILLAGE SQUARE	3017	3463	3535	3582	3349	3178	3057	3051	1952	319	368	560	29431
VINELAND	1624	2147	1996	2296	1997	1825	1984	1877	1042	89	96	168	17141
WEST VALLEY	1994	2070	1962	2033	1791	1613	1851	1722	1000	42	48	170	16296
WILLOW GLEN	1074	1215	1149	1129	1072	915	1068	1020	627	38	42	57	9406
TOTAL	35864	40677	39304	41355	36897	34126	35739	35484	21390	2822	3083	4095	330836

Library public desktop computer usage averages nearly 1,000,000 sessions per year and these usage levels remained consistent in Fiscal Year19/20. Wi-Fi usage has increased by approximately 5% each year for the last 4 years. Taken together, there has been a steady increase every year for the past 5 years in public reliance upon the Library for access to technology and the Internet.

At the end of Fiscal Year19/20, SJPL provided critical Wi-Fi internet access to patrons in areas surrounding branch libraries. Now more than ever, the Library is committed to providing solutions for the barriers faced by members of the public who cannot access the Internet from home.

<u>Server and Infrastructure Management</u>

The Library IT Department adapted existing technology resources to enable more than 100 additional Library staff members to work from home during the pandemic with full access to City technology resources, Library file shares, and Library databases. The Library IT team also designed and deployed a VPN solution for staff to increase access levels even further where necessary.

The Library purchased and deployed Zoom Educational Licenses to help librarians provide online programs to groups as large as 300 while providing enhanced levels of privacy.

Library IT has been working with the Education and Programming Services Unit and the Library Foundation to deploy hundreds of new devices for coding classes and other programs, including device lending through the Digital Inclusion Fund.

SJPL upgraded its Integrated Library System (ILS), Sierra, to version 5.1. This upgrade will enhance reliability and enable the Library to utilize SMS text messaging for hold notifications, account notices, and alerts for patrons.

To enhance the ability of our staff to provide excellent customer service, the Library IT Department deployed a duplicate, real-time test environment in order test upgrades and new features in future versions of Sierra without any danger of impacting the production environment. In addition, branch phone systems have been upgraded to leased Verizon VOIP phones.

<u>PRNS Community Center and Parks Connectivity</u>

To facilitate the delivery of digital programming, staff completed an inventory of high speed infrastructure needs across different community centers. Due to challenges of funding, PRNS developed a phased approach to prioritize the expansion of bandwidth and Wi-Fi in facilities across the city, utilizing existing resources. The 11 major community centers operated by PRNS, with the exception of the Berryessa Community Center, now have fiber-optic networks. Table 3 shows a timetable of the network upgrades PRNS is managing with AT&T.

Table 3

PRNS Facilities: Network Upgrades				
Facilities	**Upgrades**	**Timeline**	**Status**	**New Work**
Alma	Installation of fiber-optic network	Complete by November 2019	Completed	Indoor Wi-Fi range expansion to include entire facility to be completed in Sept. 2020
Alum Rock	Installation of fiber-optic network	Complete by November 2019	Completed	Indoor Wi-Fi range expansion to include entire facility to be completed in Sept. 2020
Berryessa	Network bridge construction	Starts August 2019	Completed	
Capitol Park	Installation of fiber-optic network	Complete by December 2019	Not completed as request was predicated on city staff moving there.	
Fair Swim Center	Installation of fiber-optic network	Complete by November 2019	Completed	
Gardner	Installation of fiber-optic network	Starts August 2019	Completed	Indoor Wi-Fi range expansion to include entire facility to be completed in Sept. 2020 Site is being evaluated for 1GB fiber upgrade, will have results in Sept.
McKinley	Installation of fiber-optic network	Complete by November 2019	Completed but site was closed.	Indoor Wi-Fi range expansion to include entire facility to be completed in Sept. 2020
Shirakawa	Public Wi-Fi goes live	September 2019	Completed	
Welch Park	Installation of fiber-optic network	Completed in August 2019	Completed	Installation of permanent indoor Wi-Fi to be completed in August 2020.

Upon the completion of this first phase of infrastructure support to obtain network access, phase two will include wireless connectivity and public Wi-Fi. PRNS will continue to work with ITD and Public Works to prioritize community center infrastructure upgrades.

