

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, January 21, 2016, 8:00 a.m.
Denver Central Library
Level 7 Training Room

1. Call to Order
2. Introductions
3. Approval of Minutes from November 19, 2015 and December 17, 2015 Regular Library Commission Meetings. Commission
4. Public Comment Period
5. Approval of 2016 Special Trust Fund Budget. Ron Miller
6. Approval of the amended Library Use policy. Michelle Jeske
7. Report of the President and Members
 - a. Approval of 2016 holidays and closings, incl. day for internet changeover
 - b. Schedule 2016 Commission dates and times
8. Report of the City Librarian
 - a. Approval of 2016 strategic framework
 - b. 2015 accomplishments/Executive scorecard
 - c. Written report items
 - d. Other items
9. Report of the Denver Public Library Friends Foundation. Gay Cook and Diane Lapierre
10. Other Business
11. Recess of Public Session
12. Executive Session for Discussion of City Librarian's Performance Evaluation, March 2015-December 2015
13. Reconvening of Public Session
14. Action on matters discussed in Executive Session
15. Adjournment

MINUTES
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, November 19, 2015, 8:30 a.m.
Denver Central Library
Level 7 Training Room

Present: Lisa Flores, Gregory Hatcher¹, Judy Joseph, Alice Kelly, Mike King², Taylor Kirkpatrick

Excused: Rosemary Marshall, Gloria Rubio-Cortés

Staff: Consuelo Cosio, Chris Henning, Jennifer Hoffman, Susan Kotarba, Elaine Langeberg, Diane Lapierre, Ron Miller, Jason Monroe, Sherry Spitsnaugle

1. Call to Order.
President Taylor Kirkpatrick called the meeting to order at 8:37 A.M.
2. Introductions.
The Commissioners and staff present introduced themselves.
3. Approval of Minutes of October 15, 2015, Regular Library Commission Meeting.
The minutes were approved as written.
4. Public Comment Period.
N/A

5. Report of the President and Members.

Taylor Kirkpatrick hosted a cocktail reception and entertaining talk about his rare book collection at his home. Attendees bid on the fun evening during the "What's It Worth" event last May.

Lisa Flores thanked everyone for their support for her candidacy to the school board, she will be sworn in this evening. Flores will represent District 5 and has 50 schools in her district. Flores noted there is the largest economic disparity in this District.

Kirkpatrick shared the list of Standing Committees that was included in the packet and thanked Commissioners for being a part of these Committees. It was noted that the standing committee list should change to show the Latino Awards staff member will be the Gonzales Branch Manager not Woodbury Branch Manager as the awards have moved to Gonzales.

1 Greg Hatcher arrived at 8:45 AM

2 Mike King arrived at 8:50 AM

6. Report of the City Librarian and Staff.

Diane Lapierre sat in for City Librarian, Michelle Jeske while she is away on vacation. Lapierre had nothing more to add to the written report at this time. She introduced Chris Henning, Marketing Communications Manager for a Marketing and PR update.

Henning presented on branding (see attached). He explained the Library's brand strategy and presented a new Thematic Statement, "What's In It for You?" Mike King asked how we go about reinventing ourselves. Do we have something really innovative to grab? Henning explained it takes a while to build a solid brand presence. "What's in it for you" allows us to engage with people in a different way by getting them to understand why our services are important in their lives.

King asked about the top three market segments—Metropolitans, Metro Renters and Industrious Urban Fringe. Susan Kotarba explained their segment characteristics. Henning then shared some of our printed pieces, *Engage* being the largest piece. Our website is a great marketing tool. Henning spoke about mini-campaigns we've had this year, like the eMedia campaign last January. Chris shared a couple of visuals showing customers using eMedia at different places. Alice Kelly asked Chris what the creative process is to create an eMedia campaign. Henning answered taking concepts that customers are familiar with.

The brand campaign kicks off in November with three separate posters on RTD Light Rail trains throughout Denver. The transit ads are a precursor to a Spanish-specific advertising campaign that will launch in January and feature ads in Spanish radio and newspapers. Kirkpatrick asked about tracking the success of the campaign and Henning said that his office is working with Seana O'Grady to come up with some measurement tools.

The presentation also touched on the DPL Street Team—a coordinated effort to bring outreach efforts into the general populace. Last year the Library got in front of more than 500,000 Denverites as they presented the Library's offerings at street fairs, public appearances and other events. Consuelo Cosio in the Marketing Office noted the Bookmobile went to Denver Human Services last week and had more than 70 library card sign-ups.

DPS Teacher and Parent Communications—Commissioner Hatcher asked Chris if he's had success working with Communications at DPS. Judy Joseph thanked Chris for his work noting she sees something on a daily basis about the Denver Public Library.

Next Jennifer Hoffman presented on Satellite Services (see attached). Hoffman gave an update regarding Satellite Services and what we've done this year. She shared outcomes from the charrette Humphries Poli Architects led at Taxi with 20 representatives. Recommended next steps include a similar charrette with City Builders in another TOD neighborhood, find a prototype facility to experiment with the size of collection/technology and then conduct a charrette with DPL staff and leadership testing the ideas of the City Builder.

Hoffman then presented a status update regarding potential satellite opportunities for RiNo and Union Stations areas. Kirkpatrick suggested to other Commissioners if they have an opportunity to attend a future charrette to do so, it was a great experience.

7. Report of the Denver Public Library Friends Foundation.

Diane Lapierre reported on SM's Energy's \$100,000 donation. Currently the library is doing a lot of exploration on how to use these funds. Looking at perhaps using this donation to help build out the Hadley basement.

The dedication of the Rick Ashton Legacy Room was held Friday, November 6. A good crowd gathered including friends, family, staff, previous Library Commissioners and past City Librarian, Shirley Amore.

The Council for Western History & Genealogy Kick-off event happened last Friday, November 13. Patty Limerick did an amazing presentation.

Last night was the pre-sale event for the Winter Used Book Sale. Lapierre invited Commissioners to attend the opening of the book sale beginning at 10 a.m. today.

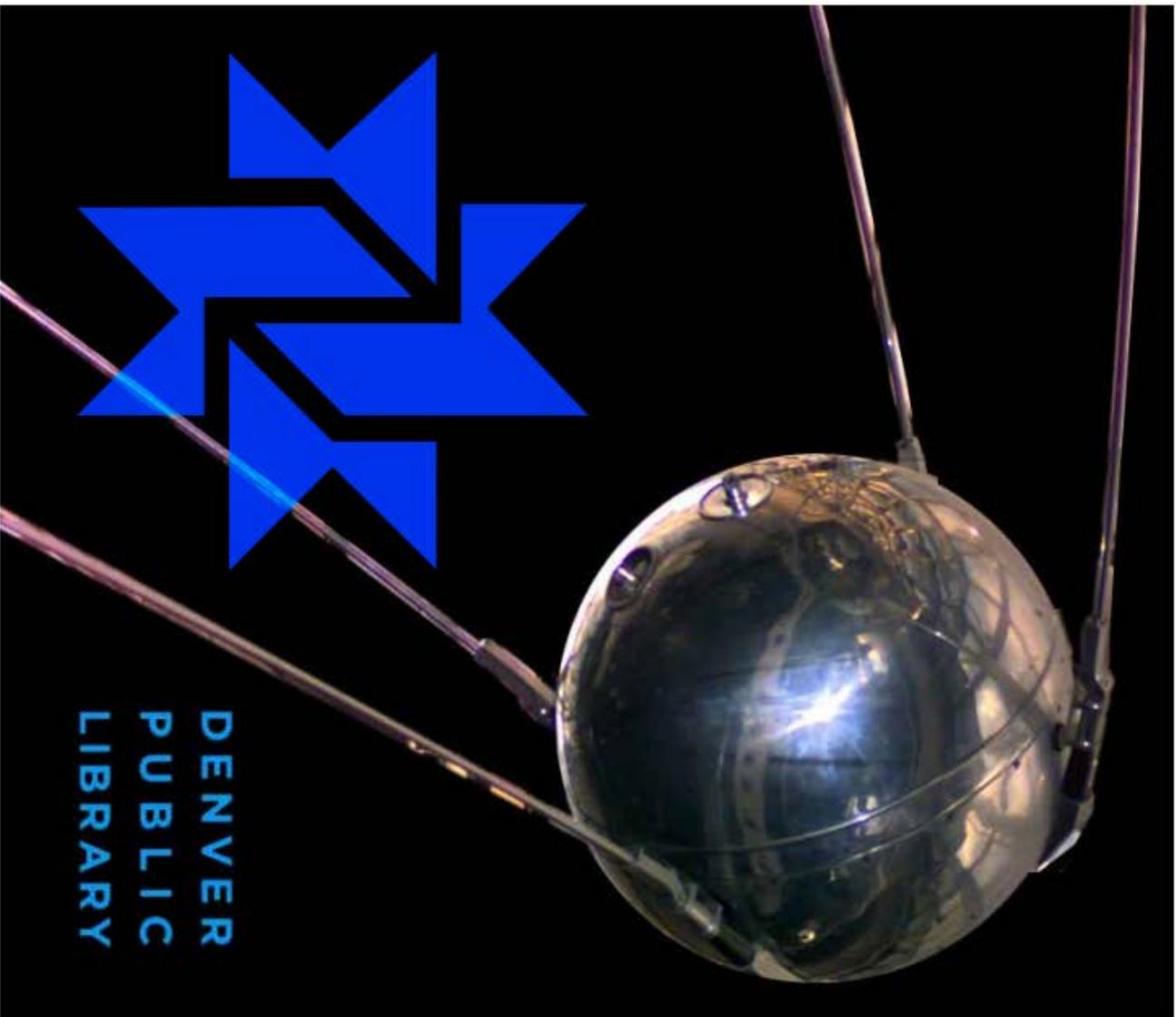
The Holiday Lighting Party and Book sale event will occur Thursday, December 3, 5:30 – 8 p.m.

8. Other Business.

Taylor Kirkpatrick would like to have the annual holiday book swap at the December meeting. He will send out an invitation to the Library Commission members.

The meeting was adjourned at 9:51 a.m.

Submitted by Elaine Langeberg for Judy Joseph.



DENVER
PUBLIC
LIBRARY

Summary of the Denver Public Library
Connect Charrette

prepared for
The Denver Public Library

prepared by
Humphries Poli Architects, P.C.

charrette date
01 October 2015



Purpose / Mission

To gain an understanding of how the Denver Public Library can best provide satellite library services in a Transit Oriented Development (TOD) neighborhoods and how the creators of Transit Oriented Developments can best connect their communities to the Denver Public Library.

Outcome / Agenda

Begin to formulate a program of "we are connected" through satellite libraries

1. Introductions - Dennis Humphries
2. Overview of the Denver Public Library - Mechille Jeske, City Librarian
3. Library's connections in the 21st Century - Dennis Humphries, Ozi Friedrich
4. Break out groups- Role Storming- How would you connect a library - Dennis Humphries
5. Discussion - Dennis Humphries

Participants

We would like to express our genuine thanks and appreciation to the numerous participants that provided their time and talents into the DPL Connect Charrette.

Developers / Architects / Civic Leaders

Mickey Zeppelin /	Zeppelin Development
Chris Parr	Housing Developer
Vicky Hellmer	Otten Johnson
Tracy Weil	RINO bid
Chris Shears	Shears Adkins Rockmore
Greg Dorolek	Wenk Associates
Taylor Kirkpatrick	DPL Commission
Pam Smith	Anythink
Abram Sloss	Denver SBDC
Brian Wehrington	Denver Parks & Recreation
Chris Woldum	Zeppelin Places

Humphries Poli Architects

Dennis Humphries, AIA
Ozi Friedrich, AIA

Denver Public Library Staff Participants

Michelle Jeske - City Librarian
Letty Icolari
Jennifer Hoffman
Robin Filipczak



OVERVIEW OF THE DENVER PUBLIC LIBRARY

by Michelle Jeske, City Librarian



THE EVOLUTION OF THE PUBLIC LIBRARY

1980s:

Bon Jovi
Big hair
Compact Shelving



1990s:

Nirvana
Flannel shirts
Netscape
Interlibrary Loan

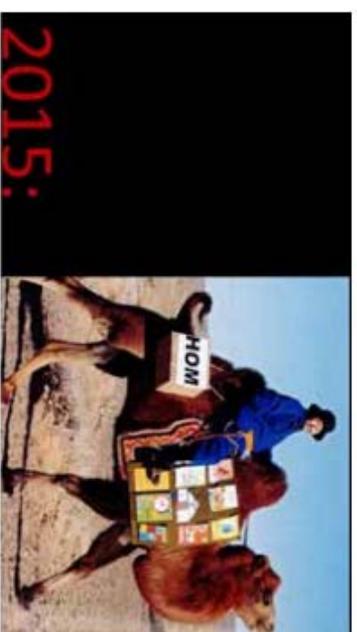


2000s:

Eminem
Hoodies
Desktop Computers
Retail Style



Lady Gaga
Nerd Glasses
iPad
'makerspace'

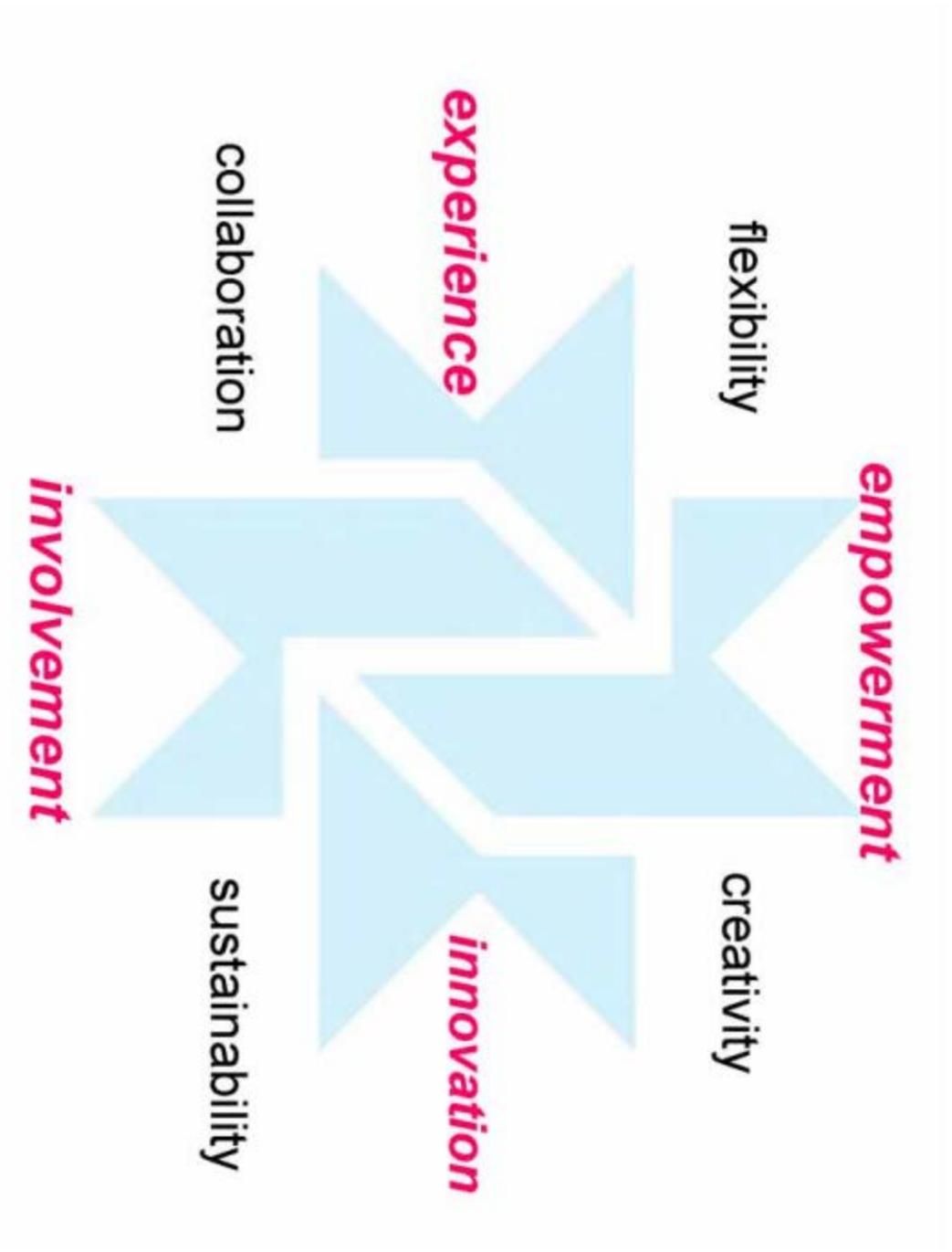


people
activities
technology
support
community
books

Things you can do in the

LIBRARY

- read magazines
 - access information
 - do homework
 - send email
 - make a mess
 - pay taxes
 - draw pictures
 - build model airplanes
 - drink wine
 - read books
 - snack
 - make a phone call
 - buy/sell/shop for anything in the world
 - place a hold
 - get coffee
- experience
 - learn to make music
 - play cards
 - people-watch
 - learn about sustainability
 - look at art
 - download e-books
 - geek out
 - hear a lecture
 - knit
 - stitch
 - sew
 - craft
 - learn English
 - contemplate
 - learn computers
 - get help
 - enjoy the view
 - start a business
 - change the world
 - tell



