

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, October 20, 2016, 8:30 a.m.
Denver Central Library
L7 Training Room

1. Call to Order.
2. Introductions.
3. Approval of Minutes of September 15, 2016, Regular Library Commission Meeting.
Commission
4. Public Comment Period.
5. Third Quarter Financial Report. Ron Miller
6. Report of the President and Members.
 - a. Resolution of appreciation for Lisa Flores
7. Report of the Denver Public Library Friends Foundation. Gay Cook and Diane Lapierre
8. Report of the City Librarian.
 - a. Written report items
 - b. Youth Services presentation. Cori Jackamore
 - c. Public perception survey report. Chris Henning
9. Other Business.
10. Adjournment.

Agenda Item 3

Action Requested: Approval

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

Present: Rick Garcia¹, Gregory Hatcher², Judy Joseph, Alice Kelly, Mike King,³ Cathy Lucas, Rosemary Marshall

Staff: Rebecca Czarnecki, Michelle Jeske, Rachel Fewell, Letty Icolari, Cori Jackamore, Elaine Langeberg, Diane Lapierre, Zeth Lietzau, Michael Moran (SC), Michael Murphy, Frank Wilmot

Guests: Brian Klipp from gkkworks and Dennis Humphries from Humphries-Poli Architects

1. Call to Order.
President Rosemary Marshall called the meeting to order at 8:33 AM
2. Introductions.
Commissioners and staff present introduced themselves.
3. Approval of Minutes of August 18, 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.

President Marshall mentioned the Latina Legacy Circle event and the 100 year celebration of the Emily Griffith School and both were wonderful events. Marshall also attended the opening of the Red Chair Bookshop, noting that it is a wonderful cozy space. Alice Kelly talked about the DPL branded merchandise that is for sale and noted her only issue was wayfinding and that there should be a bit more signage. Rick Garcia also attended and brought his daughter who was impressed about how everything looks new. The shop is open 10-4 Tuesday through Saturday. It is staffed by our current staff and a volunteer.

¹ Rick Garcia left at 9:28 during the architects' presentation

² Greg Hatcher left at 9:15 during the architects' presentation

³ Mike King arrived at 8:56 during the report of the City Librarian and left at 9:51 during the architects' presentation

Judy Joseph reminded Commissioners that the Eleanor Gehres Award is September 28 and that the honoree is Randall Weeks.

Rick Garcia attended the Latino Awards at Gonzales and mentioned the honorees and that Jeske and Mayor Hancock made remarks. Garcia congratulated staff on organizing a great event.

President Marshall then asked who was available to be the liaison to the Friends Foundation. Garcia said he could commit through the end of the year and asked if it would be possible to rotate with Judy Joseph in 2017. Will revisit when the Commission formally decides on committees in November.

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

The official opening of the Red Chair Bookshop is next week. The Friends Foundation also has a meeting next week and will vote in seven new members. They looked for people with a financial background. They will also be reviewing the bylaws and the agreement between DPL and the Foundation.

Lapierre also commented on the success of the Latino Awards and the Latina Legacy Circle. She then announced that Brenda Ritenour, DPL's Manager of Corporate and Community Partnerships will be leaving to join Mile High United Way as the Director of Volunteer Engagement. Lapierre will be posting for her position and is also in the process of hiring a new grant writer.

7. Report of the City Librarian.

Michelle Jeske noted that DPL hosted its second Career Online High School graduation with a graduating class of six students. Each student spoke about the impact the program had on his or her life and it highlighted how important this program is to the community.

Jeske passed out the latest Engage magazine. It's a big month for us, with lots of events to get us out of the building. We have our new book bike and it has already been to numerous events. Today the library is holding a Human Walking program where Denver Animal Shelter is bringing dogs to the north lawn for people to take on walks and hopefully adopt.

The packet this month includes presentations related to youth services, since Cori Jackamore was scheduled to present today. It also includes DPL's second quarter stories of impact which are stories that staff capture when there is an apparent community or customer outcome.

After we put the packet together Monday, the budget news came out and DPL did very well. Jeske recapped what we received:

- Increased Central ideaLAB hours, better support of DevCamp, and the ability to open ideaLAB at HMP.
- Summer of Learning Coordinator - dedicated person to help us combat summer slide.
- Blair-Caldwell limited term archivist
- More hours at two branches
- WiFi expansions - more reliability faster, more connections
- Wayfinding
- An increase to furniture budget

DPL still needs to do a presentation to City Council but we're thrilled; we did very well.

Garcia asked how we determine which branches should get more hours. Jeske talked about how we have been slowly restoring hours to all locations after having been open only four days a week at most locations. It would be great to get to seven day service. We lag behind other systems in the number of hours we offer. We are working on an hours analysis to try to understand what hours we should be open with the staffing we have. We have also installed a new door counting system that should help us figure out when people are here, what they are doing, and whether we should increase or change hours. In addition, we look at the biggest facilities first, because of their capacity to do more programming, and at geographic equity as well as using maps that highlight where there are disconnected youth, low employment and other socioeconomic and demographic factors. These factors are why we selected University Hills (young families and seniors) and Montbello (disconnected youth, lower educational scores, high numbers of immigrants and refugees) this year.

Mike King mentioned Library 21c and how it was thriving in the evening when he visited after it opened and asked if there are any systems with branches open 24 hours. Jeske mentioned Salt Lake considered this and then decided against it because of pushback from police and the public. Academic libraries with different security situations often provide 24 hour service.

Jeske then distributed a brochure with quick statistics to provide Commissioners with talking points when doing advocacy for the library. It is currently just a draft and Commissioners were encouraged to provide feedback.

Central Library Reimagining presentation/discussion.

Dennis Humphries and Brian Klipp from Humphries Poli Architects and gkkworks returned to give the Commissioners an update on the process for envisioning renovating of Central. Jeske first mentioned that the bond process has continued to move forward. After the current November election, there will be town halls held and City Council members will also be encouraged to have some of their own meetings to gather community input.

These meetings will gather high level general input about what the community thinks is important. Then, after the holidays, there will be external stakeholder committees and opportunities for agency heads to do presentations. DPL is well positioned; we've been hustling all summer and are the poster children for preparedness according to others involved. The library will continue to work on its preparations.

Jeske then recapped the need and desire for a significant renovation of the Central Library to address infrastructure issues and best serve the community.

Humphries and Klipp then took over, discussing how the planning for Central started almost 30 years ago, and the needs were very different when designed. Klipp and Humphries went through a presentation that was similar to the one they gave in July but presented a somewhat more definitive vision for the Central Library.

They have had many meetings with staff and put together a world cloud with common themes such as outdoor space, books, flex space, event space.

They have also outlined important design principles:

- Make a 21st century library not a 20th century library.
- Enhance iconic architecture
- Incorporate deferred maintenance projects
- Balance books with technology
- Intuitive discovery

- Welcoming and flexible
- Staff areas to serve public
- Security, safety, and public restrooms
- Patron amenities
- Outdoor program areas
- Activate Acoma plaza
- Stronger Broadway experience
- Activate North Lawn
- Connection to civic center
- Vision for Library south of 13th

Brian Klipp then walked Commissioners through a plan looking at changes to the outside of the building. Humphries and Klipp then reviewed a complex interior diagram with potential changes to the inside of the building. Estimated costs are \$101 million for the whole project but the team is working on a phasing plan. In addition, the library needs to submit project through the City's estimating process. Current construction fees for first phase are roughly \$32 million.

- Estimates from architects include: Fees, Contingency, FFE, LEED certification
- Estimates do not include: Site work, Technology/AV, Collection, Project Management, Wayfinding, expenses
- It would cost over \$200 million to build a new building.

8. Youth Services Presentation. Cori Jackamore

Given the time needed for the presentations by the architects, Cori Jackamore's presentation was rescheduled.

9. Other Business.

There was a brief visit from the Denver Animal Shelter Adoption Coordinator. She brought up one of the dogs and reminded everyone about the Human Walking program on the north lawn.

The meeting was adjourned at 9:54 A.M.

Submitted by Rebecca Czarnecki for Judy Joseph.

