

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
May 21, 2009, 3:30 p.m.
University Hills Branch Library
4310 East Amherst Avenue (at Birch St)

1. Call to Order. Lois Ann Rovira
2. Introductions.
3. Approval of Minutes of April 16, 2009, Regular Library Commission Meeting.
Commission
4. Barnhart Update.
5. Approval of the Proposed Child Safety Policy. Susan Kotarba
6. Report on 2010 Budget Guidelines. Richard Sosa
7. Report of the City Librarian and Staff. Shirley Amore and Staff
 - a. Written report items
 - b. City Librarian evaluation timeline
 - c. Other items
8. Report of the President and Members.
 - a. Appoint nominating committee for July election of officers. Lois Ann Rovira
 - b. Booklovers' Ball Corporate Committee update. Karen Rokala
 - c. Other items
9. Report of the Denver Public Library Friends Foundation. Michelle Onoda
10. Public Comment Period.
11. Other Business. Commission
12. Adjournment.

Agenda Item 3

Requested Action: Approval

Minutes
The Denver Public Library Commission
Regular Monthly Meeting
April 16, 2009, 3:30 p.m.
Denver Central Library

Present: Susana Cordova, Suneeta Hazra, Jay Mead, Kevin O'Connor, Karen Rokala, Lois Ann Rovira, Sid Wilson.

Excused: Fofi Mendez.

Staff: Shirley Amore, Frank Fresquez, Eleanor Glover, Kristin Grabarek, Cori Jackamore, Celeste Jackson, Michelle Jeske, Susan Kotarba, Diane Lapierre, Elaine Langeberg, Kristen Monroe, Rachele Naishtut, Richard Sosa, Kristen Svendsen.

Guests: Michelle Onoda and Melinda Lloyd, Denver Public Library Friends Foundation; Dennis Humphries and Matt Wilhelm, Humphries Poli; Justin Sager, Wember Inc.; Sara Jawhar, community member.

1. Call to Order.

President Lois Ann Rovira called the meeting to order at 3:35 pm.

2. Introductions.

The staff and guests present introduced themselves.

3. Approval of Minutes of Regular Library Commission Meetings.

The Minutes of March 19, 2009 were approved as written.

4. Humphries Poli Presentation re Green Valley Ranch.

Dennis Humphries presented a synopsis of the March 17 community meeting held at the Green Valley Ranch Recreation Center.

- Attendees participated in activities designed for them to provide feedback about their preferences to the architects.
- The theme of "Plains and Planes" emerged from the location of the site on the plains and its proximity to DIA.
- The building will be designed with sustainability in mind and a goal of a 60% energy reduction over traditional libraries.

The approximate timeline is: Follow-up community meeting on May 20; Schematic designs completed in May; Status report to Library Commission on June 18; Construction start January 2010; Move-in January 2011.

5. Quarterly Financial Report: First Quarter 2009.

In presenting his report Richard Sosa noted the following:

- Correction to page 5, Personnel, 2009, Total Budget should read 76.9% (not 79.7%).
- Having exceeded the current vacancy rate target, the Library is starting to identify and fill critical positions.

- The Library’s Finance Department has created a process to link the 2010 budget to the strategic Balanced Scorecard work. The budget presentation in June will reflect this new process.

6. Report of the City Librarian and Staff.

a. In presenting her written report, Shirley Amore highlighted the exceptional “After School is Cool” program at the Athmar Park Branch. She shared photographs of the Athmar Art Show and the logo and t-shirts created by Revolution Book Club.

In addition to her written report Shirley Amore reported the following:

- She spoke at a meeting of Inter-Neighborhood Cooperation reporting on branch closures and activity related to the Better Denver Bond Program.
- The Library is investigating any stimulus money that will be available to libraries. Most money will be awarded via competitive grants.
- The Cherry Creek Branch will close on July 13, not July 23 as previously announced. Susan Kotarba and Brent Wagner will attend the May meeting of the Cherry Creek North Association to discuss the closing and renovations planned for Cherry Creek.
- Circulation statistics are up 6% overall when the three closed branches are taken out of the equation.

b. Quarterly Infrastructure Update. As indicated in the written report, branch renovations are moving along according to the timeline and budget.

c. Human Resources Measures, 2008. The Commission had no questions about the report.

d. Diane Lapierre thanked the Commission members who visited Library branches to acknowledge staff during National Library Week and noted that several City Council members commented on the importance of the library to the community after a reading of the National Library Week Proclamation at City Council.

She also reported that the Reading Rocket Bookmobile will be on display for the public to tour on Friday, April 17, from 11:30 a.m. to 1:30 p.m. at the west side of the Capital and from 2:30 to 3:30 p.m. on the west side of the Central Library.

7. Report of the Library Commission President and Members.

- Kevin O’Connor reported that he spoke to the President of Centura who is very interested in economic development. He suggested Shirley Amore meet with him.
- Susana Cordova reported that the 2009 Latino Leadership Awards were held at Woodbury Branch Library on Saturday, April 4. The winners of the César Chávez Leadership Hall of Fame Award were Katherine Archuleta and Jim Garcia. The winner of the Lena L. Archuleta Community Service Award was Clara Ricciardi. It was an inspiring event.