empowerment

flexibility

experience

collaboration

involvement

creativity

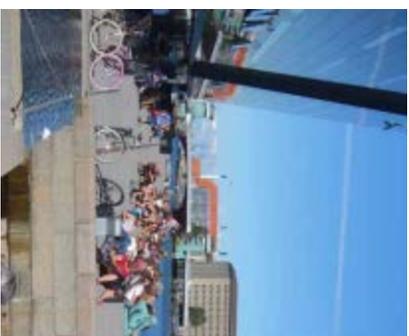
innovation

sustainability

LIBRARY CONNECTIONS IN THE 21ST CENTURY



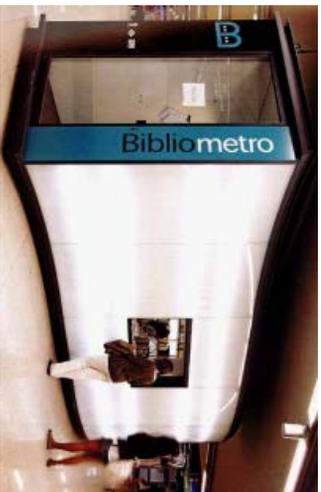
experience



Participant Comments

- **Engage** open space river, bike path, local wildlife, read outside
- **Who** are primary users? Kids? Adults?
- **"Active"** library Colorado apartments + outdoors
 - *Light Fast & flexible*
 - Reading Lounge with **outside open space**
 - Something for Introverts but with a **café/bar feel**
 - Connect **indoor to outdoor**
 - Library staff as **guides** to leverage expertise
 - *E-book checkout*: one that works & is free
 - Learn a specific **Trade/Skill/Art**
- Bike Parking, **Healthy Lifestyles**
- Oversized **Interactive tools**, games
- **Library Hotel**
 - These are not Libraries, these are *educational facilities*
 - **Living Room**
 - **Quiet Space, Safe zone**
 - Love access to instruments – **place to learn & play**
 - **Creative Spaces** – Do things, create things, think quietly
 - **Work out space**
- Support **informal learning** "becoming Van Gogh"
- Places *Overlooking* our mountains/city skyline
- **Mountains, River, Outdoor, Bedrooms**
- Humans still need **connective, communal experiences**
 - Humans still need *facilitate experiences*
 - **Bring libraries out** from behind heavy, closed walls
 - Satellite **Ecological/Environmental Library** (focus)
 - Direct connection to **experience/experiment nature** in the city

innovation



Participant Comments

- **Community Gardens** in and around
- Use the **neighborhood as a learning tool**
- *Noisy Library* (tools, welders, hammers, building)
- **Device free zone** books + makerspace
- Create an **active education center** for each topical realm
- Combine *Performing Arts & lecturing* (500 seat theater)
- Sound Stage, **Film Studios**
- **Making space**, Shops, Trade skills
- **Food, Cooking, Health, Food Classes**, **Aquaponics**
- **Reading, Learning, Watching**
- Music Studio/Video Production
- Recording Studio
- *Transit Station as Knowledge Hub*
- **Visioning Space**
- **Co Working**

involvement



Participant Comments

- Community **Gathering Place**
- Participate in *First Fridays* – Give observers opportunities to create
- **Nation Western Connection** CSU
- **Storefront Space**, Food
- **Multicultural Celebration Spaces, Traditions, Heritage**
- *Community Spaces* as focal point at design
- Activity as a means of **spurring thought**

flexibility



Participant Comments

- **Flex Space**
- Love *covered collections* in hotel
- **Destination-based** (airport)
- **Flash / pop-up** Libraries
- **Flex-space** super important
- **Natural light** to leverage the outdoors, engage fitness culture
- Storefront model / garage doors, **bring outside in**
- Learn how to use **new technology**, Urban Agriculture, Art processes old & new, i.e. *wet plate collation process*
- Creating a **traveling satellite** to be able to use in a variety of places



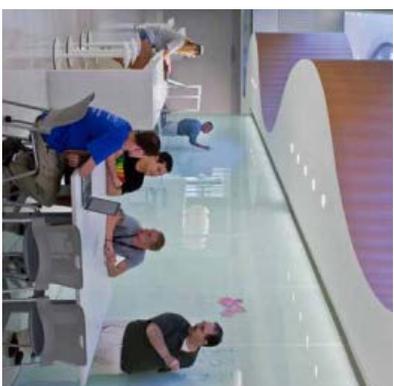
creativity



Participant Comments

- **Book Making**
- Poetry Specific? *Poetry & Art*
- Write-box Gallery! Black Box **performing space**
- **Makerspaces** Public Art studios, classrooms
- **Dirty Spaces** for Sculptors
- **Study Spaces**/calm
- Maker Space as business model? **Ability for library to make money?**
- Leverage a **city view**
- *Content, Creation, ArtScience/Music*
- **Line Music**
- High Design, Color Visual, **Reflect the Art District**
- **Expressive Design**
- *Workshop-type space* for creative activities
- **Furniture design/rehab**
- **Link** to design/art history
- **Urban Development Trends**- less space to paint/build/etc.
- Outdoor space that is **"Library Branded"**
- **Lend Artwork**
- Combination of Arts & Environment (**working artists**)
- **Ecological Arts**
- **Art Creation** – music, mixed media
- **Where Art is made** 3D printers & new tech
- *Educational Brewenry*; How to make beer

collaboration



Participant Comments

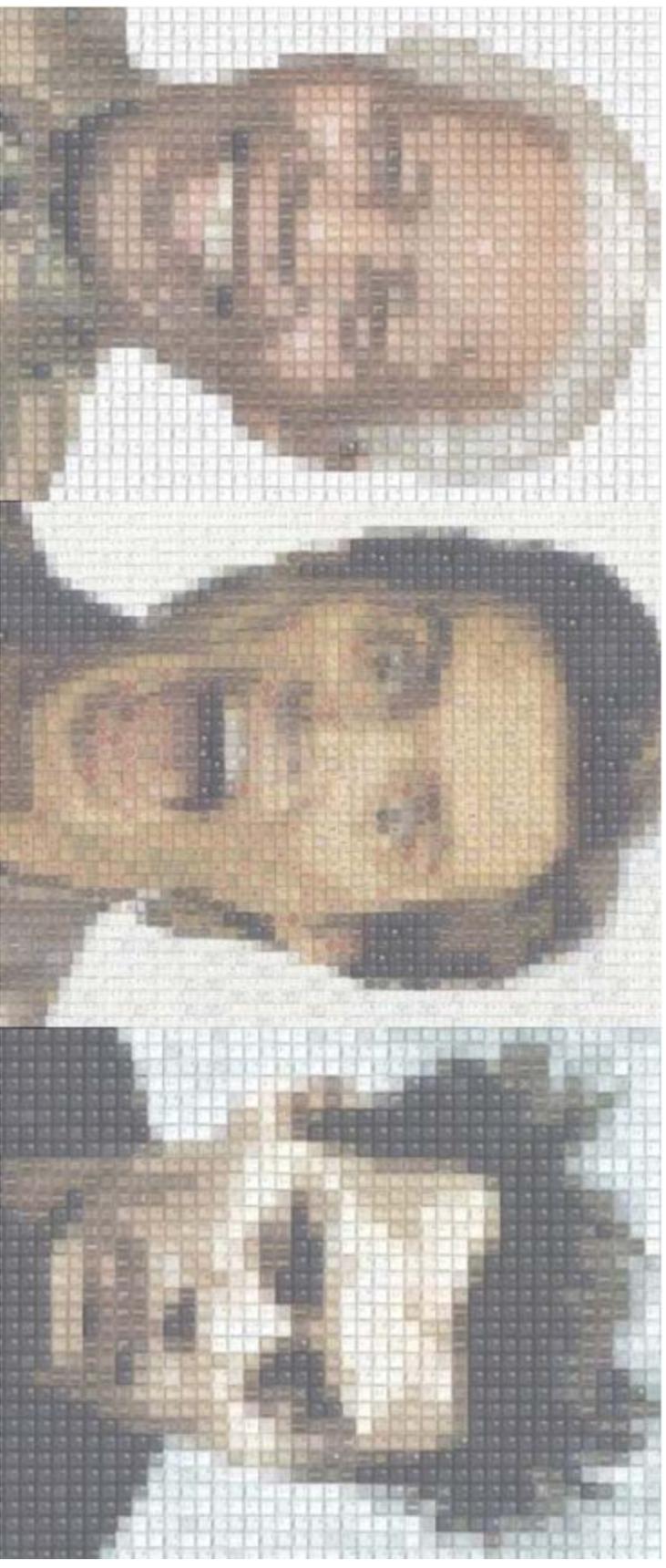
- **Tell RiNo's Story** Now & before Industrial
- **Modern Permanent Space**, More than one?
- *Combine Art/History/Science* centers into libraries
- **Expand ECE?** Partnership with DPS, etc.
- Future Development like RiNo Park to **create spaces for pop up**
- Small, **comfortable meeting spaces**, not just big ones
- **Dating Locations?** Book Tinder?
- *Partnerships* take advantage of civic expertise
- **Hands-on** service/ educational opportunities
- ex) *Bike repair service* along regional trail in combination w/ books on bike repair and local biking/hiking opportunities
- **Book Club** Meeting Space (wire necessary!)
- Less space @ home to **meet w/ large groups**
- A place to **connect, share, & create** around content
- **What problems** are we trying to solve?
- Spaces that **celebrate the area's diversity**
- Choosing several **gathering places in community** where pop up can be installed
- **Showcases** the are + changes environment
- *Overlapping library services* w/ other community elements (gardens, fitness)
- **Connecting** w/ local schools/universities
- **Partner** with Parks & Recreation (pools, parks, paths)

satellite



Participant Comments

- *More focused, very broad*
- **Be part of the City/Neighborhood**
- **DIA First chapter a' la Subway**
- Love the **Subway 1st chapter**
- **QR Codes** for overdrive?
- Provide a way to get **reading material at or on the way** to the airport
- **Do Taxes and other personal finance**
- **Storefront Visibility**
- Are **TODs the best location?**
- Make **bikes part of the conversation**
- *Create the experience first*
- Get **beyond the boundaries** of library
- **Business model** to support
- **Librarian as curating** the experience
- 6-7 Small Libraries with **focus ingrained in the neighborhood**
- Library **combined with other functions**
- Should be a **Sanctuary** / Introversion
- **360 SF units** - most popular in recent development
- A way to *be alone when you're not at home*, especially for those with small units
- **Learning places** - a continuum of resources
- An **informal learning space**
- **Localism**
- Music **performance space** and music library, Multiple small
- *Food Library* at the Source
- Powells has small **specialized library** - specialized focused collection
- Libraries as **learning spaces**, creating learning spaces for 21st Century
- **Flexibility**
- **Technology**
- Imagine at **great library**
- Experiences, **Transformation**, Entertainment
- Learning / Literacy, **Educate**
- **Safe Zones**
- Gathering Spaces, **Community Space**
- Could it be a **window kiosk?**
- *Community Involvement* - laces tying together
- **Library is everything** information center
- Add to **mix of uses**
- **Small**
- **Economics**
- **Excellence, Best, Not Quitting**
- **Creative**
- **Icon!** World Influence
- **Mix it up!**
- **Savvy**
- Expanding Brand - *Multi-Dimensional*
- **Spacious**, Capitalize on assets,
- **Commercialism**
- **Surprise Moves**, Active, Big, Cocky, Confidence
- Library takes **leadership roles**
- How does it **manage change?**
- **Cross cultural** area communication
- **Water** as a study topic
- **Food**: National Western
- Workman's Place - **tool check out**
- *Collaboration* with new buildings
- **Homeless, Senior Citizens, 20's to 40's** use it
- **Not limited to TOD**
- Economics: **Retail = Library**
- **Mix it all up**
- **Reuse a building**: Lots of brick, Tall Ceilings
- **Sanctuary**: Smaller Space



ROLESTORMING



Steve Jobs



Hillary Clinton



Michael Jordan



Neal Cassady



Donald Trump



Dana Crawford



Taylor Swift



Frank Gehry

michael jordan



Participant Comments

- **Open to street** inclusion, no box, no limits
- **Color Blind**, Transcended color/race, creating wealth
- **Multi-Racial** Inclusive
- **Leadership, Entertainment**, Glitzy
- *Athletic Experience as Education*
- **Sports Metaphor, Architectural Metaphor**
- Shoes, **Branding**, "Air Jordan"
- **Empowering** beyond sports, bigger than life
- *Teaching* by example, Kids Hero
- **Senior Citizens** → **Children**
- Basketball Court - **spectators**

dana crawford



Participant Comments

- **Reuse** of existing building
- History – **tell the story** of the neighborhood
- **Partner** w/ other organizations
- *Hotel/Aspect*
- **Connection** – revitalize the river
- **Support local artists** – art galleries
- Have a **strong brand/iconic presence**
- *Think of ourselves as a pioneer*
- **Bring in amenities** that attract people (foodies, local)
- **Hold events** that bring in people
- *Lively* public spaces
- **Focus on public transit**
- **Place-making**

neal cassady



Participant Comments

- **Using Books in different way**: books as chairs, shelves, & table
- **Library as Flatbed Truck** RINo cargo container camp out
- **Organic – cooking, growing, eating, fire pit** “en place”
- **Embrace homeless population** to use resources to address & improve situation
- *Open Late for night OWs*
- **Indoor/Outdoor** losing wall seamless
- **Pop up space** in/out performances, fire pit, connection to nature
- **Hippie Farm Books** in background
- Library as **tactile experience**
- *Music Creative*
- **Free Love** – Communal bean bags
- Library has a **different function**
- Books are there to **enrich experience**

- AGENDA:**
- Mingle and get food
 - Intro to DPL - Michelle
 - 21st Century Library - Dennis/Ozi
 - Rolestorming - Dennis/Ozi
 - Share out

NOTES:

- Connections to outdoors - adaptability + stress for connection to nature. Outdoor spaces.
- Library AS a community space - specific space
- Music & Art
- Library larger than just
- Local spaces - spaces for water, safety, community
- Knowledge, experience - learned books
- ↳ conversations/perspectives... relationships



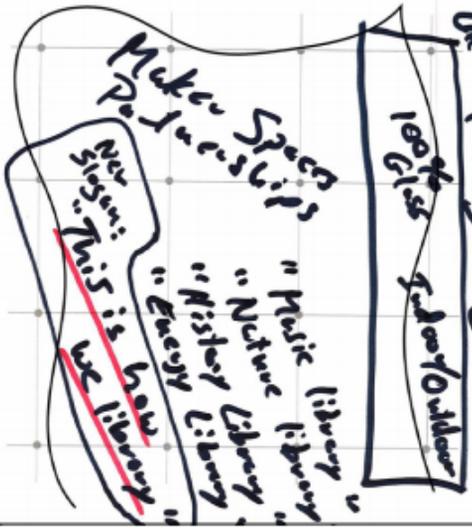
YOU ARE AN ARCHITECT

design your dream satellite library

ARCHITECT

100% glass school of outdoor

Outdoor Exp.



YOU ARE AN ARCHITECT



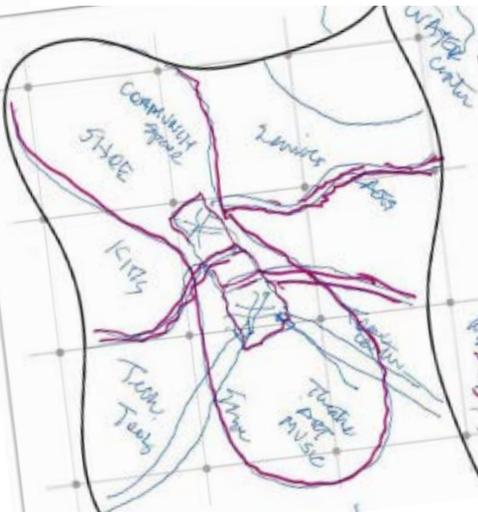
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NOTES:

- 2nd/3rd floor - shared - long, flexible, open, active, etc.
- Community space
 - ↳ also event (community)
 - ↳ opportunity to create more space
 - ↳ how do we use this space, in an active way?
 - ↳ create various programming
 - ↳ create shared
 - ↳ create programming

YOU ARE AN ARCHITECT

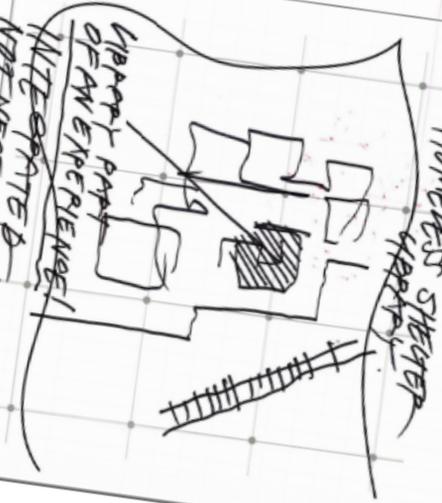
design your dream satellite library



SATELLITE LIBRARIES

YOU ARE AN ARCHITECT

design your dream satellite library



- NOTES:**
- Intro to DPL - Michelle
 - 21st Century Library - Dennis/Ozi
 - Rolestorming - Dennis/Ozi
 - Share out

- NOTES:**
- PAUSED moments
 - organic.
 - mobile / flexible
 - living space
 - gardens!
 - Cost - Curious
 - vertical
 - Tool creation is a constraint

SATELLITE LIBRARIES



NEXT STEPS

We would advocate the following steps to the furthering this transformative idea of creating "satellite" library facilities in rapidly growing neighborhoods:

1. Conduct a similar charrette in with 'City Builders' in another TOD neighborhood. Several of those invited to this charrette could not attend due to scheduling conflicts yet indicated a desire and commitment to attend.
2. Find a prototype facility to experiment with the size of collection/technology. Slightly beyond a "pop-up", yet less permanent than bricks and mortar.
3. Conduct a charrette with DPL staff and leadership testing the ideas of the 'City Builder' charrettes for the prototype facility.
4. Develop a working public/private partnership on the prototype facility.
5. Experiment.
6. Be bold!
7. Make it happen!
8. Reflect and re-initiate the process for a second satellite.