Agenda Item 5

Requested Action: Receive Report

Denver Public Library (DPL) Financial Report –3rd 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 third quarter of 2015 and 2016 and the first nine months 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 third quarter of 2015 and 2016 and the first nine months 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 September 30.
- Statement 4 shows the Special Revenue Fund revenue for the third quarter of 2015 and 2016 and the first nine months 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

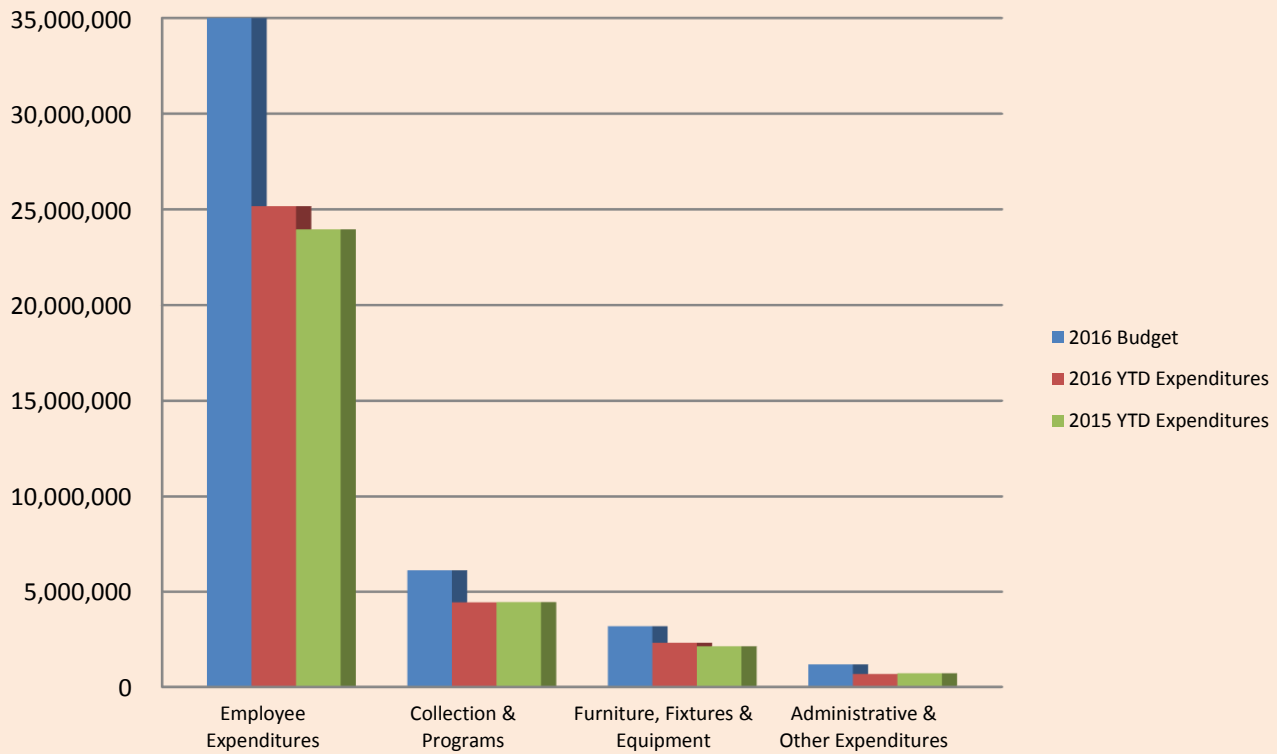
| Expenditures by Type | Three Months Ended | | Nine Months Ended | |
|----------------------------------------------|---------------------|--------------------|---------------------|----------------------|
| | Sept 30, 2016 | Sept 30, 2015 | Sept 30, 2016 | Sept 30, 2015 |
| Employee Expenditures | | | | |
| Personnel | \$9,215,896 | \$7,498,833 | \$25,068,279 | \$23,855,854 |
| Staff Recognition | 19,331 | 12,128 | 36,646 | 25,404 |
| Training & Workshops | 5,024 | 34,154 | 60,876 | 74,377 |
| Total Employee Expenditures | 9,240,251 | 7,545,115 | 25,165,801 | 23,955,635 |
| Collection and Programs | | | | |
| Books & Materials | 1,074,552 | 1,131,070 | 4,168,088 | 4,191,495 |
| Central & Branch Programming | 104,286 | 59,440 | 274,128 | 263,566 |
| Total Collections and Programs | 1,178,838 | 1,190,510 | 4,442,216 | 4,455,061 |
| Furniture, Fixtures, & Equipment | | | | |
| Technology Services & Equipment | 498,037 | 528,779 | 1,269,050 | 1,222,418 |
| Office Furniture & Equipment | 88,364 | 142,264 | 243,798 | 213,147 ⁿ |
| Leases - Buildings & Equipment | 32,212 | 31,153 | 204,956 | 113,404 |
| Building Maintenance & Supplies | 109,428 | 86,693 | 278,965 | 265,876 |
| Equipment Maintenance & Supplies | 47,733 | 38,959 | 156,741 | 143,520 |
| Custodial Supplies & Services | 47,118 | 48,618 | 132,440 | 123,507 |
| Safety & Security | 5,428 | 31,920 | 31,930 | 50,959 ⁿ |
| Total FF&E | 828,320 | 908,386 | 2,317,880 | 2,132,831 |
| Administrative and Other Expenditures | | | | |
| Office & Misc Supplies | 100,130 | 125,138 | 277,812 | 313,855 |
| Administrative | 95,933 | 20,876 | 124,307 | 67,852 ⁿ |
| Travel & Conferences | 41,656 | 41,678 | 104,740 | 115,145 |
| Official Functions | 8,601 | 2,234 | 29,967 | 19,290 |
| Postage | 215 | 23,225 | 55,354 | 63,958 |
| Printing | 10,164 | 46,735 | 51,392 | 113,201 |
| Advertising | 13,792 | 12,258 | 31,523 | 20,270 |
| Total Admin. & Other Expenditures | 270,491 | 272,144 | 675,095 | 713,571 |
| Total Expenditures by Type | \$11,517,900 | \$9,916,155 | \$32,600,992 | \$31,257,098 |

Statement 2

| Budget and Expenditures by Type | 2016 Budget * | | Expenditures | Budget Amount |
|----------------------------------------------|---------------------|---------------------|---------------------|---------------------|
| | Original | Revised | as of 9/30/16 | Remaining |
| Employee Expenditures | | | | |
| Personnel | \$34,936,807 | \$34,911,025 | \$25,068,279 | \$9,842,746 |
| Staff Recognition | 46,130 | 90,280 | 36,646 | 53,634 |
| Training & Workshops | 166,873 | 163,291 | 60,876 | 102,415 |
| Total Employee Expenditures | 35,149,810 | 35,164,596 | 25,165,801 | 9,998,795 |
| Collection and Programs | | | | |
| Books & Materials | 5,636,975 | 5,764,387 | 4,168,088 | 1,596,299 |
| Central & Branch Programming | 475,033 | 363,262 | 274,128 | 89,134 |
| Total Collections and Programs | 6,112,008 | 6,127,649 | 4,442,216 | 1,685,433 |
| Furniture, Fixtures, & Equipment | | | | |
| Technology Services & Equipment | 1,476,276 | 1,540,876 | 1,269,050 | 271,826 |
| Office Furniture & Equipment | 259,199 | 421,033 | 243,798 | 177,235 |
| Leases - Buildings & Equipment | 278,590 | 274,232 | 204,956 | 69,276 |
| Building Maintenance & Supplies | 455,550 | 470,882 | 278,965 | 191,917 |
| Equipment Maintenance & Supplies | 223,600 | 220,907 | 156,741 | 64,166 |
| Custodial Supplies & Services | 148,850 | 149,360 | 132,440 | 16,920 |
| Safety & Security | 59,100 | 111,100 | 31,930 | 79,170 |
| Total FF&E | 2,901,165 | 3,188,390 | 2,317,880 | 870,510 |
| Administrative and Other Expenditures | | | | |
| Office & Misc. Supplies | 409,365 | 465,476 | 277,812 | 187,664 |
| Administrative | 100,090 | 218,936 | 124,307 | 94,629 |
| Travel & Conferences | 140,613 | 162,064 | 104,740 | 57,324 |
| Official Functions | 30,870 | 86,091 | 29,967 | 56,124 ⁿ |
| Postage | 70,150 | 69,000 | 55,354 | 13,646 |
| Printing | 69,900 | 84,815 | 51,392 | 33,423 |
| Advertising | 52,250 | 73,163 | 31,523 | 41,640 |
| Undesignated Budget | 135,000 | 25,482 | n/a | 25,482 ⁿ |
| Total Admin. & Other Expenditures | 1,008,238 | 1,185,027 | 675,095 | 509,932 |
| Total Expenditures by Type | \$45,171,221 | \$45,665,662 | \$32,600,992 | \$13,064,670 |

* The 9/30/16 revised budget of \$45,665,662 is comprised of \$2,341,769 from the Special Revenue Fund and \$43,323,893 from City funds.

