

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, February 18, 2016, 8:00 a.m.
Denver Central Library
Rick Ashton Legacy Room

1. Call to Order.
2. Introductions
3. Approval of Minutes of January 21, 2016, Regular Library Commission Meeting.
Commission
4. Public Comment Period.
5. Report of the President and Members.
6. Report of the Denver Public Library Friends Foundation. Gay Cook and Diane Lapierre
7. Report of the City Librarian and Staff.
 - a. Written report items.
 - b. Other items.
8. Discussion of structure and content of Commission meetings
9. Other Business.
10. Adjournment.

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

Present: Judy Joseph, Alice Kelly, Mike King¹, Lisa Flores, Rosemary Marshall

Excused: Gregory Hatcher, Taylor Kirkpatrick, Gloria Rubio-Cortés

Staff: Rebecca Czarnecki, Rachel Fewell, Elissa Hardy, Letty Icolari, Michelle Jeske, Bob Knowles, Melissa Koop (SC), Susan Kotarba, Zeth Lietzau, Diane Lapierre, Ron Miller, Brenda Ritenour, Kristi Schaefer

1. Call to Order. President

Vice President Rosemary Marshall called the meeting to order at 8:03 A.M.

2. Introductions.

The Commissioners and staff present introduced themselves.

3. Approval of Minutes from November 19, 2015 and December 17, 2015 Regular Library Commission Meetings. Commission

The minutes were approved as written

4. Public Comment Period.

N/A

5. Approval of 2016 Special Trust Fund Budget. Ron Miller

Miller reviewed the summary of the 2016 Special Trust Fund and asked if there were questions. He gave a cursory overview of points from the previous month, noting that this looks at a full year of budgeting rather than just six months. Commissioner Flores noted that she appreciated the narrative and the context it provided. Marshall called for a motion to approve. Upon motion by Flores and second by Kelly the 2016 Special Trust Fund Budget was approved.

6. Approval of the amended Library Use policy. Michelle Jeske

Michelle Jeske discussed how the changes being brought forward came to light during her listening tour with staff. Security staff, shelvers and others felt strongly that the absence of a policy around the number of bags allowed in the Library impedes DPL's ability to provide a welcoming environment and posed safety and health hazards.

A group including security staff and our social worker formed to research the policies of libraries across the country. They then developed generous recommendations around the general size and number of bags, hoping to strike a balance between safety, security and

¹ Mike King arrived at 8:16 AM

being welcoming to all. If approved these new guidelines will go into effect immediately but not be enforced until April 15. This will give our staff plenty of time to update customers and do outreach to shelters.

Upon motion by King and second by Flores the amendments to the Library Use policy were approved.

Before moving on Flores asked how the Library handles the issue of service animals, noting that she has recently become aware of how people abuse the classification. Bob Knowles, DPL's head of security, acknowledged that this is an issue and that we are legally limited to how we can investigate. We are allowed to ask people to leave if their animals misbehave.

7. Report of the President and Members

The Commission reviewed the 2016 list of holidays and closings including a day for the final internet changeover on Valentine's Day as well as Indigenous Peoples day for an all staff event. Flores moved, and with second, 2016 holidays and closings were approved.

The Commission moved on to talk about formalizing 8:00 AM as the new meeting time for the Commission. King asked to re-agenda this again for February to discuss when President Kirkpatrick was present. King mentioned he would still like to see meetings held to an hour. Other Commissioners noted a desire for different learning opportunities but with fewer formal powerpoint presentations and agreed that there is a balance to strike between learning/enrichment and business as overseers and stewards of DPL.

Before ending the report of the president and members Flores noted that she has been visiting numerous schools and recently saw the Reading Rocket in action at Eagleton Elementary. She was thrilled to see how excited the kids were and what a demand there was for spanish language materials. Jeske said we are just starting a conversation with Janus about what the next iteration of bookmobiles may look like and how there is still a need for mobile services.

8. Report of the City Librarian

Michelle Jeske reviewed the 2016 Strategic Framework and highlighted the 2016 Work Plan. She then asked the Commission to approve. Kelly asked for a mid-year progress report and then moved to approve and Flores seconded. The 2016 Strategic Framework was approved.

Jeske moved on to give highlights from her trip to the White House convening and a few other items of note from her written report including:

- First sunday hours at GON
- A reception for the artist in residence at the Ross-Broadway branch on Saturday
- Progress of the internet cutover
- The new kids website
- \$100,000 partnership with SM Energy for ideaLAB
- DPL's reorganization will go into effect next week: Susan Kotarba's division will have six managers. Brenda Ritenour is leading a new department focusing on community engagement that includes the former Fresh City Life Team and Rachel Fewell is our Central Administrator.

9. Report of the Denver Public Library Friends Foundation. Diane Lapierre

The Friends Foundation Board met yesterday and reviewed draft 2015 financials. Everything looks good and Lapierre and Cook will bring more information to next month's

meeting. They are also working on a development committee building a membership program to target families.

The Juanita Grey Community Service Awards is on February 6. Additionally, there is a donor appreciation event on February 17. Lapierre encouraged attendance and welcomed Commissioners to bring people who might become supporters.

9. Other Business

N/A

10. Recess of Public Session

Vice President Marshall asked for a motion to close the public session to discuss the performance evaluation for the City Librarian. Upon motion by King and second by Flores the public session was recessed.

11. Executive Session for Discussion of City Librarian's Performance Evaluation, March 2015-December 2015

12. Reconvening of Public Session

The public session was reconvened at 9:34 AM

13. Action on matters discussed in Executive Session

The Commission had a good discussion and will transmit a decision to HR and communicate the decision to President Kirkpatrick. The Commission will likely schedule a follow-up call to make sure the President has an opportunity to weigh in.

The meeting was adjourned at 9:36 A.M.

Submitted by Rebecca Czarnecki for Judy Joseph.

Agenda Item 7a

Action Requested: Receive Report

Two Very Different Activities - A Visit to the White House and A Ride with Delivery



A couple weeks ago, I attended the [ConnectEd Library Challenge](#): Answering the Call, a convening at the White House. Mayor Hancock and I were among mayors, county executives, school superintendents and public library leaders from over 60 communities there to strategize and share best practices on ways to advance President Obama's ConnectED Library Challenge. This is a national initiative that

challenges public libraries to work with local schools to ensure that students have access to the vast resources public libraries have to offer. Getting a library card in the hands of every student is one of the goals identified by this initiative.



Mayor Hancock was on a panel with other mayors and county executives and discussed the results of the passage of Denver's Measure 2A in 2012, which not only expanded library hours but also created the MY Denver Card which provides children free access to local libraries, recreation centers, pools, museums and more. "I am proud that Denver continues to create innovative ways for our kids to get the resources they need to keep learning and growing," Mayor Hancock said. "These critical investments into our future are what will set us apart from other cities and allow us to compete on a global level."

The meeting was in the Eisenhower Executive Office Building which is part of the White House and where most of the White House staff work. We didn't get to see the President or First Lady, unfortunately, but I got to meet Megan Smith, the President's Chief Technology Officer, again and then she called out our DevCamps and CoderDojos in front of everyone there including the Mayor. In the afternoon we had good discussions about how to overcome the challenges of schools, libraries and communities working together to improve educational outcomes. I believe this will be the first of several

convenings, and in the meantime, we'll work to make progress locally and nationally. I have included the agenda as well as the summary of the meeting. I look forward to discussing it further with the Mayor, his staff and people at Denver Public Schools.



One day after I returned from the White House, I went on the road with Anthony, one of our night-time delivery drivers. I met the delivery supervisor at 8:00 p.m. in the loading dock at Central. Jose let me pick a route for the night. They were down one driver so that night we did the four man route. I picked I-70 as it includes the branches near my home. When

Jose told the guys what I had selected, they all laughed. It turns out it's no one's favorite because it's a lot of driving (yes, it is, it's true!).



Before we took off, I got a chance to hang out with the guys who are not only unsung heroes of the Library but a fun, social, welcoming group of people! We traded questions and answers back and forth for awhile before we all hit the road.

Anthony and I loaded up crates of library materials from three areas of Central and then took off for our first stop at Valdez-Perry. We delivered items from Central and picked up items to go to other locations (mostly holds). From there, we hit Ford-Warren, Park Hill, Pauline Robinson, Green Valley Ranch, Montbello and Sam Gary and then back to Central and that was just half of the night! At each location, we dropped off and picked up and several times did some sorting.

Anthony also took me to one of the City Fleet locations so I could see where they get fuel. I got home just before 1:00 a.m. and Anthony and the other guys still had to re-distribute what they had brought back to Central and then go out and do it all over again before they were done at 4:30 a.m.

It's an amazing operation and a lot of work. Most of our customers have no clue about the magicians working in the middle of the night.

Highlights from the Finance and Business Processes Division from Ron Miller

The Finance and Business Processes division is working on several things this year. One of the most important of these is the 2017 budget. The budget includes parallel processes involving several sources of funding such as capital improvement projects, facilities maintenance requests, the base budget and expansion change requests.