OTHER SATELLITE SERVICE UPDATES

Corridor of Opportunity

- RINO BID and GID both approved by voters
- National Western Complex approved by voters
- River North Park plans progressing
Potential for 4000sf library presence in repurposed police building

Union Station

- Central Platte Metropolitan District provisionally approved
placement of DPL Kiosk at base of the Millennium Bridge

MINUTES
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, December 17, 2015, 8:30 a.m.
Denver Central Library
Level 7 Training Room

Present: Alice Kelly, Lisa Flores, Taylor Kirkpatrick

Excused: Gregory Hatcher, Judy Joseph, Mike King, Rosemary Marshall, Gloria Rubio-Cortés

Staff: Letty Icolari, Megan Devine, Elaine Langberg, Laura Turk, Zeth Lietzau, Ron Miller, Sandra Smith, Michelle Jeske, Rebecca Czarnecki

Guests: Gay Cook, Laurie Romer

1. Call to Order. President
President Taylor Kirkpatrick called the meeting to order at 8:40 A.M.
2. Introductions.
The Commissioners and staff present introduced themselves.
3. Approval of Minutes of November 19, 2015, Regular Library Commission Meeting.
Commission

The minutes were not approved as there were not enough Commission members present to transact business.

4. Public Comment Period.
N/A
5. 2016 Special Trust Fund Budget. Ron Miller
The total Special Trust Fund request for 2016 is approximately \$1.98 million. Miller discussed the differences between the 2016 request and the 2015 request.
Miller noted the increase in personnel. This was due to a difference in the way the After School/ASIC and Plaza programs were budgeted for 2016. The whole calendar year is included in the original budget, rather than just the costs for the spring programs. This practice will probably continue in the future as it makes the budget more accurate at the beginning of the year.
One change not yet included will be the allocation of unrestricted endowment funds to pay for an all staff day event in October 2016. There has also been an increase in training and workshops which is due largely to the Community Learning Plazas, Western History/Genealogy and After School Is Cool programs.

Some of the other variances are simply matters of timing, depending on when spending needs to happen and when we plan for certain items. In contrast to the General Fund, the Special Trust Fund budget is able to grow as needs arise.

Miller will prepare another budget document for the January Commission meeting that compares the 2015 revised budget to the 2016 budget request to better assist in comparing the two years. The Special Trust fund budget could not be approved given the absence of a quorum.

6. Report of the President and Members.

After brief discussion about the 2016 holidays and closings and when to hold the 2016 Commission meetings, Kirkpatrick tabled both conversations until the January meeting when the Commission has a quorum.

7. Report of the City Librarian and Staff.

Approval of 2016 strategic framework. Jeske reviewed the 2016 strategic framework that she will bring back for approval in January. The new vision for DPL is "an inspired and engaged Denver."

Jeske noted that the plan is an evolution of the former plan. Strategic initiatives now refer to large scope time-based projects. Previously, DPL applied this terminology to work that is really our core services. Jeske noted that STEAM is not specifically mentioned because it is so embedded in the work we are doing.

Flores applauded the work and asked where diversity fits into this conversation. She asked if it could be a discussion at a meeting in the next quarter.

Friends Foundation President Gay Cook noted what a great document this is for the Friends Foundation as well as it states very clearly what DPL does.

Jeske then took time to mention a few items from her written report. The Denver Public Library Leadership Academy graduated its first class at the beginning of the month and that will be highlighted more in January or February.

The new signs at the Gonzales branch are going up on Monday. Staff will send pictures to Kirkpatrick and the Gonzales family once they are installed. Kirkpatrick thanked DPL staff for working hard to get the signs in place.

Jeske then gave the floor to Sandra Smith, manager of staff learning and development, and Jennifer Lay, learning program specialist, to update the Commission on the staff learning program.

Lay and Smith went through a powerpoint presentation (see attached slides). There has been a staff training program at DPL since 1889. DPL considers itself a learning organization and continually facilitates learning of its staff. Our program is staff driven which means there are over 100 staff who present to their peers. This is unusual among libraries.

Report of the Denver Public Library Friends Foundation. Gay Cook and Laurie Romer

Laurie Romer filled in for Diane Lapierre. Cook noted that the Friends Foundation Board is off to a great start for 2016 and has three priorities which are fundraising, internal operations and advocacy.

In regards to internal operations, the Friends Foundation is almost at the end of a process to select a new banking service. They've interviewed three finalists and the decision will be shared at the next meeting. This change will allow the Friends to have a banking

partner which provides armored cars and credit card equipment for book sales among other services.

The Friends is also celebrating the anniversary of having a fundraising development director.

The new development committee has met and they are starting an outreach campaign at branches.

Year End figures on BLB and Used Book Sale:

- BLB up \$30k net over last year. Brought in more money but also cut staffing costs.
- Winter Book Sale - up more than \$7k from last year.
- Colorado Gives will be about \$40k, up from \$31k last year.

8. Other Business.

Jeske and the Commissioners in attendance engaged in a book exchange. The titles given were:

- High Country Times subscription/The Memory Keeper's daughter
- Station Eleven
- The Swerve
- Take Your Time

The meeting was adjourned at 9:50 A.M.

Submitted by Rebecca Czarnecki for Judy Joseph.



DPL Learning Program

— Past, Present & Future

A Team Approach to Learning



What we offer

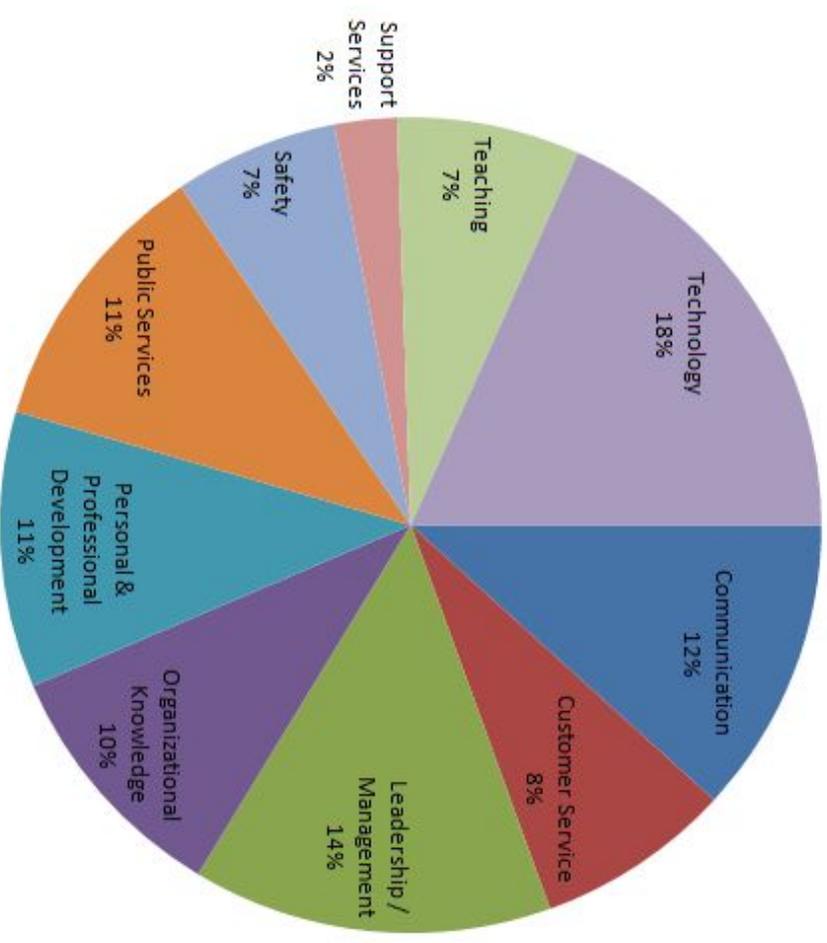
Instructor Led Training

- Face-to-Face sessions
- Instructor Led Live Webinars

On Demand / elearning

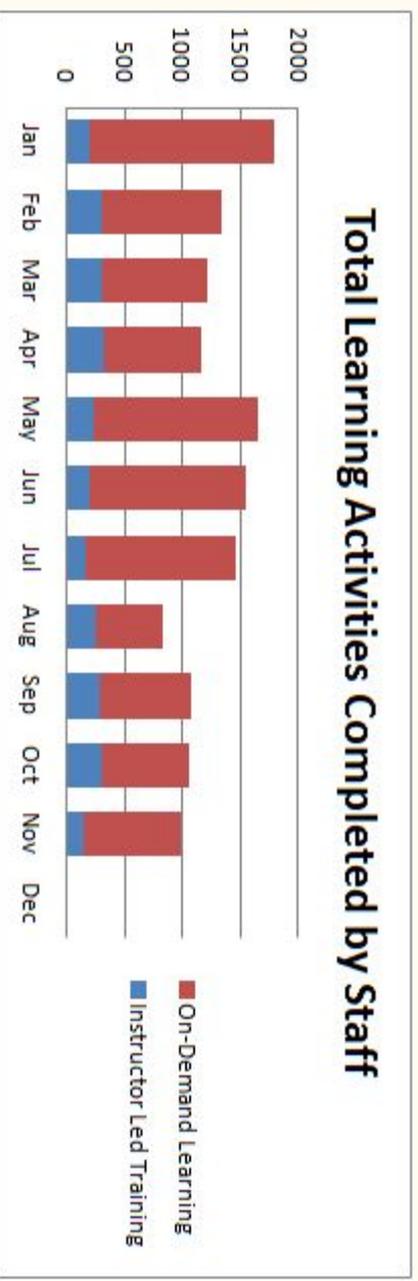
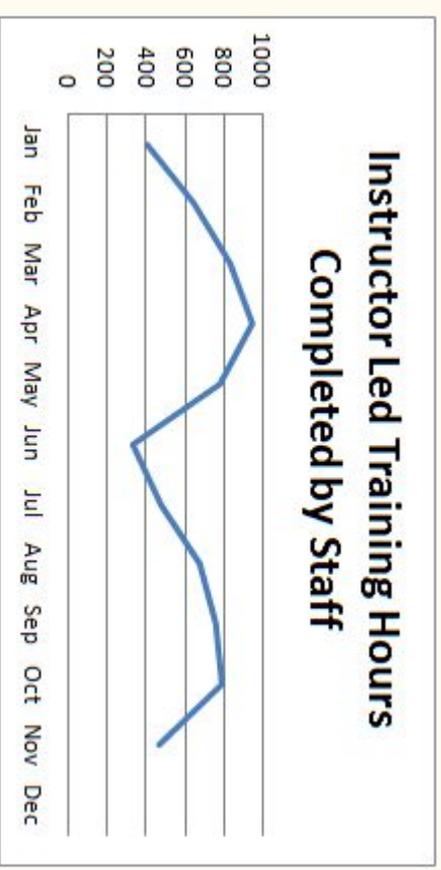
- pre-recorded webinars, tutorials & courses
- online accessible documents & videos

Learning Objects Offered in 10 Subjects

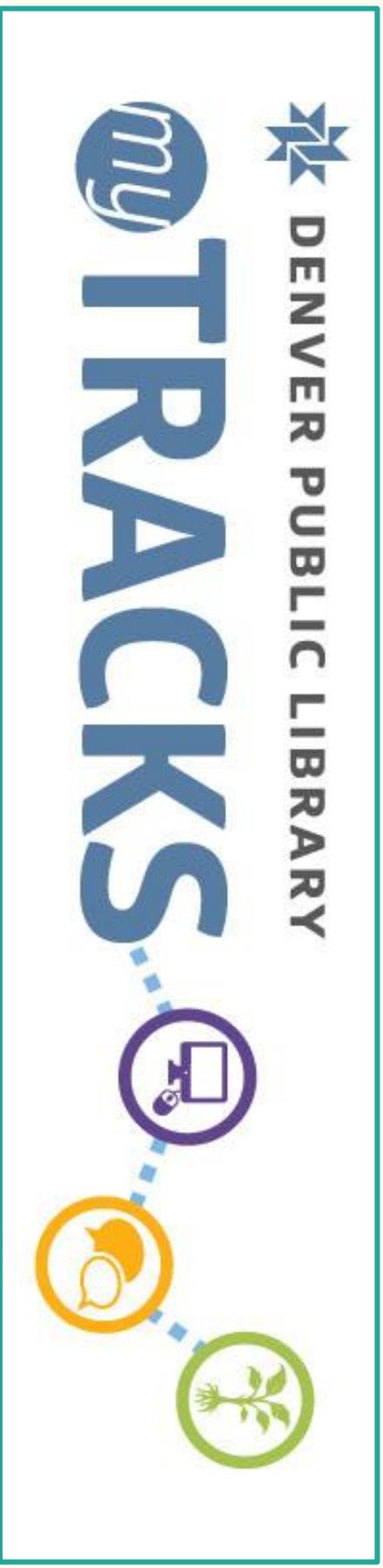


A Hunger for Learning

- Over 14,000 Learning Objects were completed by staff this year
- Only 17% of those were assigned



myTRACKS: Our Learning Portal



Agenda Item 5

Requested Action: Approve Budget

Denver Public Library (DPL) 2016 Special Revenue Fund Budget

As defined by the Governmental Accounting Standards Board, a Special Revenue Fund (SRF) is used to account for specific revenue sources that are restricted or committed to expenditures for specific purposes.

The DPL SRF is not part of the General Fund and is not included in the City budget approval process. Unspent balances are carried forward to the next year and, unlike the General Fund, do not expire on December 31st.

The revenue for the DPL SRF comes from:

- 54% Donations to the library received by Friends Foundation
- 23% Revenue from operations (lost book fees, printing and copying fees, Western History photo sales, meeting rooms)
- 13% Friends Foundation endowment distribution
- 6% Friends Foundation fundraising activities (Booklovers Ball, annual book sales)
- 3% Trust distributions sent directly to the library
- 1% Investment income

The SRF budget is used for:

- 45% Children's and other outreach programming
- 23% Miscellaneous other expenses (staff recognition, equipment...)
- 20% Western History and Genealogy department staff and supplies
- 12% Books and materials

The balance in the fund in 2015 has been between 1.2 and 1.6 million dollars. Funds are either donor restricted (Friends endowment used for Western History), DPL restricted (lost book revenue used to purchase collection materials) or unrestricted. In general, the expenditures for 2016 are funded by revenues received in 2015.

The Commission approves the SRF budget in December for the following year. The budget can change somewhat throughout the year as unfunded opportunities and needs arise. DPL staff presents budget amendment requests to the Commission if the change exceeds \$100,000. For example in 2015 an increase of \$125,000 was approved for the copier project. This budget can be seen in the Technology Services and Equipment line in the statement below.

2016 Budget Request Summary

	2014 Actuals	2015 Revised Budget	2016 Request
Employee Expenditures			
Personnel	\$ 683,912	\$ 703,038	\$ 766,376
Staff Recognition	27,959	36,945	38,150
Training & Workshops	450	21,457	13,855
Total Employee	712,321	761,440	818,381
Collection and Programs			
Books & Materials	354,466	433,636	455,475
CEN & Branch Programming	138,176	167,317	176,800
Total Collection and Programs	492,642	600,953	632,275
Furniture, Fixtures & Equipment			
Tech Services & Equip	60,184	187,230	6,295
Office Furniture and Equip	144,393	33,410	25,050
Leases - Building & Equip	45,852	55,000	55,000
Total FF&E	250,429	275,640	86,345
Administration & Other Expenditures			
Office & Misc Supplies	111,822	114,868	113,960
Administrative	5,131	3,040	6,250
Travel & Conferences	31,307	29,960	32,925
Official Functions	23,071	32,131	27,700
Postage	450	1,250	1,150
Printing	21,304	10,497	6,500
Professional Services ¹	151,140	175,805	110,364
Advertising	5,266	6,780	9,000
Undesignated Budget ²	-	100,549	135,000
Total Admin & Other	349,491	474,880	442,849
TOTAL	\$ 1,804,883	\$ 2,112,913	\$ 1,979,850

¹ The \$65,000 decrease in Professional Services is due to a 2015 budget item for processing and digitizing documents and photos from the Rocky Mountain News archives. This work has concluded and the budget was not needed again in 2016.

