

# Library Commission Meeting

October 6, 2021

Presentations

Item 1

KnowBe4 Training

# Cybersecurity Training

Presented by:  
City of Cupertino's  
Innovation Technology Department



CUPERTINO

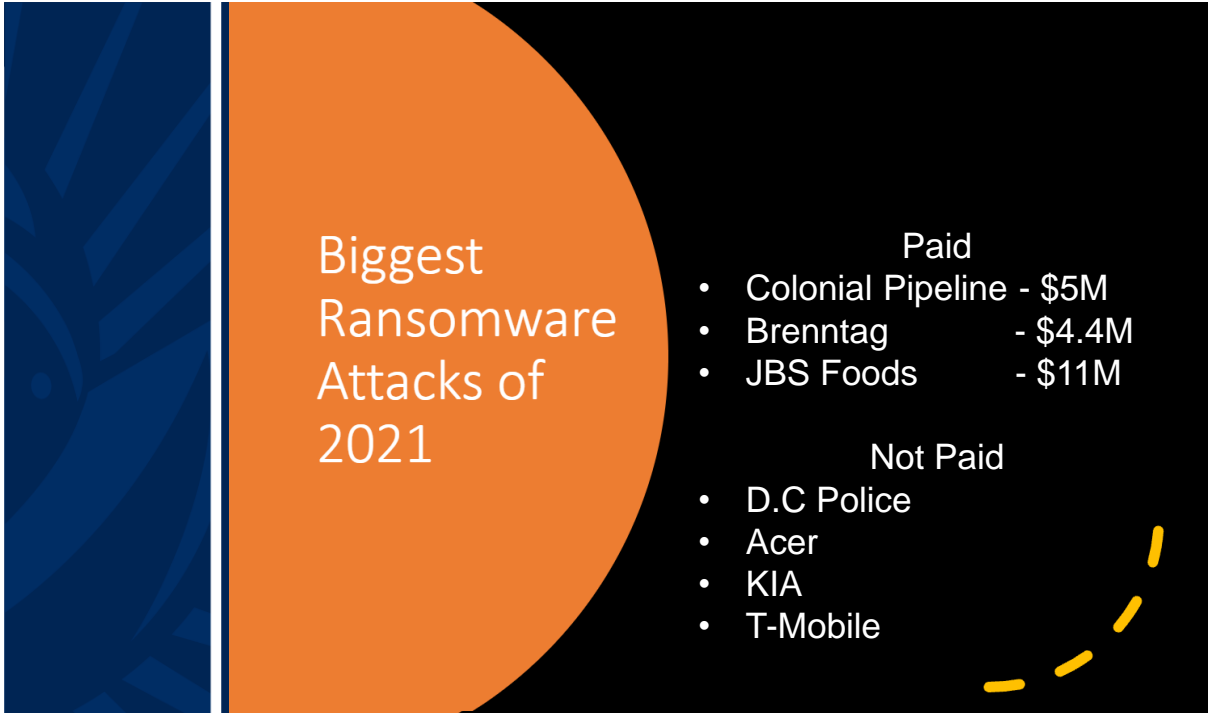
1

KnowBe4  
Human error. Conquered.

Presented By:

- Iqraam Nabi
- Toan Quach

2



3

The email template has a dark blue header with the text 'Mandatory Security Awareness Training Conducted Annually' in white. Below the header, the email content is displayed. It includes a 'From' field with the Innovation Technology Team, a 'Sent' date of Monday, August 30, 2021, and a 'Subject' line about the 2021 City of Cupertino Security Awareness Training. A yellow caution box follows, advising not to click links or open attachments from outside the organization. The email is addressed to a redacted name and informs the recipient that they have been enrolled in the 2021 Kevin Mitnick Security Awareness Training, which must be completed by 09/20/2021 11:59 PM. It specifies that the training is 15 minutes long and provides a link to start the training. The email concludes with a thank you and a contact link for the HelpDesk.