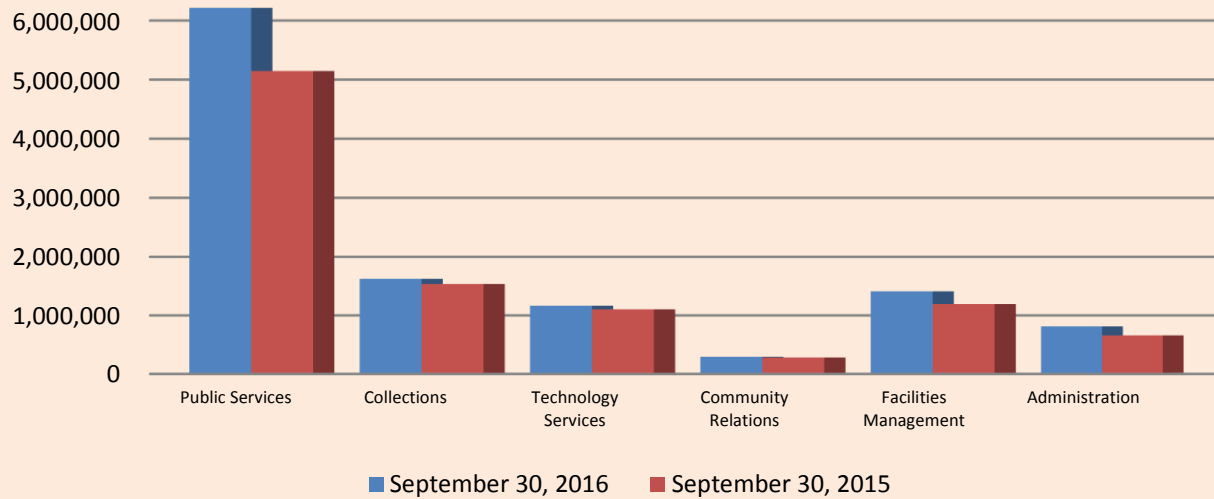
2016 Annual Budget and Expenditures



Statement 3

| Expenditures by Function | Three Months Ended | | Nine Months Ended | |
|---------------------------------------|---------------------|--------------------|---------------------|---------------------|
| | Sept 30, 2016 | Sept 30, 2015 | Sept 30, 2016 | Sept 30, 2015 |
| Public Services | \$6,214,495 | \$5,145,634 | \$17,008,825 | \$16,237,612 |
| Collections | 1,624,205 | 1,536,854 | 5,471,373 | 5,456,601 |
| Technology Services | 1,163,704 | 1,103,395 | 3,187,505 | 3,010,438 |
| Community Relations | 293,014 | 279,375 | 819,775 | 838,680 |
| Facilities Management | 1,411,788 | 1,193,815 | 3,898,093 | 3,660,356 |
| Administration | 810,695 | 657,082 | 2,215,422 | 2,053,411 |
| Total Expenditures by Function | \$11,517,900 | \$9,916,155 | \$32,600,992 | \$31,257,098 |

2015 & 2016 YTD Expenditures by Function



Statement 4

Special Revenue Fund Revenue *

| | Three Months Ended | | Nine Months Ended | |
|---------------------------------------------|--------------------|------------------|--------------------|-------------------------|
| | Sept 30, 2016 | Sept 30, 2015 | Sept 30, 2016 | Sept 30, 2015 |
| Operational Activity | | | | |
| Equipment (copiers, printouts) | \$51,573 | \$46,415 | \$426,210 | \$131,822 <i>n</i> |
| Branch and Central Meeting Rooms | 13,563 | 17,540 | 41,290 | 40,254 |
| WHG Photographic Services | 11,364 | 12,962 | 40,350 | 45,811 |
| Lost Books | 32,657 | 37,519 | 94,180 | 108,414 |
| Vending and Café | 6,207 | 4,982 | 15,650 | 13,278 |
| Total Operational Activity | 115,364 | 119,418 | 617,680 | 339,579 |
| Distributions | | | | |
| Caroline Bancroft Trust | 7,425 | 7,316 | 14,919 | 21,153 |
| Frederick R. Ross Library Trust | 0 | 0 | 29,446 | 29,446 |
| Total Distributions | 7,425 | 7,316 | 44,365 | 50,599 |
| Friends Foundation Transfers | | | | |
| Special Use Fund | 0 | 0 | 357,000 | 521,315 |
| Endowment | 135,000 | 67,500 | 202,500 | 135,000 |
| Fundraising Events | 12,189 | 130,000 | 192,189 | 130,000 <i>n</i> |
| Others | 0 | 0 | 42,850 | 0 |
| Total Friends Foundation Transfers | 147,189 | 197,500 | 794,539 | 786,315 |
| Miscellaneous Revenue | 23,101 | 15,858 | 102,401 | 114,040 <i>n</i> |
| Total Special Revenue Fund Revenue * | \$293,079 | \$340,092 | \$1,558,985 | \$1,290,533 |

* Total 2016 budgeted Special Revenue Fund Revenue as of 9/30/16 = \$2,341,769

Notes

Statement 1

Year-to-date expenditures through September 30 were \$1,343,894 higher than 2015. This is primarily due to the normal salary and benefit increases in 2016, as well as the timing of pay periods throughout the year.

Expenditures for Office Furniture & Equipment through September 30 are similar to 2015. Recent notable purchases in this category include:

- Reupholstering twelve large chairs at the Montbello branch;
- The purchase of 50 replacement chairs for the Bear Valley branch; and
- Almost \$40,000 of iPads and MacBooks for system wide use including the ASIC+ program and future Hadley IdeaLab.

The Safety & Security category is underspent as compared to 2015, but plans are underway in the Marketing and Communications Department to ensure that the remaining budget will be expended by the end of the year. Signs will be ordered for Central to create a consistent look throughout the building, as well as to comply with recent City requirements for labeling available gender-neutral restrooms for customers.

\$105,000 in payments to Humphries Poli Architects for the Central reimagining project are included in the Administrative category. This budget was funded from the Special Revenue Fund.

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 September 30, 2016. 71% of the annual budget has been spent as of September 30, which is consistent with the spending patterns of prior years.

The Official Functions budget is only 35% spent through the end of the third quarter. Most of the remaining budget in this category will be expended in the final months of the year, as invoices for DPL Staff Day are paid. Staff Day was held on October 10th at the Renaissance Denver Stapleton Hotel. This event for all DPL staff was funded by the unrestricted portion of the Friends endowment distribution, as well as an allocation from undesignated budget in the Special Revenue Fund.

Only \$25,000 of unallocated funds remain in the Undesignated Budget category. Although we do not categorize any expenditures as “undesignated”, the decreased budget in this category indicates that a portion of these funds have been approved by the E-team for spending and allocated to other categories. Recent funded items include hiring Corona Insights for a community perceptions survey, and payments to Humphries Poli architects for the Central reimagining project.

Statement 4

SRF revenue through September was almost \$270,000 higher than 2015. While most categories remained consistent, the equipment category is still unusually high due to the \$282,000 received from the E-Rate program in the second quarter of the year.

Other notable revenue items from the third quarter include:

- In the Friends Foundations Transfers category, \$12,189 was received from the Friends for the summer used booksale; and
- \$13,000 in the Miscellaneous Revenue category received from The Janus Foundation for reimbursement of January-June Reading Rocket 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.

As the two largest sources of expenditures, personnel (77% of total budget) and collection (14% of total budget) budgets are given special attention. The personnel expenditures and vacancy savings budget is reviewed by the E-Team at least monthly. The collections budget is reviewed regularly by Finance and the Collections Manager. Other budgets are mostly managed within the individual departments.