² The 2016 undesignated budget amount of \$135,000 is used for opportunities that come up during the year. The expenditures are approved by E-Team and can include things like DPL Connect, equipment for meeting rooms and the Union Station kiosk.

Agenda Item 6

Required Action: Approval

LIBRARY USE POLICY

The Denver Public Library supports the rights of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm or invasion of privacy. The Denver Public Library is dedicated to providing friendly, courteous and respectful service. The goal of the Denver Public Library is to provide an enjoyable, clean and comfortable environment for all library users.

Role of the Denver Public Library

Protect Library Property

The role of the Denver Public Library is to protect collections, equipment and property for present and future users. Intentionally damaging, destroying or stealing any materials, equipment or property belonging to the library, another customer or staff member is prohibited.

Ensure a Safe and Secure Environment

The role of the Denver Public Library is to ensure a safe and secure environment. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal law or ordinance is prohibited on Denver Public Library property. Examples of prohibited activities include but are not limited to:

- Sleeping
- Sexual, physical or other harassment
- Bringing unauthorized weapons permitted on library premises
- Possessing, selling or being under the influence of alcohol or illegal drugs
- Engaging in peeping, stalking or indecent exposure
- Soliciting, panhandling or gambling on library property
- Trespassing or entering library property when banned
- Impeding passageways with personal property
- Leaving personal property unattended
- Bringing more than the following into the library:
 - o One medium size piece of luggage (wheeled or not)
 - o One medium size carried bag or backpack
 - o One personal item (purse/laptop bag/briefcase)
 - o Any combination of these types of items, not to exceed a total of three items

Provide a Comfortable and Welcoming Environment

The role of the Denver Public Library is to provide a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy library materials and

services. We ask library users to be respectful of each other and behave in a manner that does not disrupt other library users or interfere with normal operation of the library. Examples of disruptive behaviors include but are not limited to:

- Using profane, obscene or abusive language, including racial, ethnic or other epithets
- Creating unreasonable noise and engaging in boisterous activity
- Using audible devices without headphones or using headphones set at a volume that disturbs others. Using any communication devices in a manner that disturbs others
- Running, pushing, fighting or shoving
- Operating roller skates, bicycles, skateboards, scooters or other similar devices inside the library
- Failing to comply with a reasonable staff request or failure to leave the library during emergencies and at closing time

Maintain a Healthy and Clean Environment

The role of the Denver Public Library is to maintain a healthy and clean environment for all library users. Considerate consumption of snack food or a covered beverage is allowed in public areas of the library unless otherwise noted. Examples of behaviors that are not conducive to providing a clean and hygienic environment include but are not limited to:

- Using cigarettes, e-cigarettes, marijuana, chewing tobacco or other tobacco
- Consuming food or beverages in a manner that creates an unclean environment, attracts insects or vermin, disrupts other customers or is harmful to library resources
- Improper dress including not wearing shoes or a shirt
- Personal hygiene that poses a health risk
- Bringing animals inside library buildings, with the exception of service animals and those allowed during special library programs
- Using restrooms for bathing or washing of clothes

Enforcement of the Library Use Policy

Enforcement of the Library Use Policy will be conducted in a fair and reasonable manner. Library staff and/or Denver Police Department will intervene to stop prohibited activities and behaviors. Individuals who fail to observe the Library Use Policy may be asked to leave the library building and property, be banned from the library for a period of time, be subject to arrest, or be subject to other lawful action.

Library Use Policy

Adopted by the Denver Public Library Commission, March 19, 2009

Revised by the Library Commission, January 21, 2016

Agenda Item 7a

Requested Action: Review and Approve

2016 DPL Holidays and Closures

New Year's Day	Friday, January 1, 2016
Martin Luther King, Jr. Day	Monday, January 18
Internet Changeover Closure	Sunday, February 14
Presidents' Day	Monday, February 15
Easter	Sunday, March 27
César E. Chávez Day	Monday, March 28
Memorial Day Weekend	Sunday, May 29
Memorial Day	Monday, May 30
Independence Day	Monday, July 4
Labor Day Weekend	Sunday, September 4
Labor Day	Monday, September 5
Indigenous People's Day – All Staff Event	Monday, October 10
Veterans Day	Friday, November 11
Thanksgiving Eve	Wednesday, November 23 <i>(Close at 4 p.m.)</i>
Thanksgiving Day	Thursday, November 24
Christmas Eve	Saturday, December 24 <i>(Close at 4 p.m.)</i>
Christmas Day	Sunday, December 25
Christmas Day (Observed)	Monday, December 26
New Year's Eve	Saturday, December 31 <i>(Close at 4 p.m.)</i>
New Year's Day (2017)	Sunday, January 1, 2017
New Year's Day (2017)(Observed)	Monday, January 2, 2017

December 2015

Mission

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

Vision

An inspired and engaged Denver.

Community Impacts

1. Children enjoy reading and learning and flourish in school and life.
2. People connect to resources and acquire the skills they need to thrive.
3. We build community through fun, inspiring and creative experiences.

Guiding Principles

We believe people take pride in doing an excellent job and are devoted to providing exceptional customer service. We believe powerful results are possible when every person—every day—brings his or her intellect, compassion, creativity and unique talents to our common goals. We believe that with trust, respect, teamwork, communication and shared responsibility, we create a work environment that supports learning, growth, innovation and risk-taking. Together we make an extraordinary difference in our community.

Our Values

- Customer satisfaction and loyalty
- Free and equal access
- Intellectual freedom
- Confidentiality of use
- Collaboration with partners
- The Trust of our Community
- Innovation (added October, 2015)
We demonstrate this by:
 - Taking calculated risks
 - Empowering staff to be creative
 - Exploring new ways of providing service
 - Learning as we go
 - Fostering creativity in the community

2016-17 Focus Areas

- Early Literacy
- Out of School Learning
- Technology Access and Training

2016 Strategic Initiatives

- Community Engagement
- Customer Experience
- Reimagining Summer of Learning (for 2017)
- Facilities Master Plan

2016 Strategic Initiatives

SUMMER OF LEARNING

Executive Sponsor: Susan Kotarba

Initiative Lead: Ann Schwab

Learning activities are imperative in combating reading and learning loss for kids over the summer break. The Library's Summer of Reading program has for years provided Denver youth the opportunity to maintain and strengthen reading levels. Now, a new Summer of Learning initiative team will formulate recommendations for an expanded program after 2016 that goes beyond reading—offering youth a variety of informal learning programs and activities that focus on multiple academic and developmental areas. Improved partnerships with City, business, nonprofit, philanthropic and/or educational entities will result in a more sustainable and targeted framework for solving summer learning loss.

CUSTOMER EXPERIENCE

Executive Sponsor: Diane Lapierre

Initiative Lead: New Neighborhood Services Manager

The Denver Public Library is known for its excellent customer service. But what factors attract new customers and keep current customers returning again and again? To further increase positive interactions, we will now take a holistic look at the customer experience and deliver high quality, consistent service across all locations. This initiative team will identify customer touchpoints and recommend improvements for staff interaction, facility upkeep, online experience and more. Increases in visits, online visits, circulation, program attendance and customer satisfaction scores will tell us how we're doing.

FACILITIES MASTER PLAN

Executive Sponsor/Initiative Lead: Michelle Jeske

The Facilities Master Plan initiative team will create and implement a 6-12 year plan to guide the development of new facilities and renovation of existing physical spaces as part of the Library's overall strategic plan. Community engagement, advocacy and fundraising will be used as ways to realize future projects and ensure that the Library's physical spaces are meeting the needs of tomorrow's residents. The plan will include input from the Satellite Services team, which is focused on providing service in leased and alternative spaces, as well as the Capital Plan team, which focuses on new permanent and renovated spaces.

COMMUNITY ENGAGEMENT

Executive Sponsor: Diane Lapierre

Initiative Lead: Brenda Ritenour

Serving the needs of Denver residents and communities cannot be done in a vacuum. That's why the Community Engagement initiative team will identify and act upon processes that gather community input in ways that strengthen Library programs and services as well as improve communities across the City. This team will focus its efforts in two primary areas. First, identifying and understanding the unique needs, challenges and desires of residents in targeted communities. Second, building capacity and providing training for Library leadership that encourages a continuous feedback mechanism. These two areas provide the necessary framework for enhanced service at the individual and community levels as well as the City of Denver as a whole. Staff will share information freely with City leadership to further enhance civic engagement and policy.

Mission

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

Vision

An inspired and engaged Denver.

Focus Areas

- Early Literacy
- Out-of-School Learning
- Technology Access and Training

Community Impacts

IMPACT: CHILDREN ENJOY READING AND LEARNING AND FLOURISH IN SCHOOL AND LIFE.

EARLY LITERACY

Build on the library's existing initiatives that focus on school readiness and school achievement. Emphasis on extending services, materials and opportunities for children from birth to five years old and their parents and caregivers in literacy challenged neighborhoods.

OUT-OF-SCHOOL LEARNING

Provide targeted and engaging out-of-school learning opportunities focused on science, technology, engineering, art and math (STEAM) for children and teens. This includes Summer of Reading, an annual 10-11 week program serving children birth through fifth grade and teens, sixth through twelfth. The program encourages children to read during the summer months by offering rewards and library programs.

SUMMER OF LEARNING (INITIATIVE)

Re-imagine and formulate recommendations for future programmatic changes to Summer of Reading aligned with summer learning loss. This is an opportunity to expand beyond reading and offer youth other kinds of informal learning and activities during the summer. Improved partnerships with city, business, non-profit, philanthropic and or educational entities will result in a more sustainable framework for solving the summer slide.



2016 Work Plan

IMPACT: PEOPLE CONNECT TO RESOURCES AND ACQUIRE THE SKILLS THEY NEED TO THRIVE.

TECHNOLOGY ACCESS AND TRAINING

Provide targeted technology access and training to help bridge the digital divide and offer opportunities to learn and excel in a world of rapidly changing technologies. Implement STEAM programming for all ages in two branches (Montbello and Hadley) and expand programming at Central.

SERVICES TO IMMIGRANTS AND REFUGEES

Support and welcome new immigrants by providing targeted delivery of library resources and programs and access to community resources. Provide English literacy, computer and other life skills classes.

RESEARCH SERVICES

Work with the community for more in-depth research, including but not limited to small business assistance, patent research, student research assistance, and government documents expertise.

DIGITAL EXPERIENCES

Deliver exceptional digital library experiences that enable staff and customers to create, learn, think and “do.” Redevelop main denverlibrary.org site. Work to ensure all websites are accessible to everyone.

CAREER ONLINE HIGH SCHOOL

Re-engage adults to prepare them for new career opportunities and admission into a post-secondary education institution by providing an accredited online high school education.

IMPACT: WE BUILD COMMUNITY THROUGH FUN, INSPIRING AND CREATIVE EXPERIENCES.

ADULT & FAMILY PROGRAMMING

Engage adults and family audiences in fulfilling, dynamic and unexpected experiences designed to reach specific market segments of each branch.

COMMUNITY ENGAGEMENT EVENTS

Produce and deliver large-scale, free community events that bring people into the Central Library or bring DPL to new audiences with cultural partners.

HISTORICAL SERVICES

Collect and share resources and services about African-American history, Western history, genealogy and the Conservation Movement in the Rocky Mountain West.

CIRCULATING SERVICES

Ensure equal access to Denver Public Library's circulating collections through library card registration services, checkout and return service, account services and holds processing and delivery.

ADVISORY SERVICES

Connect customers with physical and virtual books, movies and music that match their needs and interests.

BOOKMOBILES/MOBILE SERVICE

Deliver library services to Denver's children and seniors who are unable to visit the library on their own. Connect Denver neighborhoods with library services at community events via Reading Rocket bookmobiles and DPL Connect.



Our Internal Objectives

OBJECTIVE: STRENGTHEN CUSTOMER LOYALTY

CUSTOMER EXPERIENCE (INITIATIVE)

Increase positive customer interactions by taking a holistic look at the customer experience and deliver high quality, consistent service across all locations. This initiative team will identify customer touchpoints and recommend improvements for staff interaction, facility upkeep, online experience and more. An increase in visits, online visits, circulation, program attendance and customer satisfaction scores will tell us how we're doing.

IMPLEMENT WAYFINDING*

Fabricate and install new signs at the Central Library according to plans developed in 2015. Prioritize ADA compliant signs and determine other high impact areas for initial installation.

LIBHUB*

Link DPL BIBFRAME resources to partner library resources and refine linked data cataloging workflow through the Libhub Initiative.

IMPLEMENT CUSTOMER RELATIONSHIP MANAGEMENT TOOL*

Integrate currently disparate customer relation tools into one unified product, to ensure effective, efficient customer communications.

OBJECTIVE: ENHANCE OPERATIONAL PERFORMANCE

FACILITIES MASTER PLAN (INITIATIVE)

Create and implement a plan to guide the development of new and renovation of existing physical spaces as part of the library's overall strategic plan. It will include work by the Satellite Services and Capital Plan teams focused on leased or other alternative spaces as well as capital projects including new and renovated library buildings. It also includes planning, community engagement, advocacy and fundraising. The team will determine how to best meet the needs of the community with

its facilities using the guiding principles set forth by the Library Commission.

- **Satellite Services** will design and implement a digital kiosk near the Millennium Bridge and work toward decision-making about a site in RiNo for 2017. It will also look at other leased space options.
- **Capital Plan** team will work with consultants, City officials, Library Commission, staff and others on cost estimates, prioritization, timing and planning for potential new spaces and renovation projects.
- **Hadley Renovation*** will happen in second half of 2016.
- **DOJ Work*** Work with the City to correct/update facility items identified by the Department of Justice (DOJ) that do not comply with the Americans with Disabilities Act (ADA).
- **Central Library 6th Floor** will continue to be renovated.*

NEIGHBORHOOD SERVICES CREATION*

Restructure the branch system, establishing a Neighborhood Services division with six geographic areas.

STAFFING ANALYSIS*

Collect and analyze data on staffing levels and needs and determine new staffing models to meet the needs of the community and help achieve the library's vision and community impacts.

HOURS ANALYSIS*

Collect and analyze data on the use of the library for various purposes and determine new hours models to meet the needs of the community and help achieve the library's vision and community impacts.

DATA ROADMAP*

Improve data collection, accuracy, analysis, reporting and use for decision making.

LEAN PROCESS IMPROVEMENT

Integrate LEAN process into the library's culture of improvement and efficiency. Continue to empower and engage staff to identify opportunities to eliminate waste and implement process improvements.

2016 Work Plan

CENTRAL LIBRARY PLAN*

Develop a five-year vision and define a plan to provide services from the Central Library to its neighborhood and the broader community.

DEVELOP INDEPENDENT NETWORK & IMPLEMENT NEW PHONE SYSTEM*

Complete cutover from the City's network to a fully DPL-managed network and implement an improved phone system.

IMPLEMENT NEW INVENTORY/CIRCULATION SYSTEM*

Define and implement a new system for tracking and moving items, such as program-in-a-box and IT equipment, across DPL locations.

FIVE-YEAR ROADMAP

Develop a five-year roadmap to guide the library's work with the purpose of planning further ahead for budget requests, advocating for additional funding and being more effective in the pursuit of our community impacts.

OBJECTIVE: PROMOTE EMPLOYEE EMPOWERMENT

EMPLOYEE ENGAGEMENT SURVEY RESPONSE

Provide a deeper dive into the responses from the survey to better inform us with details to work on areas of improvement.

PLAN 2017 STAFF LEADERSHIP ACADEMY

Use the feedback from the newly graduated Leadership Academy participants to begin planning for the next cohort.

EMPLOYEE DEVELOPMENT AND LEARNING

Expand e-learning options for staff. Continue competency development and general learning opportunities.

OBJECTIVE: DEMONSTRATE FISCAL STEWARDSHIP

REVAMP GRANT PROCESS*

Improve process to write and report grants including development of grant proposal procedures and policies.

DISASTER PLANNING*

Establish a comprehensive disaster plan to include the recovery of library materials, special collections, technology and facilities.

OBJECTIVE: COMMUNICATE LIBRARY VALUE

COMMUNITY ENGAGEMENT (INITIATIVE)

Serving the needs of Denver residents and communities cannot be done in a vacuum. That's why the Community Engagement initiative team will identify and act upon processes that gather community input in ways that strengthen Library programs and services as well as improve communities across the City. This team will focus its efforts in two primary areas. First, identifying and understanding the unique needs, challenges and desires of residents in targeted communities. Second, building capacity and providing training for Library leadership that encourages a continuous feedback mechanism. These two areas provide the necessary framework for enhanced service at the individual and community levels as well as the City of Denver as a whole. Staff will share information freely with City leadership to further enhance civic engagement and policy.

OUTREACH

Implement outreach plans as developed by Taking it to the Streets initiative team in 2015.

