2020 Annual Report



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From Denver Public Library Leadership



Dear Library Community,

At the launch of 2020, if you would have told me that a few short months later the library would close its doors to the public and remain virtual throughout the rest of the year, I would not have believed you. Yet the COVID-19 pandemic quickly became a reality that impacted our community.

In 2020, a year like no other, our team came together to reimagine the library once our doors closed on March 16. We quickly moved many of our services and programs online or on the phone to continue to connect with customers, even if we could not see them in person. Instead of joining us for Storytime at a favorite branch—customers could now watch via YouTube to see a friendly face and hear a lively story. In April, our outreach teams were able to reconnect with the community, distributing free books and essentials like water and personal care kits. In July, we launched curbside pickup service. In August, we piloted our popular outdoor technology services. Today, we, like the rest of the world, eagerly look forward to and plan for a return to normalcy.

As we look back, we are pleased to share a few stories of how we came together to reimagine the library for the times. We are eager to welcome our customers back to our locations again in 2021. While the library will look different, we hope to come back stronger than ever to serve the community we love.

Sincerely,

Michelle Jeske City Librarian

Values

WELCOMING: We make our resources, services and expertise accessible for all, recognize the inherent dignity in each person, and provide safe places where everyone can be themselves.

CURIOSITY: We foster a culture of exploration, innovation and forward thinking by creating environments that support learning and growth.

CONNECTION: We are neighbors. We foster relationships, listen and act to build and strengthen our community. We bring people together to share information, ideas and experiences.

EQUITY: We work to change inequitable practices, structures and policies, and attitudes that drive them, to provide opportunities for every person in our community to thrive. As we do so, we actively examine our roles in perpetuating oppressive systems.

STEWARDSHIP: We are accountable to our community, using our resources responsibly. We lead with honesty and integrity, protect privacy and preserve and share the full history of our Denver community.

Vision

A strong community where everyone thrives.

Director of Human Resources, Bria Ward

Mission

Together, we create welcoming spaces where all are free to explore and connect.

Executive Team	Commission
City Librarian, Michelle Jeske	President, Carlos Martinez
Interim Chief of Staff, Bria Ward	Vice President, Cathy Lucas
Central Library Administrator, Rachel Fewell	Secretary, Laurie Mathews
Director of Neighborhood Services, Annie Kemmerling	Jehan Benton-Clark
Director of Collections, Technology, and Strategy, Zeth Lietzau	Vicki Hellmer
	Alice Kelly
Director of Finance and Facilities, Amber Lindberg	Michael Niyompong
Director of Communications and Community Engagement, Erika R. Martinez	Sonya Ulibarri
Manager of Equity, Diversity, and Inclusion, Ozy Aloziem	

Impact



Behind the Scenes - How Denver Public Library Assisted With COVID Response

When the library closed its doors in March 2020, a time when there was so much uncertainty and fear about how the pandemic would unfold, in an unprecedented moment of crisis, our staff asked, "How could we help?"

With the gravity of the pandemic weighing down on everyone, staff felt the need to find ways to contribute to the efforts of providing personal protective equipment (PPE) for essential workers and to those in our community most in need. Pivoting fast to answer the call, a week after the library doors closed, sewing machines from the ideaLABS were taken home and fired up, along with stacks of cut fabric and spooled up thread. DPL staff made over 5,300 face masks with donated fabric and existing tools and machines found in the library's ideaLAB maker spaces. Sewing machines weren't the only tools used in this effort. ideaLAB 3D printers were also taken home by staff to help make parts for face shields, which helps PPE last longer. Staff





created over 400 3D printed face shields and buckles in their home garages and kitchens across the city. As staff made these items by hand and machine one by one, they said that they felt that they were connecting with the community and working together to create something that would make a difference in the biggest time of need.

All of these were made in collaboration with Make4Covid, who was in constant communication with hospitals like CU Health and Children's. All the PPE made by staff was distributed to hospitals, care facilities and other medical front-line workers during what felt like the height of the pandemic. "As we're all coming to grips with this new world, it's been awesome to have a lifeline and to be able to create something that will help someone else," says Nate Stone, who is the ideaLAB Program Administrator. "We're doing a very small part, but it's tangible."

