

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, April 21, 2016, 8:00 a.m.
Denver Central Library
L7 Training Room

1. Call to Order.
2. Introductions
3. Approval of Minutes of March 17, 2016, Regular Library Commission Meeting.
Commission
4. Public Comment Period.
5. Financial Report: First Quarter 2015. Ron Miller
6. Report of the President and Members.
7. Report of the Denver Public Library Friends Foundation. Gay Cook and Diane Lapierre
8. Report of the City Librarian and Staff.
 - a. Written report items.
 - b. Other items.
9. 2016 Service Plan Report. Anne Kemmerling and Zeth Lietzau
10. 2017 Budget Planning and Process. Ron Miller
11. Other Business.
12. Adjournment.

Agenda Item 3

Action Requested: Approval

MINUTES**The Denver Public Library Commission**

Regular Monthly Meeting

Thursday, March 17, 2016, 8:00 a.m.

Denver Central Library

Rick Ashton Legacy Room

Present: Alice Kelly, Mike King¹, Taylor Kirkpatrick, Lisa Flores, Rosemary Marshall

Excused: Gregory Hatcher, Judy Joseph

Staff: Rebecca Czarnecki, Letty Icolari, Michelle Jeske, Susan Kotarba, Zeth Lietzau, Diane Lapierre, Ron Miller, Jason Monroe (SC), Kristen Svendsen

Guests: Gay Cook, President Friends Foundation

1. Call to Order.

President Taylor Kirkpatrick called the meeting to order at 8:10 AM. With four members present business was able to be transacted acknowledging the need to make sure a quorum approved all business within the next 30 days.

2. Introductions.

The Commissioners and staff present introduced themselves.

3. Approval of Minutes of February 18, 2016, Regular Library Commission Meeting.

Commission

The minutes were approved as written.

4. Public Comment Period.

N/A

5. Approval of revised Staff Council bylaws. Jason Monroe

Monroe led the Commission through 2015-2016 Staff Council bylaw changes. The Library's branches are grouped together under a manager. These groupings have changed so that the branches are grouped geographically. The Staff Council changed the bylaw language to reflect the importance of pulling its eight members from a diverse geographic spread. There were also minor grammatical changes to the previous document.

¹ Arrived at 8:16 AM and left during the report of the City Librarian

Upon motion by Kelly and second by Marshall the amendments to the Staff Council bylaws were approved.

6. Financial Report: Year-End 2015. Ron Miller

Ron Miller presented the 2015 year-end financial report. Miller noted the timing of this report is due to the time it takes for Library Finance, and then the City, to close the books and adjustments can happen as late as February.

Miller gave an overview of items of note in the financial report. He started by pointing out the large increase in personnel spending and stated that was as expected.

Staff recognition increased because of the large staff celebration and Shirley Amore farewell event at the Exdo Center.

Training and workshops increased because of the 2015 Leadership Academy. This expense will alternate annually between having all staff development days and running leadership academy.

The separation of our phone and internet system accounts for the increase in tech and equipment. We're happy to report that everything went well and is up and running.

Travel and conference saw an increase partly because of the cost of covering parking. Given how parking costs are rising in the Golden Triangle neighborhood that is likely to be an upward trend.

Administrative printing costs saw an increase because of the Engage monthly magazine that markets library programs. Those costs are also likely to keep going up as we expand the content in the brochure.

In 2015 DPL only gave about \$60,000 in unused General Fund back to the City and about \$150,000 in unused payroll budget.

Lisa Flores commended Miller for the accessibility of the report.

7. Review of 2015 and 2016 Friends Foundation endowment and fundraising funds.

Ron Miller

Before Miller began, he drew attention to a new part of the endowment reports. This was a brief section in each reporting on how DPL has and will spend Friends Foundation fundraising monies. These funds had been held by the Friends while DPL resolved some questions regarding our investments with the City. DPL's expenditure of fundraising money does not require approval. The Friends Foundation has requested that the Library begin reporting on how it uses the funds raised.

The Commission then received the report regarding the expenditure of the 2015 endowment funds and had no questions.

Miller went on to review the request for the 2016 Friends Foundation distribution. He noted that the Barbara Jordan funds would total about \$3,000 as that number was missing from the report. The total amount coming to DPL is \$270,000.

Upon motion by Flores and second by Kelly the 2016 Friends Foundation disbursement was approved.

8. Report of the President and Members.

Mike King arrived in time to hear the endowment reports and participate in the vote, which brought the Commission to a quorum. At this time, Kirkpatrick apprised him of the

approval of the changes to the Staff Council bylaws and the approval of the February Commission minutes. King consented to both of these approvals.

Kirkpatrick moved on to discuss the nomination of officers for the Commission. He reported that two people, Marshall and Joseph, were interested in the role of president. Kirkpatrick said he wanted to make sure the Commission was in agreement with the slate that would be presented after his departure this summer. It was agreed that discussion of the slate should wait until Judy Joseph was present and should be put on next month's agenda.

Kirkpatrick then reminded everyone that there will be two spots to fill on the Commission. If anyone has recommendations please let Rebecca Czarnecki or Michelle Jeske know.

Flores noted that we've been mindful of the diversity of Commission members in terms of not just ethnic diversity but also geographic and skill diversity. Flores mentioned this as one potential candidate lives in close proximity to her. Flores noted it might be helpful to have a map to see where all the current Commissioners live and see if there are neighborhoods that are not represented. It was also mentioned that younger representation on the board would also be welcome.

Mike King reminded the Commission the board that they are recruiters not decision makers. It was noted that candidates the Commission puts forth are often appointed, which is why mindful recruiting is important.

Alice Kelly attended the Colorado Women's Hall of Fame dinner. Anne Evans was inducted. Evans was formerly on the Library Commission and served two consecutive terms as the first female president. Former Commission President Jay Mead helped with the nomination process.

Kirkpatrick urged everyone to join him at an event that evening when SM Energy would give DPL a check for sponsoring for the ideaLAB. The Mayor will be in attendance as well as one of the star ideaLAB participants, Sir Devon. It begins at 4 PM in the Vida Ellison Gallery.

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

Cook reported that the Friends Foundation Board met yesterday. The transition to CoBiz is almost complete and has gone very smoothly.

BNY Mellon will come to the Friends Board meeting in May to make a presentation. They are looking at the long-term investment strategy and are confident of the direction they are headed.

The Foundation gave the first quarter endowment check to Jeske yesterday.

The Friends Foundation adopt a branch program is underway and board members are making appointments to visit branches. They have also begun with donor thank you calls. Members are calling ten key donors and thanking them for support.

The WHG Council had success in the fourth quarter of last year and already has four events planned for early this year.

There will be a pilot event at the Sam Gary Branch to make families aware of the Friends Foundation and develop family memberships. The event will be in July and 100 tickets will be sold at a family membership level of \$75. If it is successful they will replicate the model at other branches.

The longer board meetings have been well received so far. They had a robust turnout thanks to the later start time and they received a great presentation on Earlier is Easier.

Cook noted that the more the Friends know, the more they can talk to potential donors about DPL.

On Monday there was a naming event at Gonzales to name the arts and crafts room after Nathaniel Contreras. \$5,000 was raised by the family and it was a beautiful moving event.

The Friends Foundation is going to focus their July retreat on the issue of the bond and the facilities master plan.

King thanked Cook for tackling important government and advocacy issues.

10. Report of the City Librarian and Staff.

Jeske briefly reviewed her written report and mentioned she will share more about branch service plans at the next meeting.

DPL had its vinyl record release party which was a huge success and was very well attended.

Jeske had a meeting with the Mayor to discuss DPL's RiNo park plans and share renderings which show the vision for the park. The park is funded and should be completed by end of 2017. The Mayor was definitely interested. He is putting together a committee for a bond election in 2017.

Jeske and Icolari were meeting with Gordon Robertson from Parks and Recreation and others from NDCC later that day to discuss further.

Jeske also mentioned that she made some slight revisions to the proposed agenda topics for upcoming Commission discussions per Flores' request at the previous meeting.

11. Discussion of diversity in leadership at DPL. Michelle Jeske, Letty Icolari and Kristen Svendsen

Jeske introduced the Director of Administrative Services, Letty Icolari, and Employment and Recruitment Manager, Kristen Svendsen. Jeske started the conversation stating DPL has been working hard to better reflect our community in its staffing. She stated that we still have room to improve and is excited to start the conversation.

The Commission reviewed the report included in the packet. The Library's workforce has grown substantially from 2010 and is fairly diverse as an organization as a whole, relative to the City population. Salaried or exempt positions is where we've seen an improvement going from 18% to 22% in ethnic minorities (and almost double the people).

Flores noted that this looks more static than she had hoped and that we have lost ground in the supervisory category. She asked what DPL is doing to continue to promote diversity in its staffing.

Jeske noted that one of our primary tactics has been developing programs to provide opportunities for growth and development of current and potential staff. Several scholarship programs have been very helpful and we've reaped the benefits of having helped put people through Masters of Library Science programs. Diversity and language skills were the primary qualifications to receive these scholarships. DPL has spent about \$2.6 million on providing leadership training and sending staff through library school.

Diversity is historically a challenge in this profession across the nation. It has been primarily a field populated by caucasian women. The issue of diversifying the field is starting

to be tackled more aggressively by institutions offering MLIS degrees and professional associations.

DPL makes sure to reach out to schools with more diversity when recruiting. We go to job fairs and do local recruiting as well as focus on helping our own staff develop so they can apply for higher positions. For the Leadership Academy that DPL started, one of the criteria was diversity. In addition, the program was not just designed for librarians. It was offered to anyone in the organization.

A Commissioner inquired if DPL needed to require as many MLIS degrees. Icolari responded that only 150 of our total staff of over 600 are librarians. We continue to look at a broader pool of professional talent as we incorporate more technology and early childhood education into our strategic work. DPL also created the Library Program Associate position as a higher level position that does not require an MLIS.

DPL is always looking for additional opportunities to be more inclusive. We'll be partnering with the Denver Metro Chamber Opportunity Youth Program which looks at helping people get appropriate job training and then jobs. DPL has also submitted another federal grant proposal to fund people to go to library school. Again, diversity is a primary qualification for scholarships if the grant is approved.

Flores had three observations: The City and County of Denver is becoming more diverse but the Library is not keeping pace. She also noted when attending recruitment fairs and targeting minorities those candidates need to see themselves reflected in the staff representatives. Lastly, DPS is cutting their library positions due to budgetary constraints and so we're losing a touchpoint for youth to see librarianship as a potential career path.

Letty responded to Flores' second point mentioning that when we do out of state college recruiting or local job fairs we take library employees of color with us. We are very intentional and recognize the importance of having faces that look like the community.

Jeske noted on the third point, that is part of the reason we have been developing After School Is Cool (ASIC) youth assistants and Plaza assistant positions. It's part of a strategy to get younger people to work in the library and see potential career paths. We have seen multiple staff members grow up and move through the ranks. She also noted that the leadership team is committed to improving the library's diversity and that it is and will continue to be challenging at the librarian and supervisory levels if graduate programs themselves don't produce more diverse graduate pools.

Jeske asked if there were other questions or suggestions. Kirkpatrick said this is a great jumping off point and that there are more discussions to be had. Any change will take time so the Commission wants to keep discussing this and be mindful going forward. This should be kept as a high priority.

12. Other Business.

N/A

The meeting was adjourned at 9:37 A.M.

Submitted by Rebecca Czarnecki for Judy Joseph.

Agenda Item 5

Requested Action: Receive Report

Denver Public Library (DPL) Financial Report – 1st Quarter 2016

Introduction

This report consists of unaudited financial statements of the Denver Public Library's General Fund (GF) and Special Revenue Fund (SRF) activity for 2016. The purpose of the statements is to inform the Library Commission of the Library's financial activities and to demonstrate compliance with the 2016 budget approved by the Commission.

This report includes four statements:

- Statement 1 shows the expenditures by type for the first quarter of 2015 and 2016.
- Statement 2 shows the original budget, revised budget, expenditures and remaining available budget for 2016. This statement includes a bar chart showing the total 2016 budget and year-to-date expenditures for 2016 and 2015.
- Statement 3 shows the expenditures by function for the first quarter of 2015 and 2016. This statement includes a bar chart showing the relationship between the 2016 and 2015 year-to-date expenditures by functional area as of March 31.
- Statement 4 shows the Special Revenue Fund (SRF) revenue for the first quarter of 2015 and 2016. SRF expenditures are included in statements 1, 2 and 3.