Digital Literacy Quality Standards

In accordance with the City of San José's commitment to ensure quality educational programming for its residents, the Digital Literacy Quality Standards (DLQS) were developed by an Ad Hoc Committee and approved by City Council on May 19, 2020.

Fiscal Year 2020/2021 Implementation Plan

- Assess current and future City digital literacy programming by utilizing the DLQS to ensure alignment and adherence (Library and PRNS);
- Ensure implementation of the DLQS through new programs funded by the Digital Inclusion Fund grant program, providing:

      o Digital literacy instruction, a free device, and Wi-Fi access to 600 previously unconnected San José residents (Library and SJPL Foundation);

      o Affordable internet service enrollment information and support to families and seniors experiencing digital inequities, also leveraging the AT&T Tech for Good grant. (PRNS)

Emergency Digital Inclusion Efforts

On April 21, 2020, staff provided an update on digital access and inclusion efforts, specifically related to the need to assist schools and students during the COVID-19 pandemic. A Digital Inclusion (DI) Branch was then activated within the Emergency Operations Center (EOC), involving staff from the Library, Office of Civic Innovation, and Information Technology Department. Through deep and fruitful partnerships with the Santa Clara County Office of Education (SCCOE), individual school districts, and other community partners, the DI Branch team has explored numerous potential approaches for expanding resident access to broadband connectivity with a focus on connecting low-income households and under-resourced communities.

On May 19, 2020, City Council approved an Emergency Digital Inclusion Fund (DIF) Distribution process, allowing donations to the DIF to be distributed expeditiously from to school districts via partnership with the SCCOE. To date, approximately $524,000 have been distributed to school districts for the purpose of purchasing devices for students to participate in distance learning.

On June 23, 2020, City Council approved the Digital Inclusion Expenditure Plan, which proposed funding for:
- Accelerating the build out of Access East Side Community Wi-Fi in partnership with East Side Union High School District;
- Securing 11,000 AT&T high-speed hotspots for students, their families, and other high-needs populations, 8,000 of which have been distributed to school districts in mid-August 2020;
- Enhancing outdoor Wi-Fi at 9 libraries and 8 community centers;
- Hosting device drives in partnership with Council Offices and the Tech Exchange to collect and refurbish donated devices that can be redistributed to school-age learners in need; and,
- Hosting and facilitating information sessions and webinars in collaboration with SCCOE to engage with and learn from District leaders and educational partners on the City's efforts in Digital Inclusion and Literacy.

In addition to the work of the EOC Digital Inclusion Branch, both the Library and PRNS developed programs that connect residents to City services virtually, maintaining safety and expanding opportunities to learn and engage.

Conclusion

Closing the digital divide in San José has long been a priority of the City of San José, and the advent of COVID-19 has only highlighted the importance of such work. In support of closing this divide and providing vital Digital Literacy learning opportunities, SJPL and PRNS have increased their involvement in providing digital inclusion and literacy programming to San José residents. This ensures that members of our community have the tools, knowledge, and access they need to be successful in our increasingly digital world through affordable means and city-wide adopted programs and initiatives. The initiatives and pilot programs highlighted in this report reflect the serious work and iterative approach undertaken by City staff towards these goals.

EVALUATION AND FOLLOW-UP

Staff will continue to track the progress, implementation, and expansion of digital literacy programs, such as the Coding5K Challenge, Wonder Workshops, device lending, and digital access initiatives, and will report back to the Library and Education Commission and the Neighborhood Services and Education Committee on a regular basis.

A full report on virtual public programs provided by City departments may be provided at a future meeting of the Neighborhood Services and Education Committee.

PUBLIC OUTREACH

This memorandum will be posted on the City's Neighborhood Service and Education Committee agenda website for the September 10, 2020 meeting.

COORDINATION

This report has been coordinated with the Parks Recreation and Neighborhood Services Department.

CEQA

Not a Project, File No. PP17-008, General Procedure and Policy Making resulting in no changes to the physical environment.

/s/
JILL BOURNE
Director, Library Department

For questions, please contact Vidya Kilambi, Library Division Manager at (408) 808-2151 or Laura Buzo, PRNS Recreation Superintendent at (408) 535-3578.