As we now reach the point of being able to safely return to our libraries and begin opening them to the public, we recognize it was a long road to arrive where we are and remember staff's efforts during the initial response in making and creating their way to supporting our community.

Keeping Customers Connected With Technology

In 2020, the digital divide has become more evident than ever, bringing to light the technological disparities when it comes to our communities accessing basic technology such as computers and internet service. As everything has shifted to connecting virtually, from our schools to work meetings to social gatherings to casual hangouts for most, individuals and communities have been left behind with a lack of access to tend to basic needs like applying for a job, applying for unemployment or simply connecting with friends and family. This is where Denver Public Library showed up for those in need through our commitment to digital inclusion.

As 2020's challenges have been evident and never-ending, we came up with new ways to provide support in a time of uncertainty and insecurity. The library's staff was on the frontlines throughout the pandemic providing technology and internet access to our library community. In July, we successfully piloted and launched outdoor computing services at the Central Library and eleven other branches across the city. At these locations, we provided Chromebook access along with no-cost printing. We also kept our Wi-Fi on at all locations during our closure for those who needed internet service for their devices. In partnership with the

Denver Office of Economic Development, we launched a technology check-out program. Customers checked out Chromebooks and Wi-Fi hotspots, just as they do with books, to take home and utilize in the safety of their own spaces.

In an effort to meet customers where they are, outreach was a big service that the Community Technology Center (CTC) focused its efforts on building. One place was the Safer Outdoor Spaces (S.O.S.) led by the Colorado Village Collaborative. "While providing outdoor tech services during the pandemic, I've been witness to a range of digital needs: ranging from filing for unemployment, getting stimulus checks, filing taxes, getting in touch with family and friends and also personal creative projects," says Anna Winters, who does outreach as a Tech Specialist for the CTC. "In the process of working directly with people and technology, the door opens for genuine conversation and engagement."

The lack of access to technology for those disadvantaged is nothing new, and COVID has created more challenges as we push to pursue our vision, creating a strong community where everyone thrives. Together, as we continue to navigate the very dynamic and difficult times, the library will be #stillhere to support our community as we continue to bridge the divide and provide technology access to all.



Collaborating During COVID: Denver Public Library and Denver Public Schools Team Up To Support Students During the Pandemic



When the library closed its doors in March 2020, we immediately missed connecting with our customers. While millions walk through our doors to use our services during normal times, our teams also hit the road in our Bookmobiles, visiting schools, community-based sites, older adult facilities and so many other sites to provide books, services and great information about the library. Like our locations, we had to put the brakes on our Bookmobiles at the onset of the pandemic.

When we heard that Denver Public Schools (DPS) students were in need of additional resources to support their virtual learning, our teams jumped into action. In addition to being able to access the great virtual programs and services the library already had available, both DPS and the library quickly started pushing out information about the ways the library was able to support students and educators.

Thanks to a collaboration with DPS, all DPS students were able to access the library's entire ebook and audiobook collection using their student ID numbers. DPS students were able to flex their creative muscles and participate in our Maker Challenge and our reimagined Summer of Adventure program virtually. Educators were able to welcome guests to their virtual classrooms to learn about the library or to provide a read aloud for their classrooms.

In April, once it was deemed safe to do so, our Bookmobiles were able to hit the road once again to begin to connect with DPS students and families. Thanks to the Denver Public Library Friends Foundation, the DPS Foundation and DPS Library Services, our teams were able to provide free takehome books at DPS meal distribution sites across the city.

This partnership continued throughout 2020, and we were able to distribute over 40,000 free books to the community and got to see a lot of excited students take home their new favorite read ... to keep. Though 2020 was a year full of challenges, through our collaboration with DPS we were able to help students succeed.



Q1 2020 Volunteerism

Total Volunteer Hours

27,419

Total Volunteers

646

Volunteer roles included Staff Aides (Branch & Central), Court Appointed Community Service, Homebound Services, Plaza Programming, Practicum Students & Interns, Read Aloud, Technology (i.e., ideaLAB), and the Spring Used Book Sale (February 2020).

From the Denver Public Library Friends Foundation

Dear Friends.

To echo the now-familiar phrase, 2020 was unprecedented. Yet the unforeseen challenges of the year also presented opportunities to problem-solve as we learned to connect with each other in new ways. Through it all, Denver Public Library was #stillhere.