The focus of this report is to disclose significant variances between the approved budget and actual expenditures and significant changes in expenditures from 2015 to 2016. Expenditures that are relatively close to the approved budget or have not significantly changed from 2015 are not commented on, but can be discussed upon request.

The explanation of variances is disclosed in the notes section, arranged by statement. Statement lines that have associated notes are marked with a letter "n".

The last section of the notes includes general notes. This disclosure includes explanations of the accounting basis of the statements and information related to statement 2. This information is relatively constant but is included at the end of the notes as a reference.

Statement 1

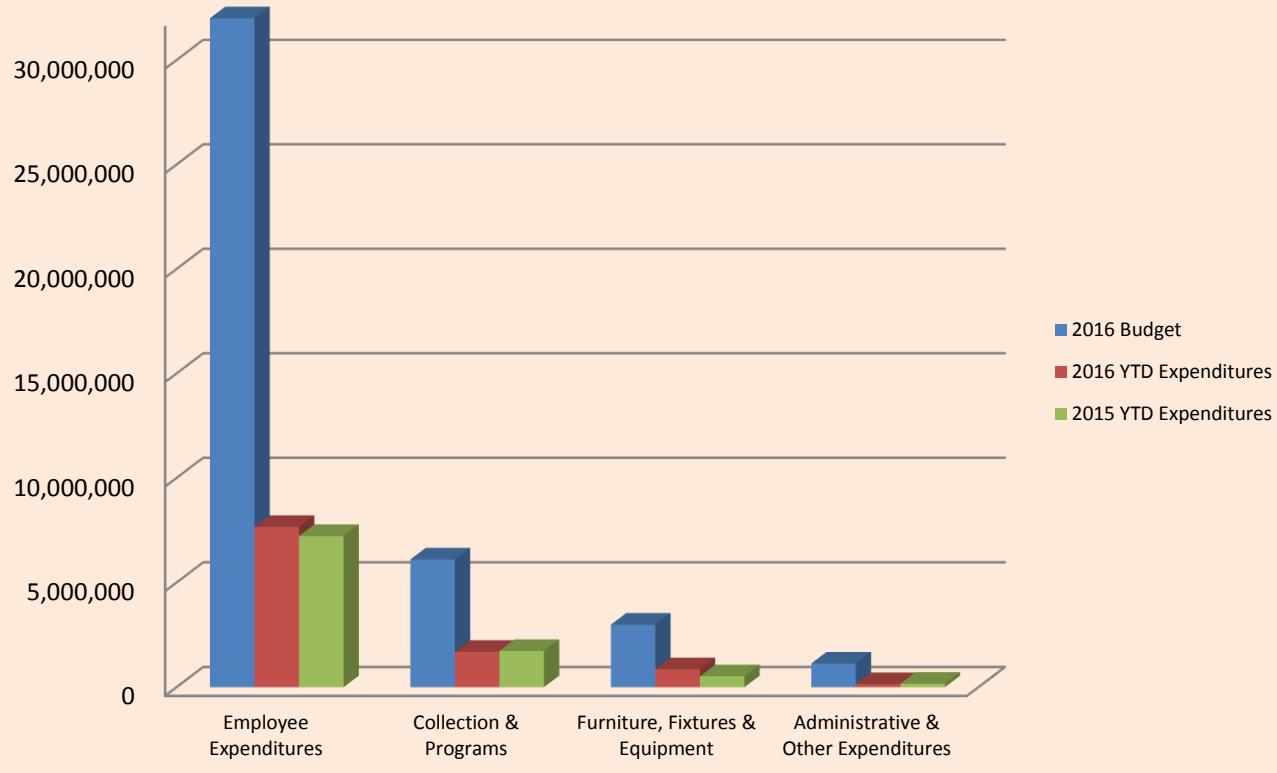
Expenditures by Type	<u>Three Months Ended</u>	
	<u>March 31, 2016</u>	<u>March 31, 2015</u>
Employee Expenditures		
Personnel	\$7,598,098	\$7,208,880 <i>n</i>
Staff Recognition	8,179	6,452
Training & Workshops	7,200	4,628
Total Employee Expenditures	7,656,677	7,219,960
Collection and Programs		
Books & Materials	1,643,756	1,638,852
Central & Branch Programming	89,944	93,293
Total Collections and Programs	1,690,500	1,732,145
Furniture, Fixtures, & Equipment		
Technology Services & Equipment	497,792	328,562 <i>n</i>
Office Furniture & Equipment	57,556	5,723 <i>n</i>
Leases - Buildings & Equipment	137,027	36,614 <i>n</i>
Building Maintenance & Supplies	61,849	50,749
Equipment Maintenance & Supplies	64,270	57,295
Custodial Supplies & Services	31,846	37,704
Safety & Security	8,541	6,303
Total FF&E	858,881	522,950
Administrative and Other Expenditures		
Office & Misc Supplies	59,401	68,162
Administrative	11,176	31,166
Travel & Conferences	24,066	25,786
Official Functions	4,801	11,791
Postage	35,173	20,533
Printing	6,663	6,246
Advertising	4,740	1,780 <i>n</i>
Total Admin. & Other Expenditures	146,020	165,464
Total Expenditures by Type	\$10,352,078	\$9,640,519

Statement 2

Budget and Expenditures by Type	2016 Budget *		Expenditures as of 3/31/16	Budget Amount Remaining
	Original	Revised		
Employee Expenditures				
Personnel	\$34,936,807	\$34,921,201	\$7,598,098	\$27,323,103
Staff Recognition	46,130	78,511	8,179	70,332
Training & Workshops	166,873	188,601	50,400	138,201
Total Employee Expenditures	35,149,810	35,188,313	7,656,677	27,531,636
Collection and Programs				
Books & Materials	5,636,975	5,679,822	1,643,756	4,036,066
Central & Branch Programming	475,033	422,632	46,744	375,888
Total Collections and Programs	6,112,008	6,102,454	1,690,500	4,411,954
Furniture, Fixtures, & Equipment				
Technology Services & Equipment	1,476,276	1,427,001	497,792	929,209
Office Furniture & Equipment	259,199	338,603	57,556	281,047
Leases - Buildings & Equipment	278,590	278,590	137,027	141,563 ⁿ
Building Maintenance & Supplies	455,550	456,911	61,849	395,062
Equipment Maintenance & Supplies	223,600	223,675	64,270	159,405
Custodial Supplies & Services	148,850	148,850	31,846	117,004
Safety & Security	59,100	112,100	8,541	103,559
Total FF&E	2,901,165	2,985,730	858,881	2,126,849
Administrative and Other Expenditures				
Office & Misc Supplies	409,365	500,466	59,401	441,065
Administrative	100,090	100,090	11,176	88,914
Travel & Conferences	140,613	149,667	24,066	125,601
Official Functions	30,870	85,157	4,801	80,356
Postage	70,150	70,150	35,173	34,977 ⁿ
Printing	69,900	71,137	6,663	64,474
Advertising	52,250	52,300	4,740	47,560
Undesignated Budget	135,000	101,686	0	101,686
Total Admin. & Other Expenditures	1,008,238	1,130,653	146,020	984,633
Total Expenditures by Type	\$45,171,221	\$45,407,150	\$10,352,078	\$35,055,072

* The 3/31/16 revised budget of \$45,407,150 is comprised of \$2,215,779 from the SRF and \$43,191,371 from the City General Fund.

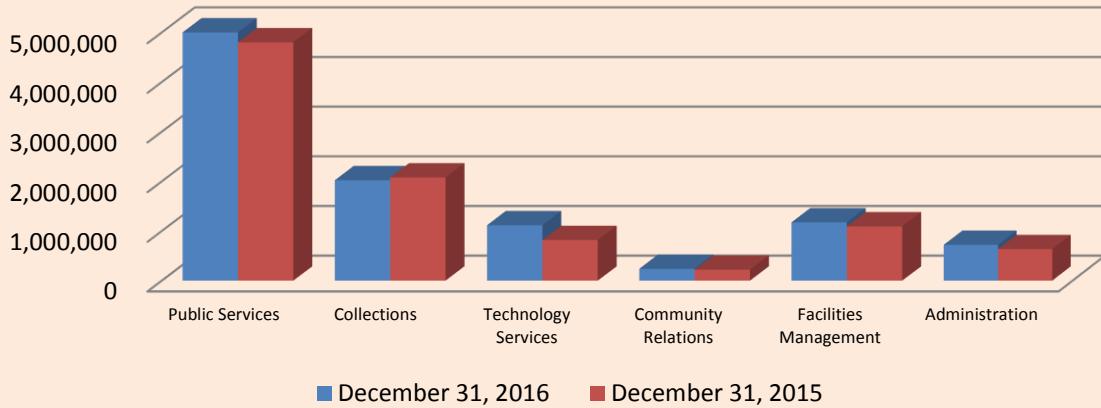
2016 Annual Budget and Expenditures



Statement 3

Expenditures by Function	<u>Three Months Ended</u>	
	<u>March 31, 2016</u>	<u>March 31, 2015</u>
Public Services	\$5,079,248	\$4,798,945
Collections	2,022,649	2,078,924
Technology Services	1,116,215	817,429
Community Relations	238,287	219,632
Facilities Management	1,174,256	1,092,350
Administration	721,423	633,239
Total Expenditures by Function	\$10,352,078	\$9,640,519

2015 & 2016 YTD Expenditures by Function



Statement 4

<u>Special Revenue Fund Revenue *</u>	<u>Three Months Ended</u>	
	<u>March 31, 2016</u>	<u>March 31, 2015</u>
Operational Activity		
Equipment (copiers, printouts)	\$45,445	\$41,343
Branch and Central Meeting Rooms	12,627	11,823
WHG Photographic Services	9,347	18,726 n
Lost Books	32,132	36,118
Vending and Café	4,288	3,464
Total Operational Activity	103,838	111,474
Distributions		
Caroline Bancroft Trust	0	4,551
Frederick R. Ross Library Trust	29,446	29,446
Total Distributions	29,446	33,997
Friends Foundation Transfers		
Special Use Fund	0	0
Endowment	67,500	0 n
Fundraising Events	0	0
Others	0	0
Total Friends Foundation Transfers	67,500	0
Miscellaneous Revenue	31,303	53,249 n
Total Special Revenue Fund Revenue *	\$232,087	\$198,720

* Total 2016 budgeted SRF Revenue as of 3/31/16 = \$2,215,779

Notes

Statement 1

Year-to-date expenditures in 2016 were \$711,559 greater than 2015. About half of this increase is due to normal increases in employee expenditures for merit increases and increased benefit costs. Additional increases are discussed below.

Expenditures in the Technology Services & Equipment category are approximately \$169,000 higher in the first quarter of 2016 as compared to 2015. This is due in part to the timing of a large 3M invoice that was paid in March of 2016 for self-check maintenance. Payment for this service was paid later in the year in 2015.

Office Furniture & Equipment expenditures through March 31 are higher as compared to 2015. This is partially due to about \$41,000 in equipment purchases related to recent copier and phone upgrades. \$25,000 was spent on new coin/bill acceptors for customer printers and copiers, and \$16,000 was paid to GovConnection for our new ShoreTel phones at Central and all branch locations.

The Leases – Buildings & Equipment category includes a \$99,930 payment to Santander Leasing Inc. for a capital lease on equipment related to the new DPL independent network. The changeover to the new network took place in mid-February. We have four more annual payments of \$99,930 left. The interest rate on the lease is 1.24%

Advertising expenses were higher YTD in 2016 as compared to 2015. In addition to print ads, this budget is used for other methods of marketing DPL programs and services. In the first quarter, DPL-branded items such as pens and mugs were purchased from the Vernon Company.

Statement 2

In addition to the original and revised budget, statement 2 shows the actual expenditures for the year and the amount of budget remaining as of March 31, 2016. 23% of the annual budget has been spent as of March 31, which is consistent with the spending patterns of prior years and nearly identical to 2015.

As in Statement 1, the \$99,930 capital lease payment is included in the Leases – Buildings & Equipment category. Due to that large annual payment, that category is 49% spent through March 31.

The postage budget is 50% spent after the first three months of the year, after two payments were made to add money to the postage meter. Postage use is tracked and monitored throughout the year by DPL mail room staff, and money is added to the meter as needed. YTD average use for 2016 is \$5,900 per month.