INTEGRATED MARKETING COMMUNICATIONS PLAN*

Implement integrated marketing plan that supports focus areas/strategic initiatives and overall DPL work plan, as resources allow.

ADVOCACY PLAN*

In conjunction with the Friends Foundation, work with volunteer advocacy committee to communicate with stakeholders about DPL value, future plans and need for community support in alignment with Facilities Master Plan.

* Project

Agenda Item 8b

Requested Action: Receive report

See Executive Scorecard and 2015 Goal Report on following pages.

January 2016

Executive Scorecard 2015

reporting as of:		December 31, 2015				Historical Data		Remarks
Impact/Objective	Measure	2015 Target	Previous Qtr Q3 2015	Current Qtr Q4 2015	YTD 2015	Status	2014 Actual	
DPL Vision - We Are Connected	Residents with positive perceptions of DPL	81%			84%	●	81%	
	Residents who used DPL in past year	75%			67%	◆	73%	
Community Impact 1 - Childrens' Literacy	Circulation of childrens materials	2,100,000	538,965	471,545	2,119,986	●	2,222,148	
	Summer of Reading participants	43,000	6,578	-	44,114	●	42,792	
	Children & Teen program attendance	365,000	46,307	89,773	279,007	◆	264,645	
	Early Literacy program sessions	12,500	1,290	4,240	11,390	▲	11,037	*
Community Impact 2 - Life Skills & Resources	Plaza Hour attendance	25,000	7,851	8,196	32,927	●	21,822	
	Technology Class attendance	11,000	3,072	4,066	12,805	●	9,597	
	Public computer usage - by hour	775,000	177,335	157,193	670,439	◆	725,852	
	Career Online High School enrolled participants	50	42	58	58	●	-	*
Community Impact 3 - Enriching Experiences	Fresh City Life program attendance (Central)	15,500	3,612	4,318	14,297	▲	14,793	
	Engage! program attendance (branches)	13,000	4,460	6,054	18,034	●	7,343	*
	Total program attendance	412,000	77,429	127,626	419,793	●	407,707	
	In-person visits	5,000,000	1,076,326	936,977	4,195,777	◆	4,407,701	
	Online visits	11,300,000	3,264,271	3,256,777	12,385,456	●	11,011,548	
	Downloadable circulation	900,000	233,769	235,630	896,577	▲	721,709	
	Total circulation	8,500,000	2,279,860	2,161,991	9,097,572	●	9,067,577	
Strengthen Customer Loyalty	Market share - library cards	56%	59%	59%	59%	●	49%	Q4 data from 12/5/15
	Positive Customer Satisfaction Survey results	97%			93%	▲	97%	last in 2013
Enhance Operational Performance	Turnover rate	5.50	1.23	1.18	5.04	▲	5.13	
Promote Employee Empowerment	Staff learning activities	20,000	3,363	3,424	15,528	◆	21,194	
	Employee satisfaction	86%			86%	●	86%	last in 2013
Demonstrate Fiscal Stewardship	Lean process improvement savings	\$ 180,000	\$ 32,114	\$ 398,706	\$ 432,655	●	\$ 155,492	
Communicate Library Value	New library card registrations	75,000	22,730	50,480	113,645	●	75,399	
	Volunteer hours	106,000	24,825	29,794	105,903	▲	105,009	
	Active donors	3,100	594	1,924	3,516	●	3,453	Q4 data estimated

→ Gonzales branch opened February 23, 2015.

→ Career Online High School program began January 20, 2015.

For data definitions, please see reverse (p. 2)

*Some measures are new or using different parameters and therefore have no comparable previous quarter or historical data.

● Meets or exceeds goal

▲ Within 10% of goal

◆ Not meeting goal

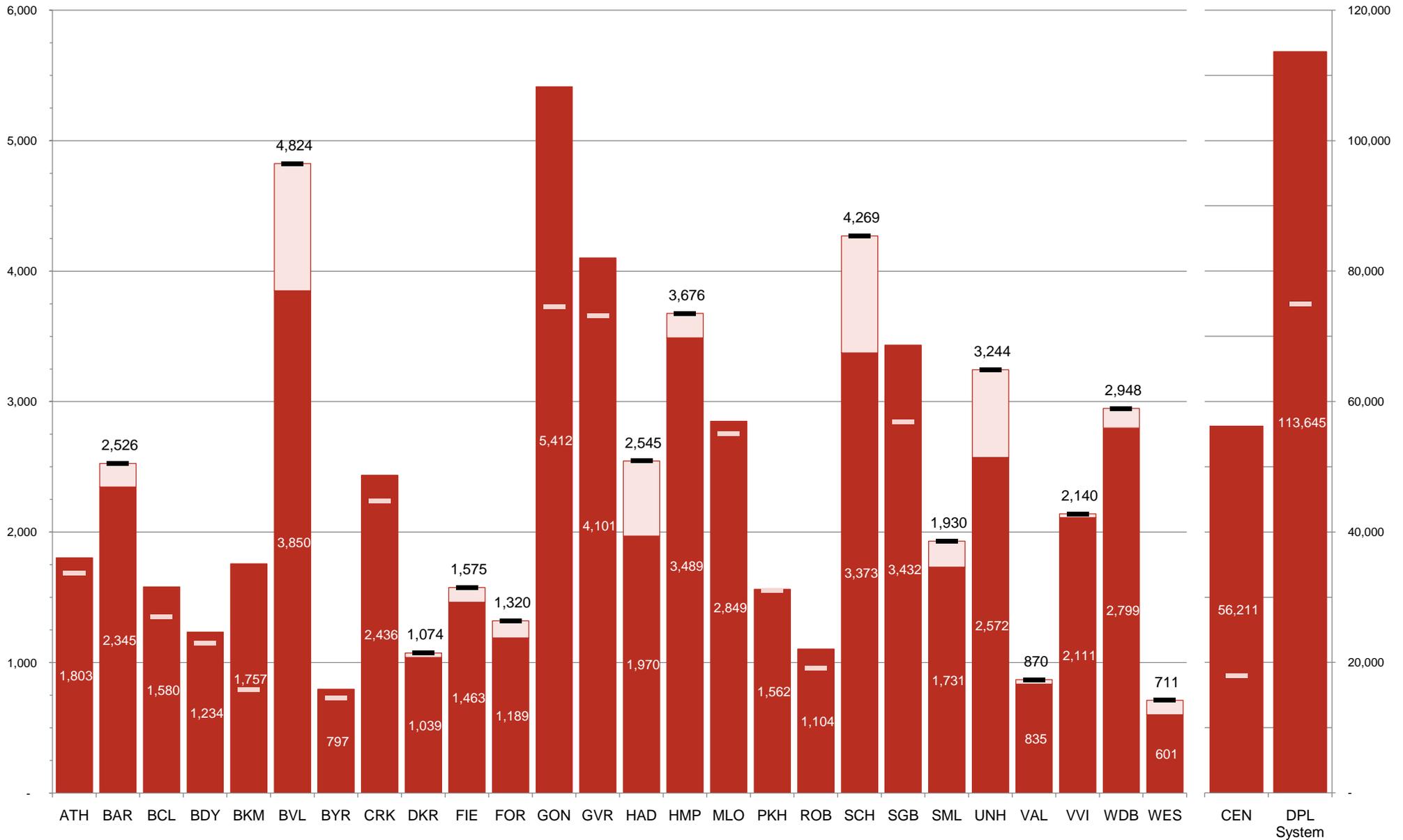
Definitions

Measure	Definition	Source
Residents with positive perceptions of DPL	% rating positively (e.g. excellent/good)	National Citizen Survey - Denver, CO (Community Livability Report) 2014 - Aspects of Governance
Residents who used DPL in past year	% rating positively (e.g. yes, more than once a month, always/sometimes)	National Citizen Survey - Denver, CO (Community Livability Report) 2014 - Aspects of Participation
Circulation of childrens materials	# of circulation transactions of items of juvenile material types	[Circulation] Polaris ILS; Statistical Summary (TrackVia) - TotalCirculationByTypeByQuarter
Summer of Reading participants	# of registered SOR participants	[Programs] SOR Reports - Number Registered/Completed by Branch and Program (StaffWeb) - Lisa Champion
Children & Teen program attendance	# of Children & Teens attending all programs	[Programs] 2015 Program & Outreach Tracking (TrackVia) - Program Attendance Summary - by Age by Month
Early Literacy sessions	# of session of all ages at programs identified as Early Literacy	[Programs] 2015 Program & Outreach Tracking (TrackVia) - Program Session Special - Early Lit by Quarter
Plaza Hour attendance	# of attendees of all ages at programs identified as Plaza	[Programs] 2015 Program & Outreach Tracking (TrackVia) - Program Attendance Special - Plaza by Quarter
Technology Class attendance	# of attendees of all ages at programs identified as Technology	[Programs] 2015 Program & Outreach Tracking (TrackVia) - Program Attendance Special - Technology by Quarter
Public computer usage - by hour	total hours of public computer use	[Computer Use] Envisionware; PC Reservation Usage by Sessions and Minutes
Career Online High School enrolled participants	# of COHS attendees who are currently enrolled	[Programs] COHS Reports - Viviana Casillas
Fresh City Life program attendance (Central)	# of attendees of all ages at programs identified as FCL	[Programs] 2015 Program & Outreach Tracking (TrackVia) - Program Attendance Special - FCL by Quarter
Engage program attendance (branches)	# of attendees of all ages at programs identified as Engage!	[Programs] 2015 Program & Outreach Tracking (TrackVia) - Program Attendance Special - Engage! by Quarter
Total program attendance	# of attendees of all ages at all programs (includes storytimes, tours, and library events; but does not include passive programming, exhibits, appointment services, or promotional efforts) <i>*DPL changed tracking in 2015 to align with state and national reporting definitions.</i>	[Programs] 2015 Program & Outreach Tracking (TrackVia) - Program Attendance Summary - by Age by Month
In-person visits	# of persons entering the library for whatever purpose	[Visits] Door Counts (TrackVia) - DoorCountSummary-2015ByBranchByMonth
Online visits	# of visits to DPL website, Overdrive, catalog, and databases by session	[Visits] Google Analytics; Online Data Collection 2015-2013 (DUX) report
Downloadable circulation	# of circulation transactions of items of all e-media types, including eBooks, eAudiobooks, eMagazines, eMovies, and downloadable music.	[Circulation] Overdrive, Zinio, Volume; Statistical Summary (TrackVia) - TotalCirculationByTypeByQuarter view; Online Data Collection 2015-2013 (DUX) report
Total circulation	# of circulation transactions of all items of all media types	[Circulation] Polaris ILS; Statistical Summary (TrackVia) - TotalCirculationByTypeByQuarter view
Market share - library cards	% of Denver residents with registered library card/Denver population	[Library Cards] Community Connect [Market Share]
Positive Customer Satisfaction Survey results	% rating positively (e.g. very satisfied, somewhat satisfied)	DPL Customer Satisfaction Survey (August 2015)
Turnover rate	total circulation of physical materials/total number of physical items in circulating collection	[Circulation] Polaris ILS; Statistical Summary (TrackVia) - TotalCirculationByTypeByQuarter view; Monthly Circulating Items Count (SimplyReports)
Staff learning activities	# of staff learning activities completed (both in person & online)	[Internal Objectives] Human Resources Training Staff - Jennifer Lay
Employee satisfaction	% rating positively (e.g. strongly agree, agree)	pending Citywide Employee Satisfaction Survey [Satisfaction with job at DPL]
Lean process improvement savings	projected savings (both hard \$ and soft costs) from Lean process improvements submitted to DPL Black Belt team via A3 form	[Internal Objectives] DPL Black Belt Team - A3 Submission report
New library card registrations	total # of new card registrations (not including service cards or other library institutions)	[Library Cards] Polaris; New Registration reports by type - Myrna Camacho
Volunteer hours	# of volunteer hours logged	[Internal Objectives] Ambassador Services (TrackVia) - VolunteerHoursByBranchByMonth - Veletta Hopes
Active donors	total active donors during period	[DPLFF] DPL Friends Foundation - Eduardo Gabrieloff

2015 Goal Progress Report - New Library Cards

reported as of December 31, 2015

■ Remaining
■ YTD
— YTD Target



2015 Goal Report - Data

Group	Branch/Dept Code	YTD	Remaining	YTD Target	2015 Target	Monthly Target	Previous Month	2015 Final	YTD Denver Resident %
Truffala	ATH	1,803	-	1,684	1,684	140	↓ 116	↑ 1,803	79.7%
Truffala	BAR	2,345	181	2,526	2,526	211	↓ 189	→ 2,345	80.3%
Spruce	BCL	1,580	-	1,352	1,352	113	↓ 74	↑ 1,580	66.3%
Oak	BDY	1,234	-	1,147	1,147	96	↓ 92	↑ 1,234	80.5%
Aspen	BKM	1,757	-	793	793	66	↑ 78	↑ 1,757	78.3%
Redwood	BVL	3,850	974	4,824	4,824	402	↓ 177	↓ 3,850	60.8%
Truffala	BYR	797	-	727	727	61	↓ 40	↑ 797	69.0%
Catalpa	CRK	2,436	-	2,237	2,237	186	↓ 144	↑ 2,436	77.2%
Pine	DKR	1,039	35	1,074	1,074	90	↓ 64	→ 1,039	78.9%
Truffala	FIE	1,463	112	1,575	1,575	131	↓ 94	→ 1,463	81.2%
Pine	FOR	1,189	131	1,320	1,320	110	↓ 70	→ 1,189	83.2%
Truffala	GON	5,412	-	3,725	3,725	310	↓ 271	↑ 5,412	73.9%
Pine	GVR	4,101	-	3,657	3,657	305	↓ 209	↑ 4,101	74.3%
Oak	HAD	1,970	575	2,545	2,545	212	↓ 123	↓ 1,970	80.8%
Oak	HMP	3,489	187	3,676	3,676	306	↓ 224	→ 3,489	65.5%
Pine	MLO	2,849	-	2,756	2,756	230	↓ 194	↑ 2,849	78.8%
Redwood	PKH	1,562	-	1,552	1,552	129	↓ 100	↑ 1,562	82.4%
Oak	ROB	1,104	-	960	960	80	↓ 64	↑ 1,104	80.3%
Catalpa	SCH	3,373	896	4,269	4,269	356	↓ 180	↓ 3,373	74.2%
Redwood	SGB	3,432	-	2,843	2,843	237	↓ 219	↑ 3,432	79.3%
Truffala	SML	1,731	199	1,930	1,930	161	↓ 101	↓ 1,731	65.5%
Oak	UNH	2,572	672	3,244	3,244	270	↓ 157	↓ 2,572	77.7%
Pine	VAL	835	35	870	870	73	↓ 40	→ 835	69.8%
Oak	VVI	2,111	29	2,140	2,140	178	↓ 100	→ 2,111	80.5%
Redwood	WDB	2,799	149	2,948	2,948	246	↓ 178	→ 2,799	75.6%
Redwood	WES	601	110	711	711	59	↓ 34	↓ 601	79.7%

Group	Branch/Dept Code	YTD	Remaining	YTD Target	2015 Target	Monthly Target	Month	Forecast	YTD Denver Resident %
Aspen	CEN	56,211	-	17,915	17,915	1,493	↑ 1,574	↑ 56,211	69.1%
	DPL System	113,645	-	75,000	75,000	6,250	↓ 4,906	↑ 113,645	72.1%

data as of: December 31, 2015

- ↑ Meets or exceeds goal
- Within 10% of goal
- ↓ Not meeting goal

Agenda Item 8c

Action Requested: Receive Report

Artist in Residence Program at Ross-Broadway Branch Library

Duncan Parks, winner of a DPL Just Try It Engage Grant, completed his month-long art residency at the Ross-Broadway Branch Library. During his time there he built a drawing machine that pulled from Western History and Genealogy's (WHG) digital image collections. He used Arduino programming software and produced computer-led drawings of the images, as well as mashups where he layered several images on top of one another. There will be a reception to celebrate and see this work at the Ross-Broadway Branch on Saturday, January 23 from 2:00-3:00.

Winter of Reading: Reading is a Winter Sport

The 2016 Winter of Reading program takes place February 1- March 31. Like last year, adults will read and complete library-related activities, check them off in their brochures, and then claim their prizes. You might want to participate. Check it out - <https://www.denverlibrary.org/winterofreading>

Gonzales Branch Library Sunday Expansion

The Gonzales Branch will open on Sundays from 1:00-5:00 beginning January 24. Gonzales will be able to offer services to the community for 52 hours a week, matching the hours of our other large locations.

Internet/Network Separation

The Central Library and Sam Gary Branch Library are planned to go live on the new network over the Martin Luther King Jr. Day holiday. The remaining branches will be cut over in the evenings and weekends leading up the President's Day holiday weekend, with the final separation occurring then. The new phone system will be cut over during the President's Day weekend as well. This switch for which we received 2016 City funding as well as federal subsidies will enable us to offer faster and more reliable Internet service for staff and customers and build the foundation for improving our wifi and digital services.