**Mandatory Security Awareness Training  
Conducted Annually**

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**From:** Innovation Technology Team <[Do-Not-Reply@Cupertino.org](mailto:Do-Not-Reply@Cupertino.org)>  
**Sent:** Monday, August 30, 2021 6:35 AM  
**To:** [Redacted]  
**Subject:** 2021 City of Cupertino Security Awareness Training

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear [Redacted],

You have been identified as a City of Cupertino staff member, and have been enrolled in 2021 Kevin Mitnick Security Awareness Training. You must complete the following assignments by 09/20/2021 11:59 PM:

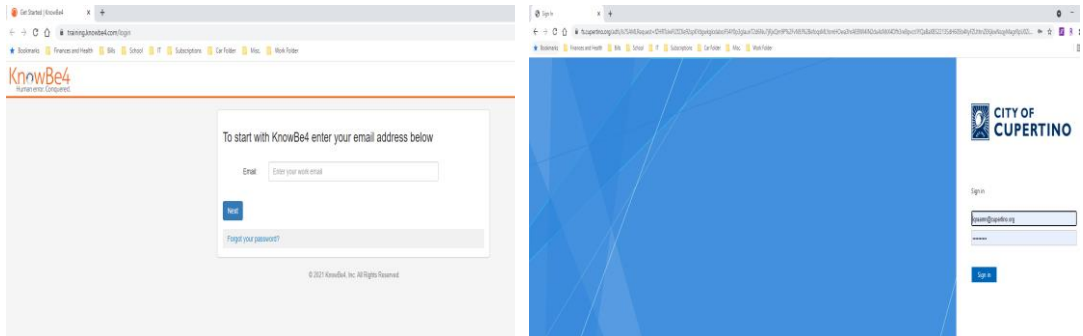
- 2021 Kevin Mitnick Security Awareness Training - 15 Minutes

Please use this link to start your training:  
<https://training.knowbe4.com/auth/saml/a4e225776ec92>

Thank you for your compliance, if you have any questions or concerns please contact [HelpDesk@Cupertino.org](mailto:HelpDesk@Cupertino.org)

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## Logging into KnowBe4



5

## Mandatory Security Awareness Training Conducted Annually



15 minutes 22 days left

### 2021 Kevin Mitnick Security Awareness Training - 15 Minutes

Start

English (United States) ▾

2021 Kevin Mitnick Security Awareness Training

6



7



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Library Commission  
Meeting

October 6, 2021

Presentations

Item 2

Senior Strategy Survey

# Senior Resource Availability Survey

Library Commission

October 6, 2021



CUPERTINO

1

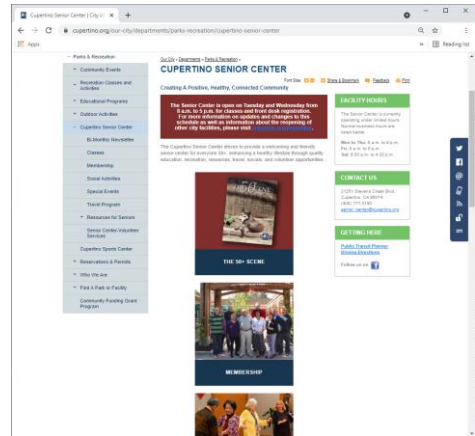
## Background

- City Council Work Program FY 2021-2022
- Five Focus Areas
  - Technology
  - Housing
  - Transportation
  - Food Access
  - Physical and Mental Health
- Seeking to determine needs and awareness of services

2

## Where to find it

- Mid-October Release
- Distribution:
  - [cupertino.org/senior](http://cupertino.org/senior)
  - [engagecupertino.org](http://engagecupertino.org)
  - Hard copies at:  
Quinlan Community Center, Cupertino Senior Center, and Cupertino Library