Statement 4

SRF revenue to date was approximately \$33,000 lower in 2016 as compared to 2015. First quarter decreases in WHG Photographic Services and Miscellaneous Revenue were offset by the \$67,500 distribution from the Friends Foundation endowment. This was the first of four quarterly payments that DPL will receive from the endowment this year. The \$270,000 received will primarily support Western History and Genealogy staff and materials for the collection. The unrestricted portion of the endowment distribution will go to support DPL Staff Day, which will be held on October 10th at the Renaissance Denver Hotel in the Stapleton area.

The Miscellaneous Revenue category includes \$25,000 received from the Janus Foundation for reimbursement of 2015 bookmobile collection expenditures.

General Notes

The amounts in the expenditure statements are reported on a cash basis. Thus, expenditures are reported when they are paid and do not include encumbrances for supplies and services on order. The statements of expenditures include all expenditures regardless of funding source. Thus, expenditures funded from both the GF and SRF are included on the same statements.

In statement 2, the revised budget shows changes to the original budget from various sources. During the year general fund budget is transferred between accounts as needs and circumstances arise. Most of these changes are within the same department budget but can also be between departments. A revision can also occur in the general fund budget due to a supplemental budget request that is approved by City Council. A third source of changes occurs in the funding from the SRF. The original budget for SRF funding includes amounts that will be received during the current year that are consistent, reliable, and can be reasonably estimated. SRF funding also includes amounts received in prior years that was not budgeted or spent in the year of receipt. While portions of this funding source are planned to be used in the original budget, unforeseen needs arise in the current year and are sometimes funded from the available balance of these funds.

The percentage of budget spent was not included in statement 2 because, except for payroll expenditures, purchases do not occur evenly throughout the year. Department managers plan their spending based on events such as summer reading programs, seasons such as the fall publishing cycle, or projects such as the construction of a new branch. Also, departments manage their budgets to ensure they do not overspend due to unforeseen events. This results in greater spending toward the end of the year as the need for contingency funding decreases.

Agenda Item 8a

Action Requested: Receive Report



More than 60 Denver Public Library (DPL) employees attended the five day Public Library Association (PLA) Conference in April. 8,000 people from around the nation joined us in Denver for what was the first PLA conference ever held here. Offered every other year, this is the large, national learning event for public libraries. The conference featured over 100 educational programs, author luncheons, networking receptions and a large exhibits hall featuring the latest in library products and services. This year's conference was themed BE EXTRAORDINARY: because extraordinary libraries create extraordinary communities.



As you might imagine, as the host library, many Denver Public Library employees were involved in the planning and the execution. DPL staff members were involved in over 16 presentations out of the 100 with well over 1,000 attendees learning from us. Two of our

Community Technology Center staff coordinated other Colorado libraries and technology vendors to put on a branch new concept, COLab, a collaborative makerspace with fun, engaging activities for conference attendees. The idea was to provide people experience and information about practical maker and tech projects and programs they can implement in their own libraries. Between 1,500 and 2,000 people participated!

At the convention center, we also did formal recruiting in the Career Center and informal recruiting through Kristen Svendsen's (our Employment Manager) innovative T-shirt program: "Ask Me Why I Love My Job at DPL." 35 employees wore the shirts and handed out customized cards with their favorite reasons for loving their jobs.

The conference gave us a great opportunity to show off not only Denver but the Denver Public Library. DPL staff created a PLA Lounge on the first floor of Central, which was always hosted by one of our welcoming staff members. There attendees could gather for tours of the Central Library, use our wifi, take a breather and connect with others. About 700 people took advantage of this. 137 people took formal tours of the Central Library and there were a number of tours held at branch libraries as well. Some of our staff members hosted librarians at dine arounds at local restaurants and we also had several staff writers populate the [PLA Daily News](#) with articles about DPL and Denver. It took over 132 volunteers to make this conference happen and our very own Veleitta Hopes, DPL's Volunteer Coordinator, led that effort. We also had two major receptions at the Central Library with a total attendance of over 500, coordinated by our own Sherry Spitsnaugle. Both of them worked closely with Diane Lapierre who chaired the Local Arrangements Committee.

This is but a taste of what happened in an action-packed week!

Naturalization Ceremony

On Thursday, April 14, DPL hosted its annual naturalization ceremony, helping welcome 50 immigrants from 30 countries to Denver and the U.S. as citizens. As always, it was a moving ceremony with a lot of attention to detail by staff that makes this naturalization ceremony stand out from others in the community.

Highlights from the Administrative Services Division from Letty Icolari

From Facilities:

- Social Worker Office #2 was completed in February using in-house resources. Kristi is settling in nicely.
- The idealAB construction at Montbello is about 65% complete using in-house resources. The tile is going in now. There are on-going conversations to decide if we build a sound room or purchase a pre-manufactured unit.
- Hadley interior renovation design efforts have begun. We should expect design development documents from the architects at Humphries Poli Architects May 13th.
- The Smiley Branch perimeter drainage project started off on Monday April 4th with a pre-bid meeting with the potential contractors. Bids are due back 04/29. Construction is expected to begin in May. The scope is to excavate around the building foundation, install perimeter drainage system and seal/waterproof/tuck point the masonry foundation.

- Roof replacement at Barnum has been designed and bid out. Expected construction in fall of 2016.
- Roof replacement at University Hills is in design mode. Expected construction is fall of 2016.
- Central Sixth Floor Western History and Genealogy tenant finish project is fully designed. Construction pre-bid meeting for contractor walk through will be in May. The construction is expected to begin in July and last through November.
- The project to replace the branch library security alarm systems will begin on 04/14 with Broadway Branch. Using in-house resources, it will take 6 to 8 weeks to replace all the branch systems. Once complete the systems will be fully owned and operated by DPL staff, eliminating the need for the current contracted services and saving \$16,000.00 annually.
- The project to upgrade the Central Library surveillance system has begun with the installation of data cables between our Security Dispatch desk and our IT server room. The City and DPL have allowed \$89,000 to upgrade and install our head-in equipment and surveillance controllers in our Security Dispatch room. The components are being amassed and installation is slated for mid-May.

From Security:

- Security will initiate enforcement of the updated Library Use Policy beginning Sunday, April 17th. They have been meeting with branch staff members at the branches to discuss and ensure they have an understanding of the procedures. Bob Knowles, Security Manager, also attended the April 7th Senior Librarian meeting to provide guidance and respond to questions or concerns.
- Elissa and Bob spoke at PLA - "Keeping Peace in the Library: Best Practices for Providing Service to Patrons Experiencing Homelessness". Lots of discussion, a considerable amount of it was about things other than homelessness. Feedback was we're doing quite well on all fronts.

From Community Resource Specialists:

- The CRS team reports that they continue to meet with customers in need of services. The Homeless Services Action Committee has developed and is developing more programming for people experiencing poverty and homelessness: The Monday Morning Meditation or oMMM in collaboration with the Kadampa Meditation Center; Hard Times Writing workshop starting in April in collaboration with Lighthouse Writers Workshop; Morning Sunrise Concerts starting this summer; Reading Groups at DPL as well as Denver Rescue Mission Community Drop in Center.

From Ambassador Services (Volunteers/Docent Office):

- Veletta Hopes & Cindy Schneider served on the PLA 2016 Conference, Local Arrangements Subcommittee and co-chaired the PLA Volunteer Committee. Veletta & Cindy worked closely with Ali Ayres of Douglas County Public Library, and recruited 132 extraordinary volunteers (25 from DPL) to assist with the numerous conference visitors, exhibitors and programs. All conference volunteers were staff members from public, state, university and school libraries throughout Colorado.

From Employee Relations:

- Kristen and the Employee Engagement Committee continue to meet with employee groups around the system to collect additional anonymous survey information taking a deeper dive

into the questions and responses from last summer's City Employee Engagement Survey. They will consolidate the data and report trends and crucial information to E-Team by May.

Dates to Remember:

- 4/21, 6-8 p.m.: Women in the Preservation Movement, Western History event, 7th Floor
- 4/24, Dia Del Niño--All day
- 4/29, 6-10 p.m.: Untitled, Denver Art Museum
- 4/30, 2-4 p.m.: Pauline Robinson Branch 20th Anniversary Celebration
- 5/2, 7:30 p.m.: T.C. Boyle at Pen & Podium, Newman Center
- 5/13, 8-10 a.m.: Creative Mornings, Central Library Conference Center
- 5/17, 6 p.m.: An Evening with Michael Paglia, WHG, 5th Floor
- 5/27, 6-10 p.m.: Untitled, Denver Art Museum

City Librarian Activities

City Engagement

- Participated in the Mayor's Cabinet in the Community meeting at Thomas Jefferson High School

Facilities Master Plan

- Met with Denver Parks and Recreation staff to discuss RiNo Park next steps after the meeting with the Mayor
- Met with City Councilmember Lopez to discuss potential West Denver Recreation Center and needs for expanded Westwood Library
- Met with City Councilmember Flynn to discuss Hadley Branch renovation plans
- Met with staff from various City agencies regarding environmental sustainability
- Met with Arts and Venues Deputy Director to discuss community surveys regarding Downtown Denver and Denver Center for the Performing Arts

Out of School Learning Focus

- Met with City Peak Academy staff to discuss communication and process improvement for My Denver Card

Staff Support

- Met with staff from the City's Office of Human Resources to discuss opportunities for library to participate in City leadership training

Community

Engagement

- Met with Denver Art Museum (DAM) Director Christoph Heinrich to discuss DAM plans to renovate the Ponti building and partnership needs

- Met with Deputy Director and Chief Learning and Engagement Officer from Denver Art Museum to discuss programming, renovation, space and community building opportunities
- Met with Civic Center Conservancy Director Lindy Eichenbaum Lent to discuss partnership and community building opportunities
- Welcomed Colorado Women's Hall of Fame: Celebrating Colorado Women's Exhibit guests at ribbon cutting ceremony
- Attended Learning Ally National Achievement Awards Gala with the Luff family
- Welcomed attendees of the Denver Metro Chamber of Commerce Gold Networking event at the Central Library
- Presented to the Denver Rotary Club at the University Club

Early Learning

- Attended One Book 4 Colorado State Launch event at the Rodolfo "Corky" Gonzales Branch Library
- Participated in the Birth to Eight Roadmap Steering Committee

Out of School Learning Focus

- Participated in SM Energy ideaLAB check presentation ceremony with SM Energy CEO and Mayor Michael Hancock
- Welcomed Denver Public Schools families to the DPS Art Show reception at the Library

Library

Facilities Master Plan

- Met with Dennis Humphries regarding RiNo Park plans
- Participated in a staff charrette on re-imagining the Central Library

Staff Support

- Met with several staff members in open office hours
- Attended Pilar Castro-Reino's retirement party
- Led an All Managers meeting
- Participated in Central Library observation project

Out of School Learning Focus

- Attended Athmar After School is Cool Annual Art Show

Adult and Family Programming

- Attended Memory Cafe program at the Schlessman Branch

Services to New Immigrants

- Welcomed attendees at the naturalization ceremony held in Schlessman Hall of the Central Library

Friends Foundation

- Met with Friends Foundation President Gay Cook

- Met with the Friends Foundation Executive Committee and DPL staff to discuss the Friends/Library Memorandum of Agreement

Library Commission

- Met with potential Library Commission applicant
- Met with former Commission member Jaren Ducker

Professional

- Participated in Front Range Public Library Directors meeting
- Participated in Harvard/PLA Family Engagement Task Force meeting
- Participated in the PLA Conference as a presenter, session organizer, member of the Program Committee, City Librarian of host library and a variety of other ways

April 2016

Agenda Item 9

Requested Action: Receive Report

2016 Service Planning Report

Background

In the past few years, the Denver Public Library has undergone major transition, including a new Director, significant internal reorganization, and development of a new Strategic Plan. In conjunction with creating the new Strategic Plan, we refined our Strategic Processes to include the Service Planning Workshops detailed here. The anticipated outcome of the Service Planning Workshops is to ensure that the services comprised by the Library's Focus Areas and top level Service Priorities are implemented consistently, effectively, and appropriately across the system.

Prior to our current Strategic Plan, branch libraries were organized thematically, with each branch having an identified focus (Children and Family, Language and Learning, etc.). This organization proved to be a successful method of delivering consistent, quality services for their focuses, but we learned that the branch service areas weren't neatly defined solely by the focus area of the branches. For example, a branch identified as Children and Family might have a large pocket of single younger adults and another pocket of immigrants and refugees, and a focus on Children and Family didn't effectively serve the needs of these communities.

