

City of Santa Clara

Meeting Agenda

Board of Library Trustees

Monday, September 8, 2025

6:00 PM

Hybrid Meeting, Edinger Room Central Park Library 2635 Homestead Rd Santa Clara, CA 95051

The City of Santa Clara is conducting the Board of Library Trustees meeting in a hybrid manner (inperson and continues to have methods for the public to participate remotely).

- Via Zoom:
- o https://santaclaraca-gov.zoom.us/j/85864257230

Meeting ID: 858 6425 7230 or

o Phone: 1(669) 900-6833

PUBLIC PARTICIPATION IN ZOOM WEBINAR: Please follow the guidelines below when participating in a Zoom Webinar:

- The meeting will be recorded so you must choose 'continue' to accept and stay in the meeting.
- If there is an option to change the phone number to your name when you enter the meeting, please do so as your name will be visible online and will be used to notify you that it is your turn to speak.
- Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
- Use the raise your hand feature in Zoom when you would like to speak on an item and lower when finished speaking. Press *9 to raise your hand if you are calling in by phone only.
- Identify yourself by name before speaking on an item.
- Unmute when called on to speak and mute when done speaking. If there is background noise coming from a participant, they will be muted by the host. Press *6 if you are participating by phone to unmute.
- If you no longer wish to stay in the meeting once your item has been heard, please exit the meeting.

CALL TO ORDER AND ROLL CALL

CONSENT CALENDAR

The items listed on the CONSENT CALENDAR are considered routine and will be adopted by one motion. There will be no separate discussion of the items on the CONSENT CALENDAR unless discussion is requested by a member of the Board, staff, or public.

1 25-988 Action on the Board of Library Trustees Special Meeting Minutes of August 18, 2025

Recommendation: Approve the Board of Library Trustees Special Meeting

Minutes of August 18, 2025

PUBLIC PRESENTATIONS

[This item is reserved for persons to address the body on any matter not on the agenda that is within the subject matter jurisdiction of the body. The law does not permit action on, or extended discussion of, any item not on the agenda except under special circumstances. The governing body, or staff, may briefly respond to statements made or questions posed, and appropriate body may request staff to report back at a subsequent meeting.]

GENERAL BUSINESS

2 25-965 Action on a Resolution Approving the 2026 Board of Library
Trustees Calendar of Meetings, and Setting the Number of

Describe Described by the Stratege, and Country and Italy

Regular Board of Library Trustees Meetings

Recommendation: Recommend the City Council approve and Adopt a

resolution to set the Regular Meeting schedule and dates for the Board of Library Trustees for calendar year 2025, and authorize City staff to make minor non-substantive changes to the Resolution before final adoption by

Council.

3 25-976 Action to Approve Library Strategic Plan

Recommendation: Approve Library Strategic Plan.

STAFF REPORT

TRUSTEES REPORT

ADJOURNMENT

The Board of Library Trustees Meeting is adjourned to October 6, 2025, to be held in the Program Room of the Northside Branch Library.

MEETING DISCLOSURES

MEETING DISCLOSURES

The time limit within which to commence any lawsuit or legal challenge to any quasi-adjudicative decision made by the City is governed by Section 1094.6 of the Code of Civil Procedure, unless a shorter limitation period is specified by any other provision. Under Section 1094.6, any lawsuit or legal challenge to any quasi-adjudicative decision made by the City must be filed no later than the 90th day following the date on which such decision becomes final. Any lawsuit or legal challenge, which is not filed within that 90-day period, will be barred. If a person wishes to challenge the nature of the above section in court, they may be limited to raising only those issues they or someone else raised at the meeting described in this notice, or in written correspondence delivered to the City of Santa Clara, at or prior to the meeting. In addition, judicial challenge may be limited or barred where the interested party has not sought and exhausted all available administrative remedies.

If a member of the public submits a speaker card for any agenda items, their name will appear in the Minutes. If no speaker card is submitted, the Minutes will reflect "Public Speaker."

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the City of Santa Clara will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities, and will ensure that all existing facilities will be made accessible to the maximum extent feasible. The City of Santa Clara will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities including those with speech, hearing, or vision impairments so they can participate equally in the City's programs, services, and activities. The City of Santa Clara will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

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Individuals who require an auxiliary aid or service for effective communication, or any other disability-related modification of policies or procedures, or other accommodation, in order to participate in a program, service, or activity of the City of Santa Clara, should contact the City's ADA Coordinator at 408-615-3000 as soon as possible but no later than 48 hours before the scheduled event.



City of Santa Clara

1500 Warburton Avenue Santa Clara, CA 95050 santaclaraca.gov @SantaClaraCity

Agenda Report

25-988 Agenda Date: 9/8/2025

REPORT TO BOARD OF LIBRARY TRUSTEES SUBJECT

Action on the Board of Library Trustees Special Meeting Minutes of August 18, 2025

COUNCIL PILLAR

Enhance Community Engagement and Transparency

PUBLIC CONTACT

Public contact was made by posting the Board agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the Board of Library Trustees Special Meeting Minutes of August 18, 2025

Reviewed by: Sami James, Management Analyst

Approved by: Patty Wong, City Librarian

ATTACHMENTS

1. Board of Library Trustees Minutes - August 18, 2025 Minutes - Draft



City of Santa Clara

Special Meeting Minutes Board of Library Trustees

08/18/2025 6:00 PM Hybrid

Hybrid Meeting, Edinger Room
Central Park Library
2635 Homestead Rd
Santa Clara, CA 95051

Special Meeting

NOTICE IS HEREBY GIVEN that, pursuant to the provisions of California Government Code §54956 ("The Brown Act") and Section 708 of the Santa Clara City Charter, the Chair calls for a Special Meeting of the Board of Library Trustees to commence and convene on August 18, 2025 at 6:00 PM for a Special Meeting held as a hybrid meeting to consider the following matter(s) and to potentially take action with respect to them.

6:00 PM BOARD SPECIAL MEETING

The City of Santa Clara is conducting the Board of Library Trustees meeting in a hybrid manner (inperson and continues to have methods for the public to participate remotely).

- Via Zoom:
- o https://santaclaraca-gov.zoom.us/j/85864257230

Meeting ID: 858 6425 7230 or

o Phone: 1(669) 900-6833

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- If you no longer wish to stay in the meeting once your item has been heard, please exit the meeting.

CALL TO ORDER AND ROLL CALL

Chair Evans called the meeting to order at 6:02 PM.

Present 5 - Chair Jonathon Evans, Trustee Daniel Huynh, Trustee G. Salim Mohammed, Vice-Chair Stephen Ricossa, and Trustee Debbie Tryforos

CONSENT CALENDAR

1 25-774 Action on the Board of Library Trustees Meeting Minutes of June 2, 2025

Recommendation: Approve the Board of Library Trustees Meeting Minutes of June 2, 2025

A motion was made by Trustee Huynh, seconded by Vice-Chair Ricossa to approve staff recommendation.

Aye: 5 - Chair Evans, Trustee Huynh, Trustee Mohammed, Vice-Chair Ricossa, and TrusteeTryforos

PUBLIC PRESENTATIONS

JoAnn Davis, Executive Director of the Santa Clara City Library
Foundation and Friends invited the Board to the upcoming 25th
Anniversary celebration of the Foundation, which will be celebrated with
an event at the Triton Museum on May 16, 2026. Book sales will be held
as part of Art & Wine Festival celebrations on September 13 and 14, 2025.
The Foundation will also hold book sales on September 19 and 20, 2025
at Central Park Library, as well as hosting a booth at the Parade of
Champions on October 4, 2025. The Foundation will be supporting the
upcoming 70th Anniversary of Mission Branch Library, which will be
celebrated on November 1, 2025 with fun events and activities. Holiday
closures of the Library on September 1, 2025 for Labor Day, and
September 9, 2025 for Admissions Day were shared. The Board was
informed that the Board of the Santa Clara City Library Foundation
and Friends will be prioritizing visiting more Library programs and
increasing visibility in the community.