8. Report of the Denver Public Library Friends Foundation.

Michelle Onoda reported the following:

- Tonight’s Evil Companions Literary Award Ceremony in honor of Timothy Egan and his book, The Worst Hard Time is oversold. The reception for Mr. Egan held at Central on April 15 was well attended and well received.
- The Friends Foundation added 150 new members this week as a result of a recent membership mailing. Total number of members to-date is 1,200.
- The annual audit of the Foundation is completed and will be presented to the Finance Committee in May.

- The internal audit phase of the feasibility study has been completed and information will be shared with the Commission as received.
- The 2009 Used Book Sale preview party will take place on Thursday evening, June 11. The public sale will be three days, June 12-14.

Jay Mead suggested that a membership mailing be sent to addresses in zip codes where new library branches are being built. His suggestion was greeted enthusiastically.

9. The meeting was adjourned at 4:25 p.m.

Submitted by Rachelle Naishtut for Sid Wilson.

Agenda Item 4

Requested Action: Receive Report

REPORT ON BRANDING INITIATIVE

The Denver Public Library has been working with Barnhart Communication to develop and maintain a consistent, coordinated marketing plan and brand strategy. The goals of the project, based on the Balanced Scorecard, are to build awareness of the Library's value to the community and inspire more people to use our services.

At the May Commission meeting, Bill Schumacher will present DPL's updated brand identity including revised logos and colors, internal campaign launch materials, and external executions for advertising and guerilla marketing. The external launch will be rolled out over the next several months beginning with the Used Book Sale and the first branch reopening celebrations.

May 2009

Agenda Item 5

Requested Action: Approval

PROPOSED CHILD SAFETY POLICY

The development of the Child Safety Policy (often called the Unattended Child Policy by other libraries) was a Balanced Scorecard initiative identified by staff seeking positive guidelines for when it is appropriate for a child to be left alone at the Library.

David Johnson (Security), Lee Martin (Park Hill), Kellie Cannon (Bear Valley), Yanira Duarte (Byers), Nelma Heredia (Ross-Barnum), Consuelo Cosio (Community Relations), Celeste Jackson (Community Relations) and Pam Tobin (Security) comprised the Child Safety Policy Committee. Carol Edwards (Manager of the Children's Cluster) and Tom Scott (Manager of Security) consulted with the Committee throughout the process. The Committee met regularly for several months to share research and discuss issues, then wrote and delivered the draft to the Executive Team. The Executive Team made appropriate revisions bringing the policy to the City Attorney for review.

The Committee researched policies in use at other libraries and guidelines issued by the Colorado Department of Human Services, Division of Child Welfare for when it is legal to leave children alone. According to Colorado Department of Human Services the laws of Colorado do not set a specific age after which a child legally can be left alone, and based on the recommendations of the Committee and advice of the City Attorney the policy does not specify an age when children can be left alone at the Library. The policy states that it is the responsibility of parents, guardians and caregivers to determine supervision needs of their children and the role of staff to take action if the staff member is concerned that the child may not be sufficiently capable and mature to be on Library premises without supervision.

The Committee is currently drafting a procedural document to guide staff in determining when a child is vulnerable and not capable of taking care of himself or herself at the Library as well as outlining documentation and reporting procedures.

May 2009

Denver Public Library CHILD SAFETY POLICY

Welcome to the Denver Public Library

The Denver Public Library is dedicated to providing a safe and welcoming environment for families and children. To make the Library an enjoyable place and to encourage a love of books, reading, and learning, we offer designated children's areas, programs, and services for children. We hope you will help your children make effective use of the Library and assist them in selecting books and materials, using the computers, or attending programs. Together, we can provide a fun and positive experience when visiting the Denver Public Library.

Access to Children's Areas

The Children's area of the Library is specifically designed to serve the needs of young customers. Adults in that area not using Children's materials or not using the area for the purpose intended will be asked to use other areas of the Library. Staff members will place the safety of children first. Adults with children in their charge are the only adults allowed to use the restrooms located in Children's areas.

Parent Expectations and Responsibilities

Because the Library is a public place, children's safety cannot be guaranteed. Children may encounter hazards such as stairs, elevators, doors, furniture, electrical equipment, or other Library customers. The conduct, safety, and supervision of children while on Library premises are the responsibility of parents, guardians, and caregivers. It is the responsibility of parents, guardians, and caregivers to determine the supervision needs of their children and to provide accordingly. While our staff values the safety of children, only parents, guardians, and caregivers can provide appropriate supervision of children. Appropriate supervision provided by parents, guardians, and caregivers will assist Library staff in creating a pleasant and safe environment for Library customers of all ages.

Staff Role

Library staff members have many duties to fulfill and cannot supervise children in the Library or when the child leaves the building. However, if a staff member is concerned that a child may not be sufficiently capable and mature to be on Library premises without supervision, the staff member may take action to correct the situation and will inform Library management of the concerns and the actions taken.

