

# DIGITAL LITERACY & PUBLIC TECHNOLOGY INITIATIVES

Neighborhood Services and Education Committee  
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Presenters:

**Jill Bourne**, City Librarian, San José Public Library

**Nicolle Burnham**, Deputy Director, PRNS

**Laura Buzo**, Recreation Superintendent, PRNS

**Samantha Cramer**, Education & Programming Services Manager, SJPL

**Howard Yeilding**, Library IT, SJPL

## UPDATES

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- Coding5K Challenge
- Wonder Workshop pilot
- Device lending pilots
- Public computing, Wi-Fi, and technology upgrades to increase access
- Activities of the Digital Inclusion Branch of the Emergency Operations Center

SAN JOSE  
**PARKS, RECREATION &  
NEIGHBORHOOD SERVICES**

Building Community Through **Fun**



## CODING5K: FISCAL YEAR 19/20 ACCOMPLISHMENTS

- **248** coding/robotics programs serving **4,478** students
- **8** full-day, weeklong virtual summer camps for **124** campers
- A 3-day Swift based in person bootcamp serving **21** learners
- **411** coding volunteers providing **908** hours of service
- **68%** of students surveyed are excited to learn more about computer science, robotics and coding.



## CODING 5K: FISCAL YEAR 20/21 GOALS



- Expand curricula menu, including online learn-as-you-go software with "office hours"
- Expand 3-day Swift bootcamps to 8 locations
- Pilot Tech@Home device check out system for coding participants
- Promote C5K enrichment activities for distance-learning students

## WONDER WORKSHOP PILOT

- Planned pilot program at 3 SJPL & PRNS locations
- Comprehensive curricula for Pre-K through middle school learners
- Online & in-person training provided for staff
- All materials purchased and staff familiarized with usage
- Pilot program ready to roll out, currently on hold due to COVID-19 closures



w:onder  
workshop

# BRIDGING THE DIGITAL DIVIDE- LAPTOP CHECKOUT PILOT

- Digital Inclusion Fund through SJPL
- 35 devices and paired hotspots available for 90-day check-out, one 30-day auto renewal per user.
- Devices available on a first come/first served basis for patrons that have been referred through existing programs that serve under or unconnected households.
- Pilot Branches: Alum Rock, Hillview, Evergreen, Educational Park, and Tully.



# BRIDGING THE DIGITAL DIVIDE- CONNECTING HOUSEHOLDS

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PRNS developed pilot digital inclusion activities, made possible through the Digital Inclusion Fund and the AT&T Tech for Good grant.

## DIGITAL INCLUSION GRANT

- PRNS staff collaborated with three school districts (Campbell Union, Oak Grove, and Evergreen) to assist families with the enrollment process for affordable internet services.
- Provided over 3,000 households information and resources on affordable internet services through social media, personal calls, and emails.

## AT&T TECH FOR GOOD

- Deploy at least 100 devices in five community centers by 2020
- Partner with Youth Connections Foundation, Somos Mayfair & Yu-Ai-Kai
- Expand participation to achieve digital inclusion and literacy in communities experiencing digital inequities.

## CONNECTIVITY AT PRNS FACILITIES

- Phase 1: Complete upgrades to fiber-optic network connections at nine PRNS facilities.
- Phase 2: Prioritize community center infrastructure upgrades for wireless connectivity & public Wi-Fi at five locations.



# PUBLIC COMPUTING AND WI-FI SERVICES

## PUBLIC COMPUTERS

- **625,073** desktop computer sessions in FY 19/20
- **1182** public computers available
- **72** laptops available for checkout
- **Deep Freeze** refreshes each computer after use



## WIRELESS ACCESS AND CONNECTIVITY

- **1Gbps** speed at all Branch locations
- **330,836** individual wireless sessions at branch libraries
- Wi-Fi available 24/7 in areas surrounding each branch

## EXPANDING WIFI SERVICES

- In response to public need, Wi-Fi expansions designed for use by customers outside, socially distanced
- Nine branches
- Full service, same as inside the branch



# INFRASTRUCTURE DEVELOPMENT



## STAFF SERVICE ENHANCEMENTS

- HIPC upgrade for branch library phones
- Phone services for Express Pickup
- Upgrade to Windows 10

## ENABLING STAFF TO WORK FROM HOME

- Enterprise VPN solution
- NetBackup & VMware upgrades
- Secure encrypted access to all staff resources

## CATALOG DATABASE

- Sierra Test Environment because...testing!
- ILS version 5.1, auto-renewal enabled to help eliminate fines.

# REMOTE PROGRAM SUPPORT

## LICENSING AND ASSET MANAGEMENT

- Zoom Educational Licenses for programs w/ up to 300 participants
- Webinar licenses for educational presentations w/ up to 500 participants
- Upgrade to latest version of VMware and BackupExec

## ENABLING REMOTE PROGRAMS

- Over 100 repurposed mobile devices for staff
- Remote support for all staff members
- Remote access to Sierra Catalog Server



# DIGITAL LITERACY QUALITY STANDARDS

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## 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);
- Fully implement the DLQS through the Digital Inclusion Fund grant program, which will provide digital literacy instruction, a free device, and Wi-Fi access to 600 previously unconnected San José residents (Library);
- Develop pilot digital inclusion and literacy programming, made possible through the Digital Inclusion Fund and the AT&T Tech for Good grant (PRNS).

## DIGITAL INCLUSION BRANCH OF THE EOC

On June 23, 2020, Digital Inclusion Expenditure plan approved:

- Accelerating build out of the Access East Side Community Wi-Fi program 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;
- Enhancing outdoor Wi-Fi at 9 libraries and 8 community centers;
- Hosting device drives in partnership with Council Offices and the Tech Exchange; and
- Hosting and facilitating information sessions and webinars in collaboration with SCCOE.



**THANK YOU!**