GENERAL BUSINESS

2 <u>25-775</u> Election of Board of Library Trustees Chair and Vice Chair for FY 2025/26

Recommendation: Elect a Chair and Vice-Chair of the Board of Library Trustees for FY 2025/26.

City Librarian Wong shared that Chair Evans had requested her assistance in collecting nominations for the election of the Chair and Vice-Chair for the Board, required at the first meeting after July 1, 2025. Chair Evans was nominated again for Chair, and Trustee Tryforos was nominated for the role of Vice-Chair. Both Trustees accepted their nominations.

A motion was made by Trustee Mohammed, seconded by Trustee Huynh to elect Chair Evans for the role of Chair and Trustee Tryforos for the role of Vice-Chair.

Aye: 5 - Chair Evans, Trustee Huynh, Trustee Mohammed, Vice-Chair Ricossa, and Trustee Tryforos

25-865 Informational Report to the Board - Trail of the Book: The Lifecycle of

Materials in the Santa Clara City Library

Recommendation: Note and file informational report.

An informational presentation was shared with the **Board** by **Adult Services Program Coordinator Jason Thomas** and **Technical Services Program Coordinator Yu-Lan Chou** which told the story of the lifecycle of library materials, from selection through cataloging, use and eventual disposal. Staff answered questions from the **Board** addressing topics such as how books are wrapped to last longer, where they are purchased from and why, and how the collection budget is allotted between youth and adult materials. Discussion included the selection and weeding processes and how these differ between print and electronic materials.

3 <u>25-874</u> Action to Review and Approve Work Plan 2025

Recommendation: Action to Approve Final Work Plan 2025.

City Librarian Wong shared updated information with the Board about the work plan review process, which was updated so that all Board and Commission work plans will go to Council as part of a single report. The Board expressed frustration with ongoing changes to the process and format for work plan review with Council. Further revisions were made to work plan language, and corrections were made to the names and term dates listed. The Board requested that staff integrate charter language into the work plan, and it was agreed that the Board would adopt the work plan in concept, and have staff updates shared with Chair Evans before sending to Council.

A motion was made by Trustee Ricossa, seconded by Vice-Chair Tryforos, to approve the work plan as amended to include city charter language under section 1013.

Aye: 5 - Chair Evans, Trustee Huynh, Trustee Mohammed, Trustee Ricossa, and Vice-Chair Tryforos

STAFF REPORT

City Librarian Wong introduced the Board to Deputy City Attorney Huyen Nguyen, recently assigned as the City Attorney's Office liaison to the Library. The Board was informed that while the Library had previously waived overdue fines, the outstanding balances of overdue fines still need to be waived. There is no loss in budgeted revenue as a result of this request, which will be reviewed by **Council** at the September 16, 2025 council meeting. City Librarian Wong shared that the Strategic Plan was nearing completion, and would be brought to the **Board** for final review at the regular meeting on September 8, 2025. The draft Strategic Plan was reviewed with the **Board**. A 2x2x3 is being scheduled with to include staff, members of the Board and members of Council to allow review of the Library Strategic Plan and Facilities Master Plan, both of which are nearing completion. An update was provided that a graduation ceremony for graduates of the Career Online High School program will be held in on a weekend in October, and invitations will be shared with the Board should they be available to support the graduates. The **Board** was reminded that the 25th anniversary of the Foundation will take place in 2026, and that the Foundation Board's priorities will be shared with the Board. A reminder for Art & Wine Festival was shared, scheduled for September 13 and 14, 2025, with the **Library** open both days of the festival from 10:00 AM to 5:00 PM. The Library will be hosting a variety of programs during Art & Wine Festival, with Bookmobile mobilized in the Kids' Kingdom and storytime at Magical Bridge playground. After the festival, from September 16 to 19, 2025, major asphalt work will be completed in the front and side parking lots at Central Park Library. During this time, parking will still be available in the underground parking lot, and behind the Library towards the International Swim Center. An all-day staff training on de-escalation skills scheduled for October 21, 2025 was reported to the **Board**, which will likely result in the **Library** being closed for the full day. Other news shared with the **Board** was the new LOTE4Kids application added by the **Library**, which provides children's books translated into 90 different languages, with good quality translations.

TRUSTEES REPORT

Trustee Huynh reported that he met Adult Services Program

Coordinator Jason Thomas at a local history event at the Library, which featured a nice lecture and good turnout. He observed that there were no storytimes from August through September 5th, which Assistant City

Librarian Mila Rianto explained was a traditional break after Summer Adventure, for staff to wrap up summer program efforts and begin planning fall programming. Trustee Huynh inquired about an unhoused community member blocking the walkway outside the building. Staff discussed the help available through the Library's security guard, the role of police should community members become disruptive or threatening, and community resource information often shared with unhoused Library visitors, including TRUST and Care Solis. Trustee Mohammed noted a misspelling of his name in the May minutes, where his name was misspelled Mohammad, and it was agreed to note in these June 2025 minutes the correct spelling to use going forward.

ADJOURNMENT

The meeting was adjourned at 8:05 PM.

A motion was made by Trustee Huynh, seconded by Trustee Ricossa to adjourn the meeting.

Aye: 5 - Chair Evans, Trustee Huynh, Trustee Mohammed, Trustee Ricossa, and Vice-Chair Tryforos

The Board of Library Trustees Meeting is adjourned to September 8, 2025, at 6:00 PM.

MEETING DISCLOSURES

The time limit within which to commence any lawsuit or legal challenge to any quasi-adjudicative decision made by the City is governed by Section 1094.6 of the Code of Civil Procedure, unless a shorter limitation period is specified by any other provision. Under Section 1094.6, any lawsuit or legal challenge to any quasi-adjudicative decision made by the City must be filed no later than the 90th day following the date on which such decision becomes final. Any lawsuit or legal challenge, which is not filed within that 90-day period, will be barred. If a person wishes to challenge the nature of the above section in court, they may be limited to raising only those issues they or someone else raised at the meeting described in this notice, or in written correspondence delivered to the City of Santa Clara, at or prior to the meeting. In addition, judicial challenge may be limited or barred where the interested party has not sought and exhausted all available administrative remedies.

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City of Santa Clara

1500 Warburton Avenue Santa Clara, CA 95050 santaclaraca.gov @SantaClaraCity

Agenda Report

25-965 Agenda Date: 9/8/2025

REPORT TO BOARD OF LIBRARY TRUSTEES SUBJECT

Action on a Resolution Approving the 2026 Board of Library Trustees Calendar of Meetings, and Setting the Number of Regular Board of Library Trustees Meetings

COUNCIL PILLAR

Enhance Community Engagement and Transparency

BACKGROUND

City Charter section 1003 states that each of the boards and commissions of the City shall hold regular meetings as required by ordinance. City Code section 2.120.030 states that each board or commission shall hold regular meetings at the times and on the days indicated by resolution of the City Council, and that such resolutions may be amended from time to time by further Council resolution.