In order to ensure a positive Library experience for everyone, if a child appears not to be sufficiently capable or mature to be on Library premises without supervision:

- a. Staff will try to comfort the child if the child is ill, hungry or upset. Staff will make a concerted effort to locate the child's parent, guardian, or caregiver in the Library and express the Library's concern for the child's safety, and explain the Library's Child Safety Policy. If staff is unable to locate the parent, guardian, or caregiver in the Library, staff will make a concerted effort to contact the parent,

- guardian or caregiver to pick up the child. Staff will express the Library's concern for the child's safety and explain the Library's Child Safety Policy. If the parent, guardian, or caregiver cannot be located within a reasonable time, staff will call the Denver Police Department. The Denver Police Department will then assume responsibility for the child. Staff will notify Library Security that the Denver Police Department has been called.
- b. Staff will encourage any unattended child to contact his or her parent, guardian, or caregiver before closing time. If a parent, guardian, or caregiver cannot be reached or does not arrive within a reasonable time after closing, Library staff will call the Denver Police Department to pick up the child. Staff will notify Library Security that Denver Police have been notified. These same actions will be followed for emergency closures. Two staff members will remain with the child until the parent, guardian, caregiver or police arrive. Once the child is in the protective care of the Denver Police Department, a note will be attached to the Library entrance or entrances, with the following information: "Unattended child is in the care of the Denver Police Department." Neither the name of the child nor the name of the parent, guardian, or caregiver will be listed on the note.
 - c. Staff will not transport any child from the Library to another location.

Enforcement of the Child Safety Policy

Enforcement of the Child Safety Policy will be conducted in a fair and reasonable manner.

Approved by the Denver Public Library Commission
May 21, 2009

Agenda Item 6
Requested Action: Receive Report

Denver Public Library 2010 New Strategic Budget

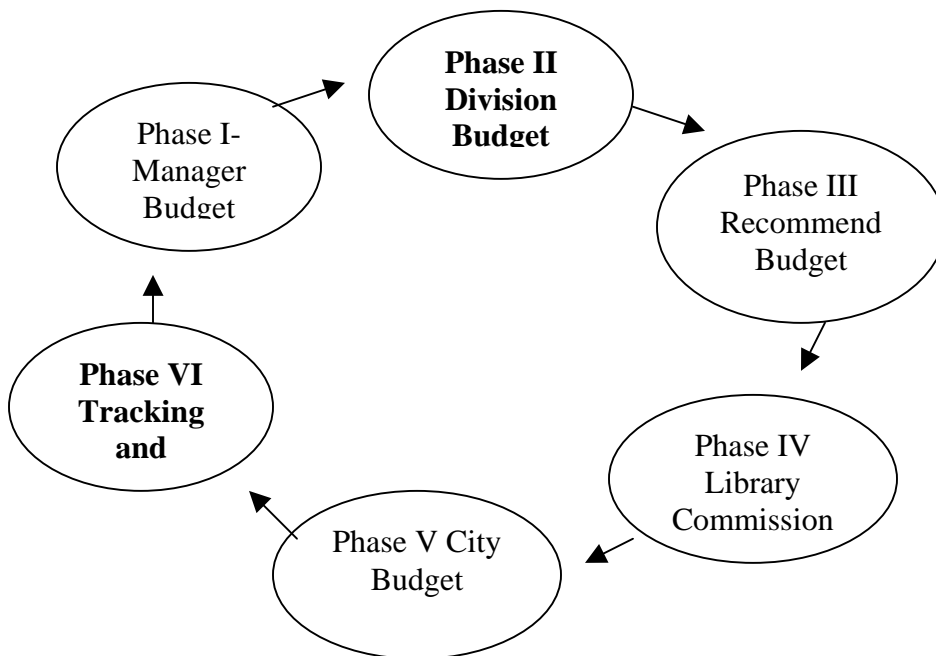
Disadvantages of the past DPL Incremental Budget Process:

- Financial resources not aligned with strategic initiatives
- Initiatives and performance measures developed separately from budget
- Total available resources not considered together in budget process
- Budget presented at library system level only

Advantages of DPL's New 2010 Strategic Budget:

- Foundation of a strategic and more transparent budget
- Alignment of DPL Strategic Initiatives with City's Strategic Plan
- Initiatives from Balanced Scorecard are key elements in budget development process
- Strategic Initiatives, Performance Measures and Budgets developed and managed at **Division** level: Administration, Public Service, Collections & Technology and Community Relations.
- Service Expansions tied to strategic initiatives
- Groundwork for measuring effectiveness of strategy in achieving objectives

Budget Development Cycle 2010 (New Phases in **bold**)



DPL 2010 budget process has six phases. The managers with staff input create an operating base budget and also identify their strategic work. Performance measures are established for each initiative. These budgets are rolled into four division-level budgets that reflect the priorities set during the strategic planning process

Unlike prior years, the new budget process is now a true budget cycle with information gained in one year informing budget decisions in the following year based on outcomes.