The new Strategic Process is an attempt to keep the high quality and consistency of the services we deliver through our Priorities, while offering the branches the flexibility to deliver quality programming to as much of their community as possible. Each of our Focus Areas and top level system-wide Service Priorities (Early Learning, Out of School Learning, Technology Access and Training, Adult Programming, and Services to Immigrants and Refugees) has a team that drives the service, and creates a "Menu of Opportunities", which defines the types of programming that can be offered under the umbrella of the Service Priority, as well as anticipated staffing and hard dollar resources needed to deliver the service and measures of success for the programming activity.

Workshops

We held our Service Planning Workshops in February, to define the programming that each branch would offer during the rest of 2016. Prior to the Workshops, each Senior Librarian received a binder full of data about their library and their library's community. The binders included demographic data of their service area population, collection and circulation data for their specific branch, programming data for their branch, among other data.

The Workshops consisted of 3 half days - branch Senior Librarians each attended one of the 3 days, and attended the same day as the rest of the branches in their Managerial grouping. During the Workshops, the Senior Librarians rotated through tables to have one-on-one conversations with experts such as Service Priority Leads, Infrastructure Leads (such as the IT Manager), and people responsible for managing the various data points included in their binders. They spent 15 minutes with each expert, chose from the various Menus of Opportunity to develop a 2016 Branch Service Plan. After the Workshops, these plans were reviewed by Neighborhood Services Managers and the

E-Team to ensure that appropriate activities were being planned for each branch, system-wide priorities were reflected, and adequate resources were available to enact the plans.

Workshop Allocations

During the Service Planning Workshops, branch senior librarians were asked to identify the activities they would undertake in 2016 related to each of the Service Priorities, including the anticipated number of staff hours as well as dollars spent. The following table and charts summarizes the results of the workshops.

For reference, the library has allocated roughly \$200,000 for strategic purposes, which includes Service Priorities as well as our new 2016 Strategic Initiatives and other such work. Prior to the Workshops, some of that money (\$9,800) was allocated as "starter funding" for Priorities in order to provide ongoing programming for our customers during the planning process and other efforts (such as marketing). Given that, and to allow for discretionary budget changes as the year progressed, Workshop planners estimated that an appropriate amount to apportion during the Workshops would be roughly \$78,000 (about \$3,000 per branch). The sum of Service Plan Workshop Requests totaled \$67,245.

Notes about this set of data:

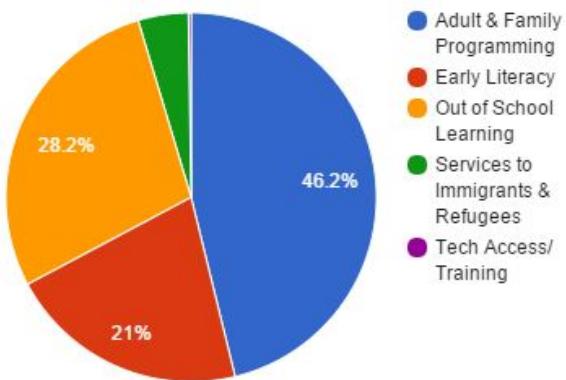
- Funding and staff are branch-only: **systemwide funding is not included** (e.g. for programming such as Winter of Reading and Dia de los ñinos), nor is staff time spent by centralized departments such as Early Learning or the Community Technology Center
- Funding only includes strategic funding from the Service Priorities budget. It does not include special trust funds or funds originating from a branch discretionary fund. It **does** include "starter funds" (e.g. Adult and Family Programming and OSL) that were allocated from the strategic Service Priorities budget prior to the workshops

Table 1: Branch Workshop Allocations, by Service Priority

Service Priority	Number of Activities	Anticipated Staff Hours per Week (systemwide-rounded)	Dollars
Adult & Family Programming	838	57	\$31,055
Early Literacy	7854	363	\$14,125
Out of School Learning	2598	249	\$18,960
Services to Immigrants & Refugees	1174	87	\$2,945
Tech Access/Training	2425	105	\$160

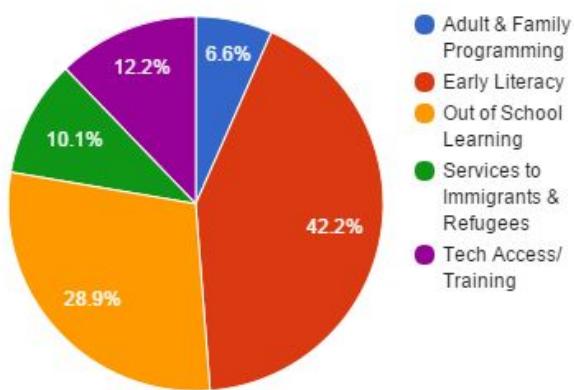
Due to its nature, the Adult and Family Programming priority has the highest share of hard dollars allocated from the Service Planning process. We tend to emphasize hard dollar spending (vendor programming) for that priority more than soft dollar spending (staff time). Out of School Learning similarly has a high vendor expense, and hence the second-largest outlay of hard dollars. See Chart 1 for a graphical representation of this data.

Chart 1: Programming Dollars by Service Priority, via Service Planning



Conversely, Adult and Family Programming has the lowest estimated staff expenditure. When viewed through this lens, the bulk of branch staff programming time will be directed toward the library's three focus areas - Early Literacy (40.8%), Out of School Learning (29.3%), and Technology Access and Training (12.7%). Additionally, an estimated 10.5% of branch staff programming time will be spent on Services to Immigrants and Refugees (see Chart 2).

Chart 2: Estimate Branch Programming Hours per Week (non-Central Departments)



Overall Library Allocations

In addition to the data gathered during the workshops, preparation for Service Planning prompted a more holistic deep dive into the amount of resources we're spending on the various Priorities at a systemwide level. The library has made attempts in the past to try to track resources allocated to various strategic efforts in the past, and this has proven to be incredibly difficult. The data presented below is a work-in-progress. There are likely things missing, mis-represented, and possibly things that should not be included, but this is a step in the direction to a better overall understanding of what we're doing.

Notes about the data:

- Community Technology Center's staff time and budget is all included under the Technology Access and Training priority. In the future we will make an effort to better parse out time and budget spent on this priority compared with Out of School Learning. The staff number includes all time worked by Librarians, LPAs, and Technology Clerks at the CTC. The Senior Librarian isn't included because her time is spent largely on administrative rather than programmatic tasks.
- Early Learning's budget and department staff time is included under Early Literacy, except for the Senior Librarian (under the same rationale as the CTC Senior Librarian). Read Aloud budget is also included.
- The Central Children's department created a Service Plan similar to the work done by the branches. Their activities (primarily Early Literacy & Out of School Learning, with some Adult & Family and Services to Immigrants and Refugees) is included here, while it wasn't in the first section.

Table 2: Total (estimated) Dollars and Staff Hours Expended, per Service Priority

	Total Dollars	Estimated Staff Hours per week
Adult & Family Programming	\$64,005	57
Early Literacy	\$160,390	643
Out of School Learning	\$547,384	279
Services to Immigrants & Refugees	\$261,980	87
Tech Access/Training	\$46,700	545

This larger, yet still imperfect, perspective provides a broader view of resources dedicated to each priority. Looking at dollar amounts, we see the strong special trust financial commitment to Out of School Learning and Services to Immigrants and Refugees (see Chart 3, next page), and incorporating staff time spent by departments such as Early Learning and the Community Technology Center, the soft dollars associated with their respective priorities is emphasized. Again, these numbers are rougher estimations (see above bullets) - we will continue to fine-tune this process as we move forward.

Chart 3: Programming Dollars by Service Priority

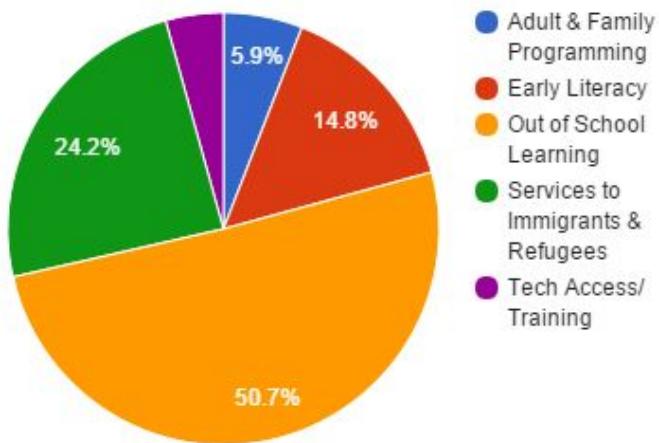
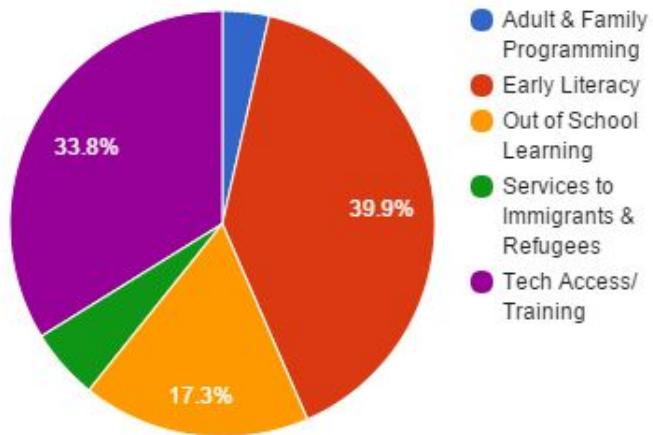