Library Commission  
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Item 4

Update on the Library  
Expansion Project

# Library Commission Progress Report

October 6, 2021

Library Expansion Project



CUPERTINO

# Construction Progress







9/30 progress: Roof



8/30 progress: Roof





# Courtyard – Donor Wall



Donor names required: October 15

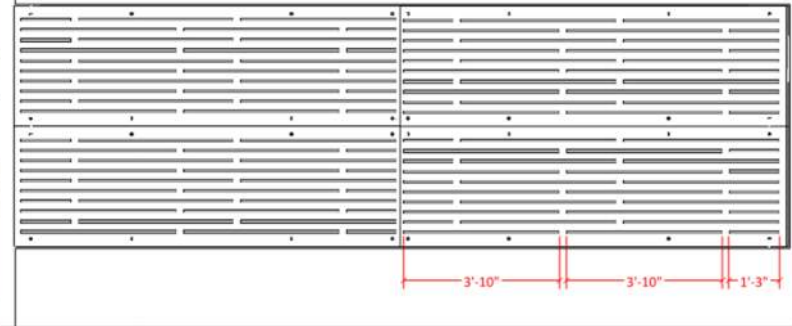


## WEST ELEVATION

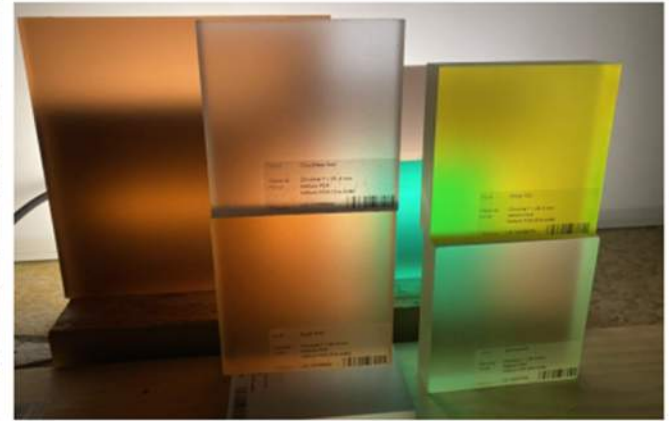
TOTAL NUMBER OF TILES = 120

BLOCK-A 3'-10" LENGTH 80 TILES

BLOCK-D 1'-3" LENGTH 40 TILES

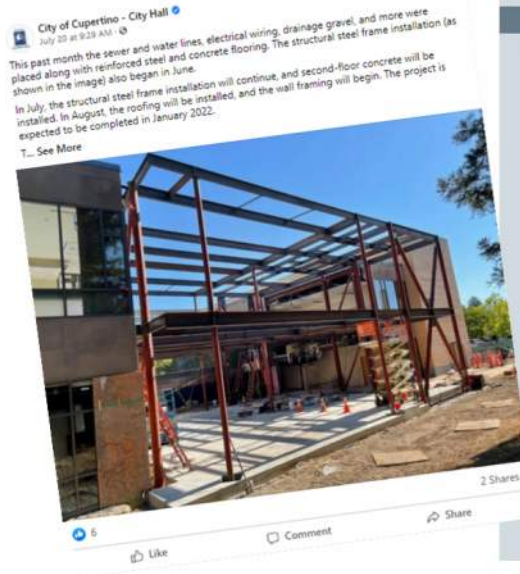


# Courtyard – Art Wall





# Project Updates



[Home](#)
[Cupertino 311](#)
[Records](#)
[Muni Code](#)
[Jobs](#)
[Calendar](#)
[E-Notification](#)
[Contact Us](#)
[Translate](#)

CITY OF CUPERTINO

Search the Site...

I WANT TO...

RESIDENTS

BUSINESSES

VISITORS

ONLINE SERVICES

OUR CITY

- Public Works
  - 2021 Public Works Week
  - Maintenance Services
  - Transportation & Mobility
  - Linda Vista Trail
  - City Construction Projects
  - Capital Improvement Projects
- Library Expansion Project
  - Permitting & Development Services
  - Environment & Sustainability
  - Utilities
  - Integrated Pest Management (IPM) Program FAQ

Our City • Departments • Public Works • City Construction Projects • Capital Improvement Projects

LIBRARY EXPANSION PROJECT

On November 19, 2019, the City Council unanimously approved the project with \$8 million in funding. This is an exciting addition that will enhance the library's ability to meet the current and future needs of Cupertino residents.