Sample Report – New Process

NEW →

2010 Operating Budget Request Public Services			
Description	2008 Actual	2009 Budget	2010 Request
Strategic Initiatives			
Initiative 1			
Initiative 2			
Performance Measures			
Initiative 1			
Initiative 2			
Personnel Complement			
Budget	\$	\$	\$
FTE			
On-Call	\$	\$	\$
Overtime	\$	\$	\$
General Fund Operating Budget			
Professional Services	\$	\$	\$
Supplies - Library	\$	\$	\$
Supplies - Office	\$	\$	\$
Technology Services	\$	\$	\$
Training Workshops	\$	\$	\$
Travel	\$	\$	\$
	\$	\$	\$
Special Trust Fund Budget Request			
Summer Reading	\$	\$	\$
After School Programs	\$	\$	\$
Discretionary Funds	\$	\$	\$
Western History	\$	\$	\$
	\$	\$	\$
Total Operating Request	\$	\$	\$

- Budgets will be more transparent and informative for citizens and stakeholders with the narrative, FTE, operating and strategic information provided by Division
- The City Budget document will no longer show the entire library operations as four account lines.
- Emphasis on objectives, initiatives and performance measures
- Special Trust Fund budget shown by programs/projects
- Allows Library Commission to review and approve objectives and initiatives as part of the budget process

Sample Report-New Process

Denver Public Library				
Agency Summary	01010-0801000			
Collection and Technology Services				
Description				
<p>Collection and Technology Services selects and catalogs books, audiovisual materials and online resources for adults and children for the Denver Public Library system. It develops and maintains the Library's web sites, manages the network in each of the 23 locations, administers the mainframe and servers providing library applications, and provides public access to computers in all locations.</p>				
Recent Accomplishments				
<ul style="list-style-type: none"> • Implemented free wireless internet access at all libraries • Increased the hours of the Computer Lab at Central to match library hours. Achieved 35% increase in use from March to April. Staffing for the additional hours came from efficiency savings. • Significantly increased traffic on web site from 37.7 million in 2006 to 43 million in 2007 				
Strategic Initiatives				
<ul style="list-style-type: none"> • People have access to technology and the training they need to use it effectively 				
Performance Measures				
	2007	2007	2008	2009
	<u>Estimated</u>	<u>Actual</u>	<u>Estimated</u>	<u>Objective</u>
People have access to technology and the training they need to use it effectively.				
# of attendees at group & individualized computer classes	0	5,169	6,000	19,300
Increase the number of online database, website, and catalog hits	40,000,000	43,052,707	45,000,000	48,200,000

- Raise visibility of Library goals, initiatives and accomplishments
- 2010 initiatives presented by Division
- Reinforces alignment of Library strategic goals with the City's strategic plan

Economic Report

Denver is feeling the impacts of the recession, similar to other cities across the nation. Significant revenues sources such as sales tax, lodger's tax, construction-related permit and fee revenue, investment incomes and fees related to real estate transactions are volatile with changes in the economy. Budget Management Office (BMO) is projecting overall flat or decreasing revenues in 2010, similar to what was experienced from 2001-2004. Sales tax revenue is 50% of the total City revenues and has grown 2.9% per year, over the last 10 years. Expenses have also increased but at a higher rate per year of 4.5%.

2010 City Budget Assumptions and Guidelines

(1) The 2010 Base Budget will have no growth since inflation has been minimal due to the economy. Decision packages, formerly called Service Expansions and capital replacement will be reviewed for critical needs only.

(2) Agencies and departments will focus on re-allocation within the base budget to accomplish their strategic work.

(3) Technology and capital initiatives will be reviewed by committees using a citywide perspective. The goal is to be more strategic in technology and capital decisions that will be in alignment with City goals.

(4) The budget reduction target for Denver Public Library is **\$2,350,000 for 2010**. Staff is working on meeting the reduction target that will be presented to Library Commission Finance Committee for their June 10th meeting and the full Commission in June. This year, Library Commission will review the overall budget, target reductions and strategic initiatives and performance measures for both the General Fund and Special Trust Fund at the same time.

May 2009

Agenda Item 7a

Requested Action: Receive Report

REPORT OF THE CITY LIBRARIAN AND STAFF, MAY 2009

Help for Job Seekers:

There has been a lot of attention lately from the media about the increasing number of people turning to public libraries for help as they try to cope with difficult economic challenges. The library is seen as a place to go for entertainment, borrowing books, CDs and DVDs rather than buying them. Parents have also discovered that library children's programs are a great way to provide creative outlets for their children free of charge. Many people, out of work and desperate, look to the library for help with their job searches.

As part of our strategic planning work, we identified job seekers as a target audience. The Library is playing a key role in ensuring that job seekers have the skills they need to succeed in the job market. Many job seekers come to us with few computer skills. In response to this need, staff has developed several initiatives including one-on-one assistance and computer classes to teach people the basics, from how to use a mouse to creating word documents (resumes) and spreadsheets to filling out online job applications. **From January to April 2009, the computer lab on the 4th floor logged 9719 computer sessions, a 57% increase over the same period in 2008.** With funding from an LSTA grant, we have expanded the number of computer classes using interns from the University of Denver's MLS program to create the curriculum and teach classes. We have also recruited special "job seeker support volunteers" who are offering expertise in resume preparation, online applications, cover letter writing, etc. One volunteer is a certified resume writer and another has a Master's degree in career counseling.