New Kids Website

In January, we launched a new version of our children's website, "[Read, Play, Learn.](https://kidsbeta.denverlibrary.org/)" Our Digital User Experience and Children's staff spent the better part of the last year conducting interviews with parents, caregivers and early literacy experts to determine what content is most appropriate and usable for our customers. Parents can now easily find books, activities and resources that are appropriate for children at different stages of their life development. <https://kidsbeta.denverlibrary.org/>

SM Energy Invests in Kids and STEAM

SM Energy believes in kids and wants to help them succeed in science, technology, engineering, arts and math (STEAM). That's why the energy company has graciously donated \$100,000 to the library specifically for enhancing the work we do at the ideaLAB at the Central Library and for ideaLAB expansion into our Hadley and Montbello branches. In addition to building the new labs, the funding will help us increase the amount of

programming at select branch locations and maximize resources for STEAM programming at additional branches as space and needs arise.

Re-organization

Beginning February 1, Susan Kotarba will be the Director of Neighborhood Services with six Neighborhood Service Managers reporting to her. Three of these six managers will be new in their positions. Two senior librarians were promoted from within and one internal search is in the works for the last position. This new division will focus on targeted neighborhood services as well as coordination and expansion of youth services across the system. All branches except Blair-Caldwell will be part of this division. Blair-Caldwell will continue to be paired with Western History/Genealogy due to the close ties with the second and third floors. In addition, Early Literacy and the Children's Library will be in the Neighborhood Services division. We will pay close attention to cross-communication and teamwork to ensure that all work is coordinated across the system. Managers will be responsible for geographically clustered branches.

We are making this change in order to create a more balanced and effective workload across managers and directors which includes:

- Fewer overall staff members reporting up to the Director of Public Services
- Fewer staff reporting up to the managers of branch libraries
- Increased efficiency of managers through a geographic distribution of locations
- A more holistic approach to youth services

On February 1, the new Central Library Administrator will begin overseeing:

- Books and Borrowing
- Community Technology Center
- Reference Services
- Western History/Genealogy
 - Blair-Caldwell African American Research Library

These departments and the new Central Library Administrator will be in the Central, Collections, Technology and Strategy division. We created this new position to improve coordination of Central Library activities including:

- Increasing our ability to achieve and sustain strategic goals such as increased visits, circulation, program attendance, card holders and customer satisfaction
- Improving coordination of staffing, programming, services, collections, technology, exhibits, outreach, partnerships and community engagement across departments
- Engaging with civic and cultural partners to plan for and help address Golden Triangle and Capitol Hill community needs
- Leading the facilities master planning for the Central Library

We made two other organizational changes last fall. The Digital User Experience team now reports to our IT Manager. This pairing with IT will help us effectively and efficiently continue to push forward a digital strategy emphasizing the user experience. We also clarified that there are two work teams within Community Relations - Marketing Communications and Community Engagement which now includes Fresh City Life staff who are transitioning to large-scale community event planning and implementation.

Highlights from the Community Relations Division from Diane Lapierre

As a unit of Community Relations, the Community Engagement Department, under the management of Brenda Ritenour, will be involved in supporting the library's strategic work through a number of initiatives and projects.

- *Community Engagement Initiative:* The Community Engagement Initiative team will be formed in spring of 2016. Using the Harwood Institute model of aspirations-based community conversations, team members will identify and understand the unique needs, challenges and desires of residents in targeted communities. The team will also build staff capacity by defining and supporting the practice of community engagement at the Senior Librarian, Manager and Director levels, providing a continuous feedback mechanism. The team will position DPL as an active and authentic part of the community by seeking out opportunities for staff to participate in wider community development conversations and task forces. This work will inform the Facilities Master Plan and help shape library spaces, programs, collections and partnerships into the future.
- *Community Engagement Events:* Community Engagement staff will produce large-scale, free community events that bring people into the Central Library for unique experiences and bring events to new audiences by collaborating with cultural partners. In 2016 we will transition from the programming that has been presented for the past 10 years as Fresh City Life to a new model. In the works are monthly participation in Denver Art Museum's dynamic Untitled events; an Anti-Valentine's Day party featuring the weddings and reception of five lucky couples; The Empathy Project providing a number of lenses through which participants can better understand their neighbors; and an encore of last year's successful Human Walking program featuring furry friends from the Dumb Friends League. Community Engagement Events will be designed and implemented by Chris Loffelmacher and Trish Tilly, who have spearheaded many of DPL's most successful Fresh City Life programs.
- *Revamp Grant Process:* Camron Bridgford, Resource Development Officer, will collaborate with program managers to improve the processes necessary to assess grant opportunities, write proposals and report on grant-funded programs. She will assist in developing stronger evaluation plans that capture DPL's impact on the community. Camron will also act as a liaison with other City agencies to partner on funding opportunities that will build the City's capacity holistically.
- *Resource Development:* Brenda and Camron actively seek funds to support key library programs including Early Literacy, Out of School Learning and Technology Access and Training. Program specific fundraising may include corporate sponsorships or grants with the goal of raising \$350,000. They will support the budgeting process by communicating regularly with the E-Team about Denver's funding landscape.

Dates to Remember

- 1/29, 6 pm: Staff Art Show Reception, Vida Ellison Gallery
- 2/6, 1:30 pm: Juanita Gray Community Service Awards, Ford Warren Branch Library
- 2/11, 9 am: Finance Committee meeting, Drum Room
- 2/11, 8 am: Staff Recognition Event, CEN
- 2/14, 1 pm: Anti-Valentine's Day Party, B2 Conference Center
- 2/17, 5:30 pm: Western History Council event, topic TBD, 5th Floor
- 3/16, noon: DPLFF Board meeting, Seventh Floor Training Room
- 3/23, 6 pm: Western History Council event, topic TBD, 5th Floor
- 4/12, 5:30 pm: Metro Denver Chamber Gold Networking Event, Vida Ellison Gallery
- 5/2, TC Boyle Reception at Pen and Podium event, Newman Center at DU

City Librarian Activities

City

- Met with City Budget Analyst regarding 2017 budget process
- Met City staff from the Mayor's Office, Technology Services and Budget Management regarding a Memorandum of Understanding for the network separation
- Met with Parks and Recreation, North Denver Cornerstone Collaborative and Rocky Mountain Land Library regarding River North Park
- Met with Denver Housing Authority Digital Inclusion Manager Tony Frank about collaboration on Obama's ConnectHome initiative
- Met with Deputy Director Stephanie Adams from Mayor's Office of Children's Affairs
- Participated in Mayor's Cabinet meeting
- Met with Councilman Chris Herndon
- Participated in the White House's ConnectEd Challenge Convening with Mayor Hancock at the White House

Community

- Attended Governor's Annual Holiday Party
- Met with Colleen Broderick, Chief Learning Designer for ReSchool Colorado, Donnell-Kay Foundation, about potential collaboration
- Participated in Golden Triangle Steering Committee meeting
- Met with Francisca Olaiz, Project Director for Mile High United Way, about collaboration in Globeville and Elyria-Swansea
- Met with Metro Denver Chamber of Commerce Talent Director Lorena Zimmer about collaborating on the Denver Opportunity Youth initiative
- Attended the Martin Luther King Jr. Business Awards luncheon
- Talked with Colorado Public Radio reporter about Video One's desire to form a non-profit
- Met with RiNo Art District's Executive Director Jamie Licko about River North project
- Participated in Mentoring Life Summit with Mayor Hancock at Manual High School

Library

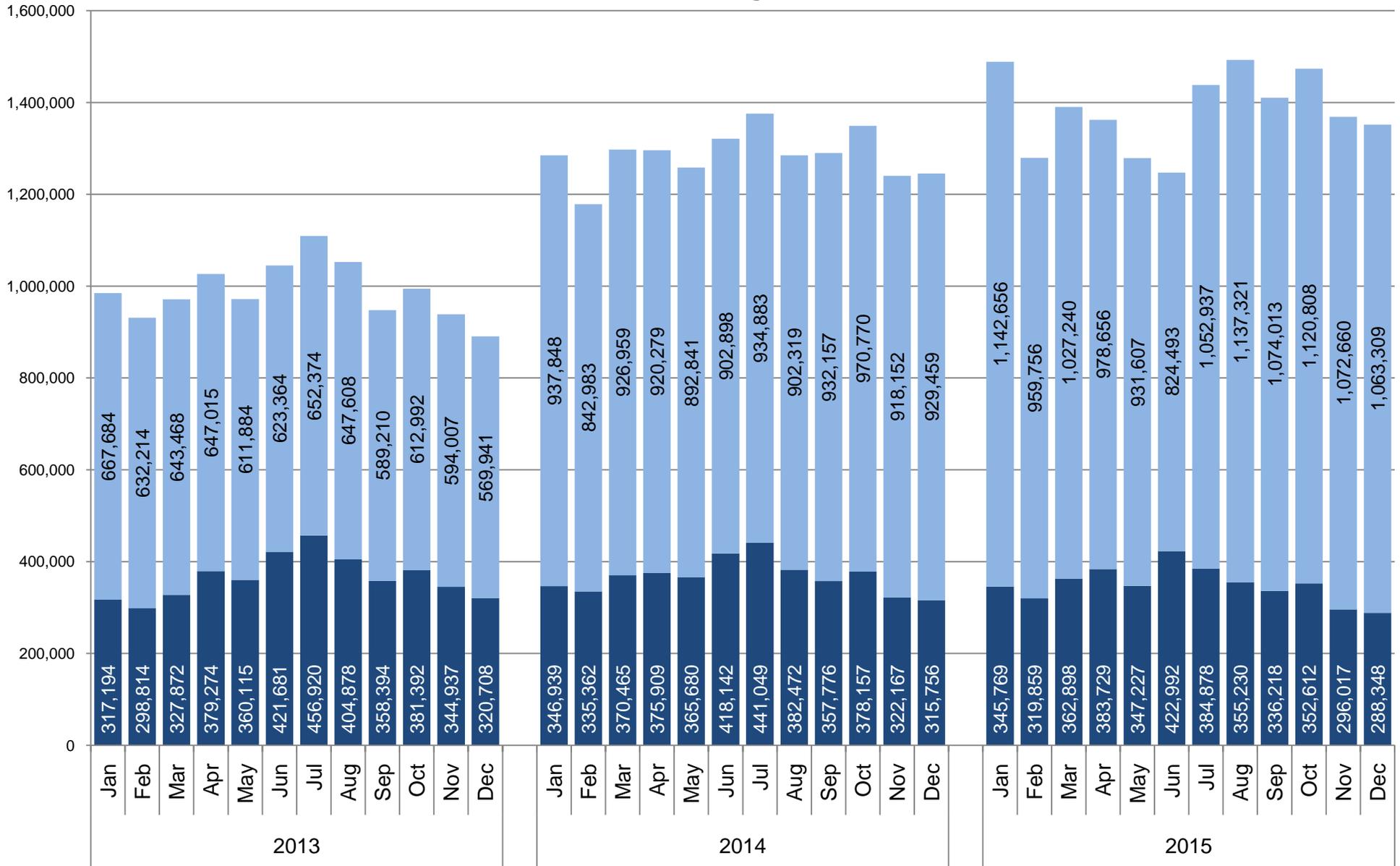
- Celebrated MLS graduations of staff members at Byers and Bear Valley Branch Libraries
- Met with Friends Foundation President Gay Cook to strategize about DPL/DPLFF in 2016

Professional

- Met with ConnectEd colleagues from across the country online and by phone on the upcoming ConnectEd White House convening
- Attended American Library Association Midwinter Meeting including meetings for/with vendors, public library directors, Public Library Association (PLA) Program Committee, PLA Conference Committee and PLA Family Engagement Task Force
- Toured Boston Public Library Central Library renovation
- Toured Washington DC Public Library (DCPL) Central Library with DCPL Director
- Attended the Front Range Public Library Directors meeting

Denver Public Library Total Visits By Month

■ Online
■ In Person



➔ several online vendors had incomplete June & July 2015 visits statistics available.

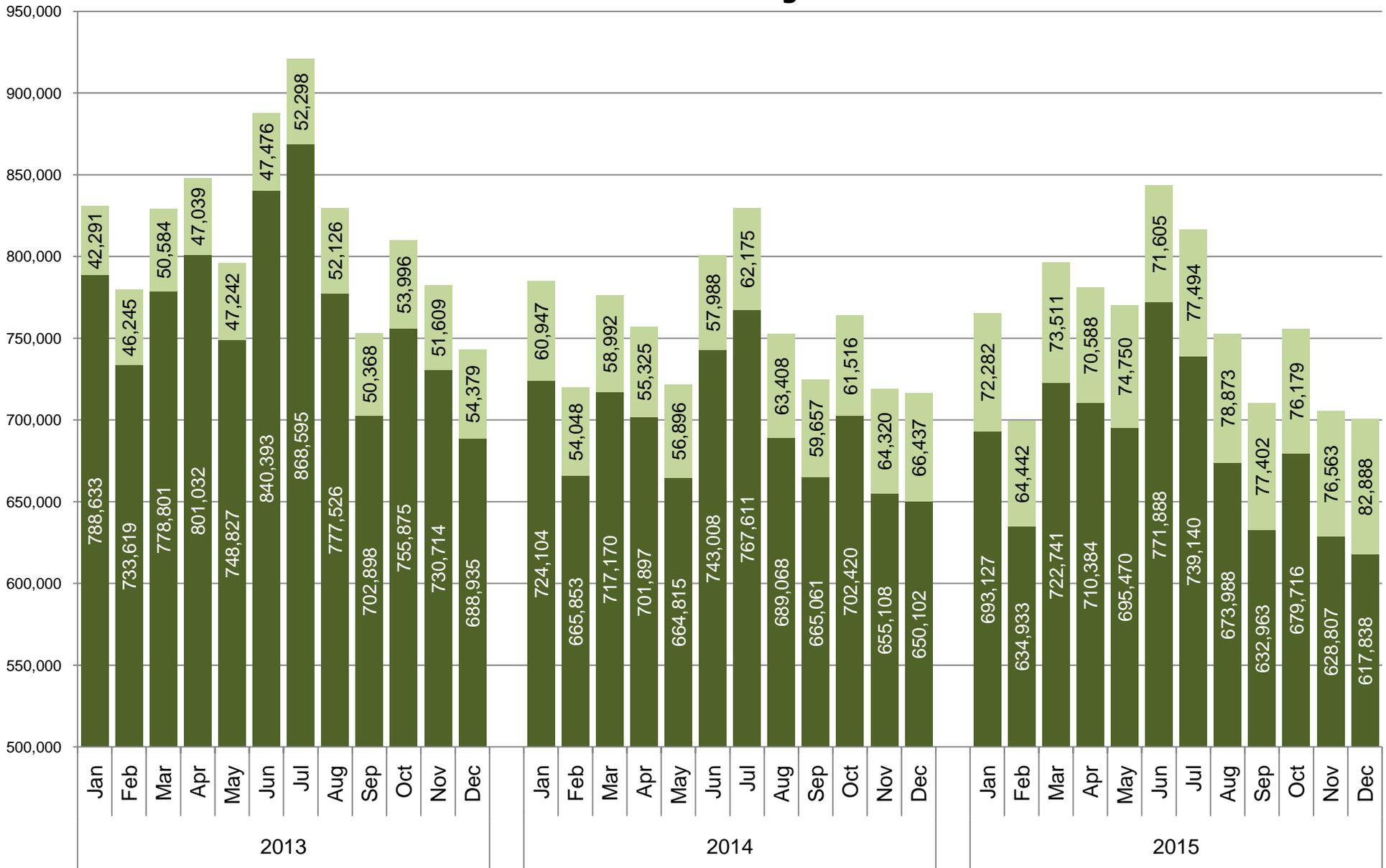
➔ Gonzales Branch opened February 23, 2015.

Online visits - total website, Overdrive, catalog, and database visits by session, as reported by DUX

In Person visits - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

Denver Public Library Total Circulation By Month

Downloads
Materials



➔ primary downloadables vendor had incomplete June & July 2015 downloads statistics available.

➔ Gonzales Branch opened February 23, 2015.