Last year the Budget Management Office (BMO) changed the requirements for expansion change requests mandating that all requests include metrics to show the need for the increased funding. This has presented a challenge for us because BMO and the City tend to fund problem areas. For example, when looking at our request to have an independent internet last year, they wanted us to provide them with the number of customers who were dissatisfied with our internet speed. DPL is more forward thinking and prefers to base budget expansions on opportunities identified by growth trends, new technologies and services that improve and enrich people's lives.

To accommodate BMO's process, DPL will do a number of spot surveys that seek to identify customer dissatisfaction and frustrations. We will use the results to show how our expansion requests are solving customer issues.

We are also working on several projects:

Data Roadmap

We are examining our data process from the ground up to determine if the way we collect, use and report data is as efficient, valid and accurate as possible.

E-Rate and Wi-Fi

Building on the success of establishing an independent internet, we have distributed an RFP for increased Wi-Fi at Central and the branches. The project is eligible for 80% funding from E-Rate so our cost will be less than \$40,000.

Work Day

The City is in the process of converting to a new cloud-based financial system called WorkDay. This will replace the current system, PeopleSoft. WorkDay will also replace HTE, the current DPL financial system. The first module to convert will be Human Resources in January of 2017. The purchasing and accounting modules will convert in mid 2017. Our staff is participating in planning meetings to help ensure the transition will go smoothly. Once this is done, we will free up over \$50,000 per year that is currently spent on HTE.

Dates to Remember

- 2/26, 6 p.m.: Untitled, Denver Art Museum
- 3/14, 9 a.m.: Nathaniel Contreras Room Dedication, Gonzales Branch
- 3/16, 3 p.m.: DPLFF Board meeting, CEN, Seventh Floor Training Room March
- 3/25, 6 p.m.: Untitled, Denver Art Museum
- 4/5-4/9: Public Library Association Conference (PLA), Convention Center
- 4/12, 5:30 p.m.: Metro Denver Chamber Gold Networking Event, Vida Ellison Gallery
- 4/14, 8:30: Naturalization Ceremony, CEN, Schlessman Hall
- 4/24, Dia Del Nino

City Librarian Activities

City

Potential RiNo Location

- Met with Lisa Gedgaudas, Program Administrator for Create Denver, Arts and Venues, multiple times to discuss RiNo Park location, strategies for securing space and coordinating with other City agencies
- Met with City Councilmember Albus Brooks to discuss potential RiNo/Globeville library service

Facilities Master Plan

- Met with staff from Public Works and Budget and Management to discuss potential bond and Library facilities master planning

Engagement

- Met with City Councilmember Stacie Gilmore to discuss Green Valley Ranch and Montbello community and library matters and early learning/family literacy
- Met with Public Information Officer from the Mayor's Office of Sustainability about incorporating the City's Love This Place campaign into Library marketing plans
- Participated in Mayor's Annual All Appointee Retreat

Services to Immigrants and Refugees

- Met with Director and Deputy Director of Human Rights and Community Partnerships to discuss more intentional collaboration between our agencies

Community

Engagement

- Attended 40th Annual Inter Neighborhood Cooperation dinner/awards and engaged at our table with Councilmember Kevin Flynn
- Participated in Golden Triangle Steering Committee meeting
- Met with Gary Steuer, President, Bonfils Stanton Foundation about alignment between Library and Foundation plans
- Attended Denver Metro Chamber Education Committee meeting about early learning, DPS legislative and funding priorities and DPS exploration of Swiss apprenticeship model (including speaker Library Commissioner Greg Hatcher!)
- Met with Colorado State Historian and Director of the Center for the American West Patty Limerick about potential collaborations
- Met with former Library Commissioner Wes Brown to update him on library plans

Potential RiNo Location

- Met with Kyle Zeppelin of the Taxi development to discuss potential collaboration in their new residential building in RiNo/Globeville
- Met with RiNo Arts District Director, Jamie Licko, and Civic Center Conservancy Director, Lindy Eichenbaum Lent to discuss challenges of programming in a park

Early Learning/Out of School Learning Focus

- Spoke with Early Milestones Colorado about getting on the Birth to Eight Roadmap

Steering or Advisory Committee

- Met with George Sparks, President and CEO, of the Denver Museum of Nature and Science to discuss potential collaborations and share strategic plans

Library

Facilities Master Plan

- Phone call with Boettcher Foundation Grants Program Director Julie Lerudis to discuss Hadley Branch renovation
- Met with owner's representative/consultant to discuss facilities master plan and potential bond

Staff Support

- Attended the Broadway Branch Artist in Residence Artist Reception
- Worked for two hours in the Community Technology Center
- Worked for two hours at the Ross-University Hills Branch Library
- Attended Winter of Reading kickoff event at Jagged Mountain Brewery
- E-Team catered lunch for Schlessman Branch Library staff
- Helped lead the 2015 Staff Recognition event (Employee of the Year and Service Awards)
- Rode with night time delivery driver on I-70 branch route

Friends Foundation

- Talked with Friends Foundation Board President Gay Cook about 2016 plans
- Met with Friends Foundation Finance Committee
- Met with Acting Superintendent Susana Cordova with Friends Foundation Director and Assistant Director to discuss Booklovers Ball Chair (and seek DPS contacts)
- Welcomed donors to the Friends' Rabbi Steven and Senator Joyce Foster book event

Career Online High School

- Welcomed graduates, family members, friends and others to the pre-graduation reception
- Welcomed graduates, family members, friends and others to the inaugural graduation ceremony

Juanita Gray Community Service Awards/Blacks in Colorado Hall of Fame

- Participated in the annual event, welcoming the community and announcing the winner of the Juanita Gray award

Professional

- Met with former State Librarian to discuss library services to those experiencing homelessness in preparation for the International Federation of Library Associations conference
- Met with metro area library directors
- Participated in annual Alliance Member Council/Board joint meeting
- Met with Colorado State Librarian Gene Hainer to update him on Denver Public Library strategies



ConnectED Library Challenge: Answering the Call

Tuesday, January 19th, 2016
Eisenhower Executive Office Building
8:30 AM – 3:30 PM
#Librariesforall

Breakfast and Registration

8:30 AM

Welcome: Setting the Stage for Action

9:00 AM

Rafael López, Commissioner, Administration on Children, Youth and Families (ACYF),
U.S. Department of Health and Human Services (HHS)
Megan Smith, U.S. Chief Technology Officer and Assistant to the President
R. David Edelman, Special Assistant to the President for Economic and Technology Policy
Dr. Kathryn K. Matthew, Director, Institute of Museum and Library Services (IMLS)

Defining the Problem

Ralph Smith, Campaign for Grade Level Reading/Annie E. Casey Foundation

Impact

Michael Smith, Special Assistant to the President, My Brother's Keeper
Trey Bonaparte, Student, SUNY Binghamton, Class of 2017

Leading the Way: *Why We Made the Commitment*

Jerry Abramson, Director of Intergovernmental Affairs and Deputy Assistant to the President
Chris Coleman, Mayor, Saint Paul, MN
Isiah Leggett, County Executive, Montgomery County, MD
Michael Hancock, Mayor, Denver, CO

How We Met the *ConnectED Library Challenge*: Approaches for Getting Library

Cards into the Hands of All School Children

Maura Marx, Deputy Director for Libraries, Institute of Museum and Library Services (IMLS)

Toni Harp, Mayor, New Haven, CT
Garth Harries, Superintendent of Schools, New Haven, CT
Martha L. Brogan, City Librarian and Director, New Haven, CT

Dena Diorio, County Manager, Charlotte-Mecklenburg, NC
Ann Clark, Superintendent of Schools, Charlotte-Mecklenburg, NC
Lee Keesler, Chief Executive Officer, Charlotte-Mecklenburg Library

Networking Break

Partnering for Success: Meeting the *ConnectED Library Challenge*:

The Washington, DC Approach

Hanseul Kang, State Superintendent of Education, District of Columbia
Richard Reyes-Gavilan, Executive Director, District of Columbia Public Library
David Bishop, Interim Chief Technology Officer, District of Columbia Office of the Chief Technology Officer (OCTO)

Partnerships in Action

Joseph South, Senior Advisor to the Secretary and Acting Director, Office of Educational Technology, U.S. Department of Education
Ursula Wright, Associate Assistant Deputy Secretary for Special Projects, U.S. Department of Education

A Conversation about 21st Century School Challenges

Michael Casserly, Executive Director, Council of Great City Schools
Dr. Debra Hamm, Superintendent, Richland County, SC
Dr. Romules Durant, CEO/Superintendent, Toledo, OH

Morning Wrap Up

Roberto Rodriguez, Deputy Assistant to the President for Education, White House Domestic Policy Council (DPC)
Nancy Weiss, Senior Advisor the U.S. Chief Technology Officer, White House Office of Science and Technology Policy (OSTP)
Colin Register, Special Advisor, White House National Economic Council (NEC)

Networking Lunch

12:15 PM

Afternoon Charge

1:15 PM

Susan Benton, President and CEO, Urban Libraries Council

Community Conversation #1: Leaders Building the Education Bridge

Report Outs and Agreements

Jan Callison, County Commissioner, Hennepin County MN
Kate Donegan, Superintendent, Skokie School District 73 ½
Sari Feldman, Executive Director, Cuyahoga County Public Library and President, American Library Association

Community Conversation #2: Working Together to Connect Students with Libraries

Report Outs on Next Steps

Call to Action for Greater Impact

3:10 PM

Megan Smith, U.S. Chief Technology Officer and Assistant to the President
Alex Macgillivray, Deputy U.S. Chief Technology Officer

ConnectED Library Challenge: Answering the Call
Eisenhower Executive Office Building
January 19, 2016

ULC Internal Meeting Executive Summary
Not for Distribution

Overview

More than 90 leaders from 45 communities that have joined the ConnectED Library Challenge met at the Eisenhower Executive Office Building on January 19 to share experiences and identify action strategies to ensure that every public school student has access to the learning resources at their public libraries. Participants included mayors and county executives, school superintendents and library directors who joined President Obama's ConnectED Library Challenge in April 2015 by committing to working together to eliminate barriers to library card access for all students.