Resolution 24-9395 (Attachment 1) which was adopted by the City Council on November 19, 2024 states that the Board of Library Trustees shall hold ten (10) Board of Library Trustee meetings per year, to meet monthly except January and July, set on the first Monday of every month and subject to the cancellation at the discretion of the City Manager for agenda management purposes. Resolution 24-9395 is the most recent resolution passed related to Board of Library Trustees Calendar.

DISCUSSION

At the September 8, 2025 Board of Library Trustees meeting, the Board will take action to review and approve a proposed calendar of meetings for 2026 (Attachment 2), and to recommend Council approval of the Draft Resolution (Attachment 3).

The proposed calendar of meetings for 2026 specifies that two of the ten Board of Library Trustees meetings for 2025 will take place at the Mission Branch Library, and two at the Northside Branch Library, while the remaining six meetings will remain at Central Park Library.

The Draft Resolution establishes that the Board of Library Trustees Calendar for 2026 will include ten (10) meetings to be held at 6:00 p.m. on the first Monday of each month, with the exception of the months of January and July which shall not have meetings. The Resolution further establishes that meetings are subject to cancellation at the discretion of the City Manager for agenda management purposes. Lastly, the Resolution also provides that should the first Monday fall on a City holiday, the meeting would be held on the next non-holiday Monday.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact other than staff time.

25-965 Agenda Date: 9/8/2025

COORDINATION

This report has been coordinated with the City Manager's Office and the City Attorney's Office.

PUBLIC CONTACT

Public contact was made by posting the Board agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara Public Library.

RECOMMENDATION

Recommend the City Council approve and Adopt a resolution to set the Regular Meeting schedule and dates for the Board of Library Trustees for calendar year 2025, and authorize City staff to make minor non-substantive changes to the Resolution before final adoption by Council.

Reviewed by: Sami James, Management Analyst

Approved by: Patty Wong, City Librarian

ATTACHMENTS

1. Resolution No. 24-9395

2. 2026 Board of Library Trustees Meeting Calendar - Draft

3. Draft Resolution

RESOLUTION NO. 24-9395

A RESOLUTION OF THE CITY OF SANTA CLARA, CALIFORNIA, AMENDING RESOLUTION NO. 23-9290, APPROVING THE 2025 BOARD OF LIBRARY TRUSTEES CALENDAR OF MEETINGS. AND SETTING THE NUMBER OF REGULAR BOARD OF LIBRARY TRUSTEES MEETINGS

WHEREAS, Section 2.120.030 of the Santa Clara city Code ("SCCC") requires City boards and commissions to hold regular meetings at the times and on the days indicated by resolution of the Council;

WHEREAS, Resolution 23-9290 adopted by the City Council on December 5, 2023, states that the Board of Library Trustees shall hold its meetings on the first Monday of every month with the exception of January and July at 6:00 p.m. subject to cancellation at the discretion of the City Manager for agenda management purposes. Should the first Monday fall on a City holiday, the meeting would be held on the next non-holiday Monday; and

WHEREAS, the Board of Library Trustees, at its September 16, 2024 meeting recommended a new meeting schedule for 2025 which proposes ten (10) regular meetings and a start time of 6:00 p.m.

NOW THEREFORE BE IT RESOLVED BY THE CITY OF SANTA CLARA AS FOLLOWS:

INOVV	THEREFORE, BE IT RESOLVED BY THE CITY OF SANTA CLARA AS FOLLOWS.
1.	That the City of Santa Clara hereby finds that the above Recitals are true and correct
and by	the reference makes them a part thereof.
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Rev: 9/16/2024

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2. That the City Council hereby approves setting the Board of Library Trustees regular meeting start time at 6:00 p.m., and establishes ten (10) meetings per year, to meet monthly except January and July, set on every first Monday of each month, beginning in February, as set forth in the attached Board of Library Trustees 2025 Meeting Dates document, which meetings may be cancelled at the discretion of the City Manager based upon best practices for agenda management. That should the first Monday fall on a City holiday, the meeting would be held on the next non-holiday Monday.

3. <u>Effective date</u>. This resolution shall become effective immediately.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE COPY OF A RESOLUTION PASSED AND ADOPTED BY THE CITY OF SANTA CLARA, CALIFORNIA, AT A REGULAR MEETING THEREOF HELD ON THE 19TH DAY OF NOVEMBER, 2024 BY THE FOLLOWING VOTE:

AYES: COUNCILORS: Becker, Chahal, Hardy, Jain, Park, and Watanabe,

and Mayor Gillmor

NOES: COUNCILORS: None

ABSENT: COUNCILORS: None

ABSTAINED: COUNCILORS: None

ATTEST:

NORA PIMENTEL, MMC ASSISTANT CITY CLERK CITY OF SANTA CLARA

Attachments incorporated by reference:

1. 2025 Board of Library Trustees Meeting Calendar





Board of Library Trustees 2025 Meeting Calendar All meetings start at 6:00 PM unless otherwise noted

Date	Location		
February 3, 2025	Margie Edinger Room, Central Park Library 2635 Homestead Rd, Santa Clara, CA 95051		
March 3, 2025	Margie Edinger Room, Central Park Library 2635 Homestead Rd, Santa Clara, CA 95051		
April 7, 2025	Program Room, Northside Branch Library 695 Moreland Way, Santa Clara, CA 95054		
May 5, 2025	Margie Edinger Room, Central Park Library 2635 Homestead Rd, Santa Clara, CA 95051		
June 2, 2025	Community Room, Mission Branch Library 1098 Lexington St, Santa Clara, CA 95050		
August 4, 2025	Margie Edinger Room, Central Park Library 2635 Homestead Rd, Santa Clara, CA 95051		
September 8, 2025	Margie Edinger Room, Central Park Library 2635 Homestead Rd, Santa Clara, CA 95051		
October 6, 2025	Program Room, Northside Branch Library 695 Moreland Way, Santa Clara, CA 95054		
November 3, 2025	Board Room, Central Park Library 2635 Homestead Rd, Santa Clara, CA 95051		
December 1, 2025	Community Room, Mission Branch Library 1098 Lexington St, Santa Clara, CA 95050		





Board of Library Trustees 2026 Meeting Calendar All meetings start at 6:00 PM unless otherwise noted

Date	Location		
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RESOLUTION NO.

A RESOLUTION OF THE CITY OF SANTA CLARA, CALIFORNIA AMENDING RESOLUTION NO. 24-9395, APPROVING THE 2026 BOARD OF LIBRARY TRUSTEES CALENDAR OF MEETINGS, AND SETTING THE NUMBER OF REGULAR **BOARD OF LIBRARY TRUSTEES MEETINGS**

WHEREAS, Section 2.120.030 of the Santa Clara city Code ("SCCC") requires City boards and commissions to hold regular meetings at the times and on the days indicated by resolution of the Council;

WHEREAS, Resolution 24-9395 adopted by the City Council on November 19, 2024, states that the Board of Library Trustees shall hold its meetings on the first Monday of every month with the exception of January and July at 6:00 p.m. subject to cancellation at the discretion of the City Manager for agenda management purposes. Should the first Monday fall on a City holiday, the meeting would be held on the next non-holiday Monday; and,

WHEREAS, the Board of Library Trustees, at its September 8, 2025 meeting recommended a new meeting schedule for 2026 which proposes ten (10) regular meetings and a start time of 6:00 p.m.