Downloads - total downloads, including electronic books, movies, magazines, and music, as reported by DUX
Materials - total circulation of physical materials at all locations, from Polaris ILS

Denver Public Library Monthly Circulation by Branch December 2015

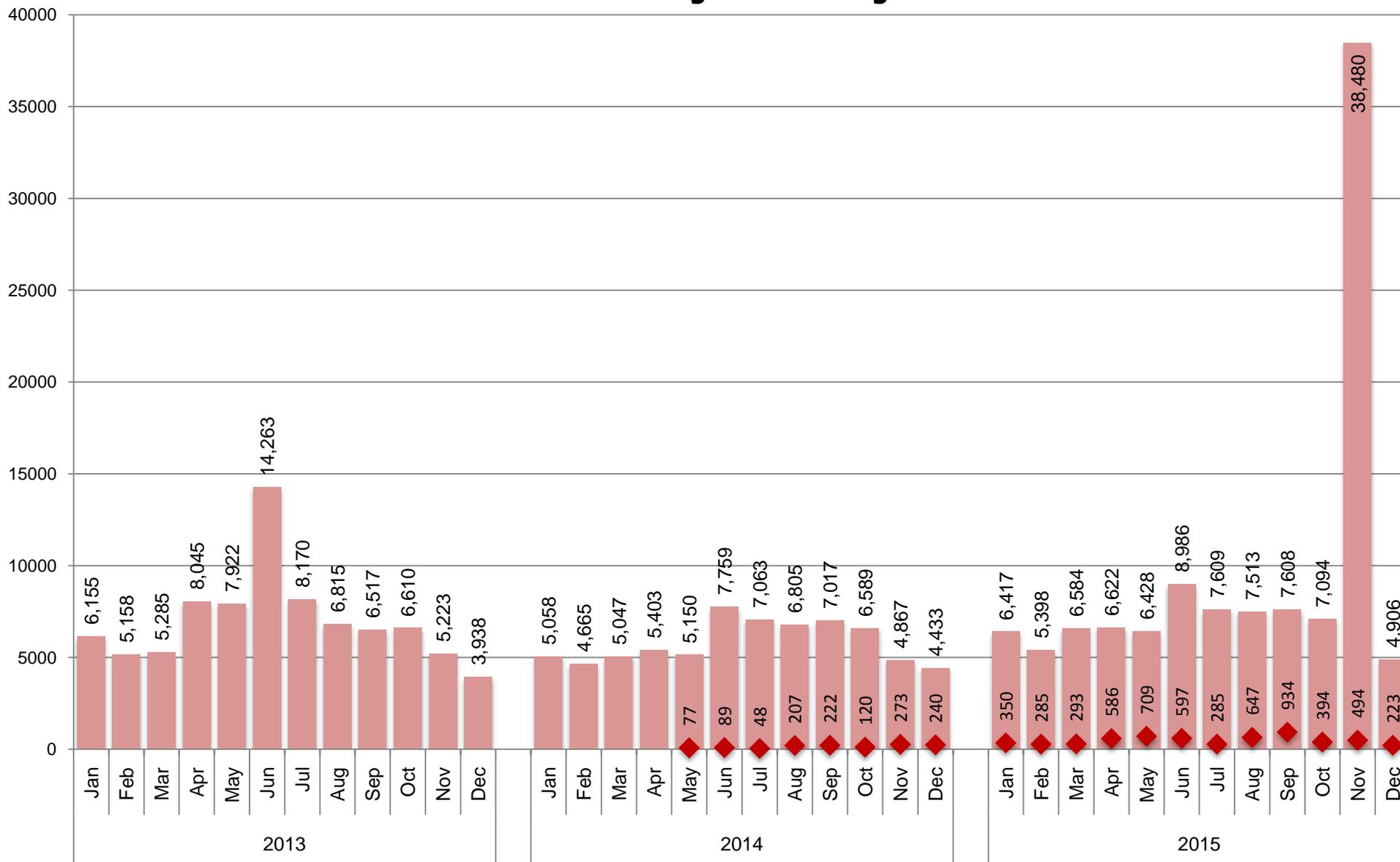
Location	Total Circulation	+/- Previous Month	2015/2014 Year/Year
Athmar Park	8,330	→ (109)	↑ 54
Bear Valley	28,883	↓ (860)	↓ (5,300)
Blair-Caldwell African American Research Library	9,104	↑ 447	↓ (687)
Bookmobile	6,568	↓ (1,514)	↓ (1,699)
Byers	3,325	→ (427)	→ (286)
Central Library	98,445	→ (16)	↓ (11,284)
Decker	13,959	→ (144)	↓ (783)
Eugene Field	22,277	↓ (577)	↓ (1,556)
Ford-Warren	11,968	→ (15)	→ (187)
Green Valley Ranch	23,184	↓ (988)	↓ (1,099)
Hadley	12,044	→ (364)	↓ (1,992)
Hampden	33,001	→ (362)	↓ (1,690)
Montbello	8,157	↓ (1,007)	↓ (2,717)
Park Hill	27,907	→ (7)	↓ (1,248)
Pauline Robinson	4,727	→ (354)	↓ (541)
Rodolfo "Corky" Gonzales	25,379	→ (103)	↑ 25,379
Ross-Barnum	8,864	↑ 161	↓ (5,129)
Ross-Broadway	13,588	↑ 1,451	↑ 1,787
Ross-Cherry Creek	24,825	↑ 14	↓ (1,466)
Ross-University Hills	47,929	↓ (2,645)	↓ (4,834)
Sam Gary	53,014	↓ (3,087)	↓ (5,482)
Schlessman Family	51,329	↓ (1,400)	↓ (3,113)
Smiley	22,900	↑ 1,322	↓ (1,611)
Valdez-Perry	2,940	↓ (641)	↓ (1,474)
Virginia Village	28,943	↑ 628	↓ (2,188)
Westwood	3,615	→ (409)	→ (180)
Woodbury	22,633	↑ 37	↓ (2,938)
Denverlibrary.org Downloadables	82,888	↑ 6,325	↑ 16,451
Total	700,726	↓ (4,644)	↓ (15,813)
Year To Date	700,726		

→ Gonzales branch opened February 23, 2015.

Denver Public Library

Total New Library Cards By Month

■ New Cards
◆ Outreach Signups



➔ MyDenver card program debuted, with a large DPS database upload in June 2013. November 2015 includes another large DPS upload.

➔ Gonzales Branch opened February 23, 2015.

➔ Brew Ha! Ha! programming and outreach blitz - September 2015

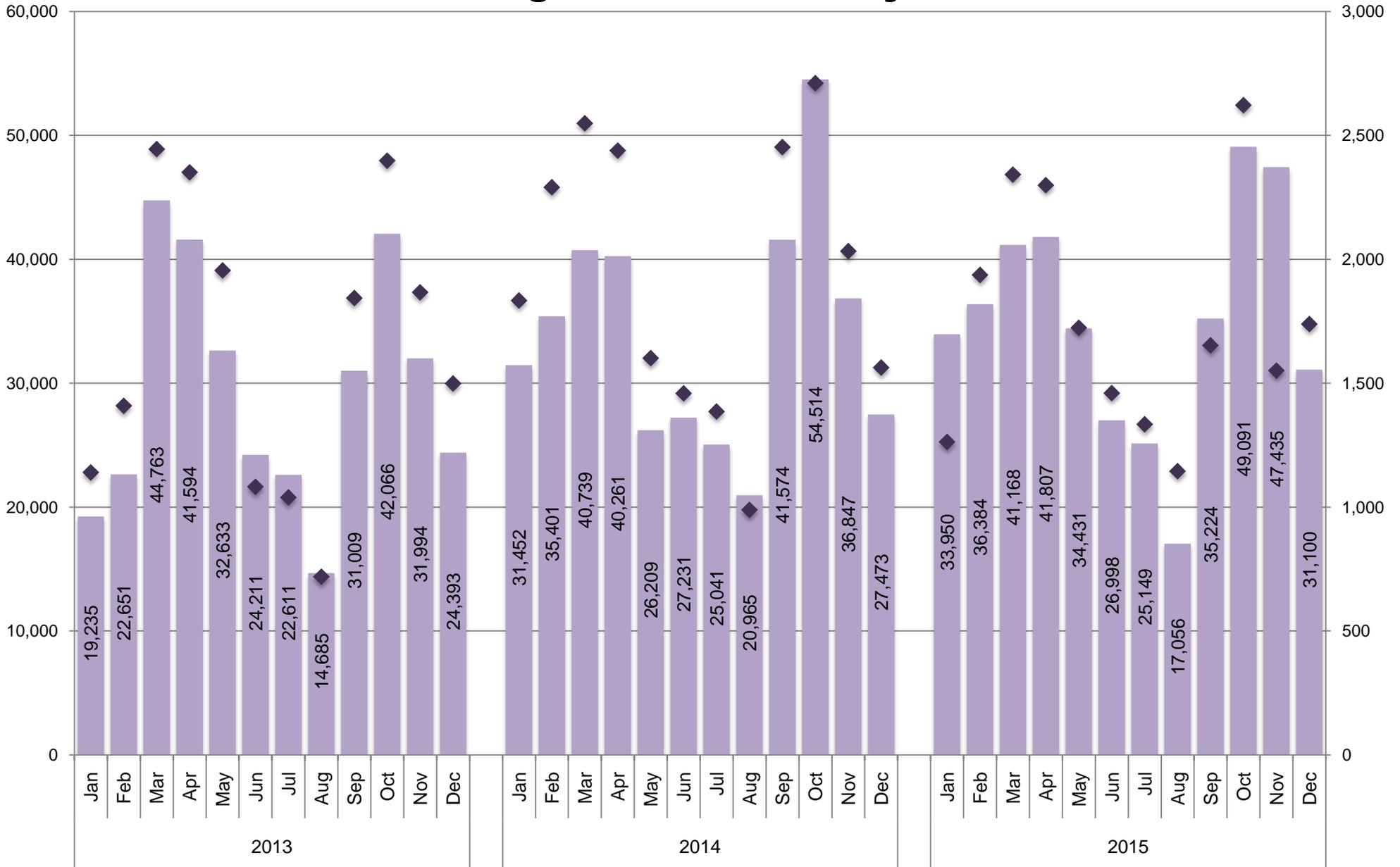
New Cards - total number of new library card registrations (including computer user only cards), as reported by IT

Outreach Signups - total number of new library card signups occurring at Outreach events in the community, as submitted to TrackVia Program & Outreach Tracking application. (Note: 2014 data includes some estimates, as our tracking system did not capture this information before 2015.)

Denver Public Library

Total Program Attendance By Month

■ Attendance
◆ Sessions



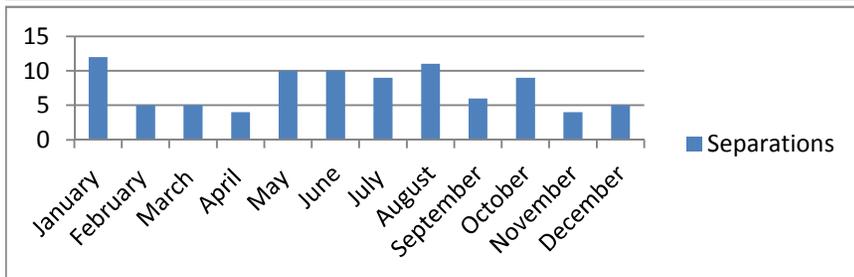
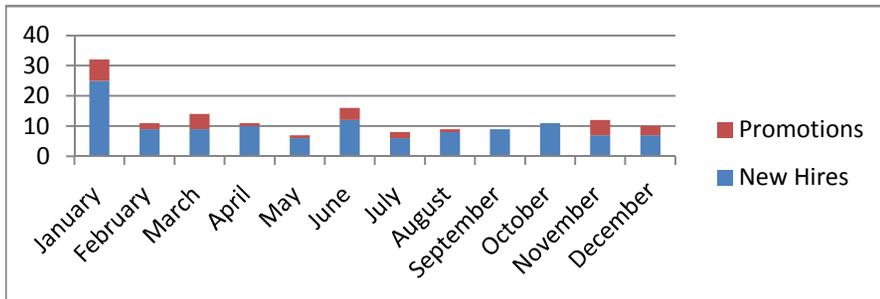
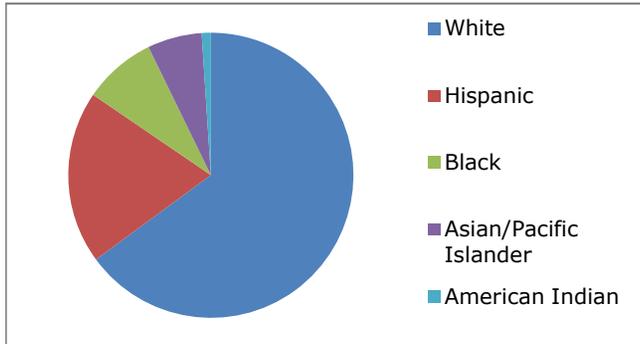
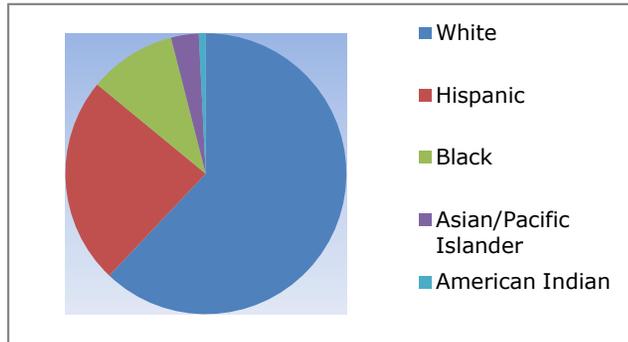
➔ Brew Ha! Ha! programming and outreach blitz - September 2015

Attendance - total program attendance from all locations, as submitted to TrackVia Program & Outreach Tracking application (includes programs, library events, storytimes, and tours); prior to 2015, attendance figures were not aligned with state reporting definitions and may include (Appointment Services, Exhibits, and Passive Programs).

Sessions - total number of program sessions offered (as defined in Attendance), as submitted to TrackVia Program & Outreach Tracking application

Denver Public Library Human Resources Dashboard

January 2016



DEMOGRAPHICS			
Workforce Size	625	Female	61%
2014 Comparison	597	Exempt	27%
White	62%	Non Exempt	73%
Hispanic	24%	Average Age	43
Black	10%	Average Years of Service	8.7
Asian/Pacific Islander	3%	Exempt over 55	24%
American Indian	1%	Non Exempt over 55	23%
Ethnic Minorities	38%		
2014 Comparison	36%		

APPLICANTS			
Month of December	1479	Female	64%
2014 Comparison	1219	Male	35%
White	63%	Other/Unknown	1%
Hispanic	19%		
Black	8%		
Asian/Pacific Islander	6%		
American Indian	1%		
Other/Unknown	2%		
Ethnic Minorities	35%		
2014 Comparison	29%		

NEW HIRES AND PROMOTIONS			
New Hires YTD	119	Promotions YTD	31
2014 Comparison	91	2014 Comparison	22
Ethnic Minorities	45%	Ethnic Minorities	39%
2014 Comparison	36%	2014 Comparison	32%
Female	61%	Female	58%
2014 Comparison	58%	2014 Comparison	64%
Transfer/Reassignments YTD	40		

SEPARATIONS			
Separations YTD	90	Turnover YTD	15.2%
2014 Comparison	78	2014 Comparison	13.2%
Retirements YTD	9		
2014 Comparison	12		

* The HR Dashboard is a work in progress. Suggestions for data collection/reporting can be emailed to Kristen Svendsen, ksvendse@denverlibrary.org

Denver Public Library Human Resources Dashboard

January 2016

Open Leave Cases in December



Percentage of Staff on Leave

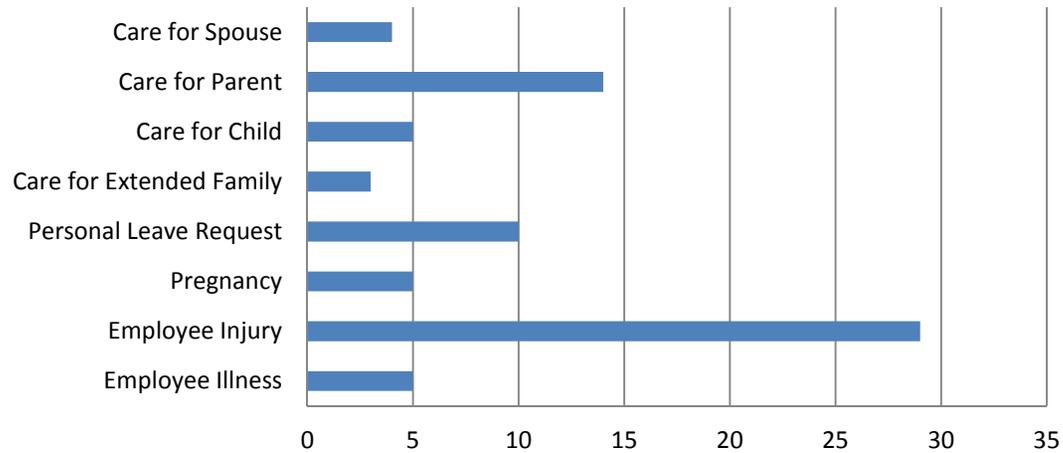
12%

Open Leave Cases in December

FMLA - Intermittent	35
FMLA - Continuous	10
Leave of Absence	4
Interactive Process (ADA)	7
Workers' Compensation	19

The cases represented are the actual number of employees on leave for the month

Type of Leave Taken in December



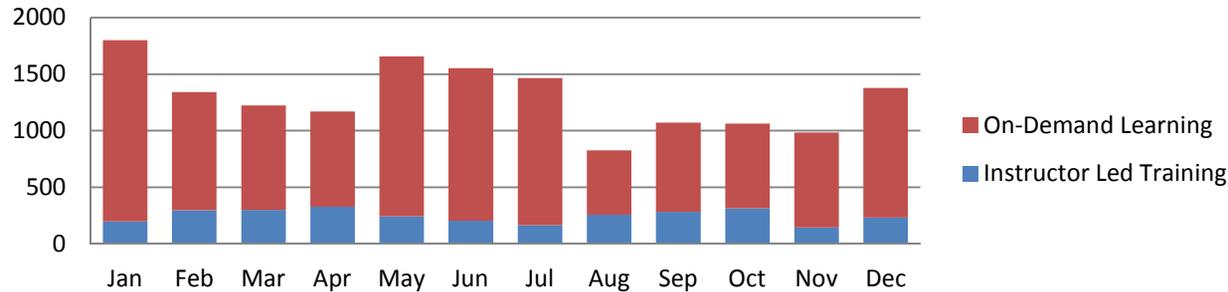
Leave Usage in December

Employee Illness	5
Employee Injury	29
Pregnancy	5
Personal Leave Request	10
Care for Extended Family	3
Care for Child	5
Care for Parent	14
Care for Spouse	4