Ralph Smith, Managing Director of the Campaign for Grade-Level Reading and Senior Vice President of the Annie E. Casey Foundation set the tone for the day-long summit by highlighting the urgent learning needs of many children and the potential impact of the powerful ConnectED partnerships.

"This initiative has taken public schools and paired them with public libraries and put superintendents in the room along with mayors and county executives and asked [them] to provide the leadership and the glue that will put local solutions in reach. You now represent the best hope for kids who are falling beyond the reach of schools.... You will usher in a new day, a new hope, and a new possibility that we can keep the promise we ought to make to those kids who are falling beyond the reach of public schools because it is a promise we should make to every kid."

The morning session featured White House and local elected and school official presentations on critical leadership roles in improving education outcomes. And three community teams presented their strategies for ensuring access to library resources – New Haven, CT, Charlotte-Mecklenburg, NC, and Washington, DC.

This report provides a summary of the themes, challenges, action steps, and collaborative strategies that emerged from two afternoon conversations among participants. The report also includes comments from the group discussion that support and enhance the key messages, challenges, and opportunities of the ConnectED Library Challenge.

A more detailed report on lessons learned from the 60 ConnectED communities and long-term strategies to engage more communities in collaborative work to improve education outcomes for all children will follow.

Discussion 1: Leaders Building the Education Bridge. Participants broke into groups by function – elected and appointed city and county leaders, school officials, and library directors and staff. Each group discussed these three questions:

1. What are the **most important messages** from the morning presentations to guide continuing work on improving education outcomes and ensuring library access?

2. What do you want the other groups to **understand about the challenges and pressures you face** in order to increase understanding and build stronger partnerships going forward?
3. What is your group's **most powerful asset** for improving education outcomes and building the education bridge?

The following sections summarize recurring ideas from all groups.

Most Important Messages

- Education is opportunity.
- Sustained partnerships and collaboration based on a shared commitment to education outcomes are essential to long-term success.
- Equity and access for all is the start, but what happens after access is key.
- Libraries meet learning needs birth through life and they need to be recast as education resource centers rather than book repositories.

Challenges and Pressures

City/county leaders

- Competing priorities, funding limits, unfunded mandates, and frequent crises.
- Governance structures and political pressures.
- The difficulty of changing the status quo.
- Voices of the people who use/value library resources often aren't in decision-making room and the people who make decisions have resources at home.

School superintendents

- Sustainability of relationships to achieve results.
- Funding priorities and diversion of resources to non-educational areas.
- Data collection requirements to carry out standardized assessments.
- The importance of equal partner commitments that leverage partner strengths.

Libraries

- Staff readiness and board buy-in to support the library's education role, staff training, and policy flexibility (e.g., changing library card policies to eliminate barriers).
- The importance of outreach services to stay connected to community needs.
- Capacity to deliver on changing expectations.
- The need to be equal partners in education discussions, decision-making, and action.

Partner Education Assets

- **City/county leaders** have the power to convene, a bully pulpit, connections across broad networks from campaigning and serving, and decision-making authority.
- **School superintendents** have access to students and families, the ability to convene, a shared learning mission with libraries, physical infrastructure, skilled staff, and an education bully pulpit.
- **Libraries** are trusted institutions that are flexible, agile, resourceful, and able to experiment. They don't face the threat of failure (there's no such thing as an "underperforming" library).

Discussion 2: Working Together to Connect Students with Libraries

Participants sat with their community team and others to explore action steps for continuing the work locally and to broaden national impact. The prompt questions were:

1. What **team action steps** will you take to improve access to library learning resources for all students, drawing upon what you learned today?
2. How will you **connect with key partners** at home to share lessons learned and key messages and broaden your collective local impact?
3. What **national action steps** do you recommend be taken by the 60 ConnectED Communities and national organizations to create greater impact?

The following highlight the group responses.

Team Action Steps

- Create recurring opportunities among team members to talk and brainstorm together—leader-to-leader and staff-to-staff to deepen the partnerships and sustain action.
- Develop a clear plan for ensuring that library cards are used to their fullest advantage.
- Identify real barriers to library use by talking to the community and then work together to eliminate those barriers.
- Figure out how to share data especially around student achievement in order to use shared data to (1) drive decision making; (2) create collaborative strategies based on the same information; (4) promote evidence-based practice; and (5) demonstrate improved education outcomes to support continued collaboration.
- Take an inventory of what is being done already in schools and libraries to (1) identify opportunities for collaboration; (2) pool resources; (3) minimize duplication, (4) break down silos; and (5) enhance coordination.
- Put structures around what was done quickly for this event to ensure sustained local action and staying power of already-completed work; formalize relationships with MOUs to ensure that collaboration sticks beyond personal relationships.
- Begin with one concrete collaboration that can produce impact – e.g., summer learning, a meal program – and build from that first partnership effort.

Connecting with Key Partners

- Talk with the leaders who did not attend to share what happened on January 10 – the excitement, the energy; issue a joint press release and share this report.
- Focus on the WHY of this initiative – what the partnership helps the community accomplish and where it allows the leaders to go together on behalf of local students using examples of successful partnership outcomes.
- Make the library challenge partnership a standing agenda item on school district leadership team meetings with library CEO participating.
- Share best practices on how to work with multiple school districts and jurisdictions when reaching out to new partners.
- Make eliminating silos within the team a priority to eliminate competition for external funding.
- Focus on the ideas (particularly among librarians) rather than gathering lots of little stories/anecdotes that may not add up to impact and results.

National Actions to Create Greater Impact across the Country

- Move out of siloed national networks by attending each other's meetings in order to broaden awareness of the collaborative work that is underway.
- Work on common language and common metrics that address the WHY of this effort.
- Publish best practices about successful partnerships and successful outcomes.
- Create a scalable model that can be rolled out to small or rural libraries and statewide.
- Explore the benefits and opportunity for merging the ConnectED Library Challenge with Future-Ready Schools.
- Get the ConnectED Library Challenge on agendas at national meetings where elected and school leaders convene.
- Encourage support for partnerships through federal grants.
- Schedule regular webinars for all ConnectED team members to (1) share successes, solutions, models, and lessons learned; (2) discuss challenges and obstacles, and (3) sustain the collaborative spirit.
- Leverage the ConnectED Library Challenge to raise awareness of reading as a key to long-term success and to make improved reading a local and national priority.
- Explore opportunities for standardizing approaches among schools and libraries to school readiness, third-grade reading, and summer slide.
- Provide national leadership, resources, and guidance on how to collect, share, and use data to demonstrate that specific programs work to build "proof of concept."
- Tell the story about 21st century communities, schools, and libraries working together.

Sustain the momentum – the ConnectED Challenge is a process, not an end.

Overview

Smart Horizons Career Online Education is the world's first accredited AdvancED/SACS online school district. The accreditation is made possible through the Clinton Global Initiative, which brings together leaders from the philanthropic, business, nonprofit, and government sectors to develop solutions for economic growth, long-term competitiveness, and increased social mobility in the United States. In 2013, ed2go, through Career Online High School (COHS), committed to partner with Smart Horizons Career Online Education (SHCOE) to provide adult learners the opportunity to obtain a high school diploma. Partners include retail, food service, public, and government entities such as: State of Florida Department of Corrections, County of Los Angeles, Brown Mackie College, State of New Jersey Library System, and Sacramento Public Library. Currently, the Denver Public Library is the only library system in Colorado with this unique program, and third in the nation to join Smart Horizons Career Online Education.

Over thirteen percent of Denver adults did not have a high school diploma in 2012¹. Adults with a high school diploma live longer, earn more money and rely less on government assistance. This program will allow adults to reach the important milestone of being a high school graduate. The program is made possible through a partnership with the Denver Office of Economic Development, Denver Human Services, and the Denver Public Library.