NOW THEREFORE. BE IT RESOLVED BY THE CITY OF SANTA CLARA AS FOLLOWS:

- 1. That the City of Santa Clara hereby finds that the above Recitals are true and correct and by the reference makes them a part thereof.
- 2. That the City Council hereby approves setting the Board of Library Trustees regular meeting start time at 6:00 p.m., and establishes ten (10) meetings per year, to meet monthly except January and July, set on every first Monday of each month, beginning in February, as set forth in the attached Board of Library Trustees 2026 Meeting Dates document, which meetings may be cancelled at the discretion of the City Manager based upon best practices for agenda management. That should the first Monday fall on a City holiday, the meeting would be held on the next non-holiday Monday.
- 3. Effective date. This resolution shall become effective immediately.

Rev: 9/8/2025

I HEREBY CERTIFY	THE FOREGOING TO	D BE A TRU	JE COPY OF A RESOLUTION PASSED
AND ADOPTED BY 1	THE CITY OF SANTA	CLARA, C	ALIFORNIA, AT A REGULAR MEETING
THEREOF HELD ON	THE DAY OF	, 2	025 BY THE FOLLOWING VOTE:
AYES:	COUNCILORS:		
NOES:	COUNCILORS:		
ABSENT:	COUNCILORS:		
ABSTAINED:	COUNCILORS:		
		ATTEST:	
		711.12011	NORA PIMENTEL, MMC ASSISTANT CITY CLERK
			CITY OF SANTA CLARA

Attachments incorporated by reference:
1. 2026 Board of Library Trustees Meeting Calendar

Resolution/Board of Library Trustees Meetings 2026 Rev: 9/8/2025

Page 2 of 2





Board of Library Trustees 2026 Meeting Calendar All meetings start at 6:00 PM unless otherwise noted

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City of Santa Clara

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Agenda Report

25-976 Agenda Date: 9/8/2025

REPORT TO BOARD OF LIBRARY TRUSTEES

SUBJECT

Action to Approve Library Strategic Plan

BACKGROUND

The Santa Clara City Library has developed a Strategic Plan to identify the Library's goals and priorities over the next three years. The Strategic Plan will be used to direct staff work efforts with strategy and intent, to strengthen services in those areas that will be most impactful for the community.

The Library began working with consultants Fast Forward Libraries in February 2023 to develop a strategic plan for the Library. This work included Board and Staff Kick-Off Sessions encompassing Environmental Scans and SOAR Analyses (Strengths, Opportunities, Aspirations, and Results); a Community Survey which collected 1,543 responses in five languages; Community Mapping activities involving interviews and focus groups; production of a Learning Report of data collected; Staff and Board retreat sessions; and a Staff Objective Setting Workshop. Community engagement and data gathering, supported by engagement with staff and the Board, was intentionally prioritized to ensure strategic goals are responsive to the needs of the community.

The Board of Library Trustees engaged with the consultants at five Board meetings in 2024, during which they developed a Vision and Mission for the Strategic Plan and kept abreast of the information collected in the Learning Report and the progress on the development of the Strategic Plan. Library staff continued to develop and refine the Strategic Plan in coordination with the City Manager's Office in 2025.

DISCUSSION

The Santa Clara City Library has produced a Strategic Plan designed to be specific and actionable over the next three years, with a new mission and vision and three organizational priorities that are intentionally evergreen and can be refreshed with the growth and changing needs of the community.

The first organizational priority is to Increase Community Connection. The strength of the Library is its connection and its service to the community. Objectives include developing and growing partnerships in the community, aligning fundraising efforts to strategic objectives, and strengthening communications and outreach.

The second organizational priority is to Improve Capacity. This priority focuses on taking action to identify structural improvements and adapt to current needs, ensuring the department is designed to best support staff success and organizational outcomes. This includes refreshing outdated policies and expanding capacity through volunteer and staff development.

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The third and final organizational priority is Building a Stronger Today for a Better Tomorrow. This priority focuses on those activities most needed to reach the vision of the future library of Santa Clara. It involves improving technology resources and services, in multiple languages; making process improvements for efficiency; improving data collection, analysis and reporting, and improvements to Library community facilities.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact other than staff time.

COORDINATION

This report and the Strategic Plan were coordinated with the City Manager's Office.

PUBLIC CONTACT

Public contact was made by posting the Board agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve Library Strategic Plan.

Reviewed by: Sami James, Management Analyst

Approved by: Patty Wong, City Librarian

ATTACHMENTS

1. Santa Clara City Library Strategic Plan 2025-2028

2. Santa Clara City Library Strategic Plan 2025-2028 (Graphic Draft)

<u>DRAFT Strategic Plan – Santa Clara City Library</u>

Mission

Enhance lives and strengthen our diverse communities by providing the best in information, cultural and technical enrichment, a wide range of programs and services, and opportunities to achieve dreams.

Vision

Discover what's possible

Core Resources, Services and Programs

With purpose and benefit to the community, the Library provides information resources, collections, services and programs to support the diverse interests and needs of users of all ages.

Children/Youth

Children will have access to materials, services, and programs designed to ensure that they will enter school ready to learn and thrive academically. Children will have access to materials, services, and programs that engage their imagination, curiosity and explore topics of personal interest.

Teens

Teens will have access to materials and programs that respond to their current interests and provide pleasurable reading, viewing, and listening experiences.

Teens will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Teens will have access to technologies and online resources that will help them develop technical proficiencies, thrive academically, succeed in college and career goals, and connect to the global community.

Adults

Adults will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Adults will have convenient, timely access to a variety of new and popular materials.

Adults can access services and resources to help them accomplish life goals, develop career and professional skills, and connect to their community.

For All Ages

Everyone will have access to welcoming physical places to meet and interact with others or work independently on personal projects.

Everyone will have access to technology and technical support in multiple languages.

Everyone can access materials, resources and programs to satisfy their curiosity, support sustainability efforts, engage their imaginations, and explore topics of personal interest.

Organizational Priorities

The Santa Clara City Library will prioritize:

Priority Group #1 – Increasing Community Connection

A) External partnerships

Actively seek and strengthen partnerships with organizations and institutions to expand service to library users.

B) Fundraising

Partner with the Santa Clara Board of Library Trustees and the Santa Clara City Library Foundation and Friends to support and enhance library services.

C) Marketing and public relations

Promote library services through a variety of print, electronic, and media opportunities.

Priority Group #2 - Improving Capacity

A) Organizational structure

Establish and maintain an organizational structure that supports the Library's service priorities.

B) Policies

Operate within a policy framework that reflects the Library's values and promotes effective and efficient service delivery.

C) Volunteer and staff development

Expand recruitment, training, and deployment of volunteers and staff that provide and support quality customer service for all library users.

Priority Group #3 - Building a Stronger Today for a Better Tomorrow

A) Operational efficiencies

Utilize technologies and processes that improve access to information, enhance customer service, and maximize efficient service delivery.

B) Measurement and evaluation

Incorporate measurement and evaluation into operational practices.

C) Library Facilities

Provide and maintain safe and attractive facilities and plans for the future.

D) Technology

Deploy technology that enables library users to easily access information, collections and services, and enables staff to effectively and efficiently perform their assigned tasks.

Initiatives

<u>Priority Group #1 – Increasing Community Connection</u>

A) External partnerships

Actively seek and strengthen partnerships with organizations and institutions to expand service to library users.

Initiative 1A.1: Develop a comprehensive plan to identify, evaluate, prioritize, support and manage external partnerships, including with local small businesses, to be reviewed and updated every two years.

Initiative 1A.2: Establish the policies, procedures and agreements needed to implement External Partnerships and ensure that staff have the training needed to support those policies and procedures.