The Cupertino Library has enjoyed a level of success unmatched by any library in the Santa Clara County Library District system. More than 904,000 people visited the Cupertino Library between July 2018 and June 2019. That number is expected to increase to nearly a million visitors in the coming years.

The existing one-story, southern portion of the building will be demolished and a 5,600-square-foot, two-story addition will be constructed and connected to the existing library. The first and second floors have large multi-purpose rooms that will be used for library programs for all ages, spill-over study spaces, and other community uses.

The much needed new space will allow the library to fulfill its mission of encouraging life-long learning and self-improvement. The expanded library will connect the beloved Memorial Grove to a new courtyard, and physically establish a center for the library.

For more details on the project, review the project [fact sheet](#).

The Cupertino Library Foundation is accepting donations at <https://thecupertinolibraryexpansion.com/>

Five Star

Share & Bookmark

Email Us

To sign up to receive updates, please enter your email address below.

BY

\$8 million funding by the City

5,600 square foot addition

One room added

Visit the site

Livestream of the Project Site

08:05:00 PM 08/05/2021 08:05:00 PM

Project Description

Project Schedule

Project Updates

August 2, 2021

If the flags look a little like party streamers, it's because the City celebrated a milestone this month as part of the Cupertino Library Expansion. The installation of the structural steel frame was completed and concrete was poured in the second floor. This month, the City will begin framing the interior walls and installing the infrastructure for plumbing and electrical systems.

# Project Updates



CUPERTINO

Cupertino Library Expansion Tour  
September 16, 2021

# Public Outreach event dates

- Site Tour #1: September 16<sup>th</sup>  
w/ Hon. Ro Khanna & Mayor Darcy Paul
- **Site Tour #2:** end of November
- **Ribbon-Cutting and Q&A/Forum event:**  
end of February
- Monthly Social Media updates
- Monthly Website updates

Thank You!



**CUPERTINO**

Library Commission  
Meeting  
October 6, 2021  
Presentations

Item 6  
Monthly Update Reports



# cupertino library

LIBRARY COMMISSION UPDATE – OCTOBER 2021



1

As we head into the fall season, we look forward to adding additional library services for our Cupertino community. Connect with us at the library, or online on our website, to find out about what we have to offer.

- Clare Varesio, Community Librarian



2

## LEARN ABOUT YOUR LIBRARY: TECHNOLOGY

*The library provides free access to informational, educational, and recreational materials and services.*



3

## LEARN ABOUT YOUR LIBRARY: TECHNOLOGY

### Access @ the Library

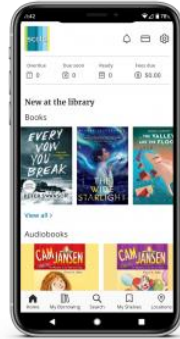
- Full-service computers
- ADA computers
- Library laptops
- AWE early literacy stations
- Free Wi-Fi
- Printers / copiers
- Wireless printing
- Scanners



4

## LEARN ABOUT YOUR LIBRARY: TECHNOLOGY

### Find More Online



[scclld.org/computers/](https://scclld.org/computers/)  
[scclld.org/mobile-apps/](https://scclld.org/mobile-apps/)  
[scclld.org/resources/technology/](https://scclld.org/resources/technology/)

### Join A Program



**Android Basics for Seniors.**  
Want to better understand your Android smartphone? Master the basics and get the most out of your phone. No skill level required, bring your own smartphone.  
Registration is required. Visit [scclld.org/events](https://scclld.org/events) or ask a librarian to register.

**DATES:**  
**Wednesday, 10/13/2021**  
**11:45 am**

**TORRE CONFERENCE ROOM**  
**CUPERTINO LIBRARY**

This program is generously sponsored by the Friends of the Cupertino Library!