Staff has also noticed that many people are struggling with the overwhelming number of online job resources. Many find it difficult to sort through it all and find the right resources to help with their job search. To make it easier for our customers to find the best information, staff created a job portal on our website called **Job Help**. You can access the portal from our main web page or go directly to **denverlibrary.org/jobs**. The portal launched on April 27 and has already seen a lot of traffic. **For the first two weeks, April 27 - May 11, Job Help has registered 2,666 page views.** **Job Help** includes job postings, job search tips, help with interviewing and resumes and DPL Resources that will support staff members interacting with job-seekers in our community. In addition to **Job Help**, we have also launched a new career database - **Career Library (COIN)**. This new database offers career assessments, career information, resume building tips, and job descriptions for those looking for new career options.

Special thanks to the following staff for all their work in making the **Job Help** site a reality: Jennifer Bunte, Barb Whalen, Karen Kelly, and Genine Plunkett from the Reference Department; Iris Espino from the Magazine and Newspapers Department; Nan Mullens, Stefanie Bakken, and Janet Ryan from Web Information Services; and Megan Kinney from the Computer Technology Center.

This is another example of the Denver Public Library responding to a real community need and fulfilling our mission to connect people with information, ideas and experiences to provide enjoyment, enrich lives and strengthen our community.

Reading Rocket Update:

In the month of April, Reading Rocket #1 had 7,559 checkouts and has had 10,833 since service started at the beginning of March. Each Reading Rocket can carry 3,000 items and we purchased about 4,100 items for Reading Rocket #1's starting day collection. This means that the collection is really turning over. More importantly, children are excited about this new service and are taking lots of books home. Reading Rocket #2 hit the road May 4 and we anticipate similar amazing results.

I want to thank Jennifer Hoffman and the Mobile Services Team for doing such an amazing job registering children, learning the ins and outs of the new vehicles, making the collections look great and most of all making Reading Rocket visits a fun and exciting part of DPS student's lives.

Branch Renovations:

Decker, Park Hill and Hampden Branch Libraries are scheduled for re-opening between June 23 and June 30.

The schedule for closing and renovation work at the four other branches undergoing extensive renovations in 2009 has been changed. The new closure schedule is:

- *Tuesday, June 23, Woodbury Branch Library
- *Thursday, July 9, Ross-Cherry Creek Branch Library
- * Mid-October 2009, Montbello Branch Library
- *Mid-November 2009, Bear Valley Branch Library

The branches will be closed for a period of four to five months while the Better Denver Bond infrastructure repairs and renovations are completed. DPL will close two additional branches for extensive renovations in 2010. Virginia Village Branch Library and Valdez-Perry Branch Library will close for renovation during the first Quarter of 2010.

The Branch renovations will feature state-of-the-art RFID enhanced service points, redesigned Children's area, upgrades to conference and meeting spaces, improvements to public access computing areas, improved interior lighting and new paint, carpeting and furnishings throughout.

DPL is planning re-opening celebrations at the newly renovated Libraries. The re-opening celebrations are scheduled for:

- *Saturday, August 1, 2 - 4 p.m. at Decker Branch Library
- *Wednesday, August 5, 6:30 - 8 p.m. at Hampden Branch Library
- *Saturday, July 25, 10:30 - Noon at Park Hill Branch Library

Invitations and details for the re-opening events will be forthcoming.

Agenda Item 7b

Requested Action: Receive Report

City Librarian Evaluation Timeline

The annual evaluation of Library employees, including the City Librarian, creates an objective means to measure accomplishments against established goals and to decide compensation. This year, due to the economic situation, the City has capped salary increases at 2.25% but I would ask that the Library Commission not consider a salary increase for the City Librarian.

I propose the following timeline for the evaluation process:

May 21, 2009

Library Commission meeting: review of timeline

May 18 to May 29

Completion of web-based survey by E-Team, Managers, Senior Librarians and Staff Council

June 12

Library packets sent to Commissioners including results of survey, self-evaluation (including accomplishments) and goals and objectives for 2009-2010

