

**AGENDA**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, September 15, 2016, 8:30 a.m.**  
Denver Central Library  
L7 Training Room

1. Call to Order.
2. Introductions.
3. Approval of Minutes of August 18, 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.
  - a. Written report items.
  - b. Central Library Reimagining presentation/discussion. Dennis Humphries and Brian Klipp
  - c. Other items.
8. Youth Services Presentation. Cori Jackamore
9. Other Business.
10. Adjournment.

### **Agenda Item 3**

Action Requested: Approval

**MINUTES**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, August 18, 2016, 8:30 a.m.**  
Denver Central Library  
L7 Training Room

Present: Rick Garcia, Greg Hatcher, Judy Joseph, Alice Kelly, Mike King, Cathy Lucas, Rosemary Marshall

Excused: Lisa Flores

Staff: Lisa Backman (SC), Rebecca Czarnecki, Rachel Fewell, Letty Icolari, Michelle Jeske, Susan Kotarba, Elaine Langeberg, Zeth Lietzau, Ron Miller, Brenda Ritenour, Laurie Romer

Guests: Gay Cook, President Friends Foundation

1. Call to Order.

President Rosemary Marshall called the meeting to order at 8:30 AM.

2. Introductions.

The Commissioners and staff present introduced themselves.

3. Approval of Minutes of July 21, 2016, Regular Library Commission Meeting.  
Commission

The minutes were approved as written.

4. Public Comment Period.

N/A

5. Report of the President and Members

New Commissioners Rick Garcia and Cathy Lucas were introduced. Both have served on the Friends Foundation Board. They each provided background about themselves and stated their enthusiasm to serve on the Commission.

The Commission agreed to maintain the current meeting date and time, third Thursday of the month at 8:30 AM. This was done with the understanding that Lisa Flores will no longer be able to attend at that time. Flores had stated prior to this meeting that if the date and time were kept she would need to resign from the Commission due to her conflict with another board obligation.

Committee roles were briefly reviewed with an understanding that these would be formalized in November for the 2017 year. Greg Hatcher will continue as the Staff Council liaison for now. Rosemary asked someone to take over her duties as liaison to the Friends Foundation. Judy Joseph, Cathy Lucas, and Rick Garcia were all interested. Rebecca Czarnecki will contact them to see who is available for the responsibility through the end of the year and then connect with President Marshall.

6. Report of the Denver Public Library Friends Foundation. Gay Cook

Gay Cook reported on the activities of the Friends Foundation including the exciting news that the Friends Foundation Red Chair bookshop will open September 20. There is a grand opening event on September 14 at 6:30. She also mentioned that the fundraising for the Booklovers Ball is going very well and that there is a terrific slate of new Board members.

7. Report of the City Librarian.

Michelle Jeske reported on the activities of the last month highlighting that the library has been awarded a Colorado Justice Assistance Grant in collaboration with the City's Department of Human Services and the Colorado Mental Wellness Network. The grant means that DPL will now have three peer navigators to support the work of our two social workers. Peer navigators are individuals who have experienced and are in recovery from challenges around housing, mental health, or substance abuse.

8. Community Engagement presentation. Brenda Ritenour

Community Engagement Manager, Brenda Ritenour, [presented](#) to the Commission about the Community Engagement initiative and how the library is working to turn outward to better serve our community.

9. Other Business.

N/A

The meeting was adjourned at 10:00 A.M.  
Submitted by Rebecca Czarnecki for Alice Kelly.

# Community Engagement Initiative: “Turning Outward”

...

Brenda Ritenour

# Harwood Institute Model of Community Engagement

Who/What is Harwood?

Who uses this model and why?

Why Libraries?

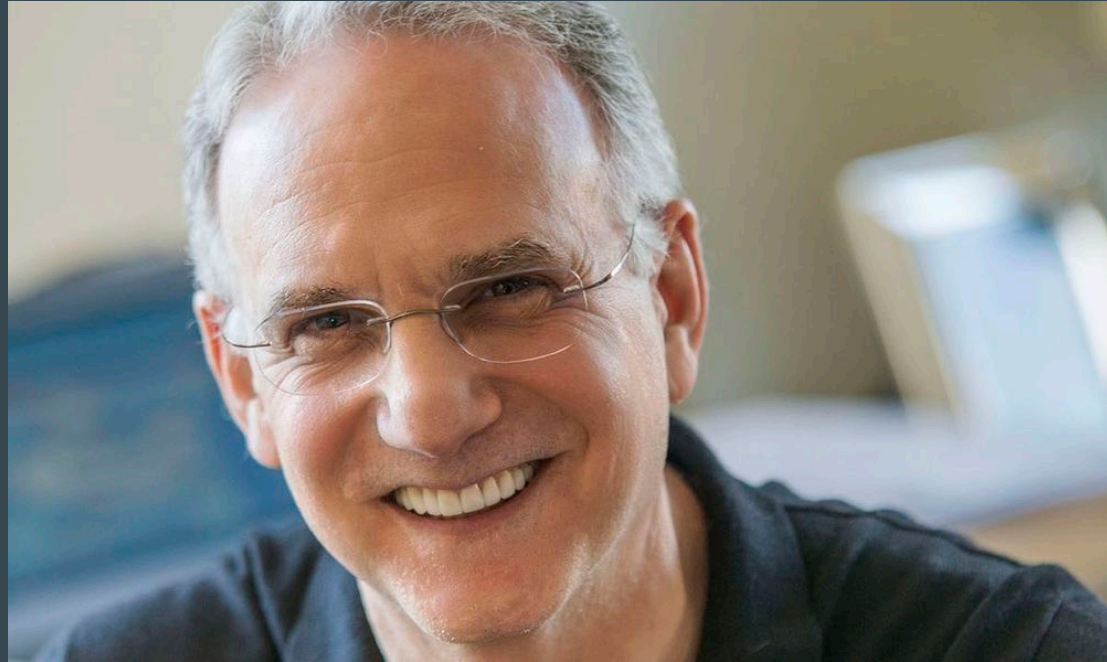


Red Hook Public Library, NY  
Columbus Public Library, WI  
Knox County Public Library, IN  
Suffolk Public Library, VA  
Hartford Public Library, CT  
Springfield Public Library, MA  
Tuscaloosa Public Library, AL  
Spokane County Library  
District, WA  
San Jose Public Library, CA  
Los Angeles Public Library, CA

# Turned Outward Quiz

# What is Turning Outward?

[https://www.youtube.com/watch?list=PLGUgHiR-NR\\_rR8E4EhpxzoOfWB8XdTtPj&v=EMfAC-CQIZA](https://www.youtube.com/watch?list=PLGUgHiR-NR_rR8E4EhpxzoOfWB8XdTtPj&v=EMfAC-CQIZA)



# Intentionality

The 3 A's of Public Life:

Authority

Authenticity

Accountability



“What would you like your  
Library to do differently?”

“What type of community would  
you like to live in?”

**1. Intentionality:** Develop a mindset and ongoing practice of making decisions grounded in 3 foundational concepts:

**1A. Turning Outward:**

Make the community the main point of reference for your work.

**1B. Aspirations:** Start with people's shared aspirations rather than "problems" or "visions."

**1C. The 3A's of Public**

**Life:** Authority, Accountability, Authenticity: Build these touchstones into your daily work.

**2. Gather Public**

**Knowledge:** Talk to your community members about what they want their community to be; what challenges they face in realizing these aspirations; and what changes are needed to overcome them.

**3. Hold Innovation**

**Spaces:** Gather your team to share what you are learning and identify implications for your work going forward.

**4. Share Public**

**Knowledge:** Strategically share this knowledge with conversation participants, partners, and library and community leaders.

**5. Develop Your Initial  
Community Engagement**

**Plan:** Drawing on public knowledge you have gathered, decide what actions you will take on your own and with others. Factor in Community Rhythms.

**6. Take Action!** Act on issues and community conditions.

**7. Repeat!** With each cycle you will enhance these competencies.

# Community Conversations

60-90 minute long conversations

Targeted invitations

Easily accessible location

8-15 participants

Includes at least one staff facilitator, and staff note taker

Not a focus-group about the Library

Public Knowledge/ Expert Knowledge



# Hadley Community Overview

32,000 customers in service area

Diverse area, low income, large  
immigrant populations

English, Spanish, and Vietnamese  
main languages spoken in area

Pilot conversation location in August  
and September 2015



# Hadley Community Conversations

## Aspirations:

- Connected community filled with pride
- Safe community
- Better economy in the area

## Challenges:

- “Forgotten” by the City
- Considered a “tough” and “poor” neighborhood
- Feeling disconnected from their neighbors



# Hadley Community Conversations

## Innovations:

- Trying to support communication with Police Dept. and City Council
- Customer education about resources
- More bilingual materials/ staff
- Contact list for future conversation



# Community Engagement Initiative

12 team members: 5 branches directly represented - BAR; UNH; WES; BCL; ROB -and 3 team members from Central, plus James Vallejos representing the SW region.

1 Senior librarian; 2 clerks; 1 IPA; 4 reference librarians; 1 cataloging librarian; 1 volunteer.

2 members bilingual English/ Spanish



# Community Conversations/ Facilities Master Plan:

- Athmar Park (ATH)
- Ross-Barnum (BAR)
- Blair-Caldwell (BCL)
- Ross-Broadway (BDY)
- Byers (BYR)
- Central (CEN) - Design
- Eugene Field (FIE)
- Pauline Robinson, (ROB)
- Schlessman Family (SCH)
- Smiley (SML)
- Ross-University Hills (UNH)





# Innovation Labs: CETeam members and Branch staff

## Sample Planned Innovations:

- Neighborhood Resource guides: monthly meetings, resources for youth, community events, District contacts, PocketGov.org
- Community Coffee with the Senior Librarian
- Neighborhood gatherings that include police, Councilmembers, local businesses/artists



# Potential Collective Impact Partners

Police Department  
City Council  
Community Development  
Public Works  
Parks and Recreation



Report out to Mayor and Commissions

# Into the future...

- Continue to Innovate based on what we heard
- Recommend standards for ongoing engagement: Directors, Managers, Seniors, Librarians, and all staff levels
- Build organizational capacity for facilitation and listening
- Help seniors create CEplans for their branch



# Turning Outward Across Key Functions

- Creating opportunities to listen and tools for capturing what we hear
- Understanding the realities of the people we serve
- Collaborating internally and externally for collective impact



## Agenda Item 7a

Action Requested: Receive Report

### City Librarian Report



#### Around Denver

Join the celebration of our city's sweet, active culture with special tastes, tours and activities all month long. From boutique ice cream flavors, to unique city sweet spots, to our ever-expanding biking scene, there's much to love Around Denver! With your library card, you gain access to discounted ice cream and bicycle-related services in addition to the joy of trying some limited flavor library-inspired ice cream at some of Denver's hottest creameries (Sweet Action, Bonnie Brae, Little Man). There are also fun and educational events planned at library locations and partner organizations across the city. This is our annual Get Outside the Lines series to showcase the library in a different light. Many libraries across the country come up with novel ways to get out of the library and partner with other organizations during one week in September (we do a month). You may remember last year's BrewHa!Ha! which brought a lot of attention to DPL.

#### Library Bike 2.0

In interesting timing, we are not only featuring bicycle-related activities as part of September's Around Denver series, we launched the library's brand new bike on Saturday, September 10 at Little Man Ice Cream. It also appeared at Illegal Pete's for an Around Denver Bocce and Burritos event and at the Park Hill Home Tour and Street Fair in its first week. Some of you may recall, four years ago we launched one of the nation's first library bikes. While that prototype, DPL Connect, served us well, we have now retired it. The original

idea was hatched by a couple staff members and approved and funded by the Executive Team as part of our inaugural Risky Business program, designed to provide opportunities for staff to innovate and experiment. DPL received national attention for DPL Connect and it became quite the hit at local street fairs, farmers markets, parades and more.