Cupertino Library

408-446-1277  
10800 Torre Avenue, Cupertino  
CA 95014  
[www.cclld.org](https://www.cclld.org)

santa clara county library

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## LIBRARY HIGHLIGHT COMMUNITY OUTREACH



6



## LIBRARY HIGHLIGHT

## LIBRARY EXPANSION PROJECT



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## STATS & NUMBERS

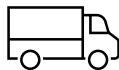
## SEPTEMBER OVERVIEW



**85,553** ITEMS  
CHECKED OUT



**643** NEW  
LIBRARY  
CARDS



**886** GO GO  
BIBLIO VISITORS



**26,177**  
VISITORS TO  
THE LIBRARY



**1,542** PUBLIC  
COMPUTER  
HOURS USED



**183**  
CHILDREN  
WHO TOOK  
HOME PIRATE  
TREASURE

8

LOOKING  
AHEAD

OCTOBER



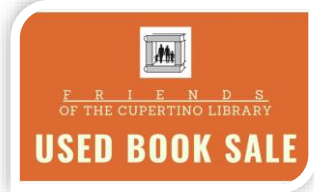
Visit Us @ City Parks



Celebrate Diwali



Next Poet Laureate Event



Friends' Book Sale

9

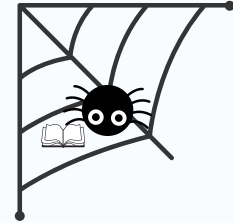


LEARN MORE AT  
[www.sccld.org](http://www.sccld.org)

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UPDATE - OCTOBER 2021

# CUPERTINO LIBRARY



## SERVICE SHIFTS



Keep up with all the latest news on service shifts at our library this fall, including evening hours, new events for all ages, expanded online offerings, and more by visiting our website at [scclld.org/informed/](https://scclld.org/informed/). We hope you enjoy all our library offers!

## PARKS & BOOKS



Stop by Portal, Memorial and Jollyman Parks this October to check out books, movies and more from Cupertino Library's Go Go Biblio! Find a schedule of these visits and all Go Go Biblio stops on our library [Facebook page](#).

## LOTS OF LIBRARY LOVE



Our Cupertino Library patrons checked out 85,553 items from our library in the month of September, totaling over 26% of all SCCLD circulation for the month. Great job readers, watchers and listeners!

## 龍源期刊網/ DRAGONSOURCE QIKAN EMAGAZINES

Access over 2,000 journals and magazines from China [on our website](#), spanning more than 40 subject areas, including business, economics, family, education, fashion, entertainment, film, and travel.



## TECHNOLOGY TRAINING

Learn how to make the most of your smartphone at two in-person classes offered Wednesday, October 13. Register for [iPhone Essentials for Seniors](#) or [Android Essentials for Seniors](#); be sure to bring your phone to class with you.



## POETS TALK POETRY

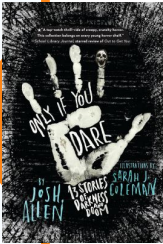
Our next [Cupertino Poet Laureate event](#) on Saturday, October 23 at 11:00 am features Jing Jing Yang in conversation with East Palo Alto Poet Laureate Kalamu Chaché. This special online event is sponsored by [Cupertino Library Foundation](#).



# STAFF PICKS - OCTOBER 2021

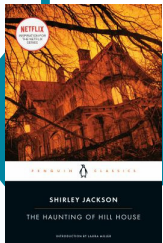
## SPOTLIGHT ON SCARY STORIES

# CUPERTINO LIBRARY



### LIBRARY PAGE MARY RECOMMENDS...

*Only If You Dare: 13 Stories of Darkness and Doom* by Josh Allen - Craving some scary stories to get you in the Halloween mood? This short story collection is fast paced. For middle grade readers and older. Also available as a downloadable eBook. <https://sccl.bibliocommons.com/item/show/946149118>



### LIBRARY CLERK IVY RECOMMENDS...

*The Haunting of Hill House* by Shirley Jackson - A short but exquisitely spooky story about family hauntings. You can check out the book, or watch the TV series based on the book, available on DVD or Bluray. As library folk, we like reading the book first, and then watching the show, but it's up to you. For teen readers and older. <https://sccl.bibliocommons.com/item/show/4869118>