Chart 4: Estimated Weekly Staff Allocations by Service Priority

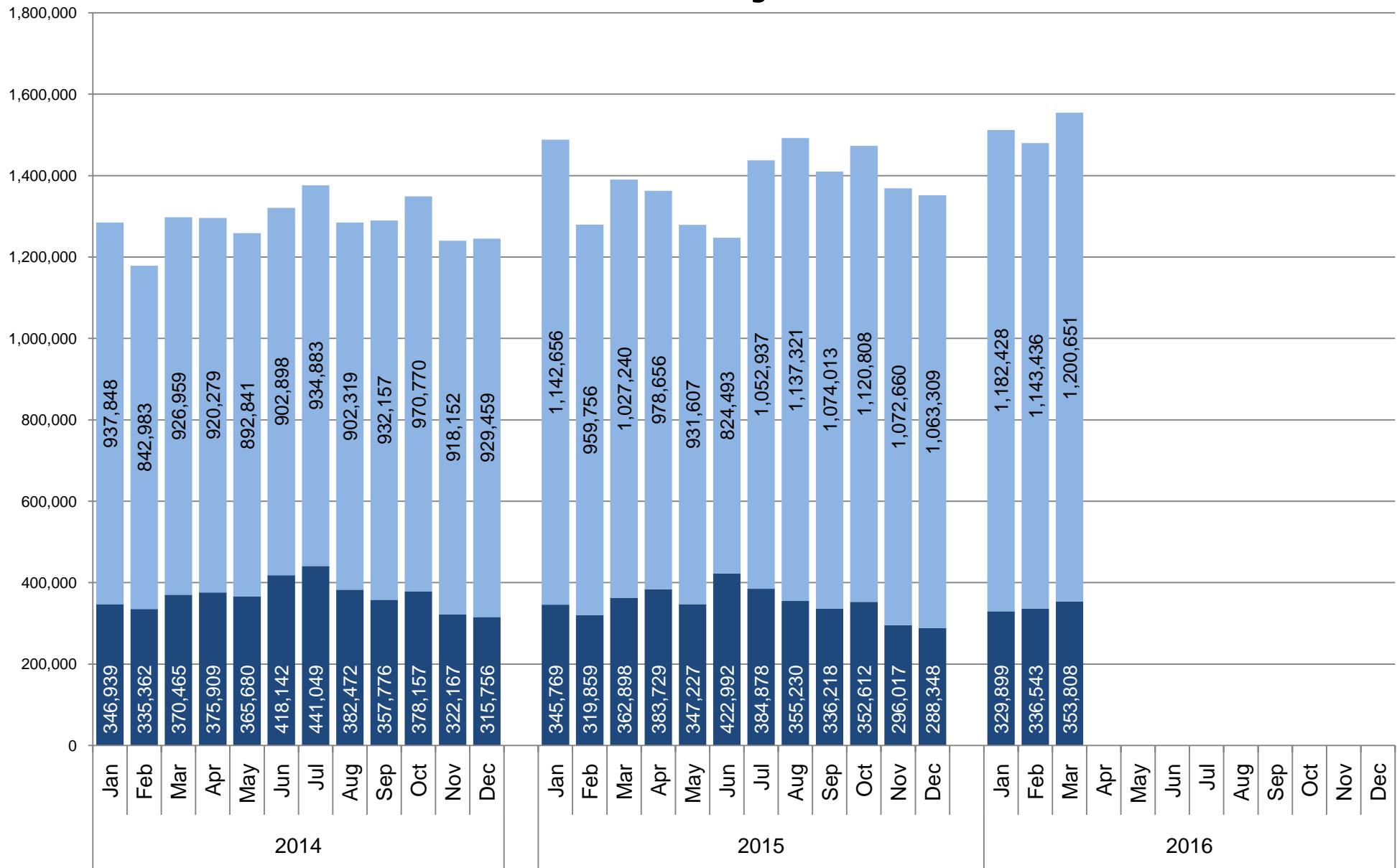


April 2016

Denver Public Library

Total Visits By Month

Online
In Person



→ Gonzales Branch opened February 23, 2015

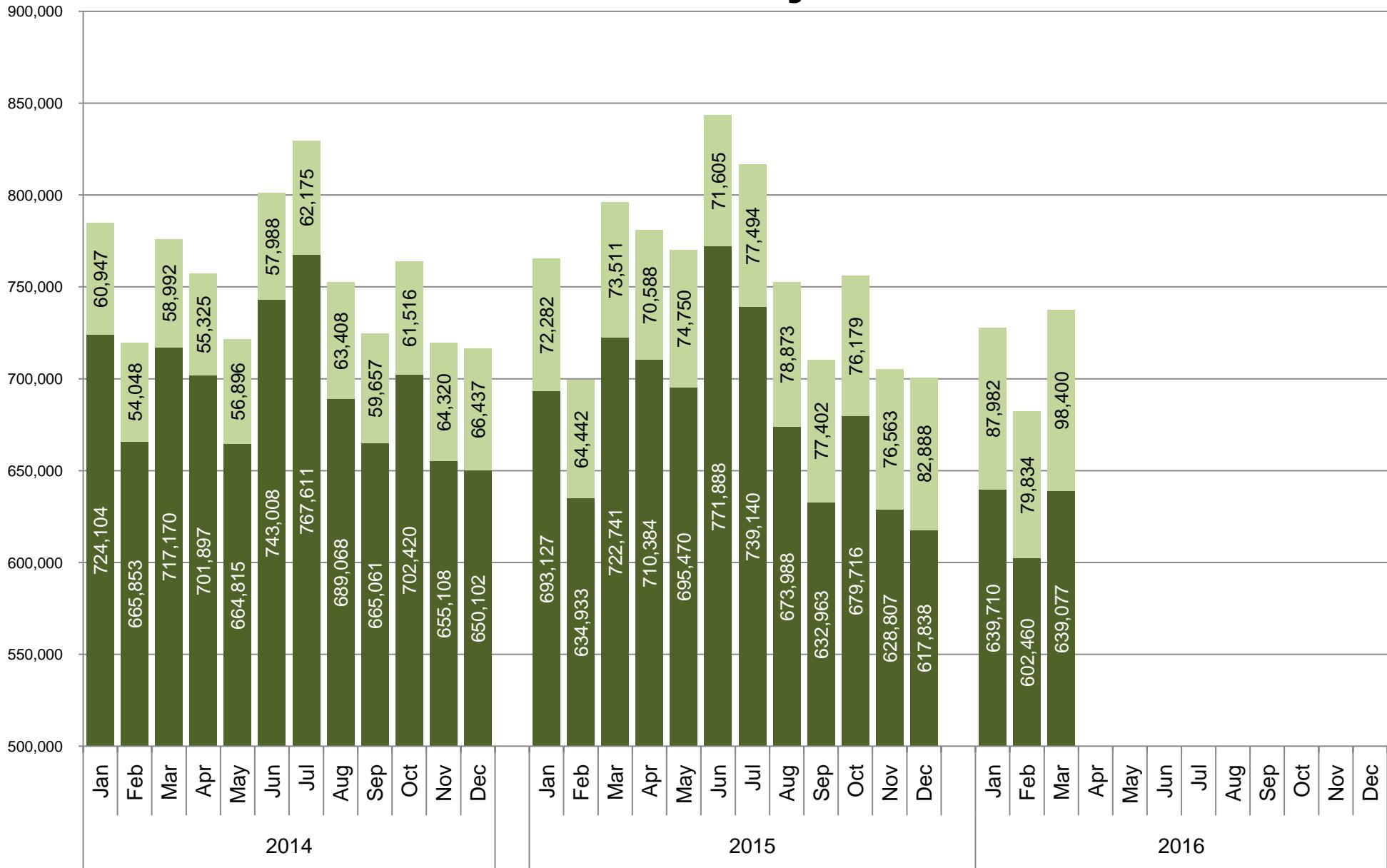
Online visits - total website, Overdrive, catalog, and database visits by session, as reported by DUX

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

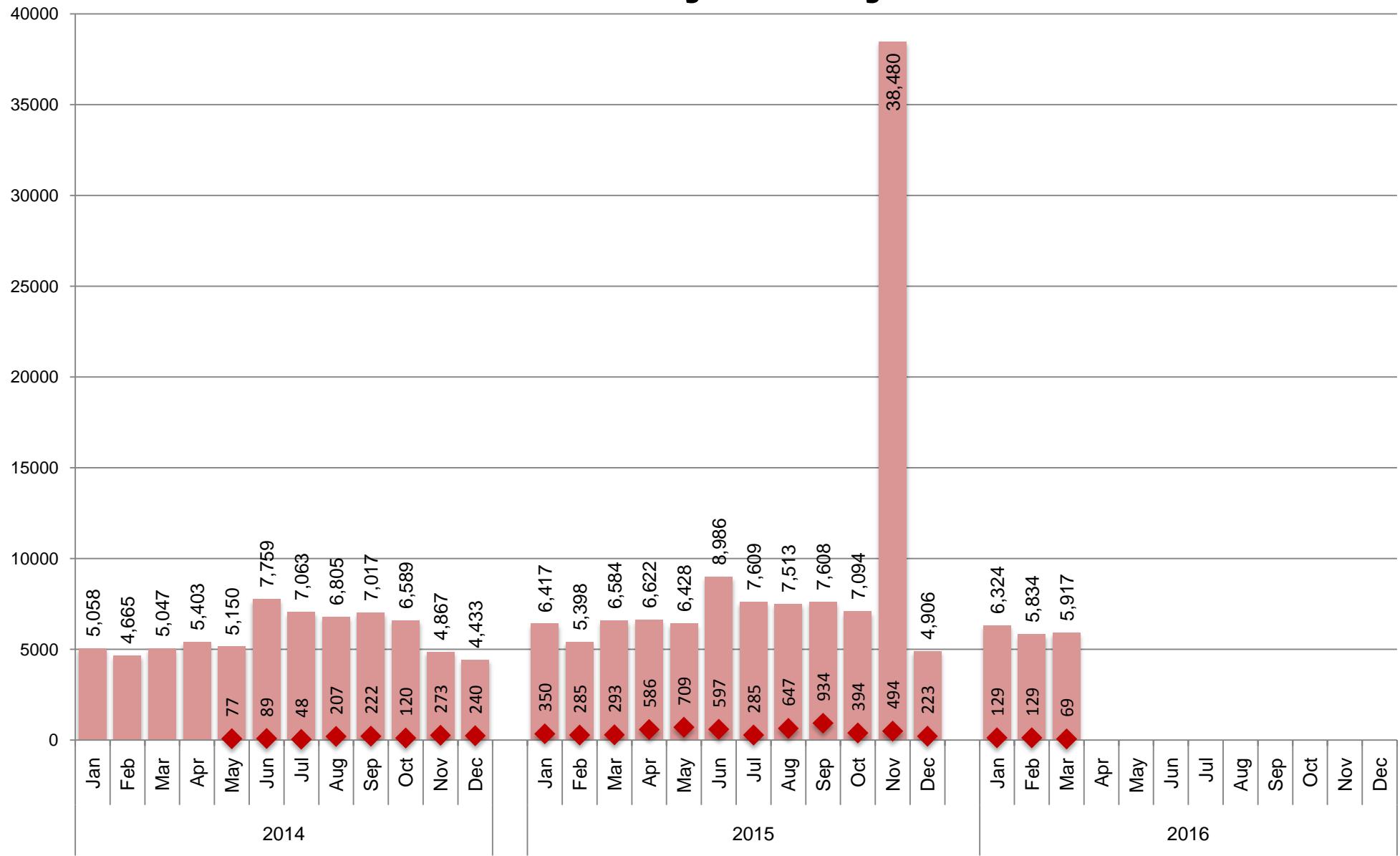
Monthly Circulation by Branch

March 2016

Location	Total Circulation	+/- Previous Month	2016/2015 Year/Year
Athmar Park	7,991	↑ 248	↓ (623)
Bear Valley	29,967	↑ 2,084	↓ (7,266)
Blair-Caldwell African American Research Library	9,049	↑ 825	↓ (1,629)
Bookmobile	7,670	↓ (975)	↓ (939)
Byers	3,509	↑ 610	↑ 7
Central Library	95,715	↑ 3,902	↓ (14,199)
Decker	15,026	↑ 1,134	➡ (220)
Eugene Field	24,270	↑ 1,716	↓ (1,488)
Ford-Warren	12,591	↑ 1,111	↑ 10
Green Valley Ranch	24,066	↑ 595	↓ (5,434)
Hadley	12,965	↑ 1,507	↓ (781)
Hampden	33,082	↑ 2,344	↓ (3,047)
Montbello	8,990	➡ (82)	↓ (2,086)
Park Hill	30,999	↑ 1,897	↓ (1,129)
Pauline Robinson	4,995	↑ 240	↓ (950)
Rodolfo "Corky" Gonzales	24,324	↑ 1,694	↓ (18,619)
Ross-Barnum	9,562	↑ 904	↓ (3,593)
Ross-Broadway	15,004	↑ 183	↑ 2,936
Ross-Cherry Creek	25,913	↑ 1,401	↓ (1,276)
Ross-University Hills	49,928	↑ 3,625	↓ (5,331)
Sam Gary	56,647	↑ 4,314	↓ (4,140)
Schlessman Family	51,656	↑ 1,534	↓ (9,673)
Smiley	23,662	↑ 1,620	↓ (942)
Valdez-Perry	3,019	↑ 31	↓ (1,095)
Virginia Village	31,598	↑ 3,193	➡ (269)
Westwood	4,290	↑ 638	↑ 916
Woodbury	22,589	↑ 324	↓ (2,804)
Denverlibrary.org Downloadables	98,400	↑ 18,566	↑ 24,889
Total	737,477	↑ 55,183	↓ (58,775)