Enrollment

	Q 1	Q 2	Q 3	Q 4	YTD
Self-assessment	62	56	51	57	226
Enrollments/Interested	36	37	41	43	157
Prerequisite I/ Completion	15	12	19	18	64
Interview	15	12	18	16	61
Prerequisite II Enrollment	8	13	20	18	59
--Withdrawn/ Saved Funding		1		1	2
Total Active Enrollments (Leave of Absence)					57 (1)

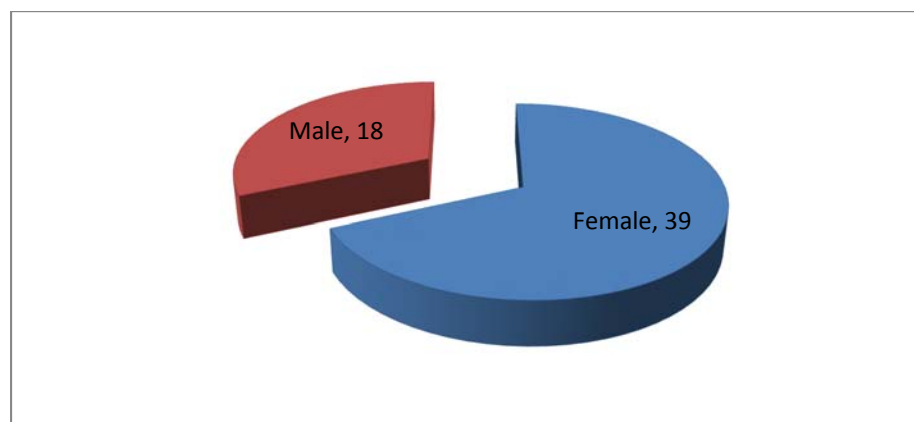
Over the course of the year students worked at a steady pace to achieve their goals. As expected, interest was high at the beginning, with many potential students taking the self-assessment, and narrowed to a small number of students who kept the focus on their courses despite the challenges they faced. Most have family, work, and other responsibilities to consider in addition to their education. Two students withdrew from the program due to incompleteness of program requirements at the end of their 30 day probation

period, resulting in losing the scholarship but saving the scholarship money for other potential students. One of the students withdrawn from the program has expressed interest in reapplying. The Program Coordinator and this student sat down and made a game plan including action steps needed to reapply and complete the requirements this time. This program allows students to take a Leave of Absence when needed to focus on their family and then come back to the program. One young mother took advantage of this opportunity to care for her newborn, and she can activate her courses when she is ready.

57 Active Enrollments:

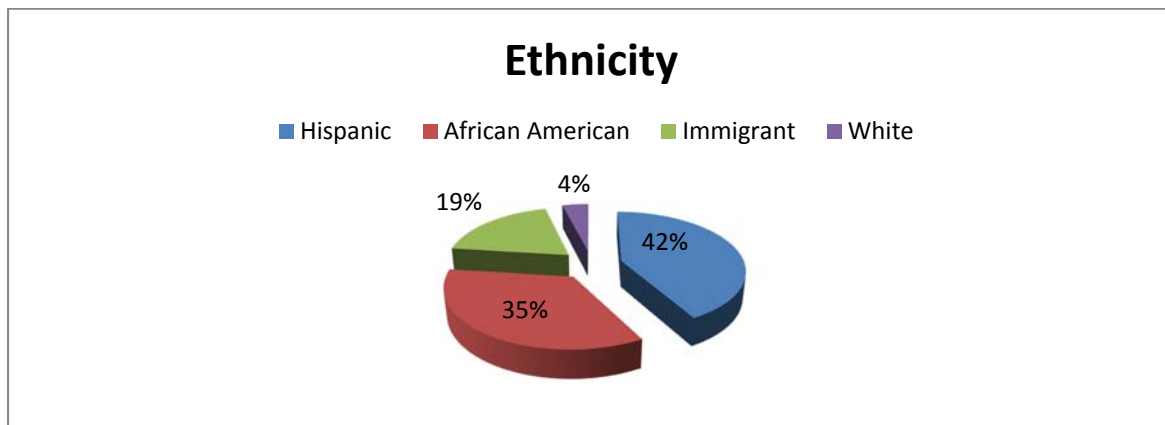
Gender

39 Female (68%) 18 Male (32%)



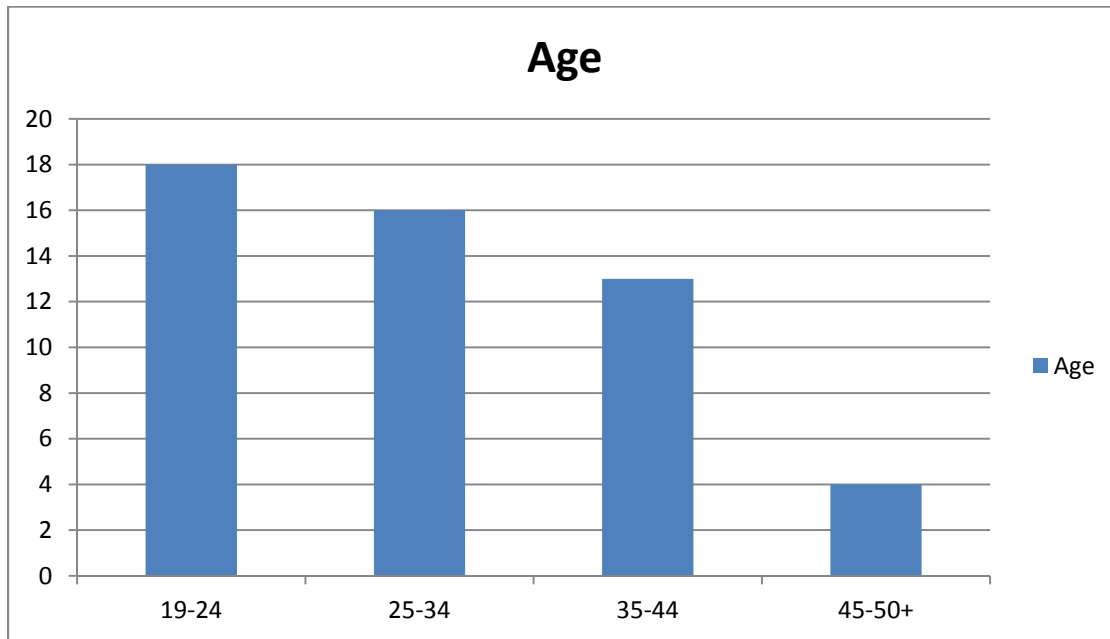
Ethnicity:

Hispanic	24 (42%)
African American	20 (35%)
Immigrant	11 (19%)
White	2 (4%)



Age:

19-24	18 (36%)
25-34	16 (31%)
35-44	13 (25%)
45-50+	4 (8%)

**Career Certificate Categories:**

14 General Professional Skills	25%
11 Office Management	19%
10 Child Care and Education	17%
7 Certified Transportation Services	12%
5 Homeland Security	9%
4 Retail Customer Service	7%
4 Certified Protection Officer	7%
2 Food and Customer Service	4%

Work Completed (Student progress):

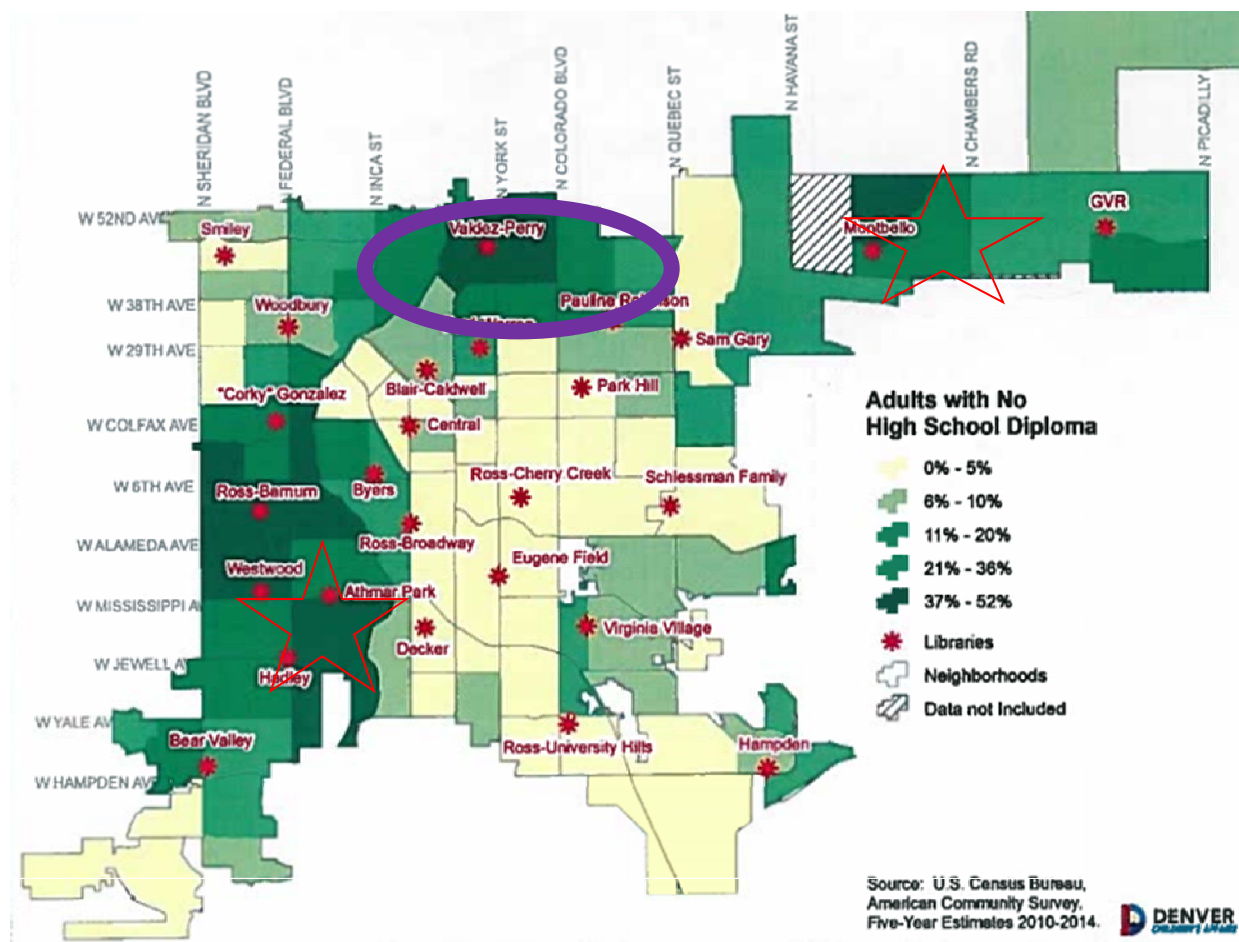
Zero to 25%	45%
26% to 50%	33%
51% to 75%	18%
75%+	4%