Initiative 1A.3: Grow and develop partnership with Parks and Recreation department to include staff engagement, collaborative programming, and shared resources.

Initiative 1A.4: Strengthen the relationships with Santa Clara Unified School District and other K-12 schools to provide a library card and resources for all students and their families.

Initiative 1A.5: Strengthen relationships with local higher education institutions, including Santa Clara University and Mission College, to provide more robust collaborative programs and services.

Initiative 1A.6: Identify and develop partnerships to strengthen and expand connection to non-users, new immigrant communities, and the hardest to reach.

B) Fundraising

Partner with the Santa Clara Board of Library Trustees and the Santa Clara City Library Foundation and Friends to support and enhance library services.

Initiative 1B.1: Review and revise as necessary fundraising activities to support priorities in the Library Strategic Plan.

Initiative 1B.2: Develop attractive and up-to-date fundraising materials that encourage giving aligned with the Library's priorities.

Initiative 1B.3: Celebrate the Foundation & Friends 25th Anniversary.

C) Marketing and public relations

Promote library services through a variety of print, electronic, and media opportunities.

Initiative 1C.1: Develop an outreach and marketing plan, to include support for a communications coordinator.

Initiative 1C.2: Develop and implement a comprehensive and robust communication strategy to ensure that residents who speak languages other than English are aware of and can effectively use library services.

Initiative 1C.3: Develop and implement an Annual Report to share Library impact in the community.

<u>Priority Group #2 – Improving Capacity</u>

A) Organizational structure

Establish and maintain an organizational structure that supports the Library's service priorities.

Initiative 2A.1: Conduct an organizational review, to include updating job descriptions and ensuring most effective delivery of service and the staff complement to deliver that service.

B) Policies

Review and update policies where needed to reflect the Library's values and promote effective and efficient service delivery.

Initiative 2B.1: Complete review and update of current policies.

Initiative 2B.2: Complete regular review and update of policies at least every five years.

C) Volunteer and staff development

Expand recruitment, training, and deployment of volunteers and staff that provide and support quality customer service for all library users.

Initiative 2C.1: Plan annual provision of volunteer & staff development and wellness opportunities that appeal to the strengths of the team to develop stronger library services.

Initiative 2C.2: Identify, expand, and streamline process to increase and encourage more volunteer opportunities for teens and adults in Santa Clara to support library services.

Initiative 2C.3: Provide training opportunities for professional growth of staff and to support currency with professional standards and resources.

Initiative 2C.4: Plan regular volunteer & staff recognition and appreciation efforts.

Priority Group #3 – Building a Stronger Today for a Better Tomorrow

A) Operational efficiencies

Utilize technologies and processes that improve access to information, enhance customer service, and maximize efficient service delivery.

Initiative 3A.1: Identify improvements and efficiencies to strengthen services, processes and procedures.

Initiative 3A.2: Establish procedures to ensure that all materials are re-shelved in a timely manner to increase access.

Initiative 3A.3: Establish procedures to ensure that new materials are processed and made available to the public in a timely manner.

Initiative 3A.4: Develop and implement a plan to maximize and improve efficient access to the collection.

B) Measurement and evaluation

Incorporate measurement and evaluation into the Library's operational practices.

Initiative 3B.1: Identify and create process to develop regular data analysis.

Initiative 3B.2: Develop metrics to measure impact and outreach, to include a biennial customer satisfaction survey.

Initiative 3B.3: Provide training for designated staff to ensure that library use data is collected in a consistent manner in all library departments.

Initiative 3B.4: Develop methodology to regularly update the Board of Library Trustees on progress on all objectives included in the Library Strategic Plan.

C) Library Facilities

Provide and maintain safe and attractive facilities and plans for the future.

Initiative 3C.1: Adopt a Facilities Master Plan that plans for maintenance and care of library facilities and support of future services that reflect the growth in the community.

Initiative 3C.2: Prioritize recommendations in the Facilities Master Plan and General Obligation Bond funding from Measure I, and coordinate as part of City budgeting process means to secure and implement funding.

Initiative 3C.3: Develop and implement a process to provide regular updates on the projects recommended in the Facilities Master Plan.

Initiative 3C.4: Evaluate Bookmobile schedule and services; implement identified improvements to support services in areas underserved by library facilities.

Initiative 3C.5: Coordinate with City Management to incorporate Library update to General Plan.

Initiative 3C.6: Integrate cost-saving and sustainable processes into facilities operations.

D) Technology

Deploy technology that enables library users to easily access information, collections and services, and enables staff to effectively and efficiently perform their assigned tasks.

Initiative 3D.1: Establish and maintain Technology Plan to manage updates to technological services, equipment, makerspace and resources.

Initiative 3D.2: Develop and maintain strategies for technology funding and budgeting.

Initiative 3D.3: Develop and implement a plan to enhance the usefulness of the Library's website and expand access to information and resources in languages spoken by community residents.

Initiative 3D.4: Develop and support mobile app and texting to support community access.



Strategic Plan 2025-2028



The Future Starts Here!

sclibrary.org

Dear Community:

The Santa Clara City Library 2025-2028 Strategic Plan is designed to meet the needs of our diverse community and residents of all ages. Although specific to the next three years of service, it is an evergreen document – the Organizational Priorities will remain the same – as a staff we will work to update the initiatives and activities periodically based upon the feedback we receive from you and our assessment of community needs.

This plan is the result of two years of work, more than 1500 responses from library users and residents, more than two dozen focus groups and more than 50 stakeholder interviews. Three key Organizational Priorities emerged from this array of community input:

- Increase Community Connection through stronger partnerships, fundraising and public awareness
- Improve Capacity through organizational structure and resilience, supportive
 infrastructure through policy review and modernization, and volunteer and staff
 development to maintain quality customer service for all library users
- Build a Stronger Today for a Better Tomorrow a focus on the future through operational efficiencies that improve access and enhance customer service, measurement and evaluation to gather data to better inform and strengthen programs and services, maintaining our existing buildings and planning for library service and facilities for the future and using technology to improve and expand service

A special thank you to the Board of Library Trustees, our staff and volunteers, and especially our community members who participated in this strong work. I hope you will see your ideas, suggestions, input and priorities reflected in our Strategic Plan for 2025-2028, Please continue to share your thoughts to help us improve your Library.

Thank you for dreaming with us about what the Santa Clara City Library could and should be for our community.

In service and with great appreciation,

Patty Wong City Librarian





Enhance lives and strengthen our diverse communities by providing the best in information, cultural and technical enrichment, a wide range of programs and services, and opportunities to achieve dreams.