As you scroll through the pages of this annual report, you read compelling stories demonstrating the resiliency of Denver Public Library and its customers. Reflecting on this time, we are especially grateful for everyone who supported us in any capacity. Your time, talent and generosity is the foundation of this Foundation! From building support for Central Library's first major renovation in 25 years to finding innovative ways to remotely support the library, we celebrate the following:

- Providing \$1.5 million in distributions to the library. This included \$326,000 for Children's Programming, \$313,000 for Western History, as well as \$375,000 for the Central Library renovations.
- Raising over \$5.9 million during a global pandemic. This includes a record-setting virtual Booklovers Ball and Colorado Gives Day as well as over \$4.2 million for the next generation of Central Library.

■ Supporting programming that serves children and educators, Western History followers, immigrants and refugees, people experiencing life challenges like homelessness, computer and internet users as well as those enjoying curbside pickup and mobile services.

As the library moves forward while navigating budget cuts, its services and programs are in very high demand. The need for your support has never been greater. A gift to the Library Fund supports a flexible pool of funds for the highest-need programs, services and initiatives of the foundation and library.

It's wonderful to know that our work is helping the community persevere and rebuild. Special thanks go to our board of directors for their leadership and commitment during this year. We are excited to carry on the tremendous legacy of the Friends Foundation and invite you to continue with us in our work to help our tremendous library build a community where everyone thrives.

Yours very truly,

Deb Demuth

Chair, Board of Trustees, 2020

Jeff Riley

Executive Director

Amy Brimah

and some

Chair, Board of Trustees, 2021

Financials





REVENUE

\$**50,913,141**

Grants - State & Federal **\$265,610**per trial balance fund 15001 + 15301

Donations, Transfers, Misc **\$1,662,950** plus trial balance fund 15609

City General Funds **\$48,984,580**

EXPENDITURES

\$**51,114,371**

Library Programs **\$1,045,461**

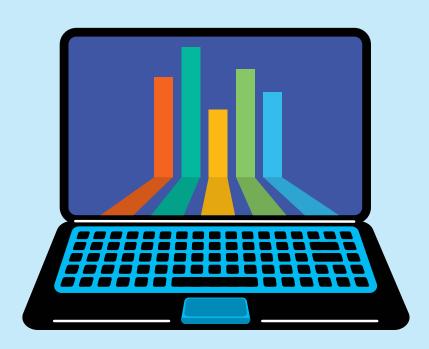
Technology **\$1,898,242**

Administration & Other

\$1,950,963

Library Materials **\$6,157,688**

Staff Salaries & Expenditures **\$40,062,016**





Statement of Financial Position

TOTAL ASSETS

\$14,608,858

Cash & Cash Equivalents **\$2,607,799**

Pledges & Accounts Receivable **\$2,683,870**

Endowment **\$9,317,189**

LIABILITIES & NET ASSETS

\$14,608,858

Liabilities **\$154,547**

Net Assets with Donor Restrictions **\$12,793,420**

Net Assets without Donor Restrictions **\$1,660,891**

Statement of Activities

REVENUE

\$5,962,024¹

A Story Still to Tell Campaign **\$4,246,459**

Contributions & Support \$1,350,360

Events & Book Sales **\$365,205**

EXPENSES

\$2,521,096

Distributions to Library

\$1,554,224

Other Library Program Assistance

\$153,842

Supporting Services

\$813,030

Denver Public Library Friends Foundation

The Denver Public Library Friends Foundation is a 501(c)(3) nonprofit organization that enriches our community by building support and fundraising to enhance the services and programs of Denver Public Library. Primary operations include direct fundraising with individuals, corporations and foundations; membership; used book sales; events; advocacy; and endowment management. Through its fundraising, volunteerism and advocacy work, the Foundation has served as an important philanthropic partner to the library since 1940.