The bike itself has been showing its wear and the couple poor staff members capable of riding it are worn out, too. We used lessons learned and recommendations from library staff and bike enthusiasts to dream up this next version. The new bike is lighter, handles better and can accommodate a range of riders and riding abilities. We look forward to continuing our tradition of taking it to the streets - showing up in unexpected places to surprise and delight. Staff is currently competing in a naming contest. If you have ideas, let us know!





### **Bike to Work Day Award**

For the third year in a row, the Denver Public Library has won an award from the Mayor for the most staff participation in Bike to Work Day by an agency of our size (large). The library had around 112 participants. In addition to a small celebration and photo opportunity with the Mayor, we got another street sign. These hang in the staff bike room at the Central Library. This award is no surprise to us as we have many bike enthusiasts. In fact, we purchased and installed a new bike hanging system in our

secured bike room earlier this year to accommodate the growth in our overall staff and number of bicycle riders.

### **YouthBiz StartUp Workshop in September and October**

YouthBiz and the Denver Public Library have collaborated to bring an entrepreneurial focused program to the Blair-Caldwell African American Research Library on Saturdays in the second half of September and first part of October. Instructors will provide ten hours of engaging curriculum and activities that will enable tweens and teens to learn, think, speak, and act like entrepreneurs. They will learn entrepreneurial skills such as critical thinking and reasoning, information literacy, collaboration, self-direction, invention, and participate in a Business Pitch Competition.

### **S.T.E.A.M. Literacy Series**

Denver Public Library and the Denver Art Museum have partnered to assemble a symposium for educators: Exploring Literacy Through Creative Process And Close Looking, which has just been approved for six professional development hours by the Colorado Department of Education and Qualistar Colorado. This workshop is relevant to coaches, teachers and directors who work in 2.5-5-year-old classrooms. As the voice for quality early care and education in Colorado for 15 years, Qualistar's programs train and support professionals and its data and research inform policy and practice.

The creative process symposium covers how artwork can unleash the youngest learners' stories and how students' growing writing skills activate the creative process. Through the interactive workshop, educators discover playful strategies and tools to support early learners on their journey through language and visual arts.



### **Wifi Hotspots Checkout**

In the first three weeks of wifi hotspot checkout, there have been 414 holds and 69 checkouts of the 50 hotspots. The hotspots are available at the Montbello, Athmar Park, Barnum, Gonzales, and Hadley branch libraries but have been put on hold at 20 other library locations as well. They have been most popular at Gonzales, Montbello, Hadley, Central and Athmar. The program was developed

with ConnectHome, a national public-private collaboration developed to bridge the digital divide for families with school-age children who live in HUD-assisted housing.

### **Summer of Reading Success**

We completed another successful Summer of Reading program, over 100 of them now! This year we increased our completion rate 4% to 36.7%. The completion rate has been 31-32% for years. In total, DPL hosted 504 Summer of Reading programs attended by 16,481 kids. We gave away more than 21,000 books and 7,000 journals. Sam Gary Branch had the highest registration numbers at 3,260, registering the most baby and child participants. Green Valley Ranch Branch registered the most teens with 1,165. Smiley Branch achieved the highest completion rate at 45%. As you may know, this is a major library initiative which is labor intensive and staff is proud but relieved we completed another successful year. This program will continue to evolve into a Summer of Learning.



### **Dates to Remember:**

- 9/15, 10 a.m.–2 p.m., Human Walking Program, Central Library, North Lawn
- 9/28, 6:30–8 p.m., Eleanor Gehres Award, CEN-Gates Reading Room
- 10/5, 6–8 p.m., Booklovers Ball Patron Party, 2320 Stuart St, Denver
- 10/10, 8 a.m.–5 p.m., Staff Day, Renaissance Denver Stapleton Hotel
  - Doors will open at 7:30 a.m., event starts at 8:30 a.m.
  - 8:30–10 a.m., opening remarks/keynote
  - 2 p.m., end of the day *Ignite!* presentations
  - 3 p.m., staff recognition followed by closing remarks
- 10/15, 6:30–12 p.m., Booklovers Ball, Central Library
- 10/28, 6–10 p.m., Untitled, Denver Art Museum

### **City Librarian Activity Highlights**

#### **Mayor and City Council**

- Met with Mayor Michael B. Hancock to bring him up to date on the library
- Visited with Councilmember Mary Beth Susman regarding potential Schlessman Branch renovation and Career Online High School
- Attended Mayor's All Appointee meeting
- Spoke with Councilmember Kevin Flynn about Hadley Branch renovation plans
- Met with Councilmember Wayne New regarding potential Central Library renovation

#### **Facilities Master Plan**

- Met with City Real Estate Diversity Initiative team focused on Globeville Community Center

- Spoke with Executive Director, Parks and Recreation, Happy Haynes regarding potential RiNo Park and West Denver Recreation Center/Library collaborations
- Met with RiNo Arts District Executive Director, Jamie Licko, regarding RiNo Park project
- Met with Laura Perry from the Budget Management Office and Tykus Holloway from the Mayor's Office regarding the upcoming bond
- Met with RiNo developers regarding potential RiNo collaborations
- Participated in Executive Bond Management Team meeting to review and endorse recommended project list to move forward into the community process
- Met with Director of Colorado Photographic Arts Center to discuss RiNo collaboration opportunities

### **Community Engagement**

- Participated in 2nd Latina Legacy Circle event at Gonzales Branch
- Welcomed attendees to the annual Latino Awards ceremony at Gonzales Branch
- Attended McNichols Grand Re-opening Gala
- Attended Rocky Mountain 9/11 Colorado Remembers event

### **Early Learning and Out of School Learning**

- Met with Mayor's Director of Children's Affairs, Erin Brown, and Antonio Pares, Education Policy Director, regarding me joining the Mayor's Education Compact and strategies to help with DPS 3rd grade reading challenges
- Participated in Countdown to Kindergarten Steering Committee's first meeting
- Met with Office of Children's Affairs Director of Research and Analysis regarding Mayor's Children's Cabinet fiscal mapping project

### **Adult and Family Programming**

- Met with Colorado Department of Education Director of Adult Education Initiatives
- Met with Adam Lerner, Director and Chief Animator, of the Museum of Contemporary Art about multiple collaboration opportunities
- Spoke with Dean of the Colorado State University Morgan Library regarding potential partnership on a major author series

### **Friends Foundation**

- Met with Friends Foundation President, Gay Cook, and Friends Foundation staff about strategy regarding major donors
- Attended Western History Council event with Patty Calhoun

### **Staff Support**

- Celebrated recent Masters of Library Science graduation of a staff member at Sam Gary Branch
- Spent two hours working with Park Hill Branch staff emptying the book drop after a holiday weekend..., returning books, pulling, processing and shelving holds for customers and creating a teacher set

### **Other**

- Held two E-Team half-day planning retreats
- Participated in two half-day staff 2016 Work Plan review sessions
- Met with library and archives disaster planning expert
- Participated in Colorado Alliance of Research Libraries Member Council meeting at Colorado State University

**Agenda Item 8**

Action Requested: Receive Report

**2016 Work Plan Review presentations related to Youth Services**

# EARLY LEARNING

**Lead: Cori Jackamore**  
**Pinch Hitter: Sarah McNeil**

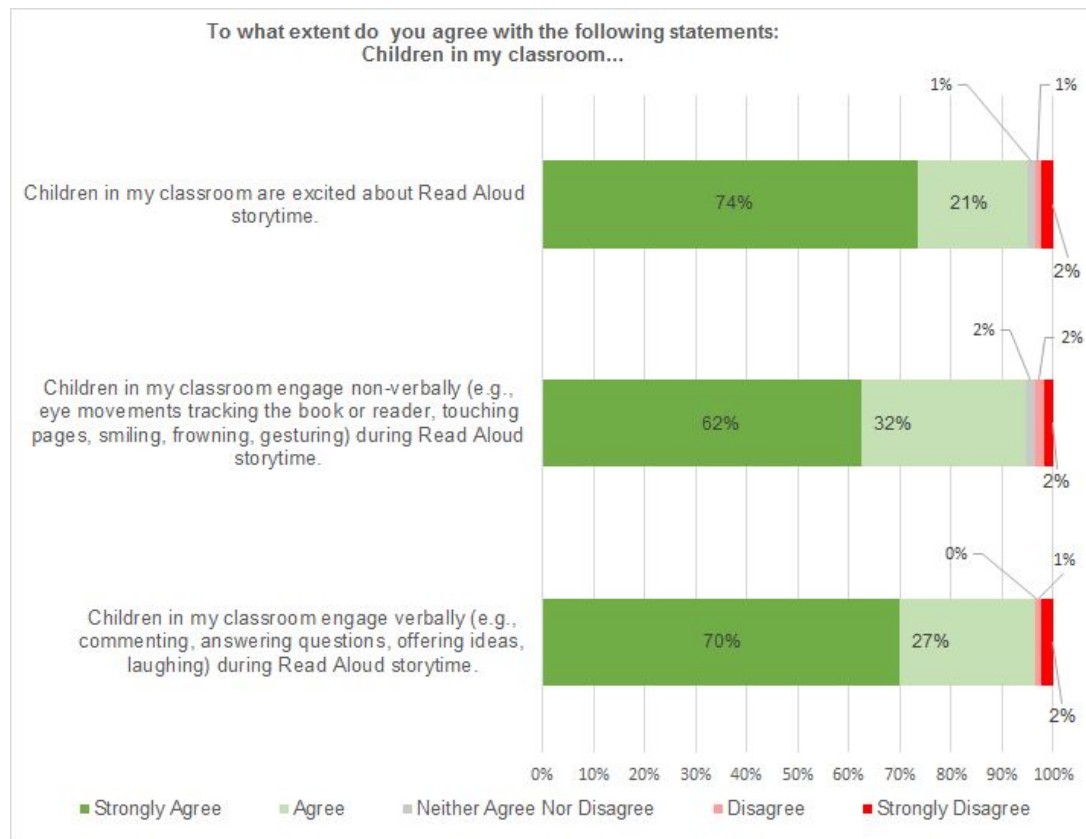
# ACCOMPLISHMENTS - WHAT DO WE CONTINUE TO DO WELL?

- Inside the library
  - Storytime
  - Early Learning (EL) Programs
  - EL Collateral
  - EL Library
  - Summer of Reading -  
Read with Me component
  - EL Menu of Opportunities
- Outside of the library
  - Read Aloud
  - EL Outreach
  - EL Training Opportunities for Staff
  - Earlier is Easier
  - Partnerships
  - Outreach at family events



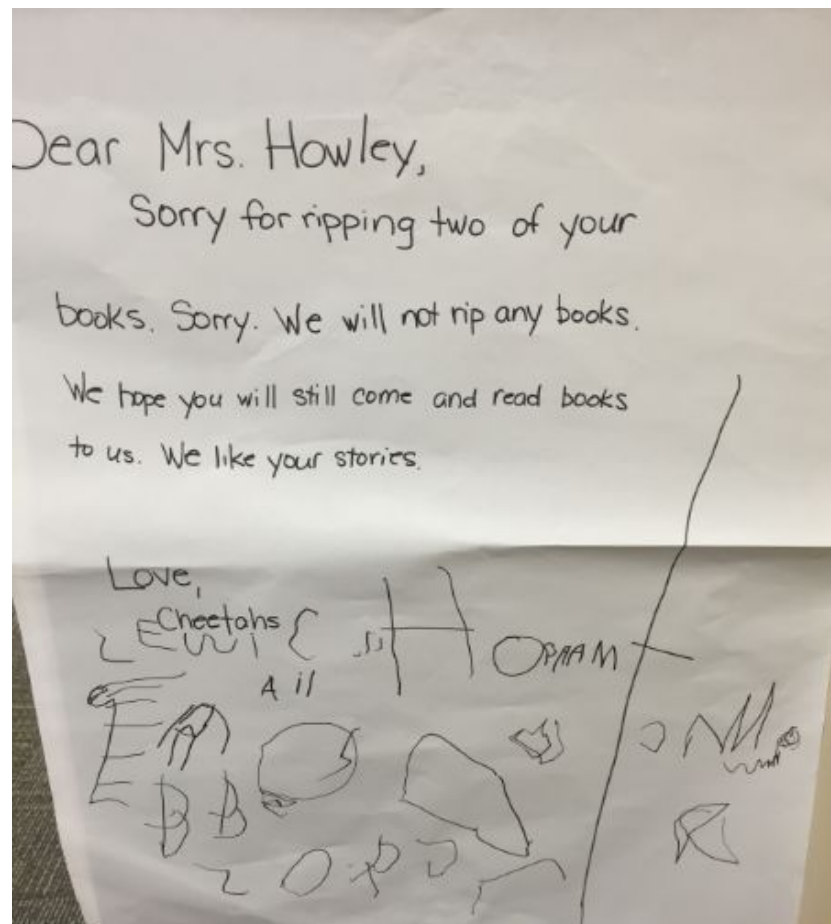
# ACCOMPLISHMENTS - WHAT'S GONE WELL LATELY?

- Inside the library
  - Storytime Name Standardization
- Outside the library
  - Read Aloud Evaluation
- Qualistar/CDE approved professional development training



# WORKS IN PROGRESS

- Inside the library
  - Read Play Learn Website
  - Best practices: Spanish Storytime, Storytime breaks
  - EL awareness at DPL Staff Day
  - EL Spaces in libraries
- Outside the library
  - Birth to Eight Road Map
  - Carrito Librito transportation via work orders
  - Denver Preschool Program partnership
- Both!
  - Play and Learn Together groups (branches and outreach)



# OPPORTUNITIES - HOW CAN WE DO THIS BETTER?

- Inside the library
  - All staff aware and appropriately supportive of DPL's early learning mission
  - Explore different EL Training for staff
  - Summer of Reading-- Reexamine Read with Me (as part of Summer of Learning)
- Outside the library
  - EL outreach by branch staff in the community
  - Serving infants to three year olds
  - Influence the Adult Influencers

# BUDGETARY STATUS + NEEDS

- Inside the library
  - Continue branch budgets
  - Funds for rotating materials
  - Update storytime books & reference materials (2014 titles and on)
  - Professional development for all staff
- Outside the library
  - Parking solution for ELD staff
  - Continued funding for incentives
  - Outreach van for:
    - Moving the Carrito Librito
    - Appearances at festivals, fairs, parks, etc.



# BUDGETARY STATUS + NEEDS

## Service Planning Budget

Original	Encumbered	Unencumbered
\$14,213.86	\$5838.07	\$7567.98

# 2017 AND BEYOND-- NUTS AND BOLTS

- Inside the library
  - Ongoing parent/child early learning programming in libraries (beyond storytime)
  - Expand storytime offerings to meet growing demand and accommodate neighborhood needs (other languages, etc)
  - Expand Baby Play & Explore
  - Work to make ELD an integral, internal resource
- Outside the library
  - Read Aloud in every DPS ECE classroom
  - Celebratory event for all Read Aloud stakeholders - teachers, parents, volunteers, children - to celebrate and learn.
- Utilize Three Tier Fundraising Proposal

# 2017 AND BEYOND-- VISION

- DPL early learning work continues to be viewed as leading the way in the early childhood realm in Denver
- Parents view DPL as a partner in helping them to be their child's first teacher and look to us for programming, resources and information.



# OUT OF SCHOOL LEARNING

**Lead: Cori Jackamore**

# ACCOMPLISHMENTS - HOW DO WE DO THIS WELL?

- STEM kit launch, 132 bookings (Jan.-Oct.), 551 attendees
- STEM Camp first round complete
- ASIC Little Bits, Makey Makeys & cameras = STEM kits
- HR approved, formal ASIC Youth Assistant hiring process
- ideaLAB's Summer of Making, Dev Camps (levels 1 & 2) and Build Camp
- MLO ideaLAB (to launch in late-September)
- Teen Volunteer Handbook & Teen Job Readiness in a Box
- 17 TABs since 2011
- Summer of Reading 2016 increased completion rate by 4%
- YOBOD participation



# ACCOMPLISHMENTS -HOW DO WE DO THIS WELL (CONTINUED)

- Educator Services web page & print collateral ([show & tell](#))
- Youth Services Integrated Marketing Campaign (show & tell)
  - “A Lifetime of Learning Starts at the Library” (August Engage brochure insert)
- New Customized Children’s Book List Service (approx. 200 requests so far this year)
- 578 OSL/960 with SOR (non-ASIC) School-Aged programs; 669 OSL/760 with SOR (includes ideaLAB) Teen programs (does not include all of August)

# WORKS IN PROGRESS

- HAD ideaLAB (part of 2017 renovation)
- Children's and Teen Programming Handbook
- myDenver card process refinement
- Summer of Learning Initiative Team
- Teen blog improvements
- Youth Services professional development team/Training
  - Positive Youth Development training on November 2nd (9am-1pm)
  - Diversity, inclusiveness, program development and evaluation training in 2017



# OPPORTUNITIES - HOW CAN WE DO THIS BETTER?

- Community Partnership System
  - To promote OSL program
  - To measure outcomes
- Improve ASIC evaluations
- Summer of Learning Program Coordinator
- Fold YOBOD into our SOL program??
- Continue to expand partnerships
- Continue to expand training opportunities



# BUDGETARY STATUS + NEEDS

- Continue OSL program funding
- Dedicate funding for Youth Services training
- Outreach van for school age programming
- Service Planning Budget



Original Budget	Encumbered	Unencumbered
\$29827.11 (includes DevCamps)	\$15106.88	\$14720.23

# VISION - 2017 AND BEYOND

- DPL's 2017 budget request to the City
  - ideaLABs at GON and HMP
  - expanded ideaLAB hours at CEN
  - Program Coordinator for SOL
  - 2 additional evenings at MLO to support OSL
- Develop a Youth Services training track with HR
- A DPL Programming Handbook (for all ages)
- “Reimagined” Children & Teen Spaces



# [SUMMER OF LEARNING]

**Lead: Ann Schwab**

# ACCOMPLISHMENTS - HOW DO WE DO THIS WELL?

## Current Summer of Reading (SOR)

- Maintains and strengthens reading levels
- Flexible
- Learn -- everything from drumming to cooking to building robots!
- Participate at any DPL location
- Covers all ages birth through 12th grade
- Teen volunteers
- Engaged staff



# WORKS IN PROGRESS

## Research

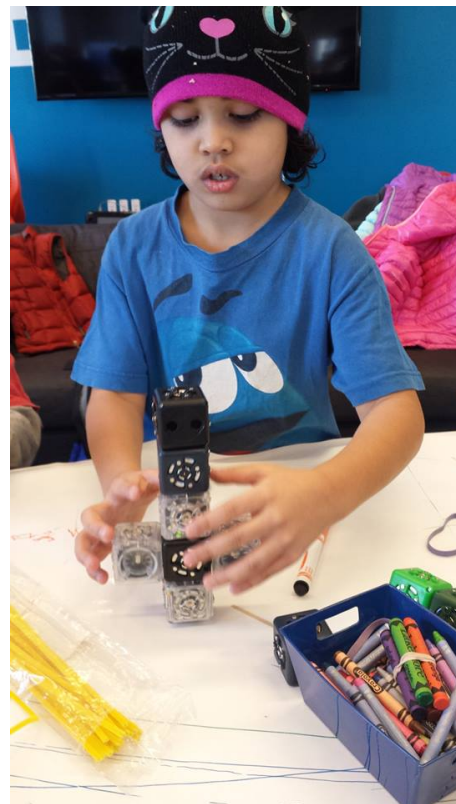
- Status of Denver's Children 2016
- Psychology (motivation, incentives)
- Personal learning
- How kids learn to read
- Parent & family engagement
- Cultural relevancy
- Benchmark libraries
- National Summer Learning Assoc. (NSLA)
- Urban Libraries Council (ULC)



# WORKS IN PROGRESS

## Learning Opportunities

- Learning Rebundled
- Helping Boys Thrive Summit
- Digital Badge Summit
- International Society for Technology in Education (ISTE) Conference
- DPS Personal Learning for Partners
- NSLA National Conference with ULC preconference



# WORKS IN PROGRESS

## Community Partner Interviews

- Children's Museum
- United Way
- Councilman Herndon
- Denver Human Services
- Office of Children's Affairs
- Denver Public Schools
- Mi Casa
- Denver Art Museum
- 20 additional organizations



# WORKS IN PROGRESS

## Staff Input

- StaffWeb
- SummerofLearning@denverlibrary.org
- MLO interviews
- Consultant Team interviews
- Design Thinking Crash Course (Wed 9/21)
- Staff Day break out session
- All staff survey



# WORKS IN PROGRESS

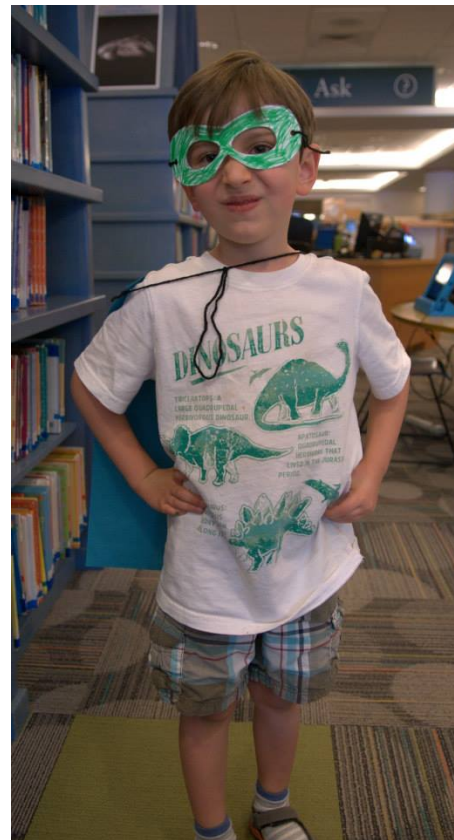
## Customer Input

- SOR wrap-up meeting
- Interviews
- Survey on Read Play Learn



# OPPORTUNITIES - HOW CAN WE DO THIS BETTER?

- Make explicit the “why”, summer slide
- Intentional partnerships
- Connect “summer learning” to all learning @ DPL (OSL)
- Parent & family engagement
- Personalized learning & choice
- Digital badging
- Re-evaluate incentives
- Positive youth development
- K-3rd reading development



# BUDGETARY STATUS + NEEDS

- Program coordinator (2017 budget request)
- Targeted fundraising for neighborhoods
- Hire temporary staff for summer



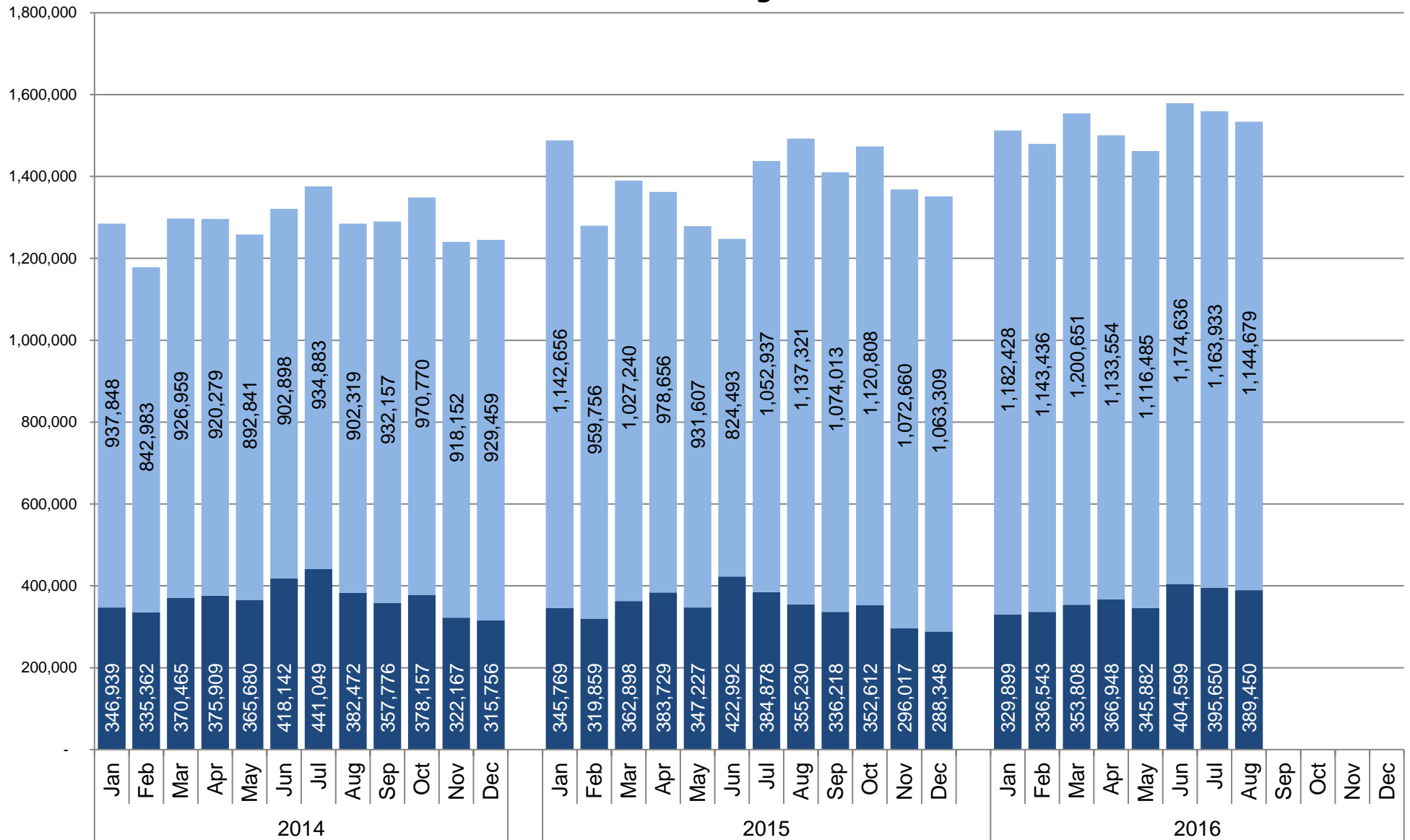
# VISION - 2017 AND BEYOND

- Building on strong foundation
- Phased implementation
- Neighborhood specific
- Learning happens year round for all ages, family engagement



# 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

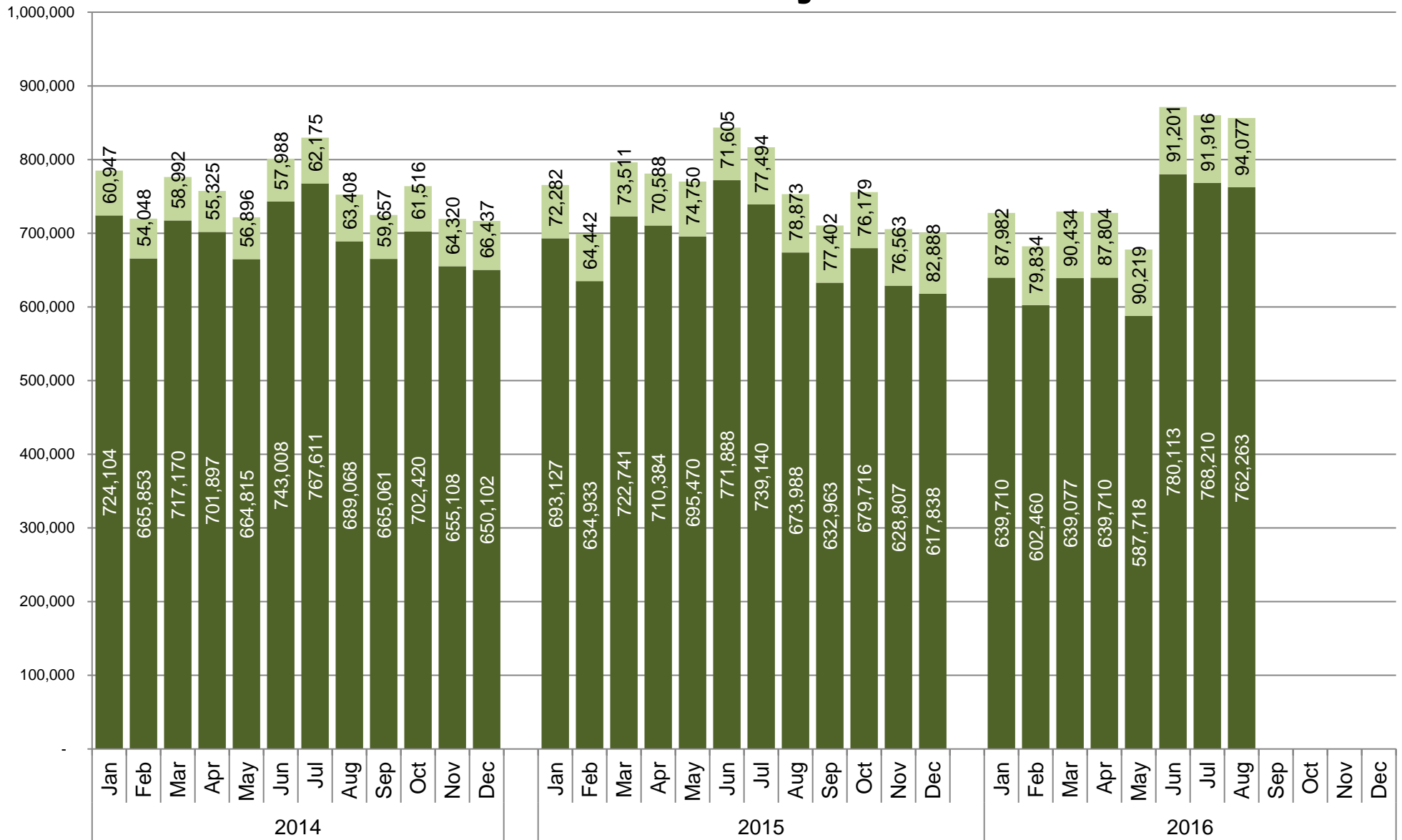
**In Person visits** - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

# Denver Public Library

## Total Circulation By Month

Downloads

Materials



→ Gonzales Branch opened February 23, 2015.

→ Auto-renewals began on June 1, 2016.

**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

### August 2016

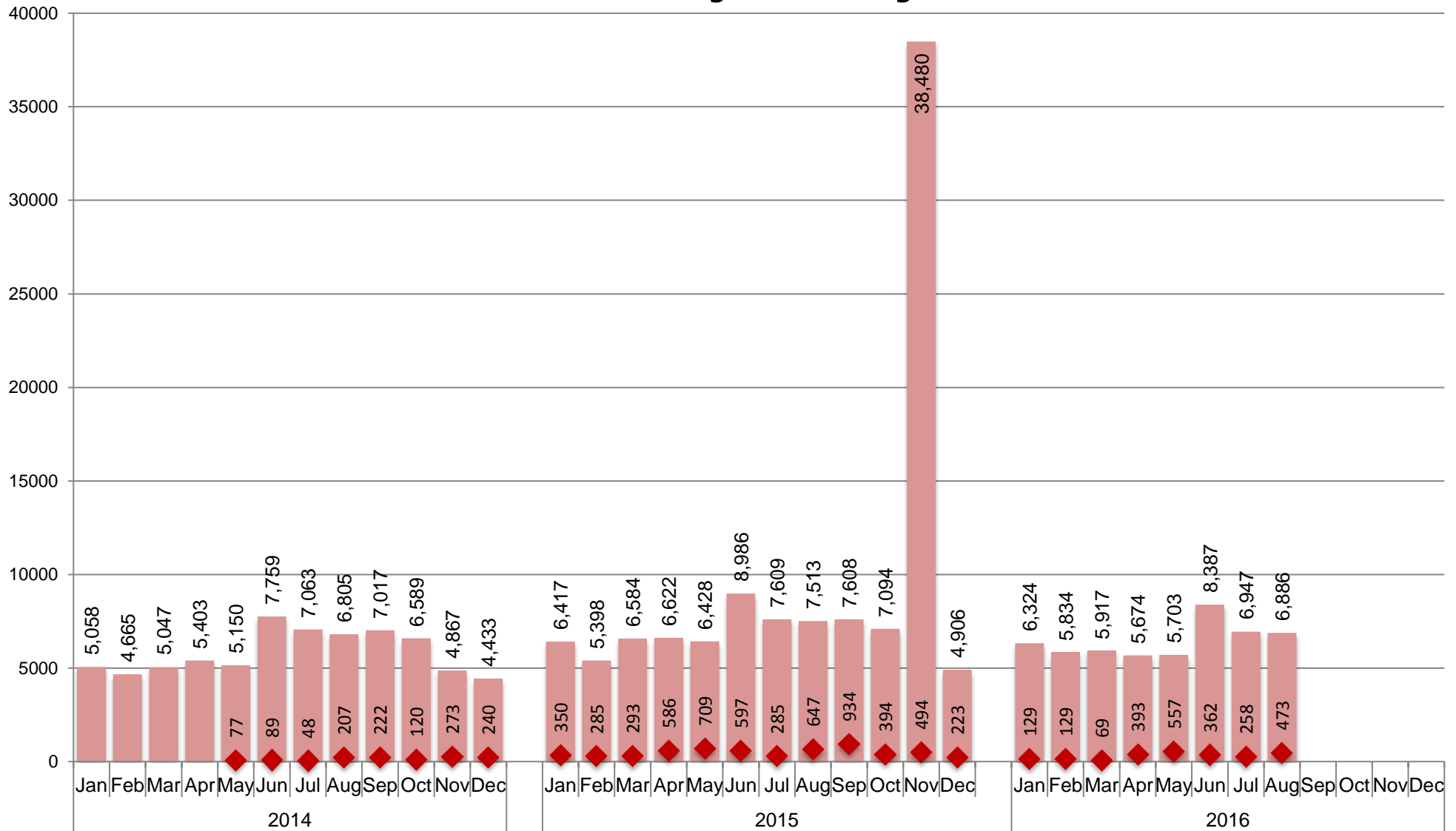
Location	Total Circulation	+/- Previous Month	2016/2015 Year/Year
Athmar Park	10,845	→ (75)	↑ 2,459
Bear Valley	36,712	→ (456)	↑ 3,856
Blair-Caldwell African American Research Library	10,100	↑ 133	↑ 820
Bookmobile	4,489	↑ 1,167	↑ 96
Byers	4,057	↑ 231	↑ 78
Central Library	113,646	↑ 4,392	↑ 10,474
Decker	17,037	↑ 398	↑ 2,122
Eugene Field	28,326	↓ (804)	↑ 3,916
Ford-Warren	15,270	↑ 221	↑ 2,652
Green Valley Ranch	31,942	↓ (2,198)	↑ 6,050
Hadley	15,294	↓ (573)	↑ 2,229
Hampden	38,627	↓ (2,540)	↑ 2,427
Montbello	13,122	↓ (1,582)	↑ 1,606
Park Hill	35,231	→ (99)	↑ 5,021
Pauline Robinson	6,637	→ (254)	↑ 1,139
Rodolfo "Corky" Gonzales	29,825	↓ (2,416)	↓ (2,572)
Ross-Barnum	11,871	→ (482)	↑ 2,095
Ross-Broadway	16,530	↑ 1,160	↑ 2,954
Ross-Cherry Creek	30,792	↑ 1,120	↑ 4,238
Ross-University Hills	59,442	↓ (1,130)	↑ 6,710
Sam Gary	70,107	↓ (3,665)	↑ 10,594
Schlessman Family	63,997	↑ 444	↑ 8,450
Smiley	25,756	↑ 37	↑ 2,083
Valdez-Perry	4,823	↓ (583)	↑ 881
Virginia Village	36,806	↑ 1,100	↑ 4,924
Westwood	3,958	↓ (688)	↑ 395
Woodbury	27,021	↑ 1,195	↑ 2,578
Denverlibrary.org Downloadables	94,077	↑ 2,161	↑ 15,204
<b>Total</b>	<b>856,340</b>	↓ (3,786)	↑ 103,479

→ Auto-renewals began on June 1, 2016.

# 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

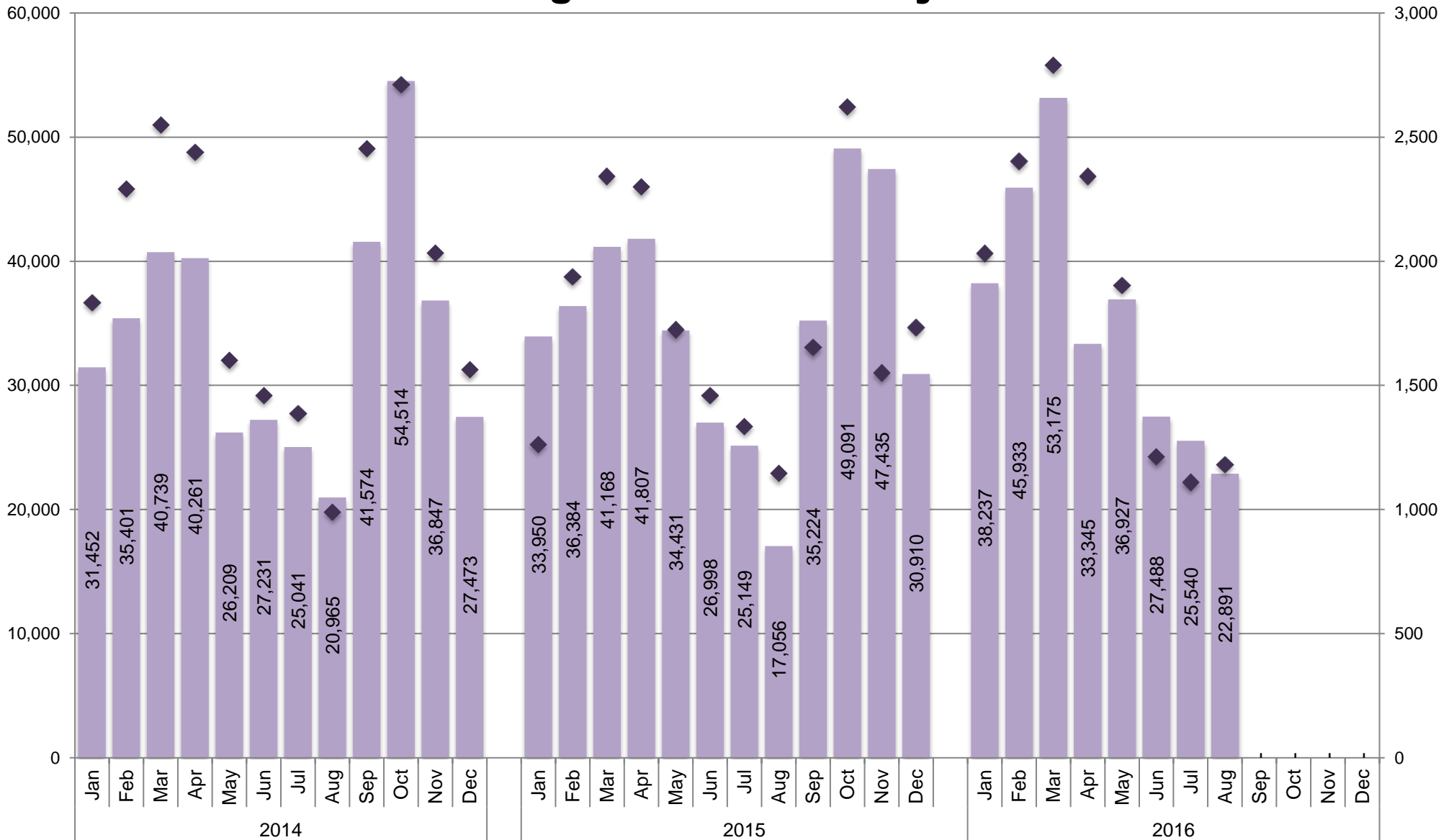
**Outreach Signups** - total number of new library card signups occurring at Outreach events in the community, as submitted to TrackVia Program & Outreach Tracking application. (Note: 2014 data includes some estimates, as our tracking system did not capture this information before 2015.)

# Denver Public Library

## Total Program Attendance By Month

■ Attendance

◆ Sessions



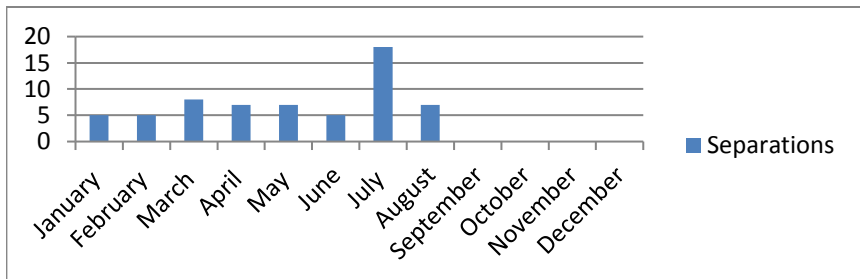
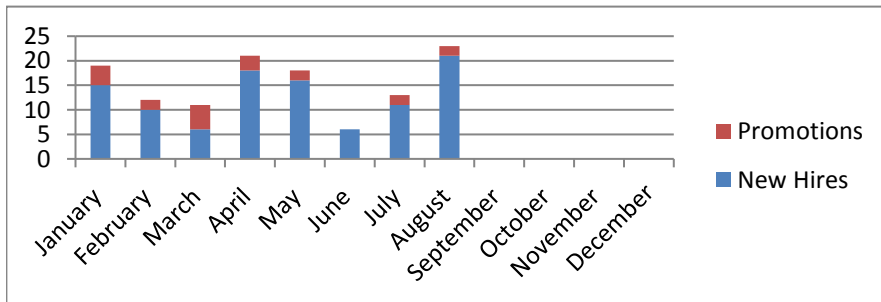
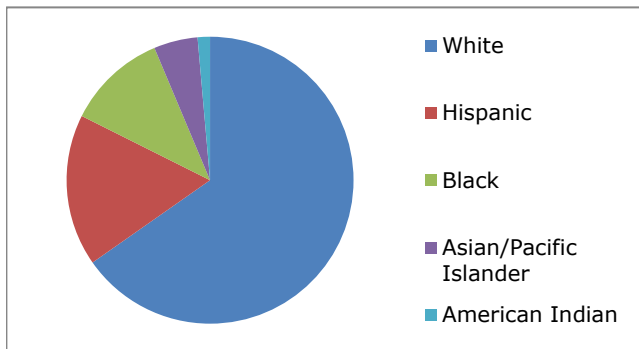
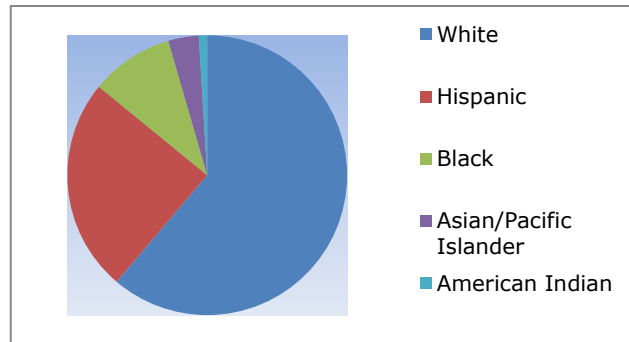
➔Brew Ha! Ha! programming and outreach blitz - September 2015

**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

September 2016



DEMOGRAPHICS			
Workforce Size	625	Female	61%
2015 Comparison	615	Exempt	27%
White	61%	Non Exempt	73%
Hispanic	25%	Average Age	43
Black	10%	Average Years of Service	8.8
Asian/Pacific Islander	4%	Exempt over 55	25%
American Indian	1%	Non Exempt over 55	21%
Ethnic Minorities	39%		
2015 Comparison	38%		

APPLICANTS			
Month of August	815	Female	63%
2015 Comparison	1177	Male	36%
White	63%	Other/Unknown	1%
Hispanic	17%		
Black	11%		
Asian/Pacific Islander	5%		
American Indian	1%		
Other/Unknown	3%		
Ethnic Minorities	34%		
2015 Comparison	43%		

NEW HIRES AND PROMOTIONS			
New Hires YTD	103	Promotions YTD	20
2015 Comparison	85	2015 Comparison	23
Ethnic Minorities	45%	Ethnic Minorities	45%
2015 Comparison	46%	2015 Comparison	30%
Female	65%	Female	70%
2015 Comparison	60%	2015 Comparison	57%
Transfer/Reassignments YTD	20		

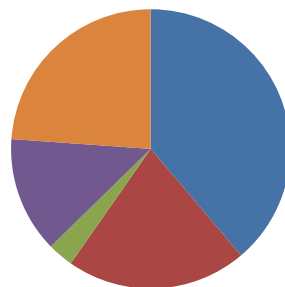
SEPARATIONS			
Separations YTD	62	Turnover YTD	10.4%
2015 Comparison	66	2015 Comparison	11.1%
Retirements YTD	11		
2015 Comparison	6		

# Denver Public Library Human Resources Dashboard

September 2016

## Open Leave Cases in August

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



## Percentage of Staff on Leave

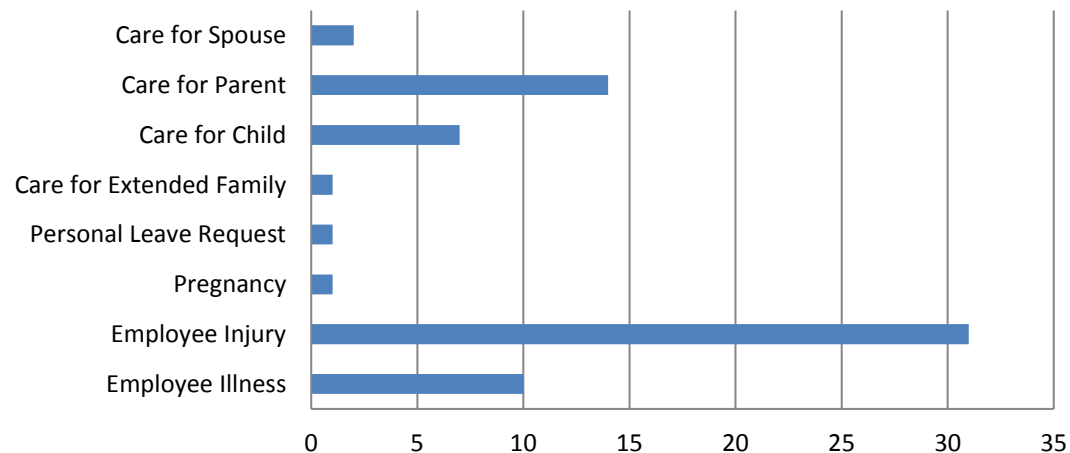
11%

## Open Leave Cases in August

FMLA - Intermittent	26
FMLA - Continuous	14
Leave of Absence	2
Interactive Process (ADA)	9
Medical Disqualification	0
Workers' Compensation	16

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

## Type of Leave Taken in August



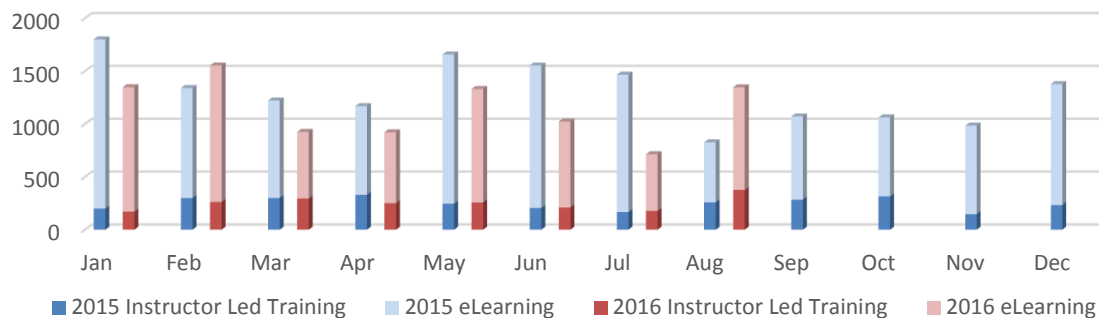
## Leave Usage in August

Employee Illness	10
Employee Injury	31
Pregnancy	1
Personal Leave Request	1
Care for Extended Family	1
Care for Child	7
Care for Parent	14
Care for Spouse	2

# Denver Public Library Human Resources Dashboard

September 2016

## Completed Learning - Year-to-Year Comparison

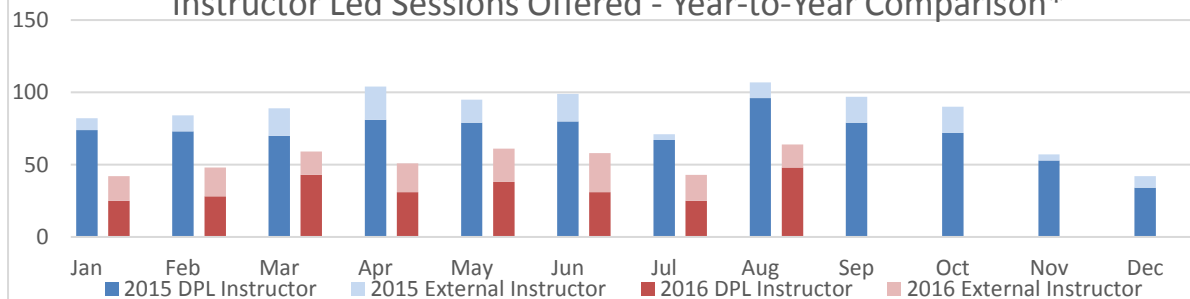


### Last Month:

#### Staff Learning Completions

eLearning	971
Instructor Led Training	376

## Instructor Led Sessions Offered - Year-to-Year Comparison\*



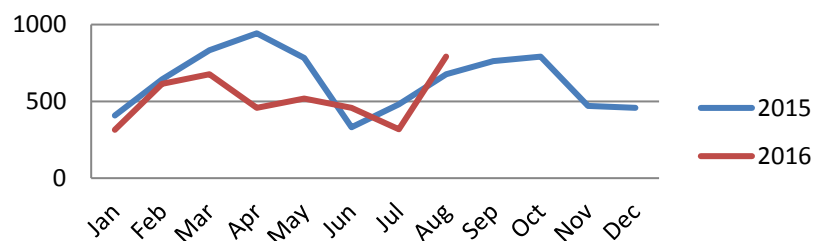
### Last Month:

#### Instructor Led Training

Sessions Offered	64
Percentage Taught by DPL Staff	75%

**\*2016 decrease due to staffing limitations**

## Instructor Led Training Hours Completed by Staff



## Top 5 Training Items Last Month

Title	Type	Rank
Conditional Weeding Overview	Document	1
Customer Service and You	Session	2
Run. Hide.Fight. Surviving an Active Shooter Event	Video	3
Child Abuse and Neglect Awareness	Online Class	4
Behavioral Insights Training	Session	5

COLORADO MATTERS

## Denver Library Collecting Six-Word Stories On Race



BY RACHEL ESTABROOK  
AUG 29, 2016

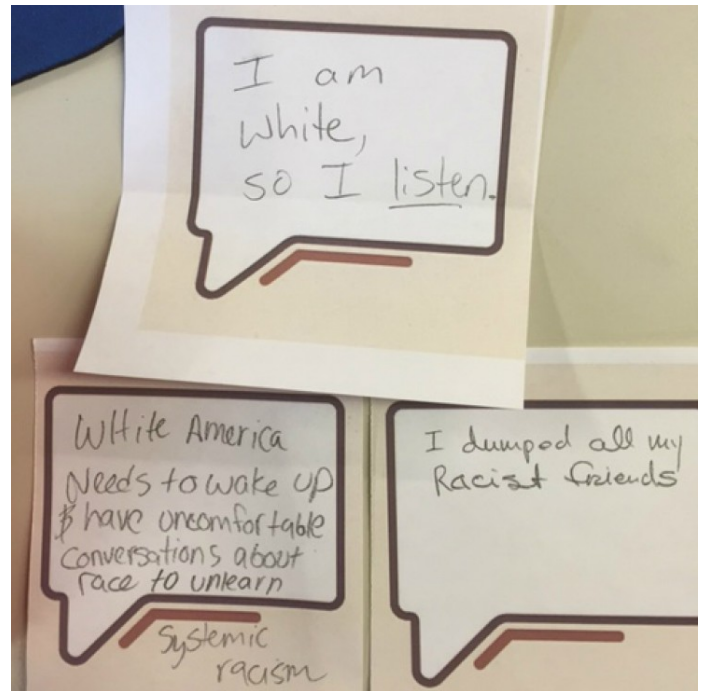
Race has become a central topic this election year, with Hillary Clinton giving a **half hour speech** on it last week -- but a shorter message can be just as powerful. A few weeks ago a poster board went up at the Denver Public Library's central branch, and since then it's been filled with messages like: "Many colors inside. Only white outside." And "A well-spoken black man," etc."

- **'I'm Not Racist... Am I?' Film Screens Again For Denver Students**
- **Parents, Kids Need To Talk About Race, Colorado Expert Says**
- **Colorado Teen Struggles To Navigate Her Black And White Identities**

The messages are part of a local installation of **The Race Card Project**, created by former NPR host

Michele Norris. This fall several branches of the

library, including the one in Park Hill, are opening their own Race Card displays. Reference librarian Robin Filipczak is managing the project and spoke with Colorado Matters host Nathan Heffel.



(Denver Public Library)

Denver Public Library    Race

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Add a comment...



**Robert Chase** · Denver, Colorado

The six-word story -- too long?

Like · Reply ·  1 · Aug 29, 2016 6:49am · Edited



**Mary Villalba** · Co-founder: World Hearing Network, Colorado SIDS Program, Sungate, Arapahoe County Child Advocacy and Family Resource Center at Community manager

Move "\_\_\_\_\_ good to DOING good." What's the missing word????

Like · Reply · Aug 29, 2016 11:14am

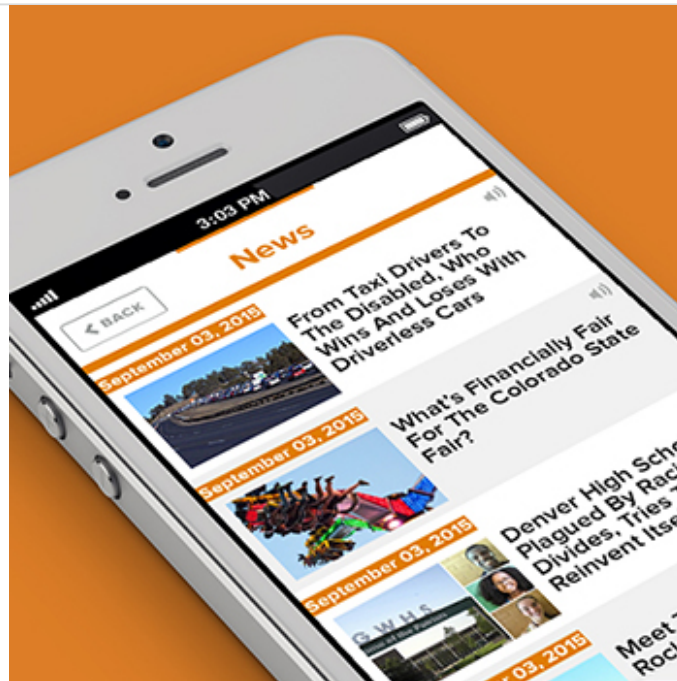
 Facebook Comments Plugin

**NPR Hourly News**

LISTEN

**CPR Hourly News**

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## NEWSBEAT

[VIEW ALL](#)

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09/12/2016 - 8:49AM

### School Bus Crashes At DIA; Driver Dies, Many Injured

The bus is from Legacy High School, which is in Broomfield and is part of Adams 12 Five Star Schools.

[READ MORE](#)

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09/12/2016 - 8:34AM

### Denver Council To Take Up Affordable Housing Measure

City officials say the proposal would fund the building or preservation of 6,000 affordable housing units over a decade.

[READ MORE](#)

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09/12/2016 - 6:27AM

### New Mexico Water Officials Have Their Eyes On A Pipeline To A Colorado Lake

Lake Nighthorse in southern Colorado is managed by the Bureau of Reclamation. The man-made lake is fed by the Animas River.

[READ MORE](#)

[VIEW ALL NEWSBEAT ENTRIES](#)

## MOST VIEWED NEWS

COLORADO MATTERS

### Childhood In China Shapes Libertarian Senate Candidate's Vision For Colorado, Country

BY MEGAN VERLEE

[LISTEN](#)

CPR NEWS STORY

### Coloradans Prep To Deal With Health Impacts As Extreme Heat Surges

BY JOHN DALEY

[LISTEN](#)

COLORADO MATTERS

### Methodist Church's First Openly Gay Bishop Prepares For Move To Colorado

BY ANTHONY COTTON

[LISTEN](#)

COLORADO MATTERS

### Teaching 9/11 To Students Too Young To Remember

BY STEPHANIE WOLF

[LISTEN](#)

CPR NEWS STORY

### Grand County Opposes Oil And Gas Proposal Near Rocky Mountain National Park

BY MICHAEL SAKAS

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[Home](#) > STORIES OF IMPACT - 2nd QUARTER 2016

## STORIES OF IMPACT - 2nd QUARTER 2016



published or updated by Rebecca Czarnecki on Wed, 08/24/2016 - 4:23pm



<sup>[1]</sup>Dear Staff, It's time to share the first quarter stories of impact! Last year we started asking you to take note and share the stories that make DPL the place we all love to come to work day after day. We are collecting those stories and each quarter will share them out. Thanks so much for all you do and the difference you make daily!

\*Stories are shared alphabetically by location

### Bear Valley

- From a comment card about adult programming: The library isn't just about books, it should be about creating a community and that is exactly what the craft classes for adults do. I have made many lasting friendships as a result of these classes and have met and talked with folks I would never have crossed paths with otherwise.
- A woman named Gloria came to Bear Valley several times to work on the computer with our librarian, Wendy Paulas. Gloria did a computer 1 on 1 with Wendy to make a resume. Less than an hour after creating the resume with Wendy, Gloria called to tell me that she dropped off her resume and immediately was offered a job. She raved about Wendy and said she wouldn't have been able to get the new job without Wendy's help.

### Childrens

- On Friday, 4/8 the middle grade author Jewell Parker Rhodes made a visit to Bryant Webster Elementary, a school with a primarily Latino student body. This was a collaboration between the Tattered Cover, DPL, the school, and Jewell's publisher, Little, Brown and Company. All 4th-8th grade students attended (220+) and Jewell had them in the palm of her hand. She spoke for a few minutes about each of her four books, using photographs and videos. Between books she took questions from the kids. The teachers had prepped their students very well. Each grade read a different title out loud as a class, so there the kids were very familiar with her characters. Each student brought an index card with handwritten questions and they raised their hands high when she asked for questions. They asked about her inspirations, how she choose her stories, favorite books (her own or other people's), her age (naturally), and one 4th grader even asked if she could include Bryant-Webster in her next book (she said yes!). Jewell encouraged students to write their stories, stories that only they can know and write. She told them how she didn't think that she could become an author because she was black and said at that time, "I hadn't ever read a book by a colored person." It wasn't until she was a junior in college that she read a book by and about a black woman and she immediately changed her major. Before the presentation she went around getting to know kids' names and giving out high fives and hugs. Afterward, she signed books and gave out more hugs. Jewell felt that not all kids who wanted a book were able to get one, so she asked the rep from Tattered Cover to purchase \$250 more and send them to the school. It was wonderful to be able to bring such a compassionate, inspiring author to so many eager youngsters.
- Our latest Facebook review (5 stars -- yay!) included this text from customer Jerry: "My toddler adores this library and the toddler class he took with Miss Amy. He talks about it all the time, and gets really excited every time we show up. They have a great selection of books and DVDs for kids of all ages, cool play and reading areas, and my son really loves all of the giant stuffed animals that are situated throughout the library. Friendly staff too, and I'd highly recommend this library to other parents."
- A young woman and her boyfriend were looking for movies in CHL. After they checked out and started to leave the woman hesitated and then returned to the desk. She said she had a strange question. The night before she'd bought a sewing kit at Walgreens but it didn't seem to contain a needle with a "hook at the end". Her boyfriend rolled his eyes and laughed that she'd brought the kit with her. She explained that she brought the kit to the library because librarians would know about "sewy, knitty type things" and we could tell her if one of the other mysterious tools could be used as a needle. We really are a trusted source for just about everything!
- Sounds like the CHL maze, designed by Amy Forrester, inspired a school librarian! From the article "A-maze-ing work at The Lane School in Hinsdale" in the Chicago Tribune: "Stieglitz next introduced the idea of a maze to the students, talking about their history, the Labyrinth of Crete which held a Minotaur, according to Greek mythology, and methods of construction, such as hedgerows and corn stalks.

Stieglitz gave the children the layout of a room in the resource center and asked them to design four different mazes that could be built there on graph paper.

She selected two from each class and had the children imagine walking through each maze and vote on which one they liked the most. Lauren Hunter's design was chosen.

Over five days last week, the students, working six at a time, built the maze with large pieces of cardboard.

Stieglitz got the idea from a Denver Public Library that had built a maze."

Here's the [full article](#) [2].

- On Saturday 6/4 CHL hosted Putt-Putt-a-Rama: Mini Golf for the Whole Family. Shout out to PKH for loaning us clubs and balls! While we received lots of positive comments from families throughout the day, our favorite was when three middle schoolers decided to stop playing Minecraft and play putt-putt instead. On Sunday 6/5, two of the middle schoolers returned to the library and asked to play putt-putt again since they'd had so much fun on Saturday. They were disappointed to learn our literary themed cardboard course is not a permanent feature here in CHL!
- Stacey is a young mother studying for her associate's degree in health administration while raising Julian, an active almost-two-year-old son. I met her in the Children's Library pavilion, where she offered this feedback, unprompted: "This space is a life saver. I come in here and use the wi-fi to write my essays while Julian plays." I'm proud that DPL provides spaces where caregivers and their kids can each grow while staying together!
- Simon and Max, two CHL regulars, came in with their parents to claim their second SOR prizes. Simon told me his current favorite book is Barbapapa at Work. His parents guessed we wouldn't own any of the series because they are so old and originally published in French (they read dad's copies from his childhood in Canada). I looked it up and we have a copy of Barbapapa's Voyage in the Children's Historical Collection: Circulating (CHC: Circ). When I brought it up from the basement for them, Simon's dad was very excited because this is the one title they don't own. In the story Barbapapa meets Barbamama. Simon's parents had always wondered how the couple met and now they know, thanks to CHC: Circ!
- A customer called CHL this morning with a very specific question: "do you have any books appropriate for preschoolers that show the process of going through airport security?" and then..."we're leaving on Thursday" (this was Tuesday!). Thanks to great collection development, nighttime delivery, and a quick call to another branch where responsive staffed located a copy of a terrific, newly-published title, this customer will get two great books for preschoolers to pick up in their neighborhood the next morning...just in time to travel!

## Cherry Creek

- Last week CRK hosted Paula Mitchell, author of "Exploring Colorado Wineries." A patron from Granby liked the program so much that she spoke to her librarian in Granby about it, who in turn requested the contact information for the author from us. Sharing programs across the state!

## Decker

- We've got a doubleheader today! One of our at-risk teen patrons has had a really difficult past year, in and out of shelters and sleeping on the streets. A year ago all he wanted to do was hide in the basement meeting room by himself. When we told him he had to stay upstairs in the library, he often hid behind the bookshelves, a.k.a. 'browsing'. Our Senior Librarian then let him use the meeting room for 1 hour increments if he signed in at the front desk with staff and if the room was empty. He used this opportunity quite often at first. Slowly he came out of his shell. We hadn't seen him in many months until he came in today. I told him he looked healthy and he smiled. He said he's getting a job with RTD doing construction of some sort. I told him we all love watching as people's lives turn around for the better and that made him really smile.

Another at-risk teen had come in almost every day for the past 6 months. She would sit in the chair by the front window and watch movies all day. One day, an older patron came up to me and told me that someone should tell the teen to take a shower. I gave her my best 'what is wrong with you' smile and she retreated and said maybe it was none of her business. Another day before the library opened, this teen was sitting on the shady side of the library when a staff from the adjacent Rec Center came up to her and said she couldn't be there. Our librarian witnessed this and both she and the teen were upset by the lack of compassion. The next day I told the teen that she was allowed to sit outside the library anytime from 6am-10pm and if any staff from the Rec Center told her otherwise, she should come tell me and I would make sure it was the last time anyone bothered her from the Rec Center. She liked that. Recently she came in and told us that she was working full-time, in school part-time and just got an apartment by herself at the Urban Peak housing on Colfax. She doesn't have to 'listen to the girls' at the shelter anymore.

## Early Learning Department

- Lisa Dengerink and Mary Kuehner presented about how to choose the best books for the right age child - and how to share them in an engaging way - to incarcerated women at the Denver Women's Correctional Facility. Each woman was able to choose a book to keep at the end. Many of the women participate in the prison's "Read to the Children" (RTC) program where they record themselves reading a book aloud and then send the video, along with the book, to children in their lives.

We received this email from the prison librarian the day after the presentation:

Hello Mary and Lisa!!!

I have been hearing about last night's program all morning!

Many of the ladies went back to their units and were talking about how fun the program was and how they got the free book and apparently they were met with many disappointed buddies who did not make it to the program!

We talked about your reading of MOO! for about 20 minutes this morning with someone who could not make it and I have been ordered to purchase that book for our collection (not as an RTC give away!) but as a book for our ladies to check out when they need a lift. They raved about how you both brought the books to life and what an amazing talent you shared with all of us.

I am also obligated to, at some point in the not so distant future, do the "Read kids books to each other" program, so I will have to really figure out when I can fit that one into the mix;-) So I will be in touch to have you send some books out when I nail down that date!

Seriously, you and Lisa just seems so at home and natural with all of the ladies and they so appreciated your enthusiasm and your generosity of the gifted books. These are huge moments for these women.

Some of the women that you presented to last night will never leave this prison but are using the RTC program to find some kind of link with the children in their lives. I think you may know that this presentation was so helpful, but you may not know the depths to which you have really made a difference in their lives with this program and you certainly can't possibly know how grateful I am for your efforts.

Thanks again and I look forward to working with you in the future on more presentation and projects!!!!

- I had the wonderful opportunity to visit the Read Aloud storytime of one of our volunteers in her ECE classroom.

To begin with, her storytime was a blast for the kids with songs, beanbags on heads and fun and interactive stories. But what this volunteer showed me afterwards is what I think multiplies the effect of her work in the classroom: every week she gives the teacher a paper to send home with each child with a description of the books they read together that day as well as the lyrics to all the songs they sang.

This is an incredible tool for 2 reasons which anyone who's attended an Every Child Ready to Read presentation knows: first, repetition is key for learning, and second parents are ideal teachers. Children learn best when they feel safe and loved, and who loves them more than their parents! With this paper our volunteer made, the parents now have the means to solidify what their children learned in storytime by being able to ask them informed questions about it, engage in conversation, add extra vocabulary and just have a great time through letting their child show how smart they are. Moreover, it's likely that the children will remember the melody of these fun, vocabulary-building songs, so with the lyrics in hand, parent and child can build these songs into their home repertoire of entertainment.

Thanks to the library and the creative efforts of one of our reading volunteers, at least 17 families with young children in Denver now have access to high quality conversation topics and songs each week and are hopefully preparing to become great readers in the years to come.

- I received a call from a customer who wanted to know about our "books you can listen to". At the beginning of the call, it was clear she was somewhat upset and eventually she revealed that just days before she had received a diagnosis from her doctor that she had permanent vision damage that was going to progress and might soon leave her without any sight. She was especially upset because she told me, "Books are my life!".

I ended up telling her about our large-print collection, books on CD, audio ebooks and the ADA features available on some of our computers as well as giving her the number of the Talking Books Library. She was very excited to hear that we had almost 400 "Great Courses" on audio CD. By the end of the call she expressed how happy she was that her love of books didn't have to be over and seemed much relieved about her current situation.

I was so thankful that the library could be there for someone in a very difficult time of life.

## **General**

- This came in on a Dear City Librarian comment card: The Nature and Science pass was fabulous! We made this a play date with a mom and kids from our library hour and had a wonderful day. Thanks so much for offering this.
- I teach Adult Materials and Services at the University of Denver. The first assignment that everyone has to do is to receive a Readers Advisory interview from a real life librarian. Each year, over 50% of the students go to a DPL location. In the past, not all of those that went to DPL had positive experiences. For the first time in seven years, this year we didn't have any negative experiences reported at DPL. The feedback was glowing! Librarians knew their resources, could talk about genres they themselves didn't read and knew how to put the

customer at ease. This is positive proof that the work that we are doing to promote advisory services in the library is starting to take root! Huzzah!

## **Green Valley Ranch**

- Submitted to the Office of the Mayor by a GVR Customer: I would like to commend the Green Valley Ranch library. The staff was instrumental in teaching me computer skills, procuring large print books, and April contacted the research department to locate sites which would help me cognitive and memory development following my fifth stroke. How very blessed I am by these people who go ten extra miles to help. If you can recognize these faculties I would appreciate your efforts.

## **Park Hill**

- Last night I was out on the town and ran into someone that works at New World Cheese who recently presented a program at PKH this past week for National Grilled Cheese Day.

I mentioned that I worked at the library and he said he had already had a family of 4 come in and mention that they had been at the program and were coming to the store/restaurant because of the program.

Economic impact for small businesses! Yay to Tara and PKH programming staff!

- Anita from Hummingbird Henna was doing an Adult Program here at Park Hill Library and in her introduction she mentioned that she first started her Henna journey at the Denver Public Library 18 years ago when she started researching more about Henna because she was curious! As she became more experienced and passionate about the topic, she chose to give back to the library and community by becoming a program presenter for the library and has a thriving small business with Henna! And it all started at the library 18 years ago!
- Customer Juliana was in today and was telling me how much she loved the No Strings Attached Book Club and wondered if I would be there on Saturday. I explained that I wasn't working on Saturday and she said that I should really try to come sometime because I wouldn't be sorry! She went on to explain that she has Chronic Fatigue Syndrome and has scaled back on all of her activities, even quitting choir. The only thing she still attends is this book club anymore. She said that the only time that she has missed was when she was traveling. She said that the library was doing a lot of things right and that this was definitely one of them! She went on to tell me about a documentary that she loved, Lucky, and that I simply must watch it. She said that she loved the Freedom of being able to talk about anything that she was reading or watching and that she found it all so interesting. She said that while she thought more people would enjoy it, she really liked the size of the group and was grateful for Stephanie too! She said that maybe someone should have to die before a new person could join. (Talk about dedication!) Before she left, she came back over to the desk to share about a book that she was checking out and told me about the author.
- One of the best things about being the librarian at Park Hill is that I get to meet a lot of very cool people all the time! As a librarian, I love to connect people with resources, experiences and information that they are looking for! In that spirit, I introduced Anthony Powell and Shirley Marecak. Anthony was telling me that he needed a violinist for upcoming show (he's the Creative Director for Stories on Stage) and I asked what about a Cello Quartet? Shirley is a member of Voice of the Wood and has done programs at the library before.

What Shirley wrote me back told me that I was on the right track! She wrote, "This "connecting feeling" is remarkable -- it's what libraries should be about."

I'll let you know if a collaboration comes from this!

- I attended My Teenage Angst at PKH this week and brought along some friends we all had a blast and because of the event they will be attending the ticketed/paid events downtown.
- At the author event today, The Finest Traditions of My Calling, a lady came up to me to thank me for putting on the program. She said that she was recently taking time off of work as a nurse for a hip replacement and that the library was a "life saver" for all the program that we offered. She said that they drugs made it too hard to read but she has been coming to 2-3 programs all over the system each week. As a traveling nurse she travels all over the country, she is always going to libraries and loves ours so much that she would like to retire in Denver.
- July 23: A kid came to the Reference Desk and told me he was here to collect his 2nd SoR prize. I looked at his reading log and he was actually all finished--I told him he was eligible for his 3rd prize too. He looked kind of puzzled and said he thought it wasn't available yet. I informed him that it was available as of that day and that he was the first one at this library to get it and complete the program! His face lit up and he was clearly very happy. He was about to walk away from the desk but turned around and gave me a BIG HUG!!! I made his morning and he made mine :-)

## Reference

- I was just speaking to a customer who wanted assistance searching for specific magazines. He prefaced this inquiry saying that when he comes upon an article while waiting in a doctor's office, rather than waste paper with a printed copy, he prefers to look it up online at home. He also commented that he does not have a television, so he prefers to read our newspapers and magazines online from the library website. He let me know he has mastered reading the Wall Street Journal from our database, but now he wanted to work on magazines.

So, I demonstrated how to use Gold Rush and how to use the databases to find a specific article.

He sounded like an older person but he certainly has a lot of determination to become information literate!

- Praise for Frank Wilmot from an AskUs! chat customer: Frank, Thank you SO much. I always get more help from DPL than any other source. You guys are great!

Comment: DPL "Ask Us" staff are the best! I always get the most detailed targeted help from them. They do this over and over. DPL can be very proud of this service to the community. Thank you!

Steve Schneck created metadata - to expose each loose sheet music item in our Reference collection. He blogged about it in 2015.

A customer found it through internet searching and contacted us. The item was out of copyright as of this year, and we were able to send her a full color reproduction of the sheet music <sup>[3]</sup> within a hour of her call.

Here's the delighted customers reply: "THAT'S IT!!! I never knew until today that there was sheet music for the song, only that their theme song was the first advertising jingle ever to

play on the radio. They sponsored a radio show every Friday night in New York from 1923 until the Depression. A search I was doing on the slogan got me into an English translation of an Austrian (I think) library catalog that mentioned it. So I searched for it in the US, and found it in Denver. I wish I'd found it just a couple of years earlier. We recently lost two of the generation that remembers my great-grandfather. But my dad and aunt, and their surviving cousin in her 90s, will be so excited! And there are plenty of great-grandchildren (middle-aged, of course.) I'm sure this will get passed around the country to cousins I've never heard of. Thank you!!! Thank you!!!"

The customer was so excited about this research find that they wrote again: "Please let her (or him) know we'd have never known the melody or lyrics without finding the sheet music, only the history. Also, the list of store addresses on the back cover is the most complete I've found! "

- A customer submitted a BizBoost request for market research information regarding genealogy research services. I tried my best to uncover every stone but most of the information I found was from Google searches. So, I sent her a list of links and suggestions about contacting genealogy societies and of course, our very own, James Jeffrey in WHG.

Here was her response to what I had sent her: Wow! This is more than I expected to receive! Thank you so much for your hard work. I am so impressed. Let me look at this and I will get back to you with any questions I come up with.

- The Extended Essay is a core component for all rising high school seniors in an International Baccalaureate (IB) Diploma Programme. The Essay is an independent, self-directed piece of research, finishing with a 4,000-word paper.

I spent a day at George Washington High School instructing 70 students on research strategies in anticipation for their work this summer. I asked the teacher to articulate the value of having a librarian come to teach the students about research skills. She did one better. She had the students provide comments on what they got out of the lesson. Of the 70 students, 50 took the time to provide feedback.

Here are some highlights:

"I have sat through many lectures on how to conduct efficient, effective research and have rarely found one helpful. However, the way [the librarian] approached the topic, telling us not just about which databases to use, but also how to use them to get the best, most pertinent results was incredibly helpful. I immediately went from sifting through hundreds of useless articles to finding texts that were perfectly applicable to my topic."

"I wish I would have had this presentation freshman year. It was amazing!"

"I definitely gained a new respect for libraries and librarians from the presentation."

- A customer came on to the Ask Us chat service to ask about the lyrics to a piece of sheet music that she had found a record for online through Songfinder, an in-house database to the sheet music housed in Reference Services. She explained that she had been looking for a few days for the lyrics to a song that her mother (who was turning 83 and could no longer remember the words) - loved singing and playing. She wanted to give her the lyrics and chords for her birthday. When she realized we had the sheet music and were going to be able to provide her with the lyrics and the chords (guitar and ukulele), she said "I'm about crying right now... I am very lucky to have found you. I love when I make my mom happy... she

deserves every minute... she used to teach music for free when she worked at the elementary school."

- Over the years, we've received hundreds of comments from our Ask Us chat customers. A few have focused their comments on the "value" they see in DPL and in our chat service. Some examples are listed below:

The DPL is a great asset to Denver and one of the reasons my wife and I donate yearly to the DPL Friends Foundation.

What a pleasure to be able to immediately converse with a courteous, knowledgeable librarian, who gave me more information than I asked for. I'm totally impressed with the way DPL has embraced high tech ways to run the library. Very user friendly and service oriented to all layers of our community. I wasn't able to make a donation in 2015 because of job uncertainty, but will do so when my situation is more secure. Thank you for being a 1st class library.

Hillary was very helpful - it's a great service - better use of tax dollars than skiing in Aspen or jaunt to China with grandma & mom

I was looking for a book around 11 pm at night and no public library had it other than my own Denver library, but it wasn't available. In the process, I discovered the Chat service which actually worked! And Suzanne took it from there, found the book was missing and ordered it thru inter-library loan. I just love the library in general. It is such a huge value, one of the few left in this country and the chat service is 5 stars above excellent. Thank you so much. You are a fantastic service.

Extremely pleasant and helpful. A valuable service!

I think this resource is one of the most valuable that DPL offers.

- I had a phone call last week from a customer who had a question about Summer of Reading. She has five children and is an enthusiastic supporter and booster of SOR to her network of homeschool/online school parents. I answered her question and reminded her to keep all of our student services in mind for her kids and her friends' kids when school starts back up. She was thrilled to learn about student research appointments, Ask Us chat, TABs, and more. I offered to send her an email outlining DPL's student services so that she can share the info with her network. She was so excited to learn how we can contribute to her kids' educational experience!
- Nice feedback from a customer who came in for a Spanish-language BizBoost appointment: "Gracias por el buen desempeño del personal y sobre todo de Hillary la bibliotecaria quien hizo una excelente investigación que fue de gran ayuda para mi y gracias por hablar en nuestro idioma lo cual nos da la confianza de que nos comprendan mejor. Saludos."  
[Translation: "Thanks for the good performance of the staff and especially the librarian Hillary who did excellent research that was helpful for me and thanks for speaking our language which gives us confidence that we're understood. Regards."]
- AskUs! customer: Frank was very VERY helpful. He even offered to follow up with an email with info. I really appreciate this service. I needed help researching career paths for my special needs son, and he was very insightful and helpful. Thank you.
- A customer phoned us to find an Sunset magazine article she remembered from her childhood. Her family in Hawaii lived in a house designed by architect Vladimir Ossipoff, and the house had been featured in the magazine some time in the late 1950s. We were able to locate the article using our historical periodical index and some visual searching. The

customer was thrilled to rediscover this piece of family history, and she was excited to share it with all her cousins.

- Here's a note I received from a customer who visited our REF Race Card Project exhibit.

"I spoke briefly with you about The Race Card project at the library this afternoon. I think that continuing that NPR project is a fantastic way to share the ideas and sentiments people have about race and identity. Your display made me notice all of those little curated project thought the library, and the tremendous amount of thought that goes into the little things - even the "what we're reading" bookmarks.

However, the main reason I am writing is because of what you said about libraries being a safe space for conversations has really stuck with me. I always thought of the library simply as a place for resources, but I guess the library is also a dialogue of ideas, an exchange of information, and a potential place of collaboration in the community. I guess these romanticized ideas about the role of public institutions can be easily overlooked by the library goer, but I am so thankful that there are people out there like you who are still exploring and reinventing what it is a library means.

Thanks again, Robin, for all of your hard work and thought. Your display made me notice all of the careful curation and conversations that take place at Central."

## **Robinson**

- At a recent Engage Class, two customers came to our annual "French Intensive Gardening" class. They came in said "we came to this program tonight because we enjoyed the garden class so much, even though there was another program we were interested in at one of the other branches at the same time this evening". They wanted to tell us how they were using the information that they had learned in the garden class. Having learned how they could grow more produce in a small space, they had started several vegetables in pots. One of the customers also wanted to tell us that they were still using the "great handout" (their words) and were sharing it with others. They are frequent participants to all the DPL craft classes and it was a lift to know they had come back to ROB because they had so enjoyed the garden presentation.

## **Sam Gary**

- A mother and tween who were new to the area came in to check out a book the girl had placed on hold. While talking to them at the circ desk, the girl told me that their old town didn't have a library. She had been forced to buy all the books she wanted to read before. She was very excited to see all the books we had!

## **Western History/Genealogy**

- a staff member shared that one of her friends has used photos from the WHG department to create and draw his own images [4]. He has a huge following!

## **Youth Services**

- Hi Cori, I just wanted to thank DPL for promoting the Splash & Bash that took place last night. We had over 140 teens show up, many of which brought younger siblings who were allowed to participate in activities as well. We heard a number of youth mention that they were made aware of the event at their local library, which would not have been possible without you and the people you work with. Please pass my thanks along to your colleagues for the MY Denver staff. Thanks again!

[Click here to suggest an improvement for Staffweb.](#)

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