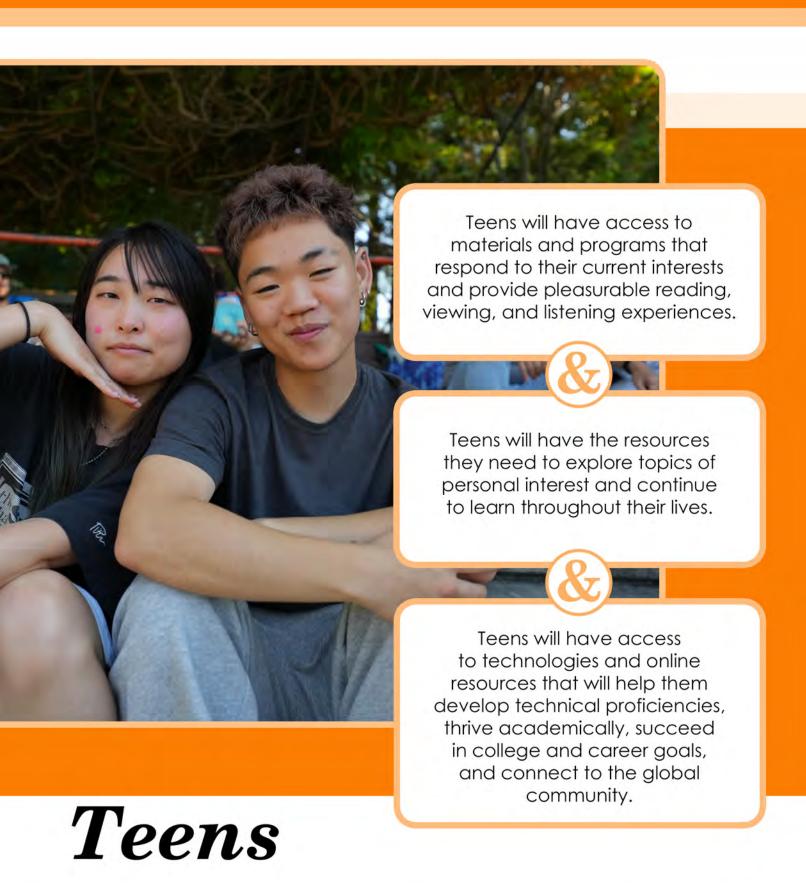
Vision: Discover what's possible.

Core Resources, Services & Programs

With purpose and benefit to the community, the Library provides information resources, collections, services, and programs to support the diverse interests and needs of users of all ages.

Children





Adults will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

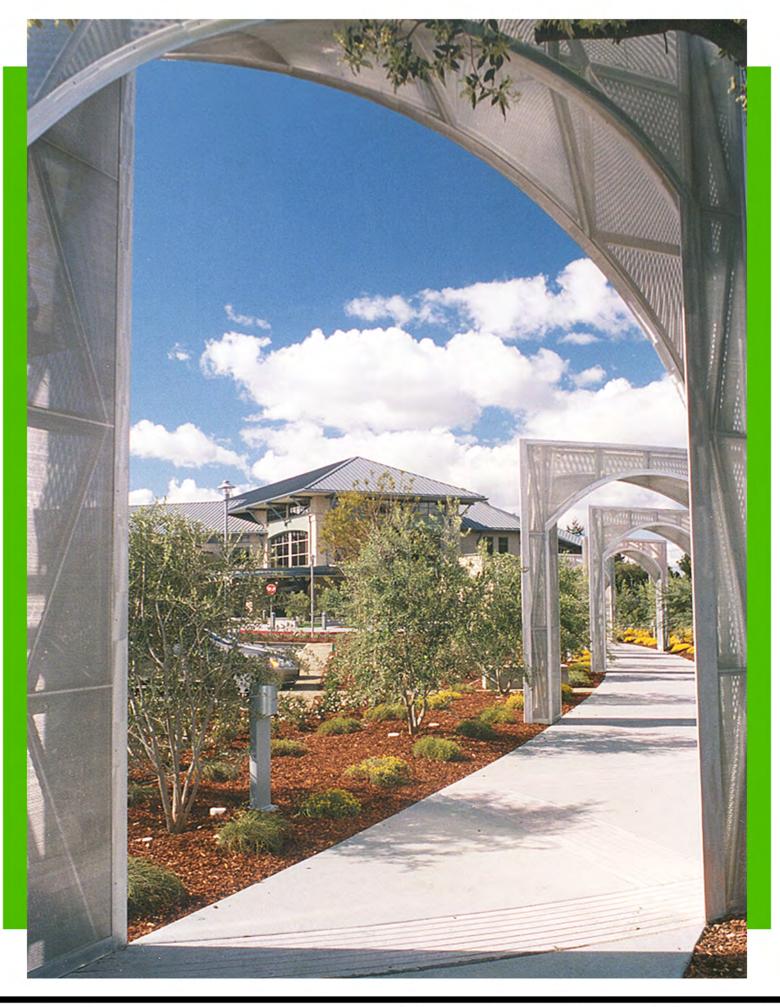
Adults will have convenient, timely access to a variety of new and popular materials.

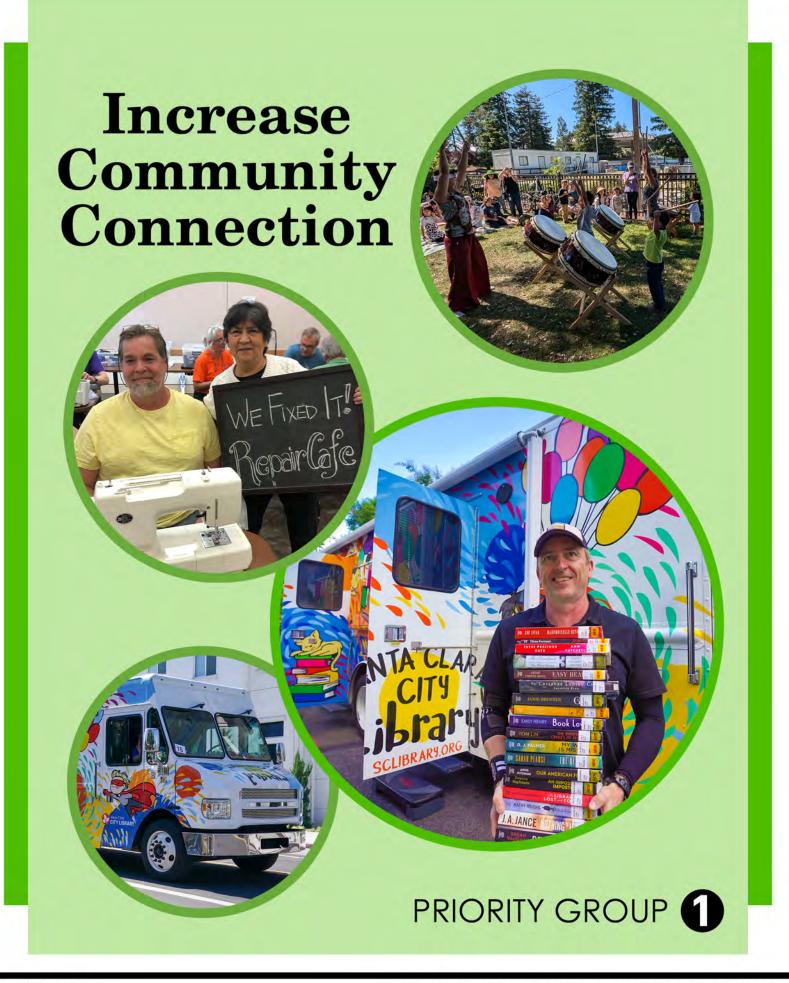
Adults

Adults can access services and resources to help them accomplish life goals, develop career and professional skills, and connect to their community.









Increase Community Connection

PRIORITY GROUP



External Partnerships

Actively seek and strengthen partnerships with organizations and institutions to expand service to library users.

Fundraising

Partner with the Santa Clara Board of Library Trustees and the Santa Clara City Library Foundation and Friends to support and enhance library services.



Promote library services through a variety of print, electronic, and media opportunities.



External Partnerships

Actively seek and strengthen partnerships with organizations and institutions to expand service to library users.

Initiative 1A.1

Develop a comprehensive plan to identify, evaluate, prioritize, support and manage external partnerships, including with local small businesses, to be reviewed and updated every two years.

Initiative 1A.3

Grow and develop partnership with Parks and Recreation department to include staff engagement, collaborative programming, and shared resources.