Board of Trustees

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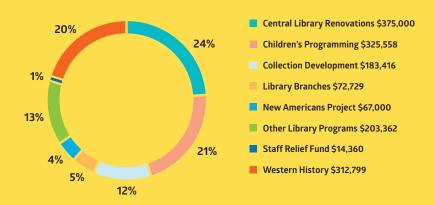
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Philanthropy Specialist, Monica Yori Peritt Director of Philanthropy – Events, Marketing and Book Sales, Gretchen Roberts

Director of Philanthropy - Individual & Planned Giving, Marshall Wallach

Distributions to Denver Public Library \$1,554,224



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Michael William Barrow

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Andrew Liu Helene Malek Charles Malek

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Literature Club Malcolm Justin Williams

Anonymous James and Brooke Wunnicke

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Alisa and Henry Bourne

Alisa and Henry Bourne

Isabel Broer and **Brian Fedish** Jeffrey Billingham

Haley Busick Sue and James Okerson

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Linda Chase

Debra and Steven Weiss

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Karen Bassford **Kristine Daugherty**

Kyle Rudolph **Denver Public** Library Volunteers

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Ajax, Jillian, and Decker Freedman

Jeb and Meg Freedman

Sarah Ganderup

Jedeane Macdonald Dhi Good

Stevan Kalmon Juanita Gray

Jan and Skip Gray Catherine Green

Kathy Green Cheryl Grinna Maryanne Flynn

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Paige and Tyler Inman

Jacqueline Jones Joan and Jim Kroll

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Cathy Schwartz Tiel Lundy Carla and Bob

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William Plaus Jean Stevenson and Lou Talman Sarah Kurz

Joanne Thaler

Holly and Ronald Gralak

Frazier Walker

Andrea and Charlton Rugg **Emily Wallach**

Sue and Tim Damour Frank Wilmot and **Matt Bentley**

Patricia Wilmot **Nadine Woods** Kathleen Terry

DONATIONS

\$100,000+

Anonymous Colorado State Grants for Libraries Gates Family Foundation **HBB** Foundation Healthy Food for Denver's Kids Institute for Museum and Library Services Schlessman Family Foundation, Inc.

\$25,000 -\$99,999

Elizabeth and Evan

Anderman Anonymous Linda and Wes Brown Civic Center Conservancy The Colorado Health Foundation Luff Family Fund of The Denver Foundation Nextfifty Initiative Rose Community Foundation Singer Family Foundation Tenth Mountain Division Foundation Donald Yale and Jody Epstein ZOMA Foundation

\$10,000 -\$24,999

Ellen Anderman and James C. Donaldson Anonymous Believe in Reading Foundation Bernstein Private Wealth Management Andy and Murri Bishop Brimah LLP Cathy Schwartz and Philip Cernanec Sheila M. Cleworth Colorado State Library CARES Act Gay Cook and Andrew Czopek Marion, George, Peter and Tim Curtis DeMuth Family Foundation Denver Preschool Program Dodge Family Fund

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\$5,000 - \$9,999

Susie and John Willson

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Otten, Johnson, Robinson, Neff and Ragonetti OverDrive, Inc. Trent Peaker with MegaStar Financial State Internet Portal Authority Sonya Ulibarri

\$1,000 - 4,999

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and David Abell Joanne and Richard Akeroyd Judy and William Allender Lee Alpert Anonymous Max and Elaine Appel Marcia and Rick Ashton Don Bain Geraldine and Gordon Baron Bartlit Beck LLP Kristen Beatty Sophie and Kevin Beck Kim Benson and Allen Staver Mathilde Berman Sheila Bisenius The Sam S. Bloom Foundation Marieka Buhlmann Rose Ann Busch Sis Carroll Carson Foundation Merle C. Chambers Michelle Chiang Margaret Choi Marilyn Cleland Colliers International Susana Cordova and Eric Duran Heather and Eben Cornelissen Jennifer Crossett and Shawn Murry The Curry Family Laura Curtis and Dan Revelle Carolyn E. Daniels Tyson Dines III Loralee and James Dischner Kathy and Brian Dolan Laurie and Ben Duke Jodi Ellis Mark Ferrandino Footers Catering Fox Rothschild LLP Erin and Josh Freedman

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of the 10th Mountain

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\$500-\$999

Wanda Abel Akasha Absher Lattina Adams Pete Aden Anonymous Amanda and John Armstrong Charlotte Aycrigg Marci Bailey Had and Betsy Beatty Barbara Benedict Barbara L. and Daniel A. Berv Daniel and Kelly Bowles Grace Buckley and Michael Marez Doris Burd Charlene Byers and P.K. Metz Lois M. Calvert Lindsay Campbell Carol C. Campbell Nicole Capage-Brown and Eric Brown Eleanor Caulkins Deborah and John Chapman Gavlin Family Foundation Murray Cohen The Corrigan Rice Educational Fund Barbara Craig Ira Dauber Andrew Davis Mary Ann G. Davis The Denver Foundation Joseph DiMuccio James L. Dorrough Bruce Ducker Hillary Fender Keo Frazier Karen Fukutaki, M.D.