Denver Public Library Human Resources Dashboard

January 2016

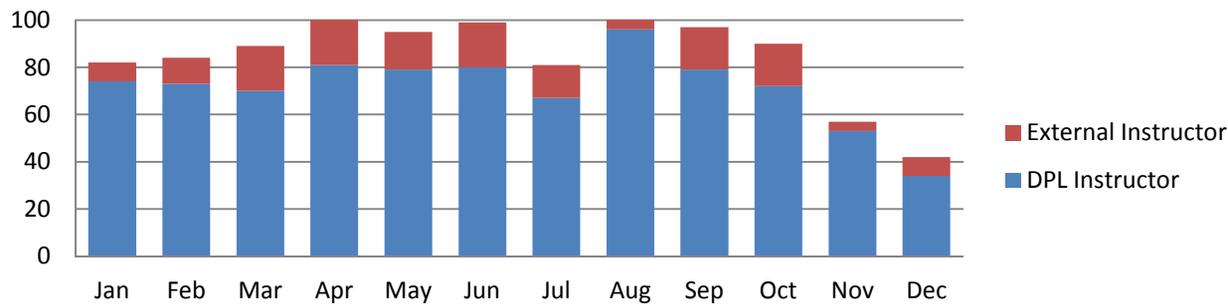
Total Learning Activities Completed by Staff



Last Month:

Staff Learning Completions	
eLearning	1144
Instructor Led Training	233

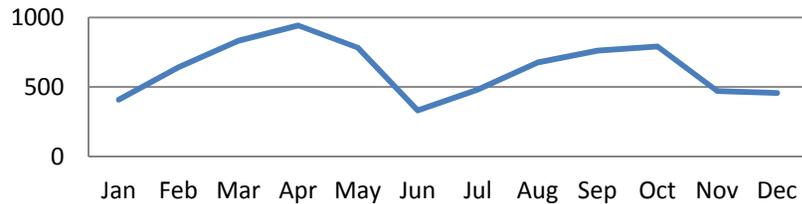
Instructor Led Sessions Offered



Last Month:

Instructor Led Training	
Sessions Offered	42
Percentage Taught by DPL Staff	81%

Instructor Led Training Hours Completed by Staff



Top 5 Training Items Last Month

Title	Type	Rank
Child Abuse and Neglect Awareness	Online Class	1
Safety at DPL	Session	2
Pop Your Mind	Session	3
Conditional Weeding Overview	Document	4
Defensive Driving	Session	5

LATIN LIFE DENVER

COLORADO'S PREMIER ENTERTAINMENT RESOURCE

January 8, 2016

Rodolfo “Corky” Gonzales Branch Library Adds Sunday Hours Beginning Jan. 24



Expanded hours give West Denver community additional access

The Denver Public Library today announced the Rodolfo “Corky” Gonzales Branch Library at 1498 N. Irving Street will add Sunday operating hours beginning Jan. 24. The additional day means the branch will be open seven days a week to better serve West Denver residents.

“The increase in hours at the Rodolfo “Corky” Gonzales Branch Library gives customers more access to our services by being open seven days a week,” said City Librarian Michelle Jeske. “The additional service hours benefit not only the West Denver community but the City of Denver as well.”

The branch, the newest in the Denver Public Library system, opened its doors in February 2015 and quickly gained popularity with West Denver residents who lacked

a nearby library. With more than 3,600 visitors per week, the branch has been so successful in its first year that the Denver City Council approved a budget request to increase weekly hours from 48 to 52 to accommodate the growing demand.

The Rodolfo “Corky” Gonzales Branch Library’s regular hours starting Jan. 24 are: Monday, 12–8 p.m.; Tuesday, 12–8 p.m.; Wednesday, 10 a.m.–6 p.m.; Thursday, 10 a.m.–6 p.m.; Friday, 10 a.m.–6 p.m.; Saturday, 9 a.m.–5 p.m. and Sunday, 1–5 p.m.

Customers can also access many library services such as the library’s catalog, e-books, audio e-books, music and movies at denverlibrary.org.

January 1, 2016

Local Artist's Drawing Machine Powered by Library Data

by [Leilani Olsen](#)

In the future, you won't buy artists' works; you'll buy software that makes original pieces of 'their' works, or that recreates their way of looking at things," or so says musical and visual arts phenomenon Brian Eno in a 1995 interview with *Wired*. Eno has always been ahead of his time, and who knows if the future is now, but one innovative young artist is getting ready for Eno's perhaps inevitable vision.

During the first month-long "Just Try It"-themed artist-in-residence program at Ross-Broadway Branch Library, artist Duncan Parks is using a technologically-driven drawing machine to tap into Denver Public Library's visual database. Randomly selecting photo images of nature and architecture, Parks created an interactive piece of software to teach his machine to interpret the multitude of visual data by creating a series of drawings that explore the interface between nature and man-made structures.

Parks' machine was built using a platform of Arduino technology, an open-source programmable language for electronic devices, to incorporate interactive drawing software that analyzes the visual connections and relationships between the data collected from the images. During Park's month-long tenure, the public was invited to watch his machine in action at the library on Saturdays in December as the series of drawings, exploring the interface between the natural environment and man-made structures, was created.

Park's small art-robot, suspended on cables, slowly crawls across a vertical sheet of paper, leaving streaks of color that evolve into a representational image. While Parks admits himself the slow deliberate strokes of the pen aren't very interesting to watch, the concept of what is happening behind the curtain, the process of the machine learning and interpreting the images in a graphical way, is intriguing, and perhaps this process brings us one step closer to Eno's vision of the futuristic artist-machine.

Most of Parks' original works are of a geometrical, graphic style. He seems drawn to three-dimensional and mathematically inspired objects. He also has an intellectual curiosity about using technology to create art, and he has used computers and 3-D printers to produce some of his works. To get a glimpse of Park's artistic vision, visit his website at duncan-parks.com.

In the spirit of their commitment to innovation and experimentation, Denver Public Library sent out a call for applications to find a community member who demonstrated extraordinary talent and dedication to their work, awarding that person a stipend to create a body of work for display at the library. Parks' Artist in Residence program crescendos in an artist's reception at Ross-Broadway Branch Library—33 E. Bayaud Ave.—on Saturday, Jan. 23, at 2:00p.m., where Parks' drawing machine's accumulated images will be unveiled to the public. For more information Google "artist residence ross broadway branch library."

Front Porch

Delivered to NE Denver—Stapleton, Park Hill, Lowry, Montclair, Mayfair and East Colfax

STAPLETON

January 1, 2016

Memory Cafe an Escape for Those With Memory Loss & Their Caretakers

By Courtney Drake-McDonough



Reference Librarian, Amy DelPo takes a turn leading the group in songs. DelPo was inspired to start the Memory Cafe at the library by her own mother, who has Alzheimer's Disease

During a time of year when many people are making New Year's resolutions about getting fit or saving money, the more pressing issue for some is figuring out how to cope with loved ones with memory loss issues. Whether it's just a little forgetfulness or an actual diagnosis, finding a sense of community and fun can be the goal in the face of an isolating situation.

Ed Whitney walks into the community room with Kathy, his wife of almost 35 years, beaming and raring to go. He writes "E-Z Ed" on his name tag, a nickname that harkens back to his time in the military. Both are clearly happy to have arrived at the Memory Café in the Lowry neighborhood's [Schlessman Family Branch Library](#). It's a social outlet for the couple and a chance to help Ed with memory skills in fun and creative ways.

Kathy describes Ed's Alzheimer's as being in the early stage, "but heading into mid-stage at this point—things are changing." During the Memory Café, which started in October and meets the second and fourth Tuesdays of the month for 90 minutes, visitors take in musical entertainment, even singing along and playing simple instruments. They learn new skills, work puzzles and talk and laugh over coffee and doughnuts. Those happy times are also therapeutic for everyone in attendance.

Being able to strategize with other people about how to remain positive in the face of the challenges they live with is helpful. "The disease is not only isolating for the person with memory loss but it can be somewhat isolating for the person who is a caregiver," says Kathy. She tries to spend time with her friends, "But there's a point where, if friends don't have a sense of what it means to have the disease or be living with someone (who does), they don't have as much understanding. Although they are very caring, you don't want to wear out your welcome when you're talking to people."

The Schlessman Memory Café was started in October by Reference Librarian Amy DelPo whose mother has Alzheimer's disease. When her mother was in the middle stage, DelPo looked around Denver and couldn't find much for her mother to do and says, "She was very lonely, isolated and withdrawn." DelPo looked to the library, figuring there would be things she could take her mother to, but there weren't. Then she looked online and learned about the Memory Café concept, started in Europe, with many throughout the U.S.

There are currently eight Memory Cafés in Colorado, a program of the Alzheimer's Association. But DelPo's program is thought to be the only one in the state located in a library. Because most neighborhoods have a library that is accessible and familiar to residents, she hopes that the Memory Café concept will grow to many other libraries in Colorado.

The Memory Café models DelPo had seen elsewhere were either only free-form social time or a very structured program. She combined the two with the more structured program at the start to help break the ice, such as singing, learning about meditation, a cooking class or art—and then more social time in the second part to allow for conversation. A grant from the Denver Public Library covers food, games and sometimes the guest presenter.

When Kera Magarill leads the group in singing and making music, that's just part of her job as early stage service coordinator with the Alzheimer's Association of Colorado where she provides social engagement programs. Her program also provides information and classes in future planning, including legal and financial issues for people recently diagnosed and their care persons. Magarill says the Memory Cafés help normalize life for the attendees and help them battle the tendency toward becoming isolated.

DelPo's formerly social mother hesitated to go places out of fear of embarrassing herself by not remembering names or being unable to follow directions. "She immediately isolated herself and it was so sad," says DelPo. "That's what I love about this group—you can come and not remember people's names and you don't need to be embarrassed because it's understood that everyone here deals with memory so it's just fine." There is no criteria for who can come to the Memory Café. Anyone with any level of memory loss and every age is welcome.

Although the Memory Café is not a medical or educational program, the activities are mentally, physically and emotionally stimulating. That break from having life revolve around medical issues is beneficial. "I have people say to me, 'It's such a relief to come to something that isn't medical' because so much of what's out there for this community is health care-based or social services-based, whereas this is just about 'let's have a good time,'" she says. "There's still a lot of life to live and a lot of quality of life to enjoy and it's kind of a relief to not have to be put in that box when you come here."

For more information regarding the Schlessman Memory Café, contact Amy DelPo at Schlessman Memory Café at 720.865.0000.

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Novelist Manuel Ramos makes sure Latinos are part of the story of Denver



Manuel Ramos is known as a crime writer, but that doesn't quite capture what he does. His books are love stories, political dramas, mordant cautionary tales. (Donna Bryson / For The Times)

Whatever the changes sweeping his north Denver neighborhood, Manuel Ramos can at least count on the huevos con chorizo at Taqueria Patzcuaro. Wearing a black leather jacket that makes his swept-back hair seem stark white, he grabs a table and orders a plate of the familiar.

Men in sombreros and a mustachioed Emiliano Zapata stare out from black-and-white posters on the walls, a reminder that much of Colorado was, after all, Mexican territory well into the 19th century.

Ramos can trace his own roots to Mexico's Zacatecas state, where his father was born before the family moved to the U.S. in search of work and wound up in the mining country of Colorado.

Ramos, born in 1948 in the southern Colorado town of Florence, thought of himself as a revolutionary. One of his first protests was a sit-in at his Colorado Springs high school. He still has the yearbook with the photo.

"I don't quite remember the issue," Ramos says. "I think they were trying to discipline a student over long hair or something stupid. So we sat in the hall. And there I was."

The impact that the Chicano movement had on this city is tremendous. But it's hard to find the history. - Manuel Ramos, on Denver

He studied political science at Colorado State University and enmeshed himself in campus campaigns against the Vietnam War and in favor of more places for minority staff and students on campus. He went to law school at the University of Colorado because he saw law as a way to continue his activism.

For a time, when he decided he was fed up with the law and needed a break, he found a job in a motorcycle parts factory and tried, unsuccessfully, to unionize his fellow workers.

He wrote a short story about the factory. Then some more stories, which he published. Novels and literary prizes followed.

The neighborhood is a recurring character.

Next door to Taqueria Patzcuaro, a Realtor's "available" signs are propped in the windows of Denver Music as the owners packed up their remaining inventory of Spanish-language movies and CDs. A few doors down is a frozen yogurt parlor and across the street a gourmet burger restaurant.

Gentrification can make it difficult to get his bearings. He and his wife sometimes find themselves driving down streets trying to remember what used to be at this corner or behind that storefront.

"It's hard to reconcile the changes," Ramos says between bites of his eggs. "You wonder where the people are going."

In his 2013 novel "Desperado," Ramos imagines the future of a north Denver taqueria. The main character, Gus Corral, discovers it has been redecorated like the bars and restaurants in the trendy parts of town, its walls covered with stock photographs celebrating the romantic Old West:

"No photographs of Mexicans," Corral muses. "Guess we weren't around when the photographer set up his equipment. We were probably picking crops for shipping on the next train, or lugging silver from ... mines."

Ramos puts Latinos back in the picture. He is known as a crime writer, but that doesn't quite capture what he does. His books are love stories, political dramas, mordant cautionary tales. Characters who are Latino, black and white, artists, professionals and laborers, are described in staccato chapters, like a catchy *corrido*.

"It's hard to find anything about Latinos in fiction about Denver," Ramos says. "I'm doing something that's not done."

This year the Denver Public Library opened a branch named for activist and poet Rodolfo "Corky" Gonzales despite objections from some who view him as a violent radical. Outside the state, Gonzalez is perhaps best known for his poem "I Am Joaquin," in which he summed up the complicated history of the complex people called Latinos or Chicanos or Hispanics, and declared, "I am still here!"

Despite official commemorations, Ramos worries that today's activists fighting poverty, police brutality, and political and educational ills don't always see that they are part of a long tradition, or that they may miss how much progress has been made.

"I have to be careful and not sound as though things haven't changed, that things have not gotten better, that we're all poor and oppressed," Ramos says. "The impact that the Chicano movement had on this city is tremendous. But it's hard to find the history."

Ramos, who recently retired from a top job at the state legal aid program, says he wants to write a novel set during the Great Depression when the Colorado governor declared martial law and sent the National Guard to the New Mexico border to keep out poor non-Coloradans — for the most part Latinos, whom many whites viewed as competition for scarce jobs.

He says one of the characters would resemble his father, a man who knew the meaning of hard work and tried to teach it to his young son, who spent the summers with him on construction sites.

"He worked the hell out of me," Ramos says with pride.

After lunch, he walks home along 32nd Avenue, where Corral in the book runs a secondhand shop. In one scene, Corral is on his way to work when he gets caught in a sudden storm that mirrors his inner turmoil.

Corral finds shelter.

"That's Gus," Ramos says. "He's going to survive. But I don't know that he's going to stay in this neighborhood."

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January 9, 2016

Parents Learn About The Denver Preschool Program

The Denver Preschool Program helps give parents information about selecting a preschool. The 4th Annual Preschool Showcase is Saturday, Jan. 9 from 10 a.m. until 2 p.m.

The showcase helps parents navigate through the preschool selection process and also helps provide information on tuition support.

Jennifer Landrum President and CEO Denver Preschool Program appeared on CBS4 Morning News on Saturday with CBS4's Mark Taylor. She talked about what resources are available for parents at the Preschool Showcase.

"We make preschool possible for every 4-year-old in Denver," said Landrum.

"Kids who attend preschool really get a strong start for Kindergarten and when kids are ready for Kindergarten, they're going to do better throughout their school career. The sad thing is when kids start behind they tend to stay behind. Preschool helps them get ready both socially and emotionally as well as teaches them pre-literacy and pre-math skills."

Parents are encouraged to bring their children to the Preschool Showcase because there will be activities for children.



*Alberto Pellicer Ferrando, DPL Early Literacy Program Administrator
Photo credit: Denver Preschool Program*

"Parents are going to be able to talk to early childhood experts from a variety of programs, center-based programs, to Denver Public Schools, and we'll have the Denver Public Library there doing story time, Museum of Nature and Science, the Denver Zoo," said Landrum.

The 4th Annual Preschool Showcase is Saturday, Jan. 9 from 10 a.m. until 2 p.m. at two locations:

The Studios at Overland Crossing
2205 S Delaware St – Denver

Green Valley Recreation Center
4890 Argonne Way – Denver