

 DENVER PUBLIC LIBRARY

2010

ANNUAL REPORT



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'WE ARE GRATEFUL TO EACH OF YOU'



Mike King, Shirley Amore, Karen Rokala

The Denver Public Library connects people with information, ideas and experiences to provide enjoyment, enrich lives and strengthen our community.

COVER PHOTO: ANA FRESQUEZ-CASTRO AT WOODBURY BRANCH LIBRARY

The Denver Public Library Annual Report was written and photographed by Sherry Spitsnaugle and was designed by David Donnell & Mia Carpenter

In 2010, customers made 4 million visits to the Denver Public Library, borrowed 9.3 million items, and conducted more than 40 million online transactions.

Here are some Library numbers we believe are also important:

- Lilia Perez attended 15 classes at the Ross-Barnum Branch Library to work toward her dream of becoming a U.S. citizen.
- With her mom's help, two-year-old Samantha Young checked out her very first book.
- And, after coming to the Library's Community Technology Center day after day, Herman Martinez achieved the goal he had pursued with steadfast determination: he found one terrific job.

The Library transforms lives. It all begins by serving one customer at a time.

We are privileged to serve our customers and delight in their personal triumphs. In this year's annual report, we are pleased to share some of their success stories.

We are profoundly grateful to each of you for your support of the Library and the Friends Foundation. And to our volunteers and docents who gave more than 103,000 hours of service, we thank you. Without you, we could not serve the community nearly as well.

Shirley Amore, City Librarian

Karen Rokala, Denver Public Library Commission President

Mike King, Denver Public Library Friends Foundation President

'I GOT A JOB'

When Denver native Herman Martinez found himself out of work, at age 50, with no computer at home and little knowledge of how to navigate the world of online job applications, he became frustrated. That was before he came to the Central Library's Community Technology Center.

Here, Docent Manager Cindy Schneider helped Herman update his resume and showed him how to complete an online application.

Herman says he always asked for Cindy, even though he knew other staff could have easily helped him. "I was comfortable with her and she always encouraged me."

After months of hard work, persistence, and many resume postings, Herman realized his dream: a job. "I was so happy, I raced to the library and told Cindy, 'I GOT IT... I GOT A JOB!'"

The Library is a critical resource for job seekers. Trained staff members assist with resume updating, completing online job applications, and one-on-one job interview practice sessions.

The Library transforms lives - one customer at a time.



Herman Martinez in the Library's Community Technology Center

In 2010, Herman Martinez was one of 4,055,713 people who walked through our doors.

In 2010, docents & volunteers gave 103,302 hours helping people like Herman Martinez.

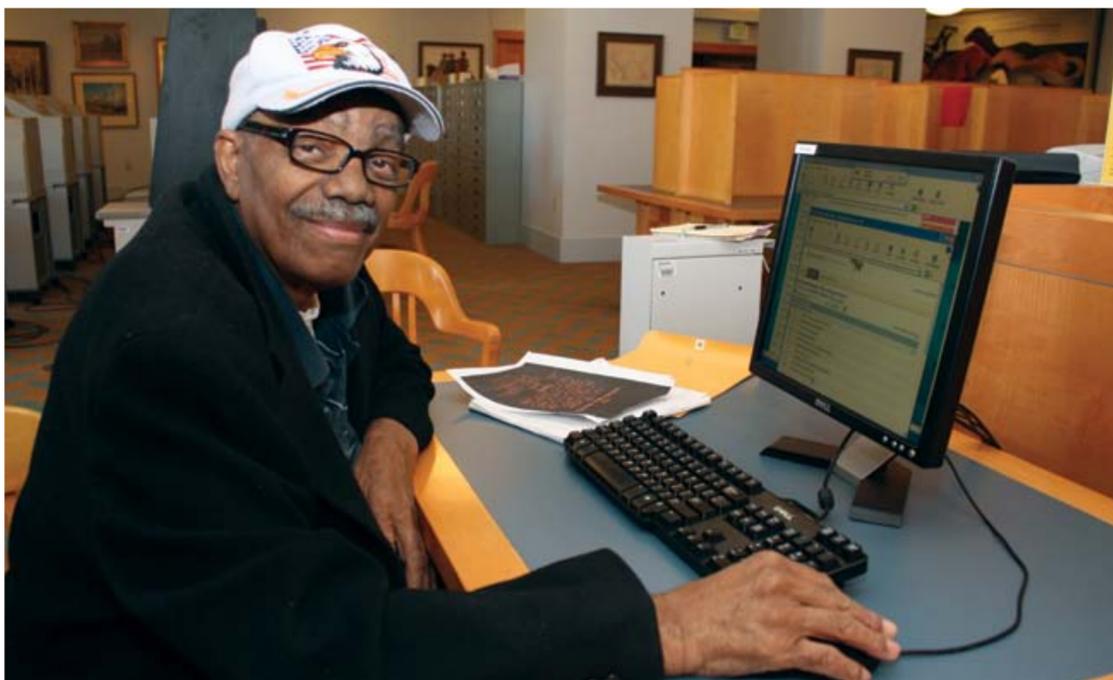
'WE'LL BE ON THE ROAD LIKE WILLIE NELSON'