Credits Transferred

Students are able to transfer up to 14 credits from previous high schools attended, and would still need to complete the remaining four in the program curriculum. From the current 57 students, 27 students have transferred an average of five credits, ranging from one to 11.5 credits, some of those credits transferred were from a student who last attended school in 1994.

Outreach

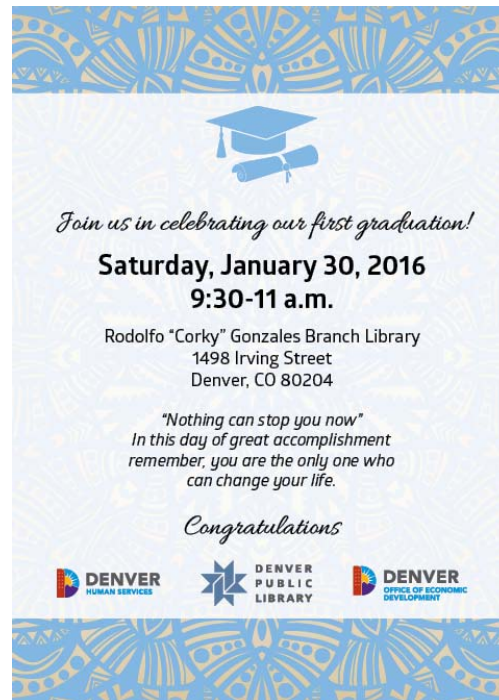
There are currently 18 branch libraries out of 26 branches, including the Central branch, with students enrolled in the program and benefiting from the resources offered at those branches. Areas of student enrollment concentration are shown with stars and the purple bolded area in the map is the area of emphasis in 2016.



Graduation

The Denver Public Library hosted its first graduation on Saturday, January 30th, 2016 at the Rodolfo "Corky" Gonzales Branch Library. The inaugural graduation celebrated the accomplishments of three graduates. Gale Cengage is pleased with the response from students and their work accomplished towards the first graduation and invited interested stakeholders to highlight the success of this program in Denver. A pre-graduation reception on Friday, January 29th at the Rodolfo "Corky" Gonzales Branch Library was held where two students talked about their stories and celebrated with everyone who made this program possible. Attending guests were Denver Human Services and the Denver Public Library. The Denver Office of Economic Development was not able to attend, but will be joining us in future celebrations.

During the Pre-Graduation Reception and the Graduation, members of the Library Commission were present, as well as City Councilwoman Kendra Black. Below are the two invites for both events.





Left to right: Gale Strategy Director Chuck Leachman. Viviana Casillas-Program Coordinator, City Councilwoman Kendra Black, Graduate Victoria Tolve, Graduate Michael Solis, Graduate Melissa Gomez, City Librarian Michelle Jeske, CEO & Superintendent Dr. Howard Liebman, and Director of Denver Human Services Don Mares.

(Photo from Smart Horizons Career Online Education Press Release)



Left to right: Michael Solis, Melissa Gomez, and Victoria Tolve

Additional pictures of the graduation are available upon request.

Student Biographies

The students submitted their biographies and read them during the graduation, without any guidelines or requirements. These students went from writing less than 50 words in the self-assessment form to creating clear and concise stories of their lives and describing how Career Online High School changed them. The graduates' families were a big part in their success and the Lena Archuleta Community Room was filled with proud family and friends.

This program has definitely changed the lives of these students because they now know they have more to reach for. They might have not had the chance to finish at first or second trial, but now they have accomplished more than they thought they would. Working without these graduates will not be the same, however a relationship has been established and soon they will come back to the library to begin their process to enroll in college.

From the Program Coordinator: Thank you for allowing me to be part of these students' journeys and to make a difference in their lives, and I hope to still be part of the change as I work with the next set of graduates.

Meet the first graduates of the Career Online High School program, thanks to you!

Melissa Gomez: Certified Protection Officer

As a single teen mom I had to drop out of high school to work so I could take care of my daughter. Although, the want to go back to school was there, I had a family to take care of. As time went on, I became a mother of 4, trying to balance housework, a job, and school with my children, the time was just not there.

I did try to get my G.E.D at one point but being timed to do the rest was too much for me. One day my daughter came home with the information to this program. I was a little nervous, but said "hey why not get more information and sign up".

After I met with Viviana, and doing my interview, I was ready. Through the course I worked full time and helped with my grandkids so it was a struggle to balance it out some days. I knew I had to keep going for them though.

I wanted them to see what you can accomplish with hard work. Now that I have my diploma I know that moving jobs or staying with my current company, the possibilities are endless. My goal is to venture out and see what else there is to offer.

Michael Solis: Office Management

My name is Michael Solis. I was born in Chicago, Illinois. My parents got separated when I was three months old. My mother brought me to Mexico and I was raised there for eight years. After those eight years I had to say good bye to my mother and moved to Denver, Colorado with my grandparents back in 2003. I still remember how hard it was being in the third grade not knowing how to speak English. Struggling I got through those tough years of school.

My life is not different from others. I have many dreams and goals just like anybody else does, But unfortunately things not always go as planned. I was doing great in my freshman year in high school until I started hanging out with the wrong crowd. I started doing bad

and my grades started to go down. In my sophomore year I decided I was going to change for good and I told myself that I was going to do better, and that's when everything went downhill. My mother in Mexico got really sick and as she was getting a couple of surgeries which she was not going to be able to afford. My grandparents were running out of money because they were supporting her through that hard situation.

As being a man we all know that the house bills and responsibilities rely more on men. I felt that I really needed to do something to help them and my mother. I dropped out of school and started working at a mattress warehouse. After working at that warehouse for three years I left that job and I started working at in the oilfield. By this time I had already made up my mind that I was going to stay there. I decided that I was always going to take the easy route. I also made my mind up that there was no point on going back to school. It wasn't until when my girlfriend kept suggesting applying at a hospital, she kept saying that I would not be out there in the cold and that I would not be working as hard. Until I finally listened to her and I gave it a try.

I applied to the hospital a couple of weeks later, few days went by and I received a phone call from them. It took a whole month for them to hire me but I was finally working at this hospital. I really never thought that I would be interested to work at a hospital, and when I started that's all that I really wanted to do. My job gave me a deadline to earn my high school diploma which really gave me no option but to get my diploma due to the fact that I really wanted to be at this job. I started looking for high school programs until I found this particular COHS program.

It had its challenges and long hours of work but I finally got it done. After finishing this program it really made me hungry for more. I said to myself that if I was able to get this done I can really do a lot more.

My next goal is to attend to college and earn a Bachelor's degree in a Surgical Assistant program. I learned a lot of important things throughout this program, but I believe that the most important one is that the sky is the limit and we all can accomplish anything we put our minds to.

Victoria Tolve: Office Management

My name is Victoria and I'm so very excited to have finally obtained my high school diploma! Not finishing high school was always something that nagged at me, especially knowing it wasn't because I wasn't smart enough, I just struggled with so many things during my high school years and finishing was something that eluded me. I went from a small, private grade school to a very big public high school, and the absence of structure and lack of responsibility was detrimental to me.

Also during my freshman year, my only mother figure I ever had in my life passed away, which rattled me to the core. I was already struggling enough and then that happened. Over the next couple years I tried to keep my head up and coast by, but everything just got harder and hard for me. The lack of structure, at school and at home, was just so hard for me to keep up and stay focused. I switched schools during my last school year, as I wasn't doing enough to stay at my first school. I wasn't too happy about that, but it was working out okay and I was doing better and seemed to feel like I was finally on track.