### LIBRARIAN ELIZABETH RECOMMENDS...

*The Southern Book Club's Guide to Slaying Vampires* by Grady Hendrix - A supernatural thriller with a twist, in which a women's book club must become the protectors of their small town when a mysterious stranger shows up. Also available as a downloadable audiobook and eBook. For adult readers. <https://sccl.bibliocommons.com/item/show/787059118>



### LIBRARIAN KYLA RECOMMENDS...

*Stranger Things Season 1* - A love song to the 80s, missing children, psychic powers and lots of bumps in the night - you will binge watch and you won't sleep after. Available on DVD and Blu-ray; seasons 1 and 2 are available. For adult watchers. <https://sccl.bibliocommons.com/item/show/599662118>



Bookmobile  
Campbell  
Cupertino

Gilroy  
Los Altos  
Milpitas

Morgan Hill  
Saratoga  
Woodland

Use your library card for access to our entire online library, available 24/7, including eBooks, audiobooks, downloadable movies, music, magazines, newspapers, international content, online learning, research and more.

Don't have a library card? Visit Cupertino Library or sign up for an eCard online at [scclld.org/card-application/](https://scclld.org/card-application/).

October 2021  
Library Stakeholder Report  
Jennifer Weeks, County Librarian

## SCCLD Planned Commitments for FY21/22

SCCLD has continued to innovate, pivot, and remain flexible to provide evolving library services to our communities as we continue to face the challenges of COVID-19. Circulation is up to 85% of 2019 totals, new services have been launched and evening hours will resume several nights each week beginning on November 1st. We are honored to serve our communities with excellent library service.

To maintain focus on core initiatives, SCCLD has identified the following key commitments for FY21/22 as we work towards developing our new, long-term strategic plan in FY22/23:

# Learn. Engage. Transform.

SCCLD transforms lives by enabling life-long learning and community engagement



CELEBRATE AND SUPPORT  
READING AND LEARNING

PROVIDE INCLUSIVE,  
EXTRA-ORDINARY LIBRARY  
EXPERIENCES

SUPPORT AN ENGAGED  
TEAM THAT IS  
ADAPTABLE, EMPATHETIC,  
AND ALWAYS LEARNING

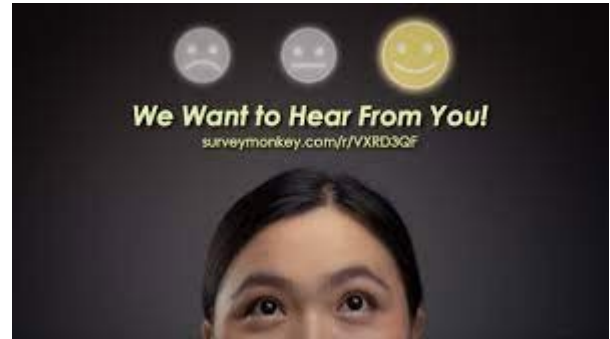
EMBRACE NEW TECHNOLOGY  
AND IMPROVE FACILITIES TO  
PROVIDE CONVENIENT AND  
RESPONSIVE LIBRARY SERVICES

BE A STRONG  
COMMUNITY PARTNER

## Patron Survey Results

The SCCLD online patron survey helped us to learn what services and resources were most used by our patrons during the pandemic, and most desired by our patrons going forward.

- Survey Timing: May 19-June 30, 2021
- # Participants: 8,575+
- Primarily online and paper surveys available from all locations, including Bookmobile



### Key Takeaways: Resources

- Increase eBook/Audiobook collection (including languages other than English); Will most likely see an increase in future usage.
- Patrons missed browsing for materials though more will likely continue to place holds online post-pandemic over pre-pandemic levels; Some people are still hesitant to return in-person so may not see historic levels of visitation to the library resume until 2022.
- Enjoyed book bundles for kids; Consider book bundles leading up to school breaks (summer, Thanksgiving, winter, ski week, spring break, etc.).
- Expanded marketing is needed from communications team to grow awareness and use of online resources (Kanopy and genealogy databases are the most frequently used resources).