Denver Public Library

Total New Library Cards By Month



→ 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

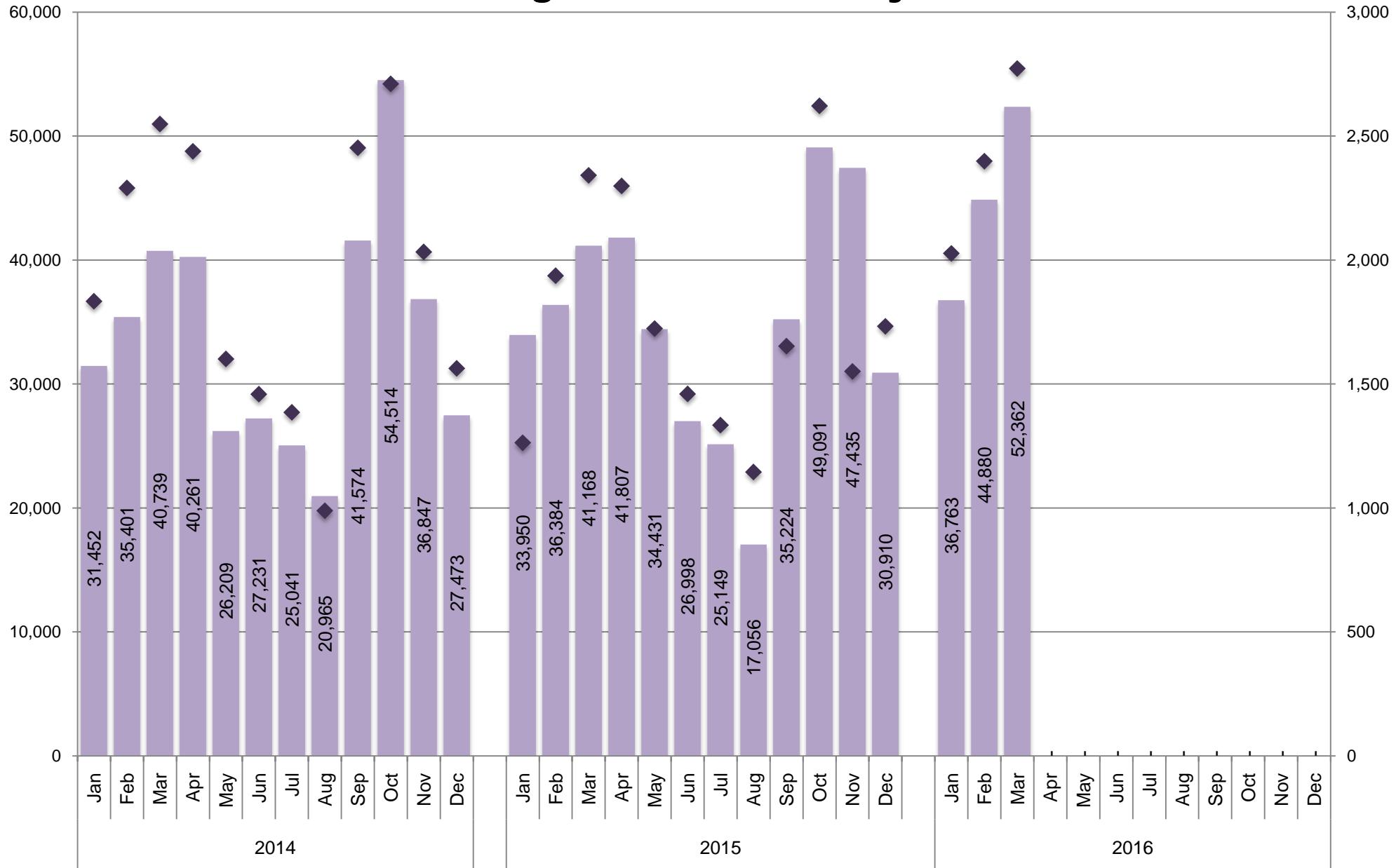
Outreach Signups - total number of new library card signups occurring at Outreach events in the community, as submitted to TrackVia Program & Outreach Tracking application. (Note: 2014 data includes some estimates, as our tracking system did not capture this information before 2015.)

Denver Public Library

Total Program Attendance By Month

■ Attendance

◆ Sessions

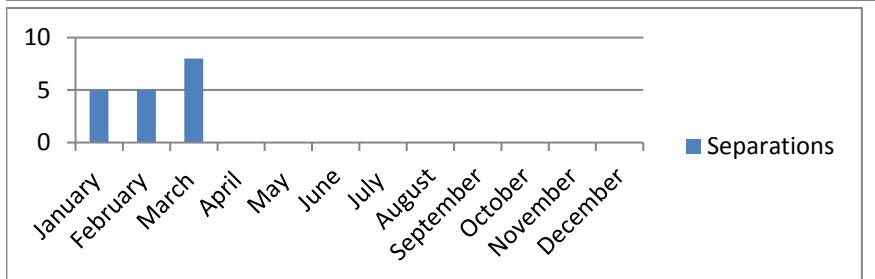
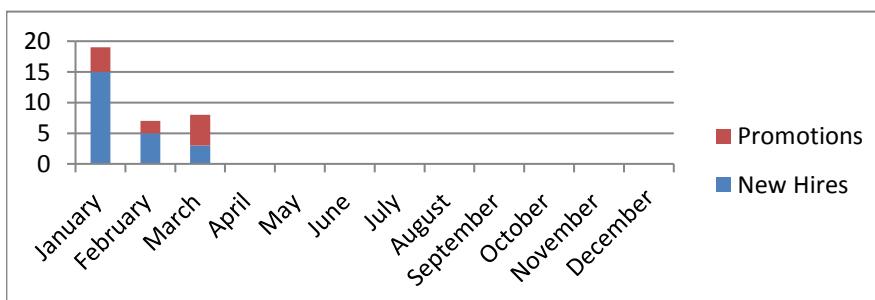
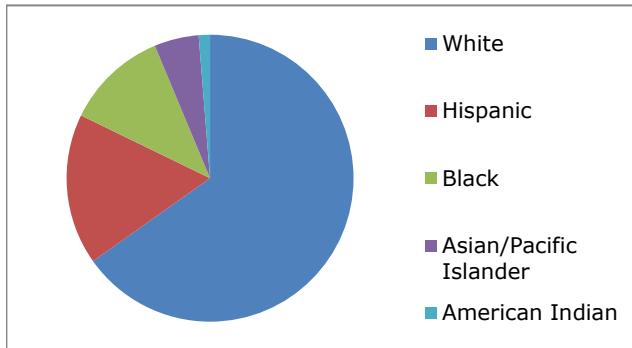
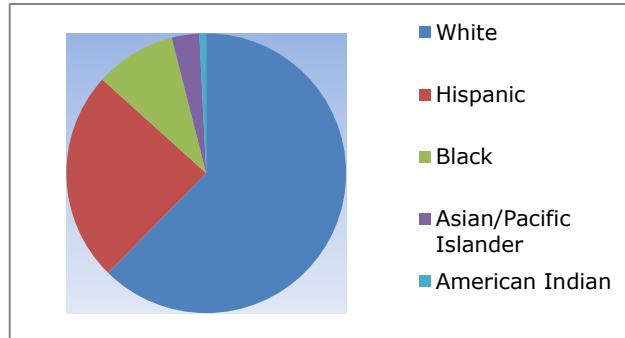


➔ Brew Ha! Ha! programming and outreach blitz - September 2015

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



DEMOGRAPHICS			
Workforce Size	630	Female	61%
2015 Comparison	617	Exempt	27%
White	62%	Non Exempt	73%
Hispanic	24%	Average Age	43
Black	9%	Average Years of Service	8.8
Asian/Pacific Islander	3%	Exempt over 55	24%
American Indian	1%	Non Exempt over 55	22%
Ethnic Minorities	38%		
2015 Comparison	37%		

APPLICANTS			
Month of March	1476	Female	65%
2015 Comparison	912	Male	33%
White	63%	Other/Unknown	2%
Hispanic	16%		
Black	11%		
Asian/Pacific Islander	5%		
American Indian	1%		
Other/Unknown	4%		
Ethnic Minorities	33%		
2015 Comparison	43%		

NEW HIRES AND PROMOTIONS			
New Hires YTD	23	Promotions YTD	11
2015 Comparison	43	2015 Comparison	14
Ethnic Minorities	35%	Ethnic Minorities	18%
2015 Comparison	47%	2015 Comparison	43%
Female	70%	Female	73%
2015 Comparison	70%	2015 Comparison	57%
Transfer/Reassignments YTD	9		

SEPARATIONS			
Separations YTD	18	Turnover YTD	3.0%
2015 Comparison	19	2015 Comparison	3.2%
Retirements YTD	2		
2015 Comparison	3		

Denver Public Library Human Resources Dashboard

April 2016

Open Leave Cases in March

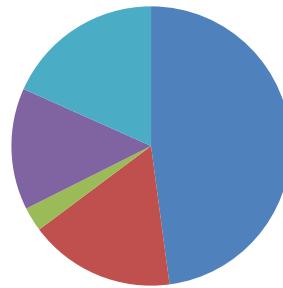
■ FMLA - Intermittent

■ FMLA - Continuous

■ Leave of Absence

■ Interactive Process (ADA)

■ Workers' Compensation



Percentage of Staff on Leave

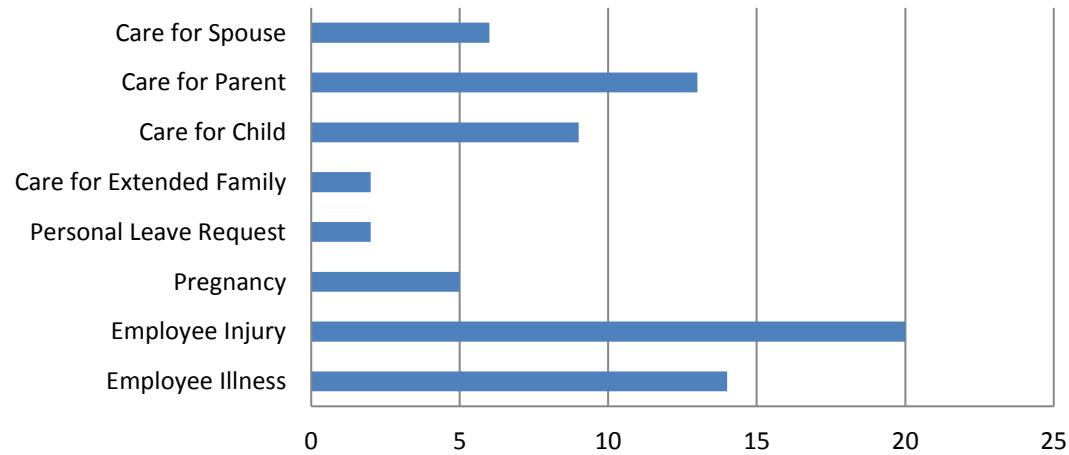
11%

Open Leave Cases in March

Leave Type	Count
FMLA - Intermittent	34
FMLA - Continuous	12
Leave of Absence	2
Interactive Process (ADA)	10
Workers' Compensation	13

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

Type of Leave Taken in March

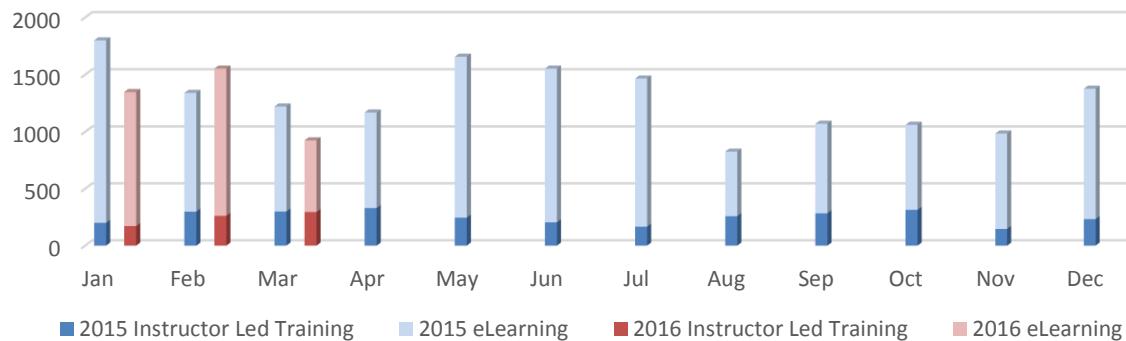


Leave Usage in March

Employee Illness	14
Employee Injury	20
Pregnancy	5
Personal Leave Request	2
Care for Extended Family	2
Care for Child	9
Care for Parent	13
Care for Spouse	6

Denver Public Library Human Resources Dashboard

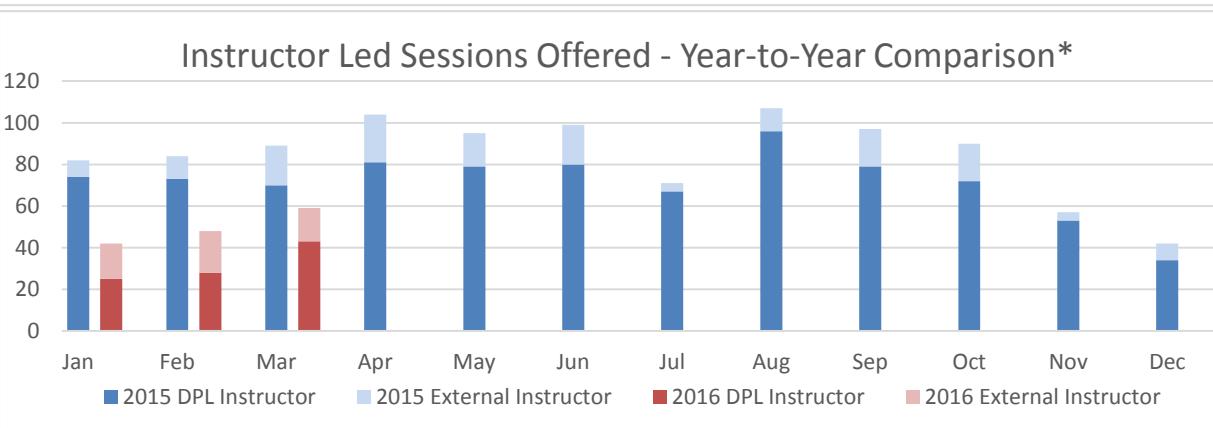
Completed Learning - Year-to-Year Comparison