Initiative 1A.5

Strengthen relationships
with local higher education
institutions, including Santa Clara
University and Mission College,
to provide more robust
collaborative programs
and services.

Initiative 1A.2

Establish the policies, procedures and agreements needed to implement the External Partnerships and ensure that staff have the training needed to support those policies and procedures.

Initiative 1A.4

Strengthen the relationships with Santa Clara Unified School District and other K-12 schools to provide a library card and resources for all students and their families.

Initiative 1A.6

Identify and develop partnerships to strengthen and expand connection to non-users, new immigrant communities, and the hardest to reach.



Fundraising

Partner with the Board of Library Trustees and the Library Foundation & Friends to support and enhance library services.

Initiative 1B.1

Review and revise as necessary fundraising activities to support priorities in the Library Strategic Plan.

Initiative 1B.2

Develop attractive and up-to-date fundraising materials that encourage giving aligned with the Library's priorities.

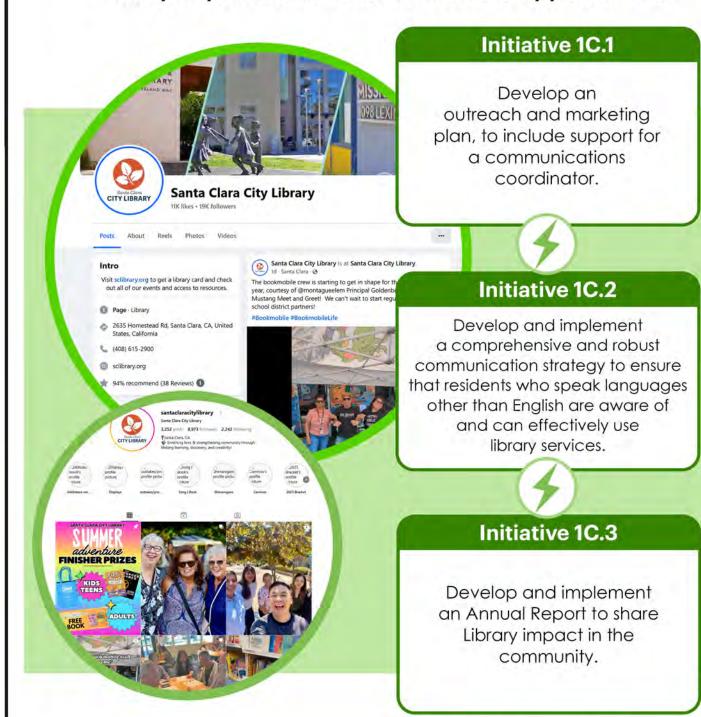
Initiative 1B.3

Celebrate the Foundation & Friends 25th Anniversary.



Marketing and Public Relations

Promote library services through a variety of print, electronic, and media opportunities.







Improve Capacity

PRIORITY GROUP 2



Organizational Structure

Establish and maintain an organizational structure that supports its service priorities

Policies

Review and update policies where needed to reflect the Library's values and promote effective and efficient service delivery.

Volunteer and Staff Development

Expand recruitment, training, and deployment of volunteers and staff that provide and support quality customer service for all library users.

Organizational Structure

- Policies

Establish and maintain an organizational structure that supports its service priorities.

Initiative 2A.1

Conduct an organizational review, to include updating job descriptions and ensuring most effective delivery of service and the staff complement to deliver that service.

Review and update policies where needed to reflect the Library's values and promote effective and efficient service delivery.

Initiative 2B.1

Complete review and update of current policies.



Initiative 2B.2

Complete regular review and update of policies at least every five years.



Volunteer and Staff Development-

Expand recruitment, training, and deployment of volunteers and staff that provide and support quality customer service for all library users.

Initiative 2C.1

Plan annual provision of volunteer & staff development and wellness opportunities that appeal to the strengths of the team to develop stronger library services.



Initiative 2C.2

Identify, expand, and streamline process to increase and encourage more volunteer opportunities for teens and adults in Santa Clara to support library services



Initiative 2C.3

Provide training opportunities for professional growth of staff and to support currency with professional standards and resources.



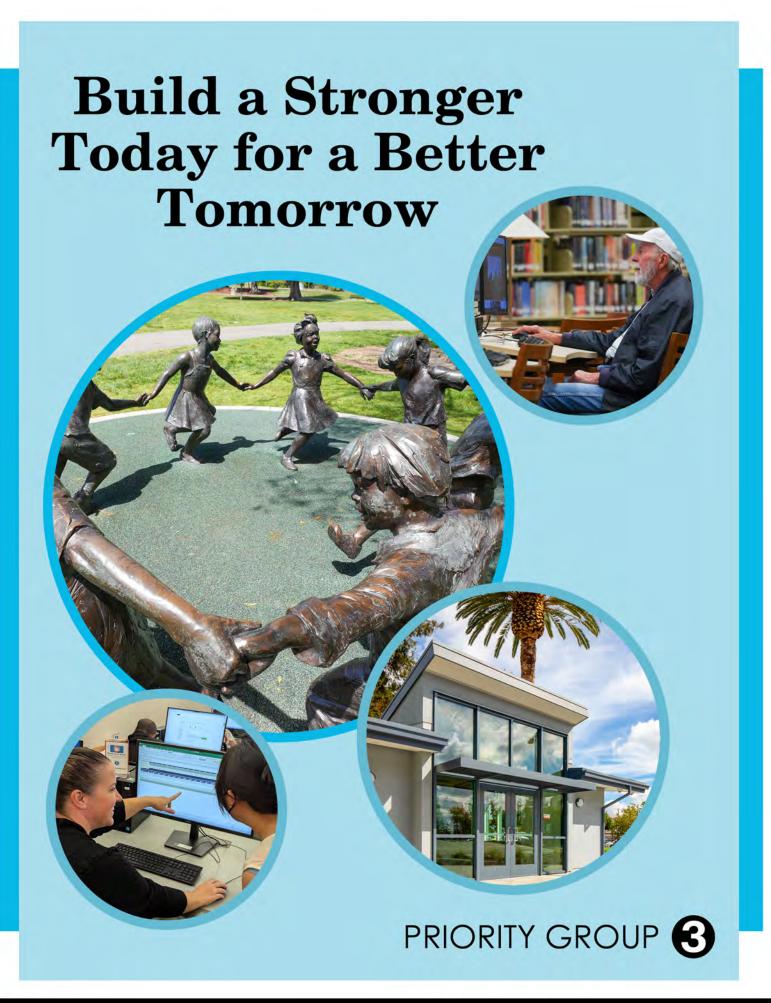
Initiative 2C.4

Plan regular volunteer & staff recognition and appreciation efforts.









Build a Stronger Today for a Better Tomorrow

PRIORITY GROUP (3)



Operational Efficiencies

Utilize technologies and processes that improve access to information, enhance customer service, and maximize efficient service delivery.

Library **Facilities**

Provide and maintain safe and attractive facilities and plans for the future.

Measurement and Evaluation

Incorporate measurement and evaluation into the Library's operational practices.

Technology

Deploy technology that enables library users to easily access information, collections and services, and enables staff to effectively and efficiently perform their assigned tasks.



Operational Efficiencies

Utilize technologies and processes that improve access to information, enhance customer service, and maximize efficient service delivery.

Initiative 3A.1

Identify improvements and efficiencies to strengthen services, processes, and procedures.

Initiative 3A.2

Establish procedures to ensure that all materials are re-shelved in a timely manner to increase access.