### Key Takeaways: Services

- Patrons highly value the Library and missed in-person services - especially children's events.
- Nothing replaces visiting the library, in-person browsing and live events.
- Priority for virtual events is (1) Adult (2) Kids (3) Teens post-pandemic.
- Curbside is a valuable service post-pandemic with a request for evening/weekend hours for working adults/parents; Available days/times is key to use.
- If BookDash were available in all communities, more would be interested (highly valuable to small audience).
- More people used phone reference over chat or email; Phone is most critical today, but chat was higher in post-pandemic requests. Chat/text (current modern tech) over phone/email (old tech) will be even more important as the population ages.
- Most frequent request was to resume evening and weekend open hours.
- Prefer monthly over weekly newsletter; Consider every other week to provide frequent/advance notice on relevant events.



## **Morgan Hill Library Recognized with 2021 Community Impact Award by Local Organization, Living Above the Influence**

SCCLD is pleased to announce the Morgan Hill Library has been nominated for a 2021 Community Impact Award by the local organization, Living Above the Influence (LATI). According to organizers, the Community Impact Awards honor South Santa Clara County nonprofits, agencies and individuals who go above and beyond, providing services to youth, families, and community.



“2020 was a challenging year for us all with the impact of COVID-19, but the Morgan Hill Library continued to provide support to our community,” LATI founder Dori Ann Prado and LATI President Brandy Juarez said in a LATI announcement. “During this time, partnerships and collaboration were vital to meet the needs in our community. LATI recognizes the dedication, commitment, the ‘going above and beyond’ that the Morgan Hill Library provided during this time.”

During the shutdown, Morgan Hill Library, along with the other SCCLD libraries, provided contactless curbside services, which allowed patrons to put items on hold online and later pick them up from the library. SCCLD also moved all of its programming online so patrons could continue to enjoy their favorite programs and events from the safety of home. New digital resources were also added to the Online Library to help patrons with many areas of need including school assignments or finding new jobs, while also expanding Wi-Fi service at all libraries and the Bookmobiles. Lastly, Morgan Hill and Gilroy libraries both offered free meals to kids 0-18 years old and their caregivers.

“Over the last 18 months, our world has seen so many changes and I commend our team for proving time and time again that they can be flexible, adapt and continue to provide excellent library service to all of our patrons in creative and innovative ways,” said County Librarian Jennifer Weeks. “Even as normal operations resume, the Library is always looking out for new opportunities to support our communities.”

The Morgan Hill Library recently expanded with a brand new Children’s Activity Room to keep pace with the needs of the community. The expansion includes a new space for hosting children’s programs while supporting the educational needs of students.

The library will be given the award at the [15<sup>th</sup> Annual Living Above the Influence Community Celebration](#) Event on October 9 from 12:00pm-4:30pm at the Morgan Hill Community Cultural Center.

## Be Kind to Yourself in October

In honor of National Depression Education and Awareness Month in October, SCCLD Teen Services is hosting a virtual support group just for teens on October 2, 9, 16, and 23. Learn more and register in this [blog](#).

Each session will be themed, with a specific area of focus each week. Some topics include anxiety, automatic negative thoughts, and what happens to our bodies when we feel stress, depression or worry.



In addition, teens who register will receive a free Wellness Goodie Bag from their library.

Our librarians have created a number of [booklists](#) about important teen issues, like bullying, addiction, self-harm and mental health.

SCCLD also offers a positive way to stay and be well with the mindfulness app, Headspace. Headspace is meditation made simple - an app designed for busy, modern lives to learn the essentials of meditation and mindfulness in just a few minutes a day. The app offers hundreds of guided meditations on a variety of topics - from stress and sleep, to focus and performance. Sign up opens on the first of every month and is available through the last day of each month while spaces are available.

Treat yourself to some kindness with SCCLD.

## October 13 @ 1pm JPA Finance Committee Meeting October 28 @ 12pm JPA Meeting

Save the date for the next Library Joint Powers Authority Finance Committee meeting and board meeting. Agenda and meeting attendance information will be available closer to the meeting date on the [SCCLD website](#).