Agenda Item 6a

Requested Action: Approval

A RESOLUTION OF APPRECIATION FOR LISA FLORES

The Denver Public Library Commission extends its thanks and appreciation to Lisa Flores, whose service as a member of the Commission is now ending.

As a member of the Commission since August 2013, Lisa has been an active liaison to Denver's Hispanic community, helping the library connect with community leaders and institutions throughout Denver. She has strengthened the library's ties with education and philanthropic organizations, improving support for great library service.

Lisa provided invaluable service in many ways and during her tenure, we celebrated our 125th anniversary and Lisa was instrumental in selecting and welcoming our newest City Librarian. She actively recruited new Library Commissioners and was an ardent supporter of the Lena L. Archuleta and Eric J. Duran Community Service Awards and the César Chávez Leadership Hall of Fame Award, serving as a member of the selection committee.

Lisa also brought her role as a passionate advocate for DPL in her visits to Denver Public School locations throughout the City, and frequently shared stories of how educators and students use and value the public library system.

We are grateful to Lisa Flores for her donation of time and talents to the library and the Commission. You have provided exemplary service to the people of our community.

Unanimously approved _____, 2016

Agenda Item 8a

Action Requested: Receive Report

City Librarian Report

Letty is Retiring!

Letty Icolari is retiring on October 31. Letty has worked at the library since 2001, serving first as the library's Human Resources (HR) director and then as the director over HR, Security, Facilities and mostly recently our community resource specialist duo. She's been a member of the library's Executive Team that whole time and has served under three city librarians. She was also the acting city librarian after Rick Ashton retired and before Shirley Amore was hired. I want to personally thank Letty for her leadership and support over the last fifteen years. I'm currently meeting with staff who report to Letty to gather their input about what they need to support their work and concurrently looking at what the Executive Team needs to lead the whole organization forward. In the coming weeks, I'll lay out a plan for that position.

New Technology Access and Training Manager

Recently, we created a new and much needed Technology Access and Training Manager position for the library and have now hired for it. For over five years, Tracy Treece has led the Community Technology Center team to develop an ever-expanding menu of ideaLAB programming, instructional technology classes and informal technology assistance. She has taken the lead on the Technology Access and Training focus area of the strategic plan. In her new role, Tracy will shape the future of the Technology Access and Training focus area through training for staff and expanded ideaLAB experiences at Central, Montbello, Hadley and Hampden. She'll also meet with staff groups to assess technology training needs for staff and customers, spend time in the branches with new ideaLABs coming on board, and hire a new leader for the daily operations of the Central Library Community Technology Center.



Staff Day

On Monday, October 10, Indigenous People's Day, the library was closed so that all staff could participate in a day-long series of inspirational, celebratory, learning and interactive sessions. The library employs over 600 staff members (not including on-call, contract, or volunteers). This day provided an opportunity for staff to engage with the library's strategic plan and each other. The keynote speaker was Richard Harwood from the Harwood Institute for Public

Innovation, whose methods we are using in our Community Engagement initiative.



Staff had the opportunity to select from various breakout session topics such as early learning, STEM in a box, and meditation. The highlight of the day for me (and many others) were the Spark Talks which are fast paced, 20-slide presentations that auto-change every 15 seconds. Seven staff members did phenomenal presentations on topics that ranged from yarn bombing to Ranganathan's laws of library science. Staff also had the opportunity to connect with other people in their job type which is a unique opportunity for many. They discussed the vision for their positions, challenges they face and how they might turn outward in the Harwood community engagement model.

The day ended with an awards ceremony and celebration. Awards included Cool as a Cucumber, Fearless Leader, Flexible Flyer, Ray of Sunshine, Spirit of DPL and Teamiest Team. The Employee of the Year Award went to Hadiya Evans, a Library Program

Associate, at the Blair-Caldwell African American Research Library. Her entire list of nominations is in the packet. Here is an excerpt: "Hadiya's influential leadership and community outreach has opened up numerous doors in the Denver community with artists, lecturers, teachers, public figures, individuals, students, businesses, government and the private sector, to foster the engagement of the BCL with diverse communities."



Mayor's Award for Excellence in Arts and Culture in the Youth category

This won't be announced publicly until November 14. We heard last week that we won the Mayor's Award for Excellence in Arts and Culture in the Youth category for our After School is Cool (ASIC) program! We were encouraged by an Arts and Venues employee and the City's Youth One Book One Denver coordinator to throw our hat in the ring for the "cool stuff we do at the library for young people" (her words). We are very proud of the entire ASIC staff and program for using art to change these vulnerable young people's lives.

Sparks! Ignition Grant!

The library was awarded a Sparks Ignition Grant in the amount of \$23,687 to enrich the lives of Denver adults experiencing homelessness and poverty. Sparks! Ignition Grants for Libraries are a special funding opportunity within the Institute of Museum and Library Services National Leadership Grants for Libraries program. These small grants

encourage libraries and archives to test and evaluate specific innovations in the ways they operate and the services they provide. This grant will support development of ten months of programming that targets creativity, encourages empathy, and facilitates connections with the broader community. Inspired by research-based creative therapies, Sunrise Programs will include

storytelling through writing, and sharing; art creation and discussion; knitting workshops; interactive theatre and movement classes; and share sessions. Our staff will also host a monthly Coffee & Conversation session to talk with homeless customers one-on-one and learn their stories. The Sunrise Programs project design plans for an average of ten programs per month for ten months with a goal of averaging ten participants per weekly or monthly program. Our Community Resource Specialists will also strive to make three to five new contacts at each event and encourage the use of appointments and walk-in assistance.

Highlights from the Administrative Services Division - Letty Icolari

This will be my last update to the Library Commission. I am retiring effective November 1, after sixteen years with the Denver Public Library. I was hired as the Director of Human Resources and have been a member of the Executive Team for all these years. I have served three City Librarians and have worked for and with an amazing group of dedicated people, the best in my forty two years as a working professional. In 2006 I became the Director of Administrative Services when I assumed responsibility for directing the Security and Facilities Departments in addition to Human Resources. This is an amazing job, lots of highs and lows, and never boring. It is my sincere hope that I am leaving my departments better than I found them and that the next director can and will move the needle toward greater success. Thank you for the opportunity to serve the Library and the people of Denver.

Community Resource Specialists:

- ★ Congratulations to Elissa for being reclassified to a Social Case Worker Supervisor.
- ★ Received Justice Assistance Grant to add 1.5 Peer Navigators to the Community Resources team starting 1/1/17
- ★ Received IMLS grant to increase programming to people experiencing poverty and homelessness
- ★ Increasing collaborations with community partners (including DHS and Veterans Affairs) to provide more services within the library for community members
- ★ Have nearly doubled the number of people served in 2016 vs. 2015

Volunteer Office:

Welcomed 3 different schools to DPL's Volunteer team:

- ★ Denver Academy of Torah High School
- ★ Arupe Jesuit High School - Corporate Work Study Program
- ★ Manual High School Work Study Program for special education students

Volunteer Program Statistics

3rd Quarter 2016 = 26,918 volunteer hours including:

- ★ Regular Volunteers
- ★ Technology Volunteers
- ★ Court Mandated Community Service
- ★ Interns
- ★ Work Study & Practicum Students

Personnel and Recruitment:

- ★ Tanairi, Katrina, Kristen - Working on training and implementation of Library Workday
- ★ Kristen - Cultivating diversity grant partnership with University of Alabama

- ★ Recruitment for key positions: Digital Project Manager, Manager of Resource Development and Community Partnerships, Resource Development Officer, Senior Librarian Blair-Caldwell, Senior Librarian Green Valley Ranch, Purchasing Administrator
- ★ Gearing up for 2017 10 FTE budget increase
- ★ Kristen attending the Society for Human Resource Management's Diversity and Inclusion Conference 10/24-10/27/16
- ★ Denver Public School 8th grade career fair 11/2/16
- ★ Revising HR policy guidebook
- ★ Working with Maarketing to clarify/solidify HR's social media recruitment presence

Security:

The security department has been experimenting with body cameras for the officers. Bob Knowles, the Security Manager, worked with the City Attorney's Office regarding use and scope. He reviewed the policies of the Denver Police Department (PD), the Aurora PD and the Parker PD. With the approval of the City Attorney all of the security officers will outfitted with body cameras. The pilot cameras have been a great benefit to the department as documentation with banned customers as well as a training tool for officers regarding their interactions with customers.