Customer Henry Eldridge rattles off dates, names of his great great grandfathers, and census statistics like no one's business. The 75-year-old retired government employee says he has been 'doing genealogy' since he was 13. He loves coming to the Denver Central Library's Western History and Genealogy Department to research his ancestors.

"I think I drive the librarians nuts sometimes asking for things, but they never show it."

One of Henry's favorite things to do is take trips to visit relatives he has found through his research. This summer Henry will board a train to Chicago to meet his nephew, and then they'll travel by car to a family reunion in Tennessee. Henry says, "We'll be 'on the road' like Willie Nelson."

The Library transforms lives - one customer at a time.



Henry Eldridge in the Library's Western/History and Genealogy Department

'THE DAY I BECAME A CITIZEN, I WAS REBORN'



Lilia Perez at Ross-Barnum Branch Library

To Cuban-born Lilia Perez, becoming a U.S. citizen meant everything. Lilia attended classes at Ross-Barnum Branch Library every Saturday morning for 15 weeks, to study for the citizenship exam.

Recently, Lilia's dream came true. She became a citizen of the United States. "On that day, I was reborn," she says.

In 2010, 343,712 people attended Library programs.

'THE LIBRARIANS ARE GREAT'

Dominick Hawkins and his wife love to bring their kids to the Children's Library at Central for many reasons: the kids' computers, the stuffed animals, the giant checkerboard, and especially...the staff.

"The librarians are great, and they are so good with the kids," he says.

His two-year-old twins, Elijah and Trenten, love all the fun things to do in the Children's Library.

The father adds that the Library provides a great place to keep the kids busy for a couple of hours.

"We are grateful to have such a fantastic place to bring our children where they can play AND learn."

The Library transforms lives – sometimes just for the afternoon.



Dominick, Elijah and Trenten in the Children's Library

'I LIKE STORYTIME'



Ella and Mr. Chufo in the Children's Library

Twenty squirming toddlers break into fits of giggles in the Children's Pavilion as Chufo Ramirez reads *A Shark in the Park*.

The wide-eyed kids hang onto his every word as the children's librarian animates the story. When Chufo finishes, the children clap their small hands with delight.

It's obvious he charms the kids, in particular one red-haired little girl named Ella.

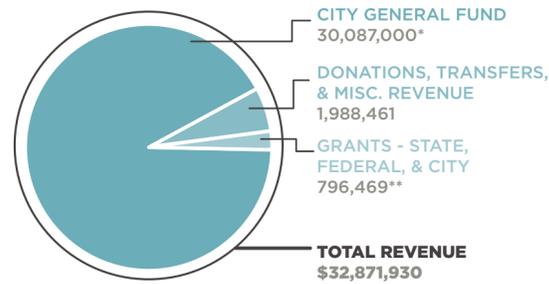
Ella even changed the name of her favorite stuffed animal to "Mr. Chufo."

In 2010, the Library provided more than 11,000 programs for children and youth.

In 2010, the Library circulated 9,292,311 items.

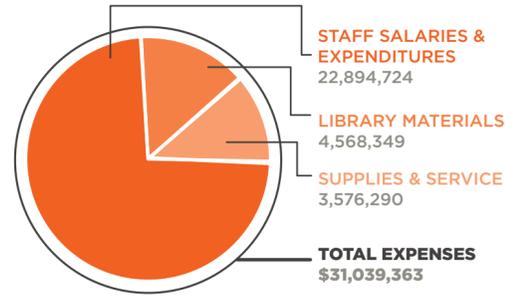


DENVER PUBLIC LIBRARY 2010 FINANCIAL STATISTICS



*Includes multi-year government grants awarded in 2010 to be expended in future years

**Includes \$985,000 returned to the General Fund to meet City of Denver budget reduction target



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