June 18

Library Commission meeting: Executive session to evaluate City Librarian

June 19- June 30

Meeting with Library Commission President to discuss results of the evaluation

May 2009

DENVER PUBLIC LIBRARY

MONTHLY CIRCULATION REPORT BY MODELS

APRIL 2009

	<u>ADULT</u> <u>CHARGES</u>	<u>% CHANGE</u> <u>2009 / 2008</u>	<u>JUVENILE</u> <u>CHARGES</u>	<u>% CHANGE</u> <u>2009 / 2008</u>	<u>TOTAL</u> <u>CHARGES</u>	<u>% CHANGE</u> <u>2009 / 2008</u>	<u>RENEWALS</u>	<u>% CHANGE</u> <u>2009 / 2008</u>	<u>TOTAL</u> <u>CIRCULATION</u>	<u>% CHANGE</u> <u>2009 / 2008</u>
Family										
Athmar	7,532	32.3%	4,466	21.5%	11,998	28.1%	1,136	36.9%	13,134	28.8%
Decker	-	-100.0%	9	-99.7%	9	-99.9%	-	-100.0%	9	-99.9%
Eugene Field	24,905	25.3%	9,896	12.4%	34,801	21.4%	3,075	2.6%	37,876	19.6%
Parkhill	-	-100.0%	-	-100.0%	-	-100.0%	-	-100.0%	-	-100.0%
Virginia Village	21,022	16.8%	9,562	11.7%	30,584	15.2%	2,565	22.5%	33,149	15.7%
TOTAL	53,459	-20.1%	23,933	-34.5%	77,392	-25.2%	6,776	-24.3%	84,168	-25.1%
Contemporary										
Bear Valley	30,423	0.8%	8,570	-4.1%	38,993	-0.3%	3,328	0.6%	42,321	-0.2%
Ross-Broadway	14,183	15.9%	2,159	3.1%	16,342	14.0%	1,168	14.4%	17,510	14.0%
Ross-Cherry Creek	34,969	6.8%	7,249	18.7%	42,218	8.7%	2,712	13.9%	44,930	9.0%
Ross-University Hills	54,784	16.7%	15,119	14.8%	69,903	16.3%	5,324	29.3%	75,227	17.1%
Schlessman	57,524	15.8%	20,208	10.8%	77,732	14.5%	5,159	6.4%	82,891	13.9%
Smiley	15,097	6.7%	4,015	-6.6%	19,112	3.6%	998	-11.1%	20,110	2.7%
TOTAL	206,980	11.3%	57,320	8.5%	264,300	10.7%	18,689	11.3%	282,989	10.7%
Learning & Language										
Ross-Barnum	10,656	16.3%	5,708	13.4%	16,364	15.3%	1,823	21.4%	18,187	15.9%
Blair-Caldwell	13,876	5.1%	3,230	16.9%	17,106	7.2%	1,335	0.7%	18,441	6.7%
Ford-Warren	7,074	7.6%	2,593	13.8%	9,667	9.2%	993	8.3%	10,660	9.1%
Hadley	11,166	-0.7%	5,567	8.2%	16,733	2.1%	2,313	-4.9%	19,046	1.2%
Hampden	2	-100.0%	-	-100.0%	2	-100.0%	-	-100.0%	2	-100.0%
Montbello	12,090	0.7%	7,858	8.9%	19,948	3.8%	2,375	12.6%	22,323	4.7%
Woodbury	18,566	9.7%	7,438	0.7%	26,004	7.0%	3,198	5.7%	29,202	6.8%
TOTAL	73,430	-20.8%	32,394	-14.8%	105,824	-19.1%	12,037	-12.4%	117,861	-18.5%
Children's										
Byers	3,429	4.6%	2,023	32.0%	5,452	13.4%	786	47.7%	6,238	16.8%
Pauline-Robinson	7,533	88.6%	5,082	100.2%	12,615	93.1%	1,243	85.5%	13,858	92.4%
Valdez-Perry	3,701	-3.8%	1,891	1.9%	5,592	-2.0%	383	-28.0%	5,975	-4.2%
Westwood	2,472	-15.0%	2,601	-8.5%	5,073	-11.8%	596	22.6%	5,669	-9.1%
TOTAL	17,135	22.1%	11,597	32.2%	28,732	26.0%	3,008	35.5%	31,740	26.9%
AutoRenewal						2.7%	193,382	2.7%	193,382	2.7%
Book Mobile	1,909	28.3%	169	-84.9%	2,078	-20.3%	155	29.2%	2,233	-18.1%
Reading Rocket***	240	100.0%	7,319	100.0%	7,559	100.0%	343	100.0%	7,902	100.0%
Central	80,037	1.4%	18,281	5.8%	98,318	2.2%	7,187	-3.4%	105,505	1.8%
Denverlibrary.org eBooks					9,606	45.0%			9,606	45.0%
APR TOTALS	433,190	-1.6%	151,013	-2.3%	593,809	-1.2%	241,577	1.7%	835,386	-0.4%
YEAR TO DATE TOTAL	1,703,946	-2.6%	600,663	0.2%	2,342,287	-1.4%	938,940	2.5%	3,281,227	-0.3%

Adult Programs April 2009

Program/Activity Name	# of Programs	Attendance
Appointment Services	14	14
Computer Instruction Classes	16	94
Facilitated Book Clubs & Book Discussions	3	65
Fresh City Life Programs	96	457
Learning and Language Adult	57	522
Library Event On-Site	43	932
Library Informational Programs Off-Site	6	385
Library Informational Programs On-Site	15	409
Tours	4	74
Total	254	2,952

Teen Programs April 2009

Program/Activity Name	# of Programs	Attendance
Computer Instruction Classes	0	0
Facilitated Book Clubs & Book & Movie Discussions	0	0
Library Event On-Site	1	6
Library Informational Programs Off-Site	1	20
Library Informational Programs On-Site	2	45
Tours	3	47
Year Round Student Promotional Visits-Not SOR	0	0
Total	7	118

Community Relations Commission Report, April-May 2009

Fundraising

Received gift of \$75,095 for Western History/Genealogy from the estate of Joanne Classen, former WH/G employee.