Dates to Remember

- 10/28, 6–10 p.m., Untitled, Denver Art Museum
- 11/14, 6–7 p.m., Former Gov. Roy Romer interview by Tom Noel, CEN-5th Floor
- 11/17–19, Winter Used Book Sale, Central Library Conference Center
- 11/19, 10 a.m.–4 p.m., International Games Day, CEN-Burnham Hoyt
- 12/1, 5:30–8 p.m., Holiday Lighting Party, CEN-7th Floor, Vida Ellison Gallery

City Librarian Activity Highlights

Mayor and City Council

- Participated in Mayor's All Appointee Retreat
- Participated in Mayor's Education Compact meeting
- Presented 2017 budget to Mayor and City Council
- Attended Mayor's Office of Children's Affairs My Brother's Keeper film debut
- Met with Mayor's Director of Regional Affairs Anthony Graves

Facilities Master Plan

- Continued to meet with Central Library architect team on renovation vision
- Met with RiNo developers

Early Learning and Out of School Learning

- Met with DPL Youth Services leaders in information sharing session
- Met with DPS Library Director
- Attended Birth to Eight Roadmap announcement and media event
- Attended LRNG Fall Summit in Mountain View, CA with Mayor's team to explore potential Denver bid to participate (LRNG redesigns learning for the 21st century so that all youth have an opportunity to succeed)

- Met with Mayor's Office of Children's Affairs Director, Workforce Development Director and Metro Chamber of Commerce Opportunity Youth Initiative Director to discuss LRNG grant

Career Online High School

- Met with DPL Ambassador Shirley Amore and potential fundraiser

Services to Immigrants and Refugees

- Met with Mayor's Office of Human Rights and Partnership Director and Office of Immigrant and Refugee Affairs Director

Friends Foundation

- Met with Friends Foundation Executive Committee
- Met with Friends Foundation President
- Participated in Friends Foundation Board meeting
- Attended Friends Foundation Western History Council event
- Attended Booklovers Ball

Staff Support

- Participated in Employee of the Quarter celebration at Bear Valley Branch Library
- Met with many library and Friends managers in biannual skip level sessions
- Held open door staff meetings
- Presented to staff at Staff Day and emceed the Staff Awards ceremony
- Led All Managers meeting
- Led E-Team retreat

Other

- Presented about teen asset mapping project at Research Institute for Public Libraries
- Attended Urban Libraries Council Annual Forum in Kansas City, MO

October 2016

Nominations for Hadiya Evans, 2016 DPL Employee of the Year

Nomination 1

While the initial idea for the book club on social issue (R.A.D.A.) was James Davis, Hadiya willingly took on the responsibility of planning and orchestrating our committee meetings, notes and book selection process. She also creates and electronically distributes flyers and information for those upcoming book discussions. She is essential to the success of the program.

As a co-member of the Juanita Gray Community Service Award Committee, Hadiya assists in choosing the winners, inductees and planning of the annual and semi-annual awards programs. Furthermore, she was extremely instrumental in the research and compilation of the first DPL Blacks in Colorado Hall of Fame booklet. This was tedious, but attendees to the event were thrilled to finally have one. Also, she helps make sure vital information on both awards is available on the library's website.

While the secretary of the African American Project Group (AAPG), Hadiya schedules, provides the agenda and maintains notes of our meetings. On behalf of the AAPG, she oversees the library's annual participation in Kwanzaa.

There always seems to be plenty exhibits and events happening at Blair-Caldwell Library and as the Library Program Associate, Hadiya has to stay in the mix and keep up with it all. That's evident by the periodical newsletters she sends out and the posts on BCL's Facebook page. In addition, her leadership and organizational skills are apparent in her outreach at the fairs and festivals within the community.

I've known and worked with Hadiya Evans for many years. Her insight, congenial disposition and humor make her a joy to be around. Denver Public Library should be proud of the great work Hadiya does to help fulfill the mission and vision of the Library; as well as the wonderful person customers and staff see every day.

Nomination 2

Hadiya has been a great asset to the library by tirelessly promoting the library at such great outreach events as the Black Arts Festival. She and her family spent the entire weekend of the event at the Library's booth. I was impressed by her enthusiasm at the event even in the heat and with the long hours spent acting as an ambassador for the library.

She has made a commitment to promoting and facilitating some great programs , not only at the African-American Research Library, but also system-wide events such as the Storytime at the Mestizo-Curtis Park Pool and the Read Awareness Dialogue Action Program. She has made a great contribution to the African-American Community in Five Points and the surrounding Denver Metro Area.

Hadiya has always been open and friendly when approached about helping out at nearby branch events. It is the first time I have ever felt it worth nominating an employee for anything, but it is with great pride I nominate Hadiya Evans.

Nomination 3

Hadiya had done a phenomenal job, in regards to programming and planning events, that have not only enhanced the public image of the Denver Public Library but has also fulfilled several of our initiatives in terms of outreach and Library Card registrations. She has set on several committees like for instance the Juanita Gray Committee, serving one year as an MC and she has promoted the R.A.D.A book group and is responsible for generating the huge interest that it has. Hadiya has through out the years facilitated the Kwanzaa celebrations for each branch and the Black History display in Schlessman Hall, to be frank, several of the programs would not have happened so efficiently without her.

She's a team player and a Leader. She is one that has consistently focused on the Big Picture for the Library and for the City and has been a valuable asset to the Blair-Caldwell Library and Community.

Hadiya reintroduced the Library's involvement in the Marade and has recruited several employees to participate she brought both innovation and professionalism to the Denver Public Library that is well noted and acknowledged.

Nomination 4

Hadiya has listened to her community, provided opportunities, and engaged with staff.

Hadiya continues to go above and beyond providing support for a variety of programs throughout the system - Kwanzaa, RADA book club, adult programming at BCL, Juneteenth and Black Arts Festival Outreach - she has created processes that are streamlined and inclusive of staff.

She also is extremely tuned into her community and service area and all of the change the Five Points neighborhood is experiencing - working with area businesses - one of my personal favorites is her collaboration with YouthBiz and a young entrepreneurs' "shark tank" series coming this Fall.

She has worked with RedLine, Curtis Park Pool, area schools and so on.

She has also been a key team member of the Community Engagement Initiative Team - hosting meetings at Blair, service as a resource for other team members, hosting 1 community meeting at Blair and helped with 2 other locations' meetings.

She is cool, calm, and collected with an amazing attention to detail! She has grown so much over the time I have been working with her and continues to contribute so much to the system.

Nomination 5

Hadiya has taken community engagement at DPL in the Five Points neighborhood to a new level. She is one of the organizers behind the RADA Book Club, which is drawing attendance of 40 or more to discuss books on topics around social justice. She is creating and cultivating partnerships to bring inspiring and exciting events to her location. She also served as a team member and subject matter expert for the Community Engagement Initiative team. She test-piloted the Harwood Institute Public innovation online training and brought her experience to the table by asking thoughtful questions and providing insightful recommendations of how to encourage Turned Outward mindset among staff. She has shown up as a leader this year and truly demonstrated how a difference can be made at DPL and in the community.

Nomination 6

I write to nominate Hadiya Evans, Library Program Associate, at the Blair-Caldwell Library, for Employee of the Year. I am honored to do so.

Hadiya is an outstanding professional and colleague, but I strongly believe that she should be viewed first as an outstanding facilitator. She has grown tremendously in her position at the BCL as one of the best LPA's at the Denver Public Library. I say that without any misgivings. She has been out in front, not only in program development for the BCL for 5 years, but also publicly where she has made an enormous impact on the widespread growth of the BCL programming efforts. I have developed enormous respect for her dedication to her work at the BCL. She does a lot! She simply gets the work done with self-confidence and excellence.

Her level of commitment to the BCL can serve as a model for others. Hadiya's influential leadership and community outreach has opened up numerous doors in the Denver community with artists, lecturers, teachers, public figures, individuals, students, businesses, government and the private sector, to foster the engagement of the BCL with diverse communities. She is making connections to bring people to the BCL through programming, which I think is awesome! She is BCL's key "program-pusher" by the use of regular blogs on the BCL web site and Facebook, as well as by face-to-face meetings with people and, by telephone and email.