Initiative3A.3

Establish procedures to ensure that new materials are processed and made available to the public in a timely manner.

Initiative 3A.4

Develop and implement a plan to maximize and improve efficient access to the collection.



Measurement and Evaluation

Incorporate measurement and evaluation into the Library's operational practices.



Initiative 3B.1

Identify and create a process to develop regular data analysis.

Initiative 3B.2

Develop metrics to measure impact and outreach, to include a biennial library user satisfaction survey.

Initiative 3B.3

Provide training for designated staff to ensure that library use data is collected in a consistent manner in all library departments.

Initiative 3B.4

Develop methodology to regularly update the Board of Library Trustees on progress on all objectives included in the strategic plan.



Library Facilities

Provide and maintain safe and attractive facilities and plans for the future.

Initiative 3C.1

Adopt a Facilities Master Plan that plans for maintenance and care of Library facilities and support of future services that reflect the growth in the community.

Initiative 3C.3

Develop and implement a process to provide regular updates on the projects recommended in the Facilities Master Plan.

Initiative 3C.5

Coordinate with City Management to incorporate Library update to General Plan.

Initiative 3C.2

Prioritize recommendations in the Facilities Master Plan and General Obligation Bond funding from Measure I, and coordinate as part of City budgeting process means to secure and implement funding.

Initiative 3C.4

Evaluate Bookmobile schedule and services; implement identified improvements to support services in areas underserved by library facilities.

Initiative 3C.6

Integrate cost-saving and sustainable processes into Facilities operations.

PRIORITY GROUP (3)



Technology

Deploy technology that enables library users to easily access information, collections and services, and enables staff to effectively and efficiently perform their assigned tasks.

Initiative 3D.1

Establish and maintain Technology Plan to manage updates to technological services, equipment, makerspace and resources.



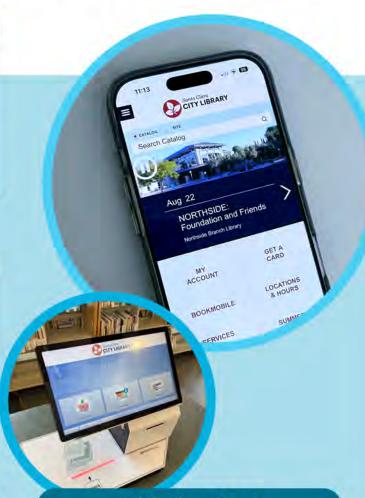
Initiative 3D.2

Develop and maintain strategies for technology funding and budgeting.



Initiative 3D.3

Develop and implement a plan to enhance the usefulness of the Library's website and expand access to information and resources in languages spoken by community residents.

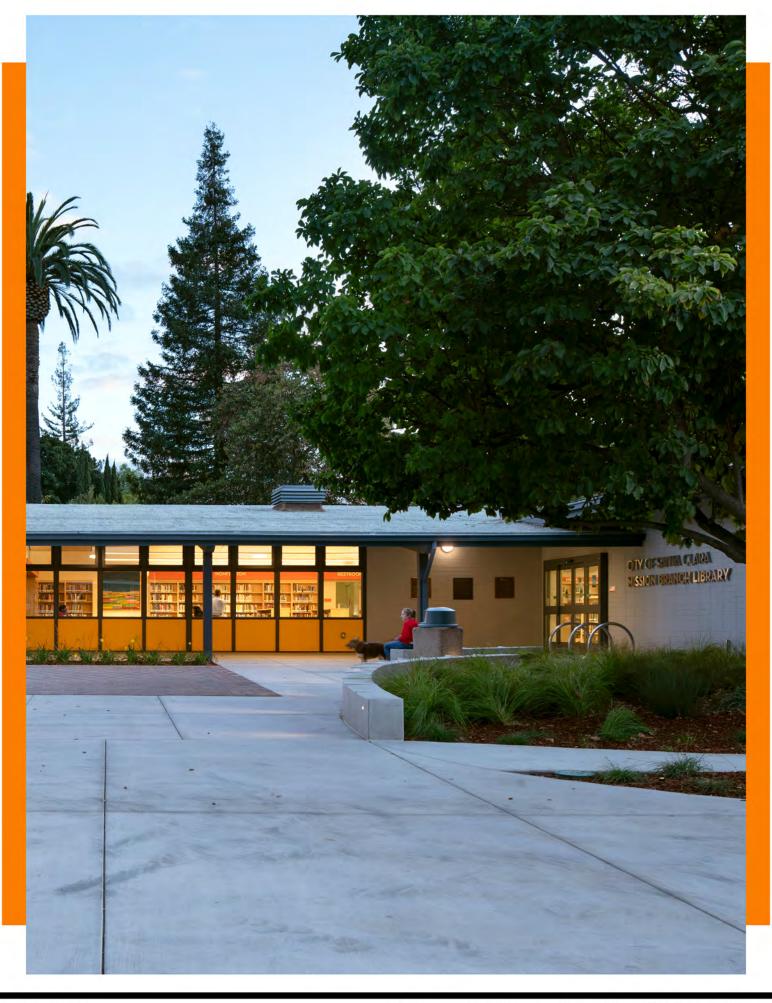


Initiative 3D.4

Develop and support mobile app and texting to support community access.







Acknowledgements:

Santa Clara City Library Staff

Patty Wong, City Librarian

Mila Rianto, Assistant City Librarian

Sami James, Management Analyst

Lee Hagan, Library Division Manager,

Support Services

Central Park Library Staff

Mission Branch Library Staff

Northside Branch Library Staff

Board of Library Trustees

Jonathon Evans, Chair
Debbie Tryforos, Vice-Chair
Steve Ricossa, Trustee
G. Salim Mohammed, Trustee
Daniel Huynh, Trustee

Santa Clara City Library Foundation and Friends

JoAnn Davis, Executive Director

Santa Clara City Mayor and Council

Lisa M. Gillmor, Mayor

Albert Gonzalez, Councilmember, District 1

Raj Chahal, Councilmember, District 2

Karen Hardy, Councilmember, District 3

Kevin Park, Councilmember, District 4

Suds Jain, Councilmember, District 5

Kelly G. Cox, Vice Mayor, District 6

Special Thanks

Fast Forward Libraries, Consultant

And a special thanks to the residents of Santa Clara, and to all who use the Library!



CENTRAL PARK LIBRARY

2635 Homestead Road Santa Clara, CA 95051 408-615-2900

Mon. 10 a.m. - 6 p.m. Tue. 10 a.m. - 7 p.m. Wed. 10 a.m. - 7 p.m. Thu. 10 a.m. - 7 p.m. Fri. 10 a.m. - 6 p.m. Sat. 10 a.m. - 4 p.m. Sun. 1 p.m. - 5 p.m.

MISSION BRANCH LIBRARY

1098 Lexington Street Santa Clara, CA 9500 408-615-2964

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With your library card you can:

- Check out up to 99 items for 3 weeks
- Use your card at all three locations & our Bookmobile
- Borrow books from other library systems through Link+
- Access e-books and e-audio books via Libby, Hoopla, and more
- · Place up to 10 items on hold
- Use all of our databases like LinkedIn Learning, Ancestry.com, New York Times, and more

For current library services please visit: sclibrary.org

Bookdrops are open 24/7

English-speaking adults who want to improve basic reading, writing and math skills may contact Read Santa Clara at: 408-615-2956



NORTHSIDE BRANCH LIBRARY

695 Moreland Way Santa Clara, CA 95054 408-615-5500

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BOOKMOBILE

408-615-2907