Foundations

- Received grant from Colorado Rockies Charity Fund – \$10,000 for *Summer of Reading*
- Submitted proposal to Western Union Foundation – \$10,000 for *Mi Biblioteca, Mi Futuro*
- Submitted proposal to Denver Urban Arts Fund – \$7,100 for *Summer of Reading* project
- Submitted proposal to Sam S. Bloom Foundation – \$3,500 for *Mi Biblioteca, Mi Futuro*
- Working on proposal to the Council on Library and Information Resources – Processing Western Writers Collections for WH/G

Corporate Support

- Quarterly Business Leaders Breakfast
- Meeting with Colorado Business Bank (Tara Tongco Rojas)
- Meeting with Qdoba

Government Support

- Submitted semi-annual reports to IMLS –
 - *Creating Communities: Digitizing Denver's Historic Neighborhoods*
 - *Tu Biblioteca Hoy*
- Meetings with Randall Funding on accessing ARRA funding
- Meeting with other City agencies concerning possible interagency partnerships for ARRA proposals
- Attended meeting with Lieutenant Governor O'Brien and her staff concerning "Race to the Top" (with Susan Kotarba, Cori Jackamore, Carol Edwards)
- Meeting with Heather Fox and Jennifer Rokala from Senator Mark Udall's office re: ARRA funding and proposal support (with Shirley Amore, Karen Rokala, Michelle Jeske)
- Meeting with Deborah Parsons from Representative DeGette's office re: ARRA funding and proposal support (with Shirley Amore, Michelle Jeske)
- Working on proposal to NEH – Processing Western Farming, Ranching and Water Rights Collections for WH/G

Events

- Used Book Sale -- Sponsor: Golden Triangle: \$500; Tony Rosacci's Fine Catering – Sponsoring Preview Party
- Booklovers' Ball -- Helped arrange and host first Corporate Committee meeting on April 29 – committee is chaired by Steve Clemente of Target and Tracy Tafoya of OZ Architecture

Community and Customer Relationships

Managed coordination of press conference and meeting for Secretary of Commerce Gary Locke at the Central Library, May 6, for the Denver Complete Count Committee for the 2010 Census.

Coordinated details for and staffed reception for Denver Artists Guild, Saturday, May 9, and Milestones exhibit reception, May 12.

Hosted 2009 Student Literary Awards for the Center for the Book at Colorado Humanities, May 7.

Supported Coolerado event, May 13, Montbello Branch Library. The event supports the Better Denver Bond project.

Hosted screening of the PBS documentary, "We Shall Remain," in partnership with Rocky Mountain PBS and the Denver Indian Center, May 4. Audience discussion followed screening.

Communication

Successfully launched internal portion of the Branding Campaign through the distribution of Staff Posters to all DPL location and throughout the Central Library.

Working with Barnhart to finalize copy and design for 2008 Annual Report.

Media Relations, Community Outreach, Social Media Outreach and Advertising Planning supporting the following key projects:

- Allen True's West Exhibition
- Milestones "Faith" Exhibition
- Arts Guild Exhibition
- Summer of Reading campaign
- Used Book Sale
- Fatherhood Rally
- DigiMobile two-day function

Media Relations

- 5280 Magazine article about Denver Public Library today and tomorrow; Michelle Jeske and Mike Eitner supported this interview.
- The Denver Post -- Technology and Library roundup; library staff supporting this piece include Janet Ryan, Chris Loffelmacher, Dixie Malone. Hopefully reporter Monnie Nilsson will also showcase the Community Technology Center, located on Level Four of Denver Central Library.
- The Denver Post edition featured a front page story, April 28, and photograph about the impact of homelessness and mental illness on Denver Public Library.

Important Upcoming Dates

- 34th Annual Used Book Sale: Fri., June 12 - Sun., June 14; Thurs., June 11, 6:30 p.m., Preview Party
- DigiMobile Visit to Denver Public Library, Civic Center Park, Friday, June 19, and Schlessman Family Branch on Saturday, June 20
- Branch Re-opening Celebrations:
 - Park Hill, Saturday, July 25, 10:30 a.m.
 - Decker, Saturday, August 1, 2 p.m.
 - Hampden, Wednesday, August 5, 6:30 p.m.

**REPORT OF THE HUMAN RESOURCES DEPARTMENT
MAY 2009**

Applicants			Total	Percent of Total	Personnel Actions			Total
Month of April			269		Shelver applicants tested		15	
Male			110	41%	Vacancy postings		2	
Female			153	57%	Non-retirement separations		3	
Gender Unknown			6	2%	Retirements		0	
Asian			15	6%	Interviews for positions filled		32	
Black			27	10%	Postions filled		5	
Hispanic			36	13%				
Native American			6	2%				
White			131	49%				
Ethnicity Unkown/Other			54	20%				
Hires by Gender and Race			5		Turnover			
Male			2	40%	Year to date		3.8%	
Female			3	60%	Previous year to date		3.5%	
Asian			0	0%				
Black			0	0%				
Hispanic			1	20%				
Native American			0	0%				
White			4	80%				
New Hire Name	Postion	Location	Internal/External	Gender	Race	EEOC Code		
Marco Alvarez**	Shelver	SCH	External	M	H		4	
Kristin Mammel	Shelver	SCH	External	F	W		4	
Brian Polk	Shelver	BUR	Internal	M	W		4	
Nina Haddad	Circ Clerk	BB	Internal	F	W		4	
Danette Baltzer	Circ Clerk	HMP	External	F	W		4	

Classification Codes

1. Officials and Administrators: City Librarian and Department Directors.
2. Professional: Managers, Librarians and other professionals.
3. Technicians: Occupations requiring a combination of basic scientific knowledge and manual skill which includes computer programmers and operators
4. Office and Clerical: All clerical-type work regardless of level of difficulty, including Shelvers.
5. Craftworkers: Manual workers of a relatively high skill level.
6. Service Workers: Workers such as maintenance workers, guards, custodians and cleaners.