On Saturday, August 13th, I talked with a library customer (while at the Research Room desk) about resources at our library, the customer stated that he was, "very impressed with the level of programming at the BCL." He also suggested that the BCL, from his perspective, provides, "more programming than any other branch." Hadiya is responsible for that kind of great feedback from customers.

Hadiya has exhibited an overwhelming ability of organization and leadership skills, which are evident by her governance of the recently formed DPL R.A.D.A. Book Club: Read.Awareness.Dialouge.Action., which focuses on reading for social consciousness, to exchange ideas and promote discussion through books and community sharing. Hadiya has worked tirelessly to promote R.A.D.A. through printed literature and a contacts' directory that she diligently developed and continues to grow. When representing the DPL at public events she shares printed materials and information about upcoming book discussions, as well as other events and programs at our branch. As a result of her outstanding oversight,

the R.A.D.A. team hosted, so far, four very successful public participation book discussions at the BCL, Gonzales, Byers and Green Valley Ranch, respectively.

Hadiya has marvelous leadership abilities, a keen team spirit and an excellent and harmonious relationship with people. Simply put – she is impactful! She deserves being honored as Employee of the Year!

Nomination 7

It is with great pleasure to nominate Hadiya Evans for Denver Public Library's 2016 Employee of the Year Award. She has consistently year end and year out done an exceptional job for both Blair-Caldwell and the Denver Public Library, raising our presence in the community with exceptional programming, exhibits, and informative blogs.

Her accomplishments and dedication speaks for themselves, and what is staggering is how one person's efforts can lift a whole organization like she has done for Blair-Caldwell. Our programming has been exemplar in 2016 as she has elevated it to levels we have not seen. One of the more successful programs has been R.A.D.A, a socially conscious book discussion series that is now being pushed out to a number of other Denver Public Library branches. With her ideas and organizational skills, along with her ability to keep everyone updated, she has helped the series thrive in an environment that is meeting the community's informational needs with issues they might see in their everyday lives.

Hadiya forged a relationship with Gilliam Youth Service Center, an institution for troubled youth and helped develop the framework for a year round reading program, as well as strengthen the relationship with the JEKL Foundation for STEAM Education, an institution that had an excellent program that allowed youth to create 2D and 3D video programs.

Hadiya 's dedication each week creates visibility for the library and communicates to the community that the Denver Public Library is an all-inclusive institution where everyone and their families can enjoy our programs and services. For example, Blair-Caldwell's Cousin's Gallery along with the first floor has seen thousands of people come through to see exhibits such as the Denver Police Museum, KUVO jazz radio station, and the Denver Center for the Performing Arts. In addition, somehow, Hadiya, found the time to organize Kwanzaa for six DPL libraries, Black History Month, and the MLK Parade of which she recruited staff from around the system to participate. Currently, Hadiya, is a team leader conducting Community Conversations as part of the library's Community Engagement Initiative, she has either held or participated in a number of them across the system and disseminated that information to staff.

Because of these efforts and many more, Hadiya meets all the qualifications for Employee of the Year for the Denver Public Library. She has garnered the respect of everyone who works with her and because of her meticulous personality, nothing goes undone. As her supervisor I strongly urge you to award her the Nell I. Scott Employee of the Year Award.

Nomination 8

Hadiya is a programmer extraordinaire. She has planned so many amazing programs at the Blair Caldwell Library featuring artists and authors discussing topics of interest to the Denver community. And she does a great job in getting the word out by working with MarCom, doing outreach, and blogging.

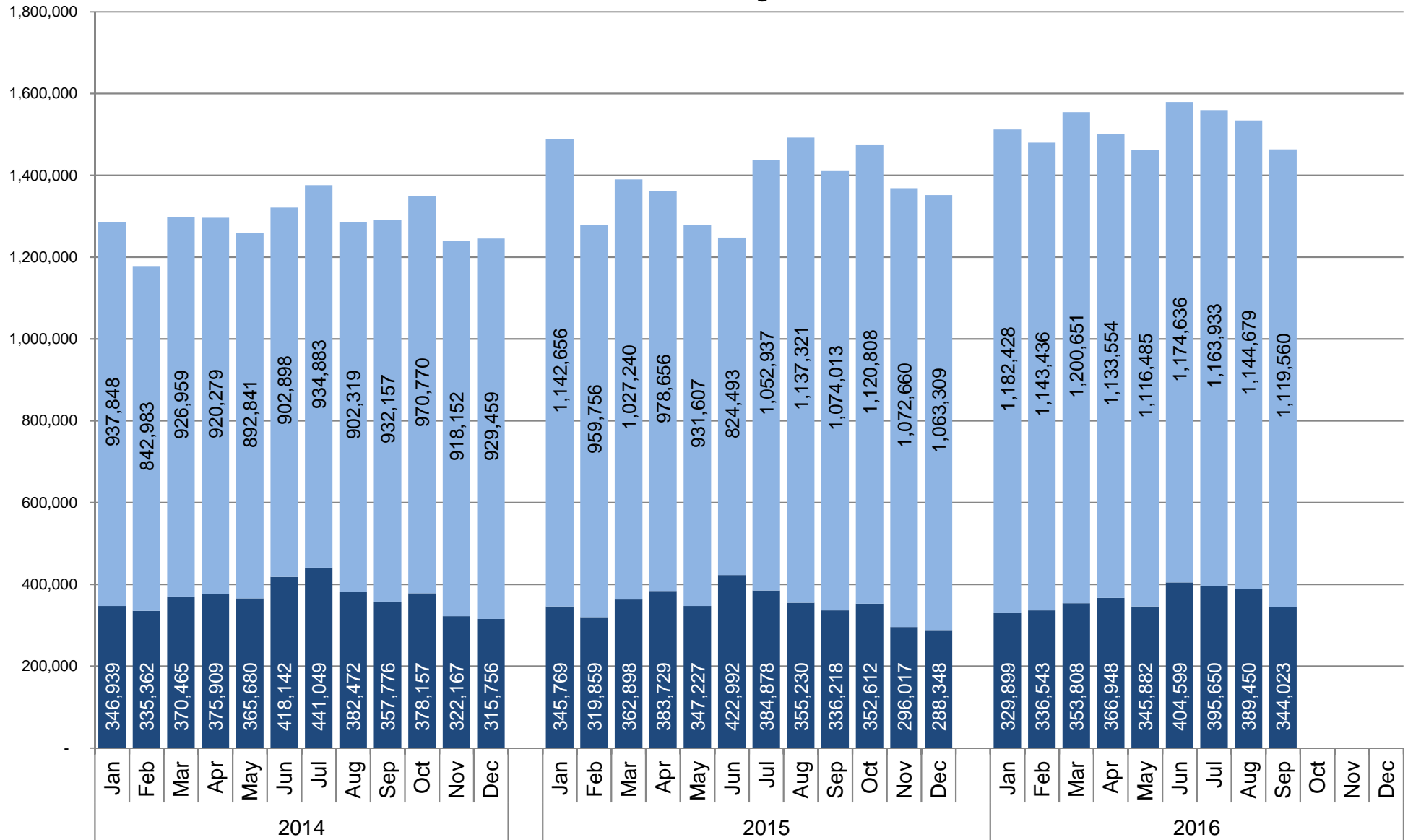
Hadiya has been part of the backbone of R.A.D.A. - DPL's new "social change" book club. She keeps our group organized by taking notes, sharing minutes, and helping us adhere to timelines. She promotes the book discussions via flier creation and outreach opportunities. She was instrumental in putting up the R.A.D.A. display in Schlessman Hall at CEN this past February/March. She cares deeply about our group and about the Denver community.

Other than through R.A.D.A. I don't work with Hadiya directly (we work at different branches) but I wish I did! She stimulates my thinking about issues and library service. We are lucky to have her as a member of our DPL staff.