Then, I was in a terrible car accident (in which a friend was driving and as a lot of teenagers do wasn't paying complete attention and it caused a huge accident). Thankfully, I was wearing a seatbelt or else I wouldn't be here today. But despite wearing a seatbelt, I still

suffered a concussion and severely hurt my back and neck and was in bad shape. I could barely get out of bed, let alone go to school, and the school thought it was just an “excuse”, as I’m sure they heard a lot. My dad and I went down there one day to explain and show them it was a legitimate accident and that I would be back once I was better, but they thought it was an excuse and I was never able to finish school. My dad was sad that the school didn’t realize or acknowledge that the accident and my injuries were real, but was just thankful I was alive, and that we both hoped that maybe someday I’d be able to finish. I beat myself up for a long time, even until I started this program, about how I should have done better and more, earlier in school because I had no control over the accident and now it had impacted my life in more ways than just physically.

I never knew if I would be able to go back to school and get my diploma, and figured it would just be something I wouldn’t ever finish. Then when I saw one night online that the DPL was offering a program to get your high school diploma, not a GED but an actual accredited diploma, I jumped at the opportunity and thought I was dreaming! I was so happy and was hoping it would work out! The fact that I could do the program online and at my convenience (after work, late at night, on weekends, etc.) was exactly what I was looking for and it worked out so incredibly well!

The whole process was easy but still challenging, which was rewarding to be learning and not feel like I was always doing schoolwork! But being able to work when I could, was what made it possible for me to finish. I could be busy one night, but then be free the next night to do twice as much work, and so to do school work on my schedule was exactly what I needed to be able to do this program.

I know I couldn’t have done all of this without the support around me. The support and encouragement that I received from Koleena, my academic advisor; from Viviana, who oversees the program and the one who awarded me the scholarship (an extra thank you for that!); and from my family, they all made all the difference in the world! When I would get busy or stressed with school plus a full time job and life, they were all there to support me and remind me that I could do it.

Thank you to all of them! Seeing how proud my family is of me is truly one of the best feelings in the world. I just wish my dad was here today and was able to see that I finally finished! I hope he’s finally proud of me.

You don’t realize how much having a diploma, that piece of paper, matters to you until you don’t have it. The fact that I was awarded this opportunity has truly meant the world to me! I couldn’t be more thankful for all of it. I truly believe this opportunity came at the right time for me, and has changed my life for the better. The possibilities in life now seem endless, cause I didn’t have to get my diploma, I wanted to and chose to, and having worked as hard as I did to get it, I know I can do whatever I want. To be able to (finally) say that I’m a high school graduate, is life changing and truly gratifying.

Credits:

¹ Office of Children’s Affairs City and County of Denver Report, February, 2013

² Map Source: U.S. Census Bureau, American Community Survey Five-Year Estimates 2010-2014.

³ Photo Source: Photo from Smart Horizons Career Online Education Press Release

Agenda Item 8

Requested Action: Review and Discuss

2016 Library Commission Meeting Topics

February

- Structure of Commission meetings

March

- Diversity and inclusivity of the Library

April

- 2016 branch service plans
- 2017 budget

May

- RiNo/Globeville

June

- 2017 Summer of Learning

July

- Denver Public Schools partnership
- Youth services

August

- Community engagement

September

- Facilities master plan

October

- Customer experience

November

- 5-year roadmap

December

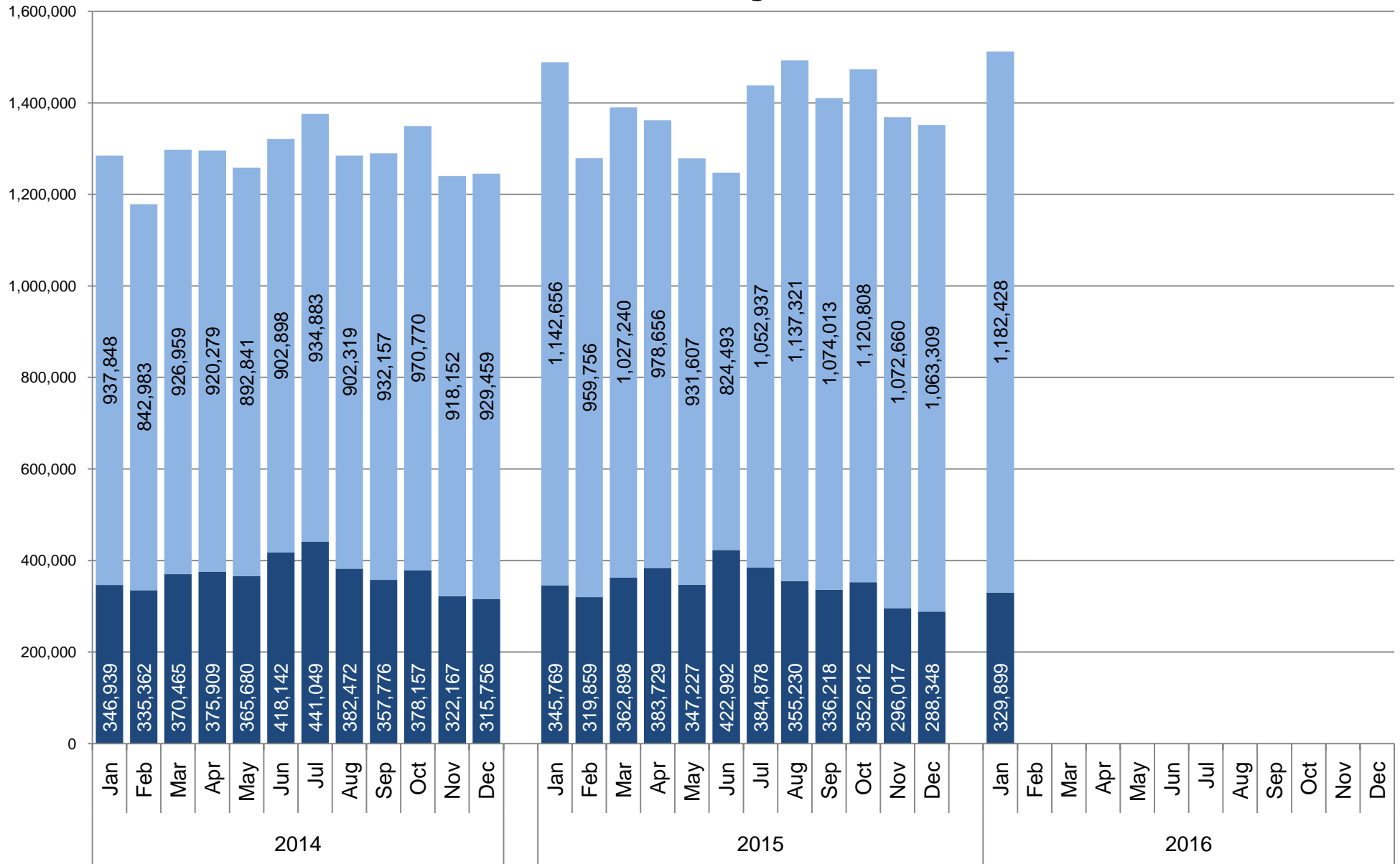
- Technology access and training

February 2016

Denver Public Library

Total Visits By Month

Online
In Person



→ Gonzales Branch opened February 23, 2015.

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

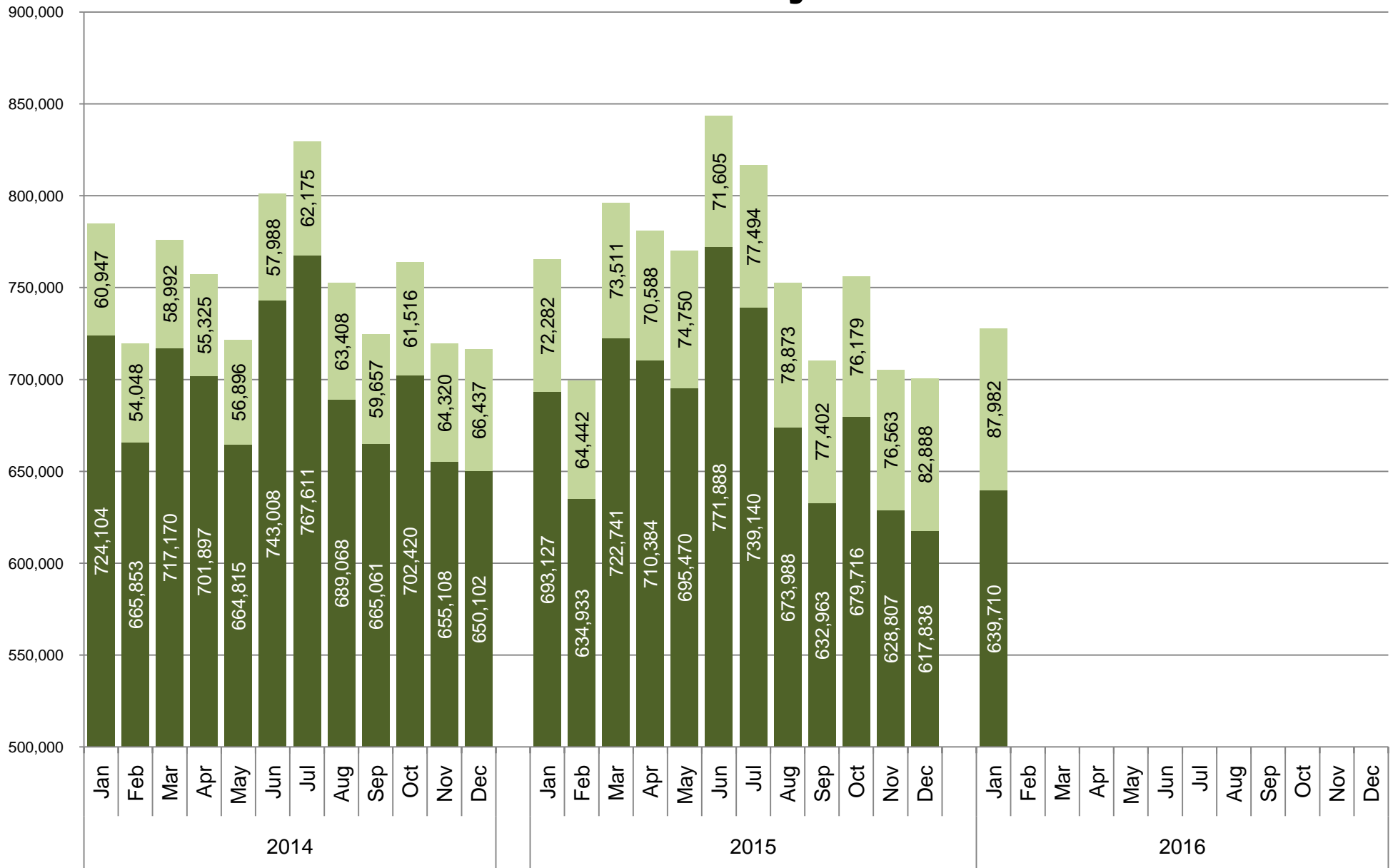
In Person visits - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