Ozi Friedrich

Michael Niyompong

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Brittany Wolma

Tom Zeiler

David Zinger

Jonathan Woodcock

\$250 - \$499

Paul Aaker Maria Abbud-Madrid and Riccardo Schiaffino Joseph Abell Peter Abuisi Kathy and Rob Ammann Anonymous Cynthia and Wayne Anthofer Ruthie and James Ashe Carolyn Asher Shirley and Jonathan Asher William Baird Carol and John Balkcom Justin Ball Susan Ballantine and Kenneth Patton Barbara Barrow Marjorie Baumert Liz Bayliss and Simon Hambidge J. Beall and S. Becker Christine Benero Sue and Bix Bicknell Councilwoman Kendra Black Michael Bleichfeld BNY Mellon Trust of Delaware Joseph and Callie Bochenek Kathleen Boland Albert Brown Mark Brown Lynn Bryant **Burkett Family** Foundation Sara Butz Anne Canter Regina and Christopher Carlson Sandra Carter-Duff and Duane Duff, Jr. Mary Ann Casey Bonnie and Thomas Clarke John Cohen Toni Cohig Fran and Ben Coleman Ellen and Thomas Connole Cherie Courtade Betty Croall and Jim Carney Nancy and Bill Cronin Alicia Cronquist and Greg Keefe Rhonda S. and

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Warren Luckow

Mary Anne Luty and Anne Wesley Katherine Mac Williams Jedeane Macdonald Janet and J.D. MacFarlane Christopher Maier Jill O. Mally and Ira Pasternack Belinda Manuel Sharla Marshall Kimberly Martin Monica Martinez and John Huggins Justin Maximov Carey and Haley McCachern Robin and Jay McCarthy Patricia McClearn Christina McClelland and Kevin Berg Susan McCullough Linda and Phillip McCurdy Joseph McGregor Sally McLagan Donald Meckley and B. Rose Parisi Mr. and Mrs. Pepe J. Mendez Kristin Mettraux Ronald A. and Bonnie P. Milzer Lynne and Jon Montague-Clouse Carrie and John Morgridge Julie and Brent Morse Marilyn Munsterman and Charles Berberich John Nagy Ellen Nash Nelson Literary Agency Susan Niermeyer and John Brett Susan Pappas Tom and Valerie Parks Maureen Patrick Katie and Brian Payer Ms. Denise E. Phair Cason Pierce Marion Porter Kathryn Pride Polly Proctor John Pughes Bob Pulcipher Martha Records and Richard Rainaldi Jean Reidy Naomi Reshotko and PB Schechter Dottie and Steven Resnick Reid T. Reynolds

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Rebecca Czarnecki and

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Gifts-in-Kind

BookGive Brownstein Hyatt Farber Schreck PC Castoro Cellars Children's Museum of Denver The Colorado Health Foundation Denver Botanic Gardens Denver Museum of Nature and Science Denver Zoological Gardens Downtown Aquarium Generation Wild Heidi Massa Mile High United Way Molly Brown House Pizzeria Locale Su Teatro Telluride Distilling Company









We apologize and request forgiveness for any errors or omissions. If you would like your name listed differently in future publications, please call 720-865-2049.

*Deceased listings are as of 12/31/20 to the best of our knowledge.