Last Month:

Staff Learning Completions

eLearning	63
Instructor Led Training	295



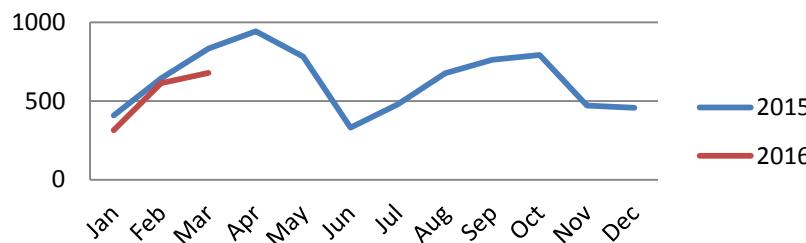
Last Month:

Instructor Led Training

Sessions Offered	59
Percentage Taught by DPL Staff	73%

*2016 decrease due to staffing limitations

Instructor Led Training Hours Completed by Staff



Top 5 Training Items Last Month

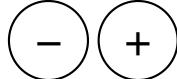
Title	Type	Rank
Defensive Driving	Session	1
Crucial Conversations	Session	2
Collection Maintenance 101	Session	3
Conditional Weeding Overview	Document	4
Wellness Series: Meditation & Gentle Movement for Stress Reduction	Session	5

The Library Card

DEBORAH FALLOWS

MARCH 2016 ISSUE | U.S.

TEXT SIZE



This article appears in the March print edition alongside the cover story, “[Can America Put Itself Back Together?](#)”—a summation of James and Deb Fallows’s 54,000-mile journey around America in a single-engine plane. More dispatches from their ongoing reporting trip can be found [here](#).

AS WE TRAVELED around the U.S. reporting on the revival of towns and cities, we always made the local library an early stop. We’d hit the newspaper offices, the chamber of commerce, city hall, and Main Street for an introduction to the economics, politics, and stresses of a town. The visit to the public library revealed its heart and soul.

The traditional impression of libraries as places for quiet reading, research, and borrowing books—and of librarians as schoolmarmish *shush*-ers—is outdated, as they have metamorphosed into bustling civic centers. For instance, Deschutes Public Library in Bend, Oregon, now cooperates with dozens of organizations, from AARP (which helps people with their taxes) to Goodwill (which teaches résumé writing). A social worker trains staff to guide conversations about one of the most frequent questions people trustingly bring into the library: Can you help me figure out how to meet my housing costs?

There are three areas where libraries function as vibrant centers of America’s



f

Chelsea Beck

Technology

Many people rely on libraries for their computer and Internet use. According to a 2015 Pew Research Center report, more than a quarter of Americans who had visited a public library in the past year had used a computer, the Internet, or a WiFi connection there, with the usage numbers higher among minorities and low-income groups.

More ambitiously, libraries have also begun offering “makerspaces”—shared workspaces that provide technological tools and are designed to facilitate collaborative work. I recently toured the makerspace at Washington, D.C.’s flagship Martin Luther King Jr. library. An eclectic group of hobbyists, entrepreneurs, and a mom with her homeschooled preteens were learning about tools like 3-D printers, laser cutters, and wire benders. Ben Franklin, who conducted some of his experiments with electricity in the public spaces of the Library Company of Philadelphia, would surely appreciate today’s public-library makerspaces.

Miguel Figueroa, who directs the Center for the Future of Libraries at the

American Library Association, says makerspaces are part of libraries' expanded mission to be places where people can not only consume knowledge, but create new knowledge.

Education

In my conversations with librarians around the country, the most urgent topic was the education of America's youngest children. Patrick Losinski, the CEO of the Columbus, Ohio, metropolitan library system, told me that when a 5-year-old walks into kindergarten, takes a book, and holds it upside down, "you know there is no reading readiness there." I heard of many projects like Books for Babies, which is run by Friends of the Library in tiny Winters, California: Volunteers scour birth announcements and go stroller-spotting, offering each new baby a box with a T-shirt, a cap, two books, and an application to join the library.

In Charleston, West Virginia, despite recent funding losses that severely cut library staff, librarians still provide materials to teachers all across the 900-square-mile county. In Columbus, Mississippi, the library gives high-school students access to Civil War-era archives—slave sale records, court cases, and secrets of the community—making real the racial history of their state. In Redlands, California, the program attracting the most volunteers is one-on-one literacy tutorials for adults. And many adults use public libraries as their access point to postsecondary online courses.

Community

The library in West Hartford, Connecticut, offers conversational-English classes for immigrants. The library in Seattle provides citizenship classes. The library in Duluth, Minnesota, has a seed-lending program for local gardeners. The library in Washington, D.C., offers tango dancing on

Saturday afternoons. In libraries, I have practiced yoga and tai chi, sipped lattes in coffee shops, and watched Millennials with laptops arrange their virtual start-up offices at long reading-room tables. Libraries serve as anchors in times of distress: The library in Ferguson, Missouri, kept its doors open even when schools were closed, and libraries in New Jersey became places of refuge after Hurricane Sandy.

If these seem like deviations from libraries' historical role as lenders of books, consider that, around the start of the 20th century, the earliest Carnegie libraries included bowling alleys, music halls, billiard tables, swimming pools, and gymnasiums.

ABOUT THE AUTHOR

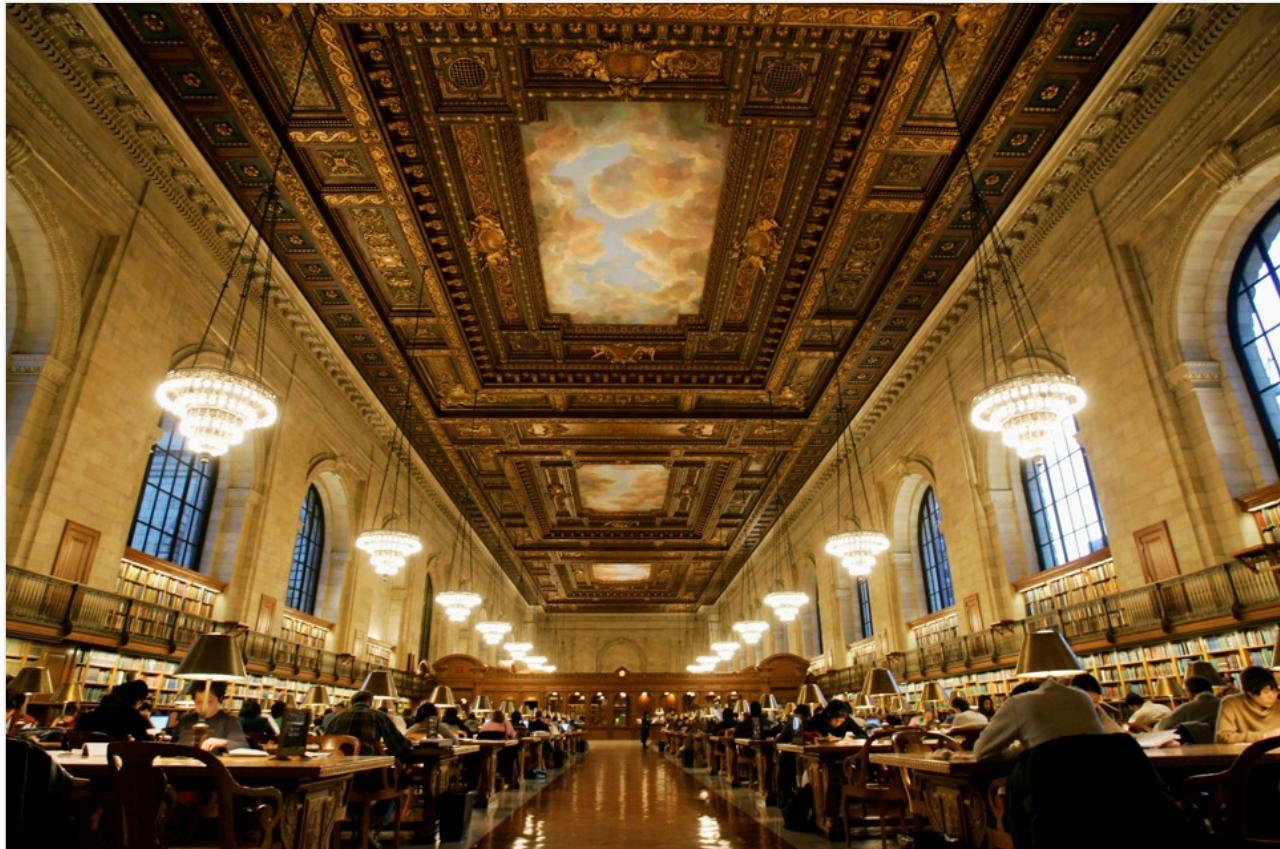


DEBORAH FALLOWS is a contributing writer for *The Atlantic* and the author of *Dreaming in Chinese*.

 Email

Fewer Americans Are Visiting Local Libraries— and Technology Isn't to Blame

Only one trend is closely associated with their use.



Patrons read in the New York Public Library in this 2004 file photo.

Reuters

ROBINSON MEYER

8:00 AM ET | TECHNOLOGY

TEXT SIZE



A curious phenomenon is gripping public libraries in the United States.

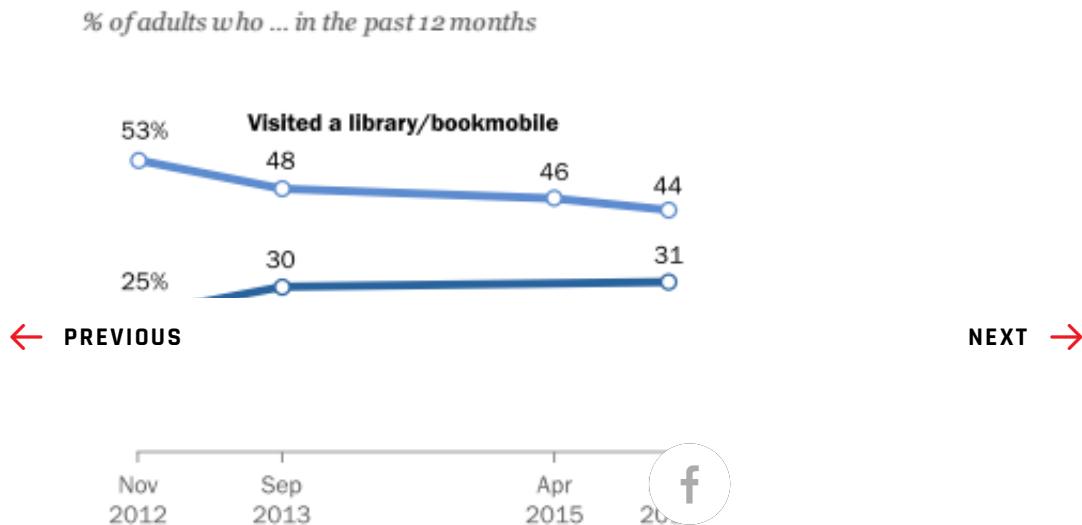
On the one hand, Americans still adore their libraries. According to a new Pew Research study, 76 percent of Americans say that libraries well serve the needs of their community. And since 78 percent of Americans say they've

been to a local public library *ever*, it seems that nearly everyone who's been to a local library at least once in their lives approves of them.

Yet on the other hand, fewer and fewer Americans are using the institutions every year. In the 12 months before the most recent Pew survey was given, only 44 percent of Americans visited a local library or bookmobile. Three years earlier 53 percent of Americans had visited a library or bookmobile.

In other words, library usage is falling. But why?

American Library Use Is Trending Down



Data for library website usage isn't reported for April 2015 because the question wasn't the same in that survey. The newest survey was conducted between October 13, 2015, and November 15, 2015. (Pew Research Center)

This new data comes from the Pew's [new report on the future of libraries](#), released last Thursday. The research group surveyed 2,700 American adults in October and November 2015.