Denver Public Library

Total Circulation By Month

Downloads

Materials



→ 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

January 2016

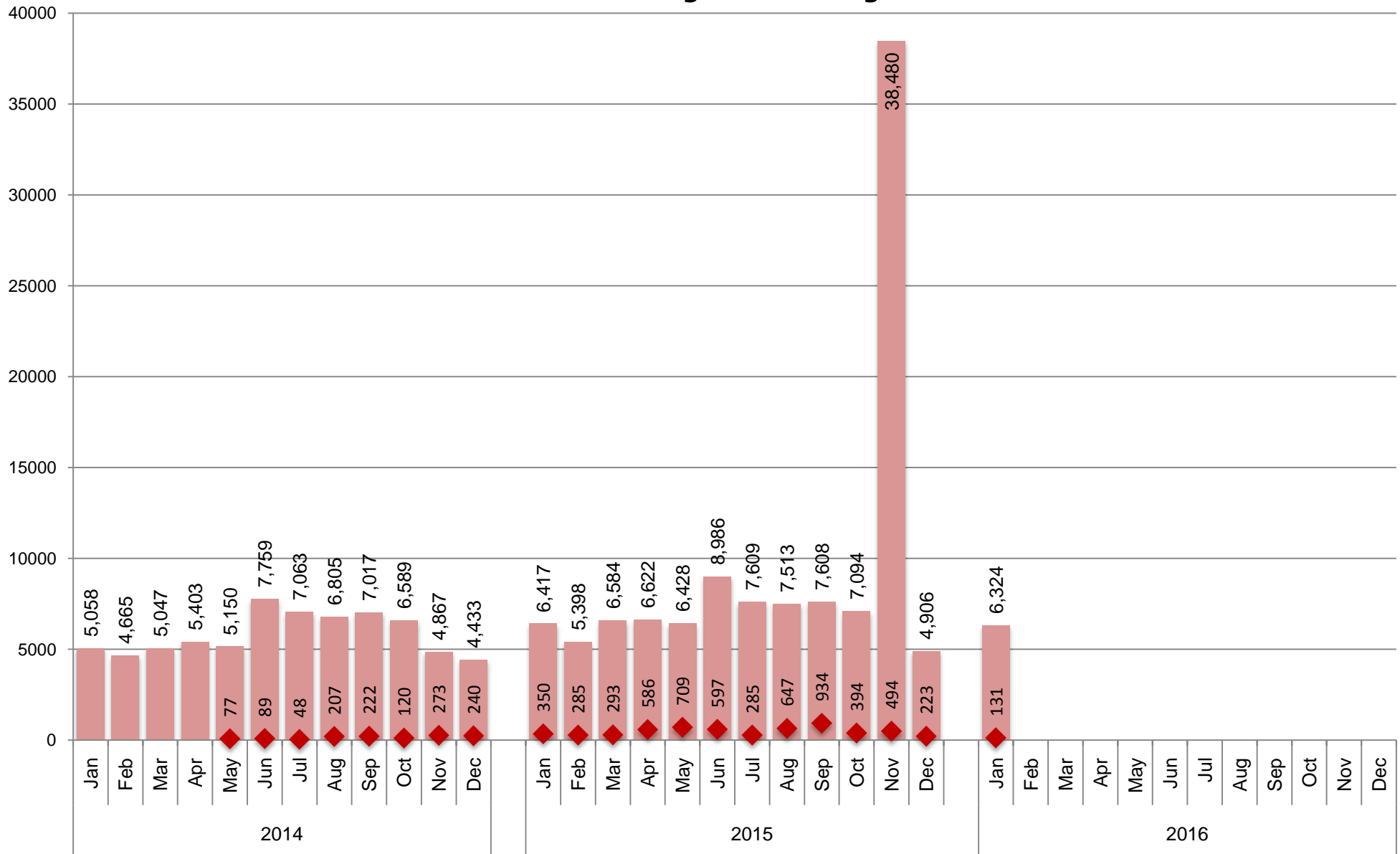
Location	Total Circulation	+/- Previous Month	2016/2015 Year/Year
Athmar Park	8,224	→ (106)	↓ (1,226)
Bear Valley	29,630	↑ 747	↓ (7,891)
Blair-Caldwell African American Research Library	8,580	↓ (524)	↓ (2,415)
Bookmobile	8,380	↑ 1,812	↓ (1,919)
Byers	3,527	↑ 202	→ (77)
Central Library	99,741	↑ 1,296	↓ (12,464)
Decker	14,667	↑ 708	↓ (1,419)
Eugene Field	23,231	↑ 954	↓ (2,373)
Ford-Warren	12,214	↑ 246	→ (205)
Green Valley Ranch	24,222	↑ 1,038	↓ (3,436)
Hadley	12,511	↑ 467	↓ (1,567)
Hampden	33,251	↑ 250	↓ (4,514)
Montbello	8,542	↑ 385	↓ (3,840)
Park Hill	30,253	↑ 2,346	↓ (1,725)
Pauline Robinson	4,970	↑ 243	↓ (1,457)
Rodolfo "Corky" Gonzales	25,406	↑ 27	↑ 25,406
Ross-Barnum	9,138	↑ 274	↓ (5,292)
Ross-Broadway	14,461	↑ 873	↑ 2,410
Ross-Cherry Creek	26,173	↑ 1,348	↓ (1,472)
Ross-University Hills	48,944	↑ 1,015	↓ (5,196)
Sam Gary	57,165	↑ 4,151	↓ (5,918)
Schlessman Family	53,865	↑ 2,536	↓ (4,673)
Smiley	23,654	↑ 754	↓ (2,549)
Valdez-Perry	2,917	→ (23)	↓ (1,392)
Virginia Village	29,386	↑ 443	↓ (3,634)
Westwood	3,610	→ (5)	↑ 126
Woodbury	23,048	↑ 415	↓ (4,705)
Denverlibrary.org Downloadables	87,982	↑ 5,094	↑ 15,700
Total	727,692	↑ 26,966	↓ (37,717)

→ Gonzales branch opened February 23, 2015.

Denver Public Library

Total New Library Cards By Month

■ New Cards
◆ Outreach Signups



➔ MyDenver card program large DPS database upload in November 2015.