2020 Program Participation

ADULT PROGRAMS	Virtual	In Person
Book & Film Clubs	2,541	439
Health & Wellness/Self Improvement	870	333
Arts/Crafts/Hobbies	184	1,112
History/Education	3,313	2,882
Writing/Storytelling	647	339
Misc./More Fun Stuff	1,308	1,995
Older Adults	1,776	1,962
Litline	1,392	0
Creative Aging Kits	20	0
Digital Inclusion		
ideaLAB Workshops	53	408
ideaLAB Drop-In	0	7,469
Technology Programs (system wide)	19	489
Tech Help Appointments (system wide)	58	90
Cultural Inclusivity		
Cultural Exchange	129	248
Career Online High School	230	0
Spanish Services	2	97
Plaza		
In-Person Plaza Programs	0	2,283
Online English Conversation Groups	864	0
Online Citizenship Study Groups & Legal Help	138	0
Online Homework Help	106	0
Online Social Hour	49	0
Virtual/Phone appointments	1,730	0
Total	14,292	8,335

YOUTH PROGRAMS	Virtual	In Person
Maker Literacy Kits	0	3,550 distributed
Dungeons & Dragons (Teen)	597	0
Read Aloud	40,219	55,708
Diversion	643	0
Little University	1952	2,107
LENA Start	19	41
Storytime	0	19,153
Total	43,430	77,009

2020 Program Participation

WINTER OF READING

Total Registration - Spanish - Online	56
Total Registration - English - Online	765
Completion - English	419
Completion - Spanish	30

SUMMER OF ADVENTURE (SOA)

Total Registration	3,381
Maker Challenge	310 entries
SOA the Prequel	4,126 page views
Craft Kits	800 distributed
Summer Meals	5,000 distributed

YOUTUBE VIEWS

Youth and Families	81,186
Storytime (English)	64,837
Cuentacuentos (Spanish Storytime)	13,563
Little University	264
Book Club and Discussions (Youth)	1,339
Misc (Youth)	1,183
Adult	23,427
History	3,572
EDI Symposium, etc.	7,329
How to Use Library Services	2,521
Readers' Advisory	1,564
ideaLAB/Learn Make Share	3,418
DPL Dynamos	4,321
Misc. (Adult)	702
Older Adult	235
Memory Cafe TV (English)	144
Memory Cafe TV (Spanish)	91
Total	104, 848*



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Locations

Central Library

10 W. 14th Ave. Pkwy. 80204 720-865-1111

Northwest

Byers Branch Library

675 Santa Fe Dr. 80204 720-865-0160

Rodolfo "Corky" Gonzales Branch Library

1498 N. Irving St. 80204 720-865-2370

Ross-Barnum Branch Library

3570 W. First Ave. 80219 720-865-0145

Smiley Branch Library

4501 W. 46th Ave. 80212 720-865-0260

Woodbury Branch Library

3265 Federal Blvd. 80211 720-865-0930

Northeast

Blair-Caldwell African American Research Library

2401 Welton St. 80205 720-865-2401

Ford-Warren Branch Library

2825 High St. 80205 720-865-0920

Green Valley Ranch Branch Library

4856 N. Andes Ct. 80249 720-865-0310

Montbello Branch Library

12955 Albrook Dr. 80239 720-865-0200

Park Hill Branch Library

4705 Montview Blvd. 80207 720-865-0250

Pauline Robinson Branch Library

5575 E. 33rd Ave. 80207 720-865-0290

Ross-Cherry Creek Branch Library

305 Milwaukee St. 80206 720-865-0120

Sam Gary Branch Library

2961 Roslyn St. 80238 720-865-0325

Schlessman Family Branch Library

100 Poplar St. 80220 720-865-0000

Valdez-Perry Branch Library

4690 Vine St. 80216 720-865-0300

Southwest

Athmar Park Branch Library

1055 S. Tejon St. 80223 720-865-0230

Bear Valley Branch Library

5171 W. Dartmouth Ave. 80236 720-865-0975

Hadley Branch Library

1890 S. Grove St. 80219 720-865-0170

Westwood Branch Library

1000 S. Lowell Blvd. 80219 720-865-0215

Southeast

Decker Branch Library

1501 S. Logan St. 80210 720-865-0220

Eugene Field Branch Library

810 S. University Blvd. 80209 720-865-0240

Hampden Branch Library

9755 E. Girard Ave. 80231 720-865-0185

Ross-Broadway Branch Library

33 E. Bayaud Ave. 80209 720-865-0135

Ross-University Hills Branch Library

4310 E. Amherst Ave. 80222 720-865-0955

Virginia Village Branch Library

1500 S. Dahlia St. 80222 720-865-0940