For the Pew, the study confirms that Americans' usage of libraries is sliding down in real terms. Last year, [in a similar report](#), the think tank said it was

too soon to tell if the apparent downward slide constituted a real trend; now it's ready to certify it. What's more, usage of library websites doesn't seem to be making up for the shift: It's stayed flat for three years.

To the Pew, the decline in library use is driven by technological change, so the report implicitly recommends that more libraries publicize their non-print services. Ninety percent of U.S. local libraries offer ebook lending, for instance, but 38 percent of Americans either don't know or don't think that their local branch does so. What if they did?

But is that really all that's up here? When it comes to measuring U.S. library use, the Pew surveys aren't the document of record: that role belongs to reports from [the Institute of Museum and Library Services](#) (IMLS), an independent federal agency. Every other year, the IMLS asks librarians in all 50 states about the state of their enterprise. These reports take a long time to create and process, so [the most recent data is from financial year 2013](#).

That document showed a long downward trend in *revenues* (mostly local government funding) for libraries that began amid the Great Recession:

Public Library Revenue and Costs, 2002 to 2013



What do revenues have to do with declining use? Possibly everything. In 2012, [the IMLS's yearly report](#) examined whether more people use public libraries after they receive more public investment. In a word, *yes*:

We found that as investments, such as revenue, staffing, and programs, increased, so did critical use measures, such as visitation and circulation. In the same way, as investments were reduced, mostly in reaction to post-recessionary budgetary reductions, we saw decreases in library use. **Another important finding is that even though investments might have declined, any decreases in use did not drop by the same magnitude.**

People continue to use their local public libraries—for access to books and information and for gathering as a community.

In other words, there's empirical evidence that usage tracks investment. If libraries receive more public funds, more people use them. And if governments invest less in its libraries (as they have since 2009), fewer people visit—though the drop in visits from disinvestment isn't as strong as the rise from investment would be.

The correlation between investment and use makes sense. If libraries have more funds, they can have more staff, more classes, more copies of the latest bestseller, and—maybe most importantly—longer hours. Yet at the same time, people are so eager to use the library that they make time to visit even when hours have been shortened and collections have shrunk.

And this agrees with the Pew data. Over the same period of time that Pew

says that usage has fallen, libraries don't seem to have gotten any less popular. In 2013, 90 percent of Americans said a local library closing would have an "impact" on their community, with almost two-thirds saying that impact would be major. A nearly identical rate reported the same thing last year. The question wasn't asked this year.

So what can a public library do to reverse the downward trend? Maybe that's the wrong way to phrase the question. Because if the public wants to reverse the trend and make the local library more useful, it should do one thing that evidence supports: Fund it better.

ABOUT THE AUTHOR



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April 8, 2016

How-To Lessons, Makerspaces, and Coding

Day Two of PLA2016 filled with programs and tips in the Exhibit Hall

By Laurie D. Borman



Attendees learn CAD modeling in the COLab at the 2016 Public Library Association Conference in Denver.

The Exhibit Hall for the Public Library Association conference in Denver was packed with people learning how to apply a glitter tattoo, make meals for one, and breathe. And that was just at the mini How-To Festival stage.

Colorado businesses and libraries partnered in COLab, where attendees could try out 3D printing with a printer made in Colorado, as well as other makerspace projects that are part of the partnership. At the Take Charge

Lounge, spin bikes were set up with a phone charger attached to the flywheel, making it freewheeling charging.

Programs ran in three time slots over the day, including topics on tracks for broadcast, leading, inventing, collaborating, planning, or playing.

The Madison (Wisc.) Public Library (MPL) presented their Bubbler, a maker-focused program for all ages that serves as a platform for artists to interact with the community and inspire others. The Bubbler also reaches out to teens at the Juvenile Detention Center and Shelter Home. There, Trent Miller of MPL explained, the kids create music and make their own CD cover, as well as experimenting with hand-drawn and stop-motion animation.

One audience member described it as “play-based learning for grown-ups.”

Another session, “<Code> at Your Library: Preparing for Your Current and Future Workforce,” highlighted two successful coding programs at libraries. First was the Louisville (Ky.) Free Library’s Code Louisville, a 12-week program for adults using Treehouse learning. The program was designed to help fill more than 1,700 tech jobs that go unfilled in the area. Julie Scoskie, director of education, worked with workforce initiative groups to help find mentors, provide job placements for graduates, and run the program. It’s a systematic, gamified approach in which patrons earn badges by taking quizzes. More than 200 people have graduated from the intensive program, and 61 have earned employment.

Zeth Lietzau, director of collections, technology, and strategy at the Denver Public Library, talked about devCamp for teens. The first camp had 30 participants coming three days a week in the afternoons, and 27 of them finished. They did tours of Galvanize, and the City of Denver IT departments, with speakers on working in teams and user experience testing. He found that teens learn at a much faster pace than adults, so they sped up the lessons.

Other things he learned: School partnerships are challenging due to bureaucracy, 3–4 is the optimal group size, you should test the Wi-Fi network before camp, and recruit mentors six months or more in advance.

“We see ourselves as putting a foot in the door, exposing people to something they might not have seen before,” he said.

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Librarians embrace tech at Public Library Association 2016 Conference

Officials expect thousands of public library professionals, supporters to attend event

By Katy Canada



Anthony Heimann uses his computer at the Denver Public Library Central Branch. The Public Library Association is coming to Denver for its annual convention. (Brent Lewis, *The Denver Post*)

Public libraries have turned the page on the Dewey Decimal System and embarked on a new chapter in the digital age.

The evolving role of libraries in the age of technology will be a centerpiece of the Public Library Association's 2016 conference starting Tuesday in Denver.

"It's been an ongoing conversation for libraries," said Vailey Oehlke, president of the Public Library Association, a Chicago-based group that works to expand library services across the country. "It's a challenge, in that the digital landscape is changing so quickly that adapting and anticipating changes is part of it."

Conference officials expect the event to draw thousands of public library professionals and supporters to the Colorado Convention Center. The five-day conference will feature more than 100 sessions and 600 exhibits promoting new technology and services that benefit public libraries.

"We're seeing greater and greater demand for digital content, like eBooks and streaming music and video," Oehlke said. "It's actually a super exciting time to be in public libraries."

The Denver Public Library has embraced the digital revolution.

In 2015, visitors spent 752,852 hours on the library's computers, and 9,597 people attended technology classes. Those classes range from computer basics to learning social media skills to using research databases.

The library also has more than 3 million CDs, DVDs and streaming movies in circulation.

"It's not new to us," said Diane Lapierre, director of community relations at the Denver Public Library, who will attend the conference. "The public library is the only place where people without computers or Wi-Fi access can connect to the digital world."

But going digital isn't all about computers. In 2014, the Denver library's SM Energy ideaLAB, a makerspace and digital media lab, logged 1,794 visits from teens and 1,000 visits from families. That space has a 3-D printer, a recording studio and equipment that can be checked out, in addition to numerous types of computer software.

The main theme of the conference is how libraries can improve the communities they serve. Lapierre said providing digital services fits into that mission.

"That's what a public library is all about," she said, "relevant and useful services for all."

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LEARNING & TECH

For Adults, Lifelong Learning Happens the Old Fashioned Way

March 22, 2016 11:31 AM ET

Heard on [All Things Considered](#)

ELISSA NADWORNY



Matt McEntee (left) works on fixing a small motor with Tim Ledlie at the Mt. Pleasant Library in Washington, D.C., on Sunday.

Brandon Chew/NPR

On any given weekend, the Washington, D.C., public library system offers nearly a dozen classes. You can try Matt McEntee's class, where he'll teach you how to fix anything from a clock to a broken heart. Maybe you're interested in creating a photo book, or you'd like to get better at Microsoft Word?

I decided to check out a small classroom tucked in the basement of my local branch early one morning. It's called Homebuying 101, and it's led by real estate agent Margeau Gilbert. Today, there are about 10 adults — ranging in age from their mid-20s to early 50s — finding their seats.



The Make/Fix Anything Project took place at the Mt. Pleasant Library on Sunday in Washington, D.C.

Brandon Chew/NPR

In the second row, Whenna Andrews, 28, already has her notebook out. She's a first lieutenant in the D.C. National Guard, and a number of her friends have already purchased homes.

"This is going to be my first time buying a home," she says, "so I'm really trying to educate myself on the process."

I ask Andrews why she came to a class at the library, instead of learning how to buy a home online. "I have a lot of questions," Andrews answers. "I feel like if I'm perusing by myself online I can get lost in the information."

Andrews' decision to learn in a physical classroom is still the preferred choice for adults, [according to a new study by the Pew Research Center](#).

Pew looked at nearly 3,000 people, ages 18 and older. Pew wanted to know how, and where, adults learn, after they leave their formal schooling.



Matt McEntee (right) helps Esti Brennan (middle) fix her Polly Pocket clock while Susanne Unger (left) observes the process.

Brandon Chew/NPR

"Learning is still very much a place-based thing," says Pew researcher John Horrigan. "The Internet plays a role, but it's secondary in most respects."

For the 74 percent of adults who identified as personal learners, only a third turned to the Internet for most or all of their learning.

I asked Horrigan: What should we make of this? He said the results highlight the need for "a reality check of where technology fits into our lives."

The study also found differences when it comes to education and income level. For those with a bachelor's degree, technology is helping. But for those with just a high school diploma, it's not playing as big a role.

The findings are partly a reflection of access. Those on the lower end of the educational and income scale often are less likely to have a home broadband connection or a smartphone. But even for those adults with access,

the survey found that many weren't aware of online resources like massive open online courses (MOOCs) or learning tools like Kahn Academy.



Esti Brennan (right) takes apart her Polly Pocket clock with the help of Matt McEntee.

Brandon Chew/NPR

Whenna Andrews knows about those things — she even found the homebuyers class on Facebook. But she prefers learning in person.

"I feel like the library seems more credible, if that makes sense," she says.

Her next endeavor: speaking in front of a crowd. And she's in luck — her local branch offers public speaking classes every third Saturday.

THE DENVER POST

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DENVER AND THE WEST

One Book 4 Colorado winner announced by Hickenlooper, Hancock

"Giraffes Can't Dance," the 2016 winner, will be given to every 4-year-old throughout the state

By Natalie Munio



Three-year-old Tre Hickmon-Lewis just peers at Colorado Governor John Hickenlooper when he was asked him if he could dance like the giraffe in the book at Corky Gonzales Library in Denver, April 11, 2016. Governor Hickenlooper, and Denver Mayor Michael Hancock read, the book Giraffes Can't Dance by Giles Andreae, this year's winning selection of the One Book 4 Colorado program. (RJ Sangosti, The Denver Post)

Gov. John Hickenlooper and Denver Mayor Michael Hancock looked more like librarians than politicians Monday as they animatedly read to a group of preschoolers.

Hancock joined Hickenlooper for the One Book 4 Colorado event at the Rodolfo "Corky" Gonzalez Branch Library to announce "Giraffes Can't Dance," a children's book by Giles Andreae, as the winner of this year's program.

Andreae's book tells the tale of Gerald the giraffe, who wants nothing more than to dance, despite his long and crooked legs. He eventually manages after some encouragement from a friendly cricket.

"This is one of the fun things I get to do as mayor — to get to sit here with the governor and read to the little tykes in the area," Hancock said.

One Book 4 Colorado is a state program that aims to improve early childhood literacy by providing the year's chosen book to every 4-year-old in the state through public libraries, classrooms and clinics.

Books are nominated throughout the year and are later narrowed to three finalists by educational professionals and librarians before a winner is chosen by the public. The books must meet a set of criteria, such as having editions available in English and Spanish.

"Having the book in Spanish and English is fundamental because 20 percent of the state population is Latino, and 33 percent of kids in K-12 education are Latino," said Antonio Mendez from Lt. Gov. Joe Garcia's office.

One Book 4 Colorado, which began in 2012, is organized through partnerships with the Colorado State Library, the Colorado Office of Early Childhood, the Denver Preschool Program and Colorado public libraries.

"We want to instill a love of learning in these kids. It's kind of like a book club," said Ellen Baskerville, director of outreach for the Denver Preschool Program. "Getting them excited about this book means next time they're at a library and they see it, they'll think, 'I've seen that book before!' That's one of the coolest things I've seen happen because of this program."

The program will run through April 25, when 75,000 copies of "Giraffes Can't Dance" will be given to 4-year-olds around the state.