➔ 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



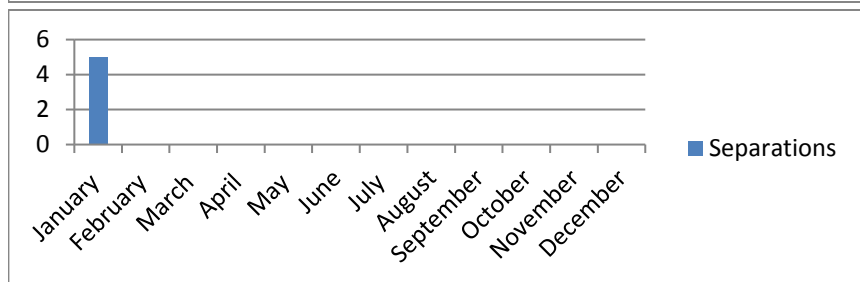
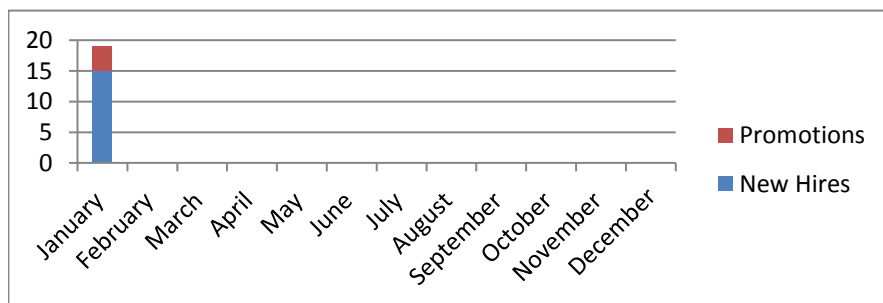
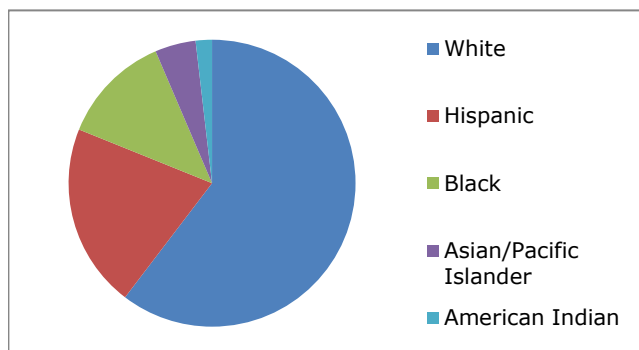
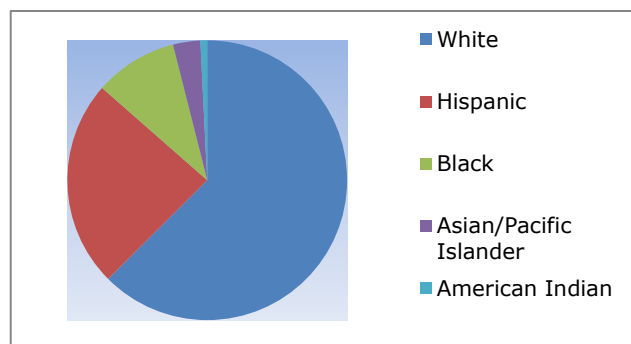
➔Brew Ha! Ha! programming and outreach blitz - September 2015

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

February 2016



DEMOGRAPHICS			
Workforce Size	635	Female	61%
2015 Comparison		Exempt	27%
White	63%	Non Exempt	73%
Hispanic	24%	Average Age	43
Black	10%	Average Years of Service	8.6
Asian/Pacific Islander	3%	Exempt over 55	23%
American Indian	1%	Non Exempt over 55	23%
Ethnic Minorities	37%		
2015 Comparison			

* No Feb 2015 data to report

APPLICANTS			
Month of January	1002	Female	58%
2015 Comparison		Male	41%
White	59%	Other/Unknown	1%
Hispanic	20%		
Black	12%		
Asian/Pacific Islander	4%		
American Indian	2%		
Other/Unknown	2%		
Ethnic Minorities	39%		
2015 Comparison			

* No Feb 2015 data to report

NEW HIRES AND PROMOTIONS			
New Hires YTD	15	Promotions YTD	4
2015 Comparison		2015 Comparison	
Ethnic Minorities	27%	Ethnic Minorities	0%
2015 Comparison		2015 Comparison	
Female	67%	Female	100%
2015 Comparison		2015 Comparison	
Transfer/Reassignments YTD	5		

* No Feb 2015 data to report

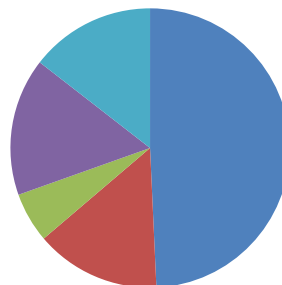
SEPARATIONS			
Separations YTD	5	Turnover YTD	0.8%
2015 Comparison		2015 Comparison	
Retirements YTD	1		
2015 Comparison			

Denver Public Library Human Resources Dashboard

February 2016

Open Leave Cases in January

- FMLA - Intermittent
- FMLA - Continuous
- Leave of Absence
- Interactive Process (ADA)
- Workers' Compensation



Percentage of Staff on Leave

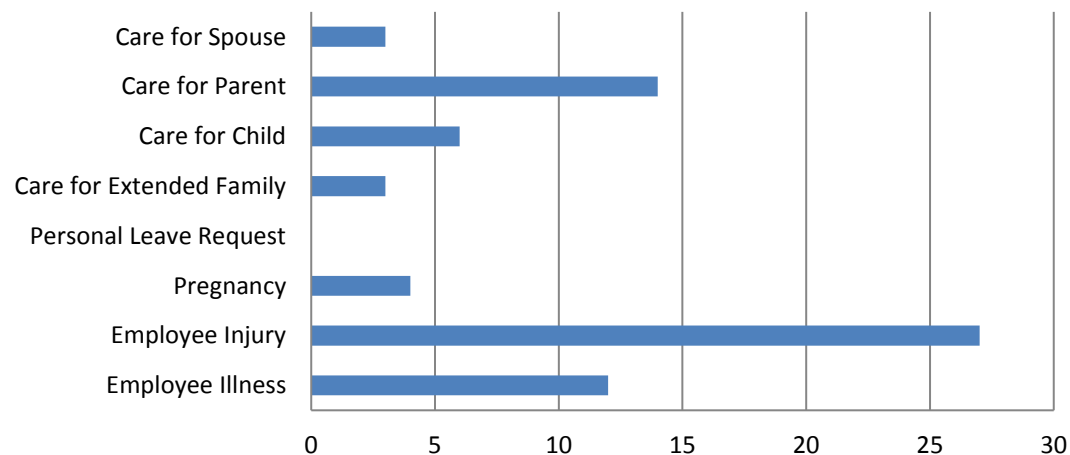
11%

Open Leave Cases in January

FMLA - Intermittent	34
FMLA - Continuous	10
Leave of Absence	4
Interactive Process (ADA)	11
Workers' Compensation	10

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

Type of Leave Taken in January



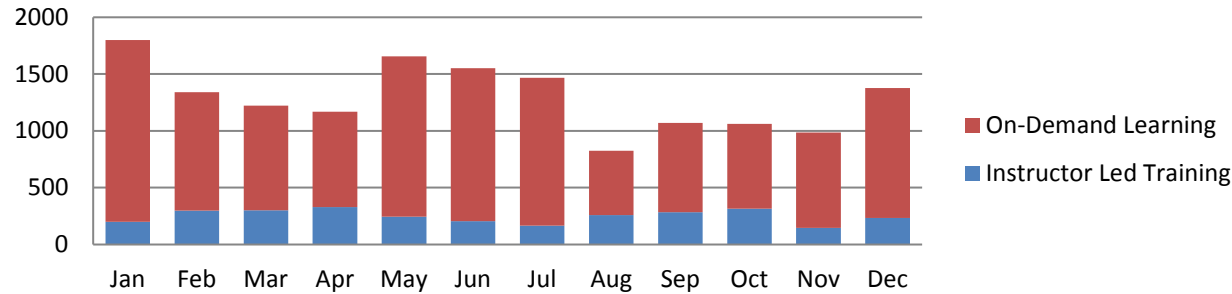
Leave Usage in January

Employee Illness	12
Employee Injury	27
Pregnancy	4
Personal Leave Request	0
Care for Extended Family	3
Care for Child	6
Care for Parent	14
Care for Spouse	3

Denver Public Library Human Resources Dashboard

February 2016

Total Learning Activities Completed by Staff

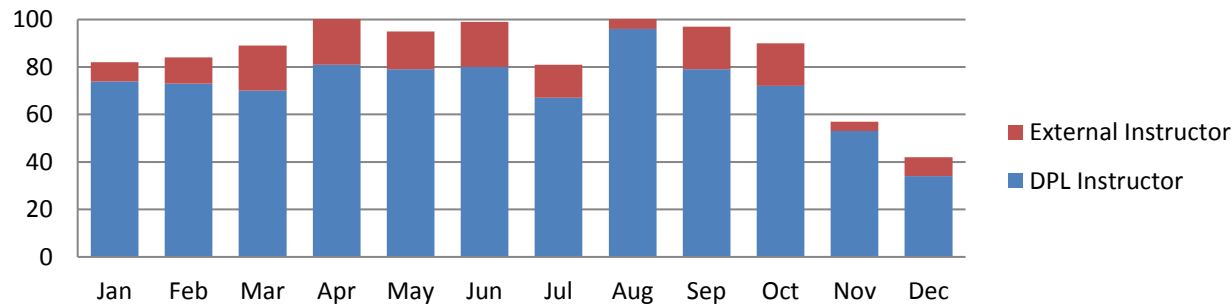


Last Month:

Staff Learning Completions

eLearning	1144
Instructor Led Training	233

Instructor Led Sessions Offered

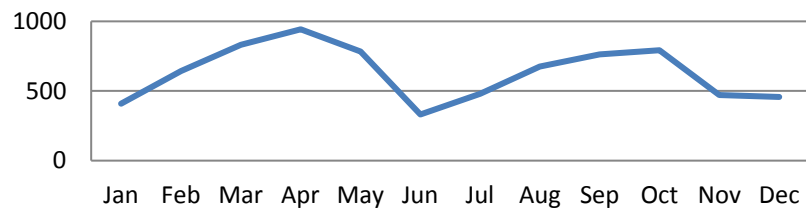


Last Month:

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