* This is a professional/managerial position filled within the Denver Public Library.

** Staff member with 2nd language proficiency.

Information pertains to data collected during the month of April 2009.

Libraries do balancing act as mentally ill find refuge

Quiet place draws the troubled

By Jennifer Brown

The Denver Post

04/29/2009



Joe Cunningham, 62, homeless and bipolar, spends his day at the Denver Public Library downtown. A new study finds nine in 10 library staffers nationally say mentally ill patrons have affected their facility's use by others. (RJ Sangosti, The Denver Post)

They're gathered outside the library before the doors open — the man in the Winnie the Pooh sweatshirt talking loudly to no one, the guy crouched behind the book drop, his torn backpack overflowing with everything he owns.

Some, the ones sleeping on the streets, head straight for the bathroom to wash their faces and brush their teeth. Others immediately stake out a nook in the four-story Denver Public Library near downtown, settling in for the day.

Many libraries across the country have become day shelters for the mentally ill, a consequence of the country's lack of treatment programs for people with mental disorders, experts say.

The not-so-subtle problem was quantified in a recent survey of 1,300 public libraries, including some in Colorado: 90 percent of library staff said mentally ill patrons have disturbed the use of the library by other people. About 85 percent have had to call police.

Denver police are called to one of the city's 23 branch libraries about twice each week on average. The Central Library across the street from Civic Center park has the most

disturbances, ranging from passed-out or disruptive patrons to assaults and two stabbings since 2002.

In 2005, a mentally ill, homeless man slashed another transient man's throat outside the elevators after they argued in the bathroom. Three years earlier, a woman was stabbed in the children's area by a man recently released from prison who wanted to go back.

Several times, police chases that started in Civic Center have ended in the library, where drug dealers try to hide in the 10-foot bookshelves, said Celeste Jackson, the library's public information officer.

But the majority of mentally ill people who visit the library follow the rules, sitting alone as they flip through books or surf the Internet, she said.

Daytime shelter rare

Joe Cunningham, who has bipolar and post-traumatic stress disorders, studied his notebook of architectural sketches for



Cecil Miller, 53, cleans up in the bathroom of the Denver Public Library's Central branch. Library staffers no longer use the first-floor facilities. (RJ Sangosti, The Denver Post) his \$2 million, Victorian dream home at a library table last week.

The Vietnam veteran used to see a psychiatrist through the Department of Veterans Affairs, but his treatment was cut off because he was not honorably discharged — he punched a sergeant in the face, he said.

"I don't take nothing," Cunningham said, sitting near the wheelchair he uses to tote his belongings. "I just deal with it the best way I can."

Cunningham, 62, sleeps in a shelter and sometimes seeks air-conditioning or heat during the day at the library.

Cecil Miller, who has bipolar disorder and schizophrenia, complained that there are few places to hang out besides a public library. Daytime shelters such as St. Francis Center and Father Woody's Chapel of Hope are scarce and crowded.

Miller, who camps out with his wife behind a pawnshop, has been homeless since he lost his hotel janitorial job a year ago.

"I don't want to be here," he said, sitting outside the library near a shopping cart filled with his possessions. "I didn't want my illness."

On a recent day, he searched art books to find a picture of a Rembrandt painting he loves.

Librarians struggle daily to balance public safety and public access — for everyone.

"We work really hard to make it a safe place," said Thomas Scott, manager of security for Denver Public Library. "Instead of being angry when someone sees a homeless person in a library, be thankful there is an opportunity at the library to turn themselves around." Librarians often help people set up e-mail accounts, which could put a homeless person on the path to a job and housing, he said.

Security officers have banned mentally ill people for cussing out staff, touching staff inappropriately, stealing CDs or books, and falling asleep more than three times. To return, a person must sign a "behavioral contract" after a sit-down meeting with Scott.

A policy against odor

At Aurora Central Library, there is, among other safety rules, an odor policy, supervisor Linda Shaw said.

"We do need to balance the needs of everyone and make sure the library is a safe and welcoming place where people would want to return," she said, adding that librarians call police less than once a month.

Some librarians who took part in the survey, published this month by the American Library Association, reported that mentally ill people had punched them, stalked them or tossed chairs at them.

The troubles are the "ongoing public disaster of emptying our hospitals and then not ensuring that people got treatment," said E. Fuller Torrey, the study's lead author and founder of the nonprofit Treatment Advocacy Center in Virginia. His research found 66 percent of libraries have changed their rules because of mentally ill visitors.

At the Denver Public Library, security guards are constantly on foot patrol, scouting for disruptive behavior. People without a child aren't allowed in the children's area.

And the first-floor restrooms have such a bad reputation, library staff don't use them. Syringes once clogged the plumbing, and security officers have busted sexual hook-ups and drug activity in the stalls.

Last week, Peter Allsopp, who walked his granddaughter to their car while her mother finished checking out books, acknowledged watching the preschooler a bit more closely because of the surroundings.

"I noticed a few people in there that were homeless," he said. "But more than anything, I have compassion for them."