October 2016

Denver Public Library Total Visits By Month

Online
In Person



➔ Gonzales Branch opened February 23, 2015

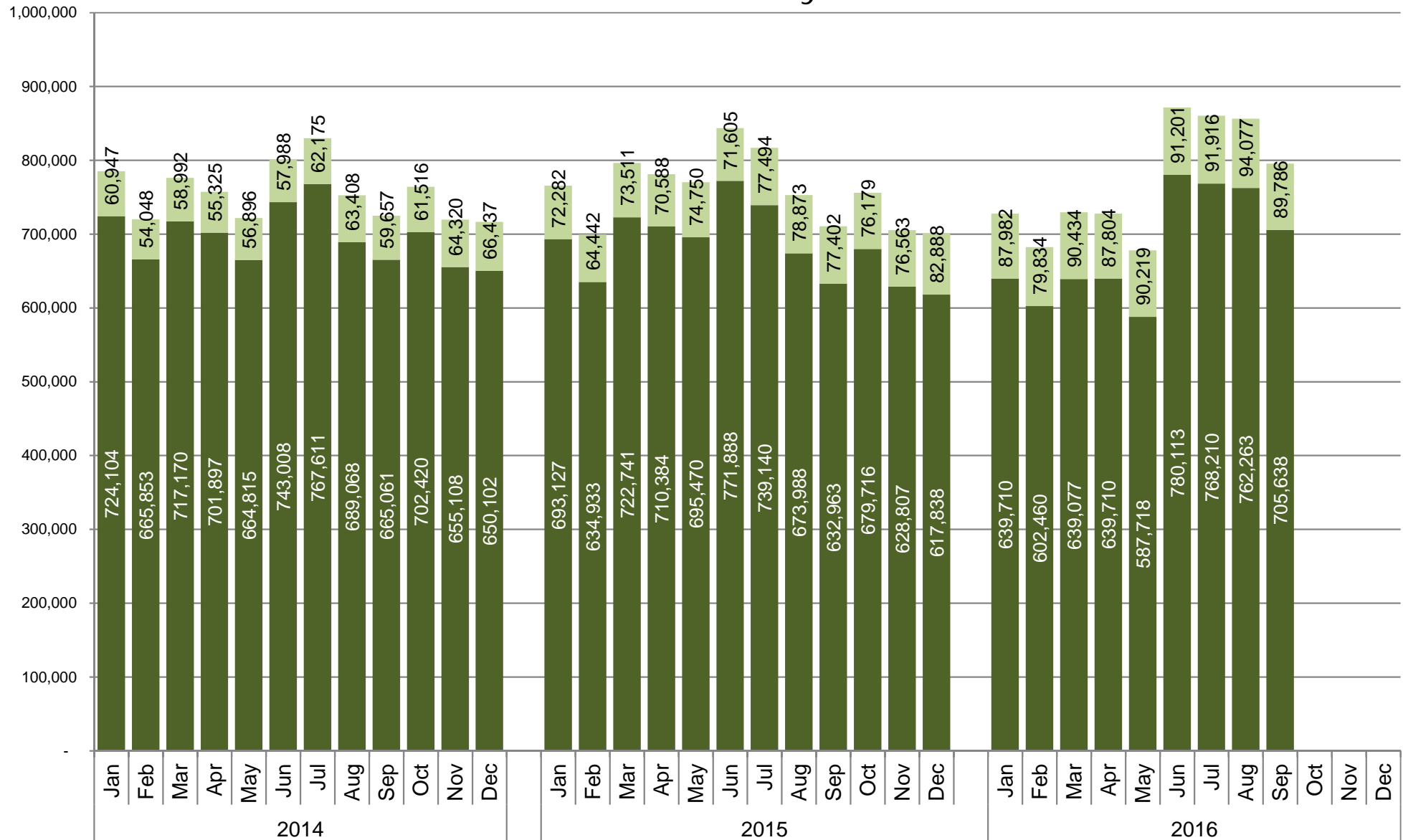
Online visits - total website, Overdrive, catalog, and database visits by session, as reported by DUX

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.

➔ 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

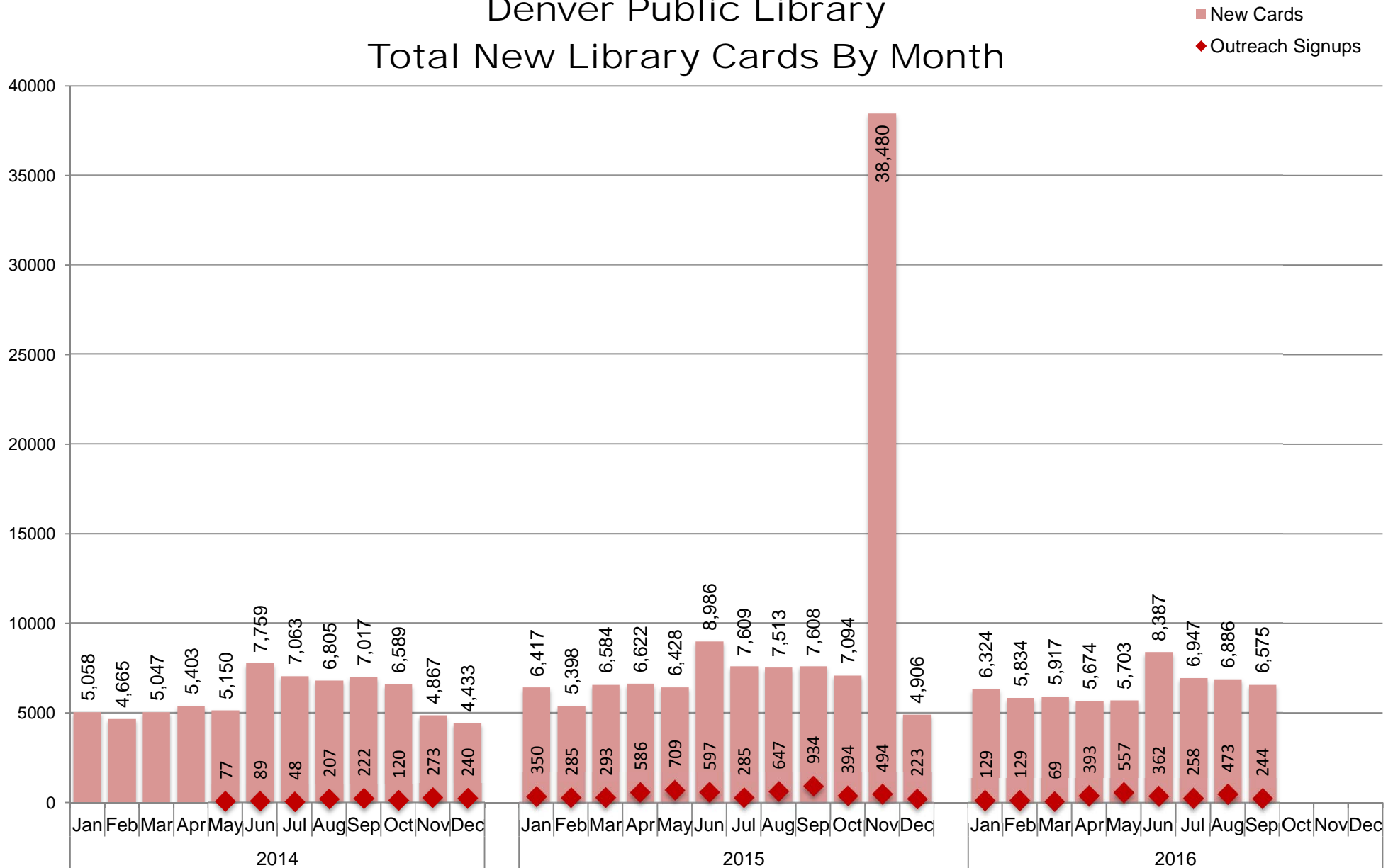
August 2016

| 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 |
| Total | 856,340 | ↓ (3,786) | ↑ 103,479 |

→ Auto-renewals began on June 1, 2016.

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.

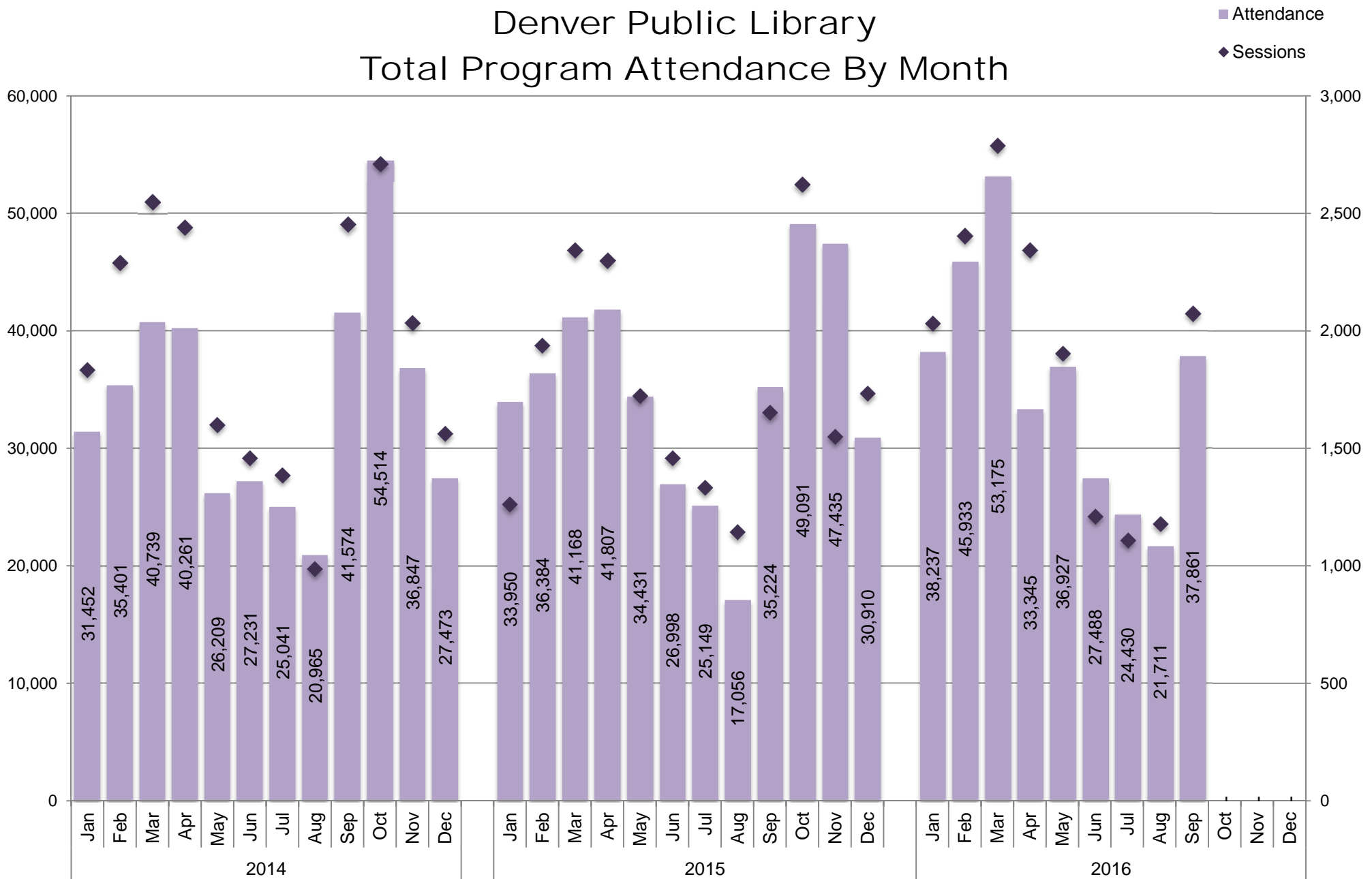
➔Brew Ha! Ha! programming and outreach blitz - September 2015

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



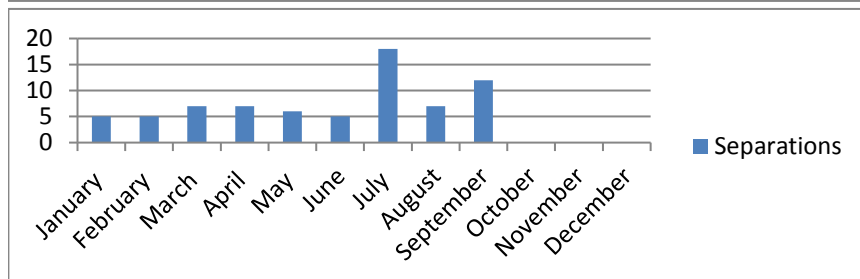
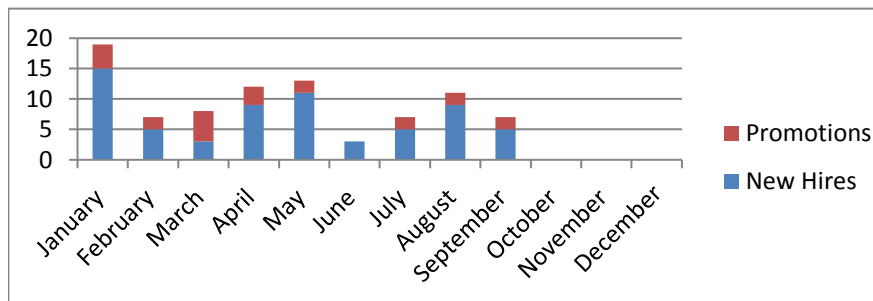
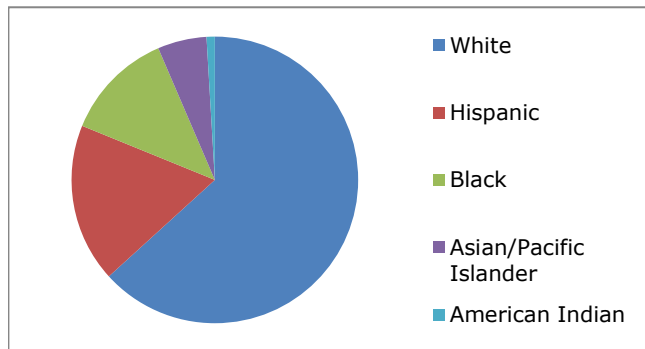
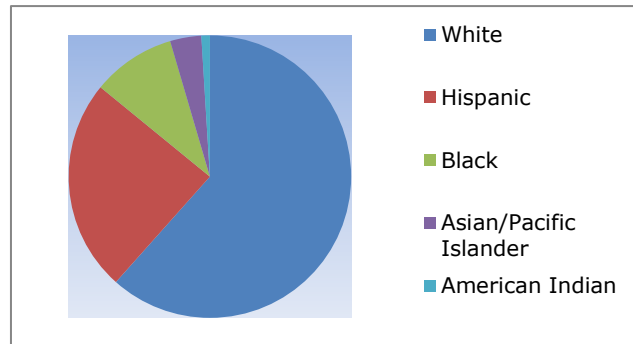
➔ Brew Ha! Ha! programming and outreach blitz - September 2015

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

October 2016



| DEMOGRAPHICS | | | |
|------------------------|-----|--------------------------|-----|
| Workforce Size | 618 | Female | 62% |
| 2015 Comparison | 615 | Exempt | 28% |
| White | 61% | Non Exempt | 72% |
| Hispanic | 24% | Average Age | 43 |
| Black | 10% | Average Years of Service | 8.9 |
| Asian/Pacific Islander | 4% | Exempt over 55 | 24% |
| American Indian | 1% | Non Exempt over 55 | 22% |
| Ethnic Minorities | 38% | | |
| 2015 Comparison | 38% | | |

| APPLICANTS | | | |
|------------------------|------|---------------|-----|
| Month of September | 1543 | Female | 63% |
| 2015 Comparison | 1177 | Male | 35% |
| White | 62% | Other/Unknown | 1% |
| Hispanic | 17% | | |
| Black | 12% | | |
| Asian/Pacific Islander | 5% | | |
| American Indian | 1% | | |
| Other/Unknown | 3% | | |
| Ethnic Minorities | 36% | | |
| 2015 Comparison | 43% | | |

| NEW HIRES AND PROMOTIONS | | | |
|----------------------------|-----|-------------------|-----|
| New Hires YTD | 65 | Promotions YTD | 22 |
| 2015 Comparison | 85 | 2015 Comparison | 23 |
| Ethnic Minorities | 38% | Ethnic Minorities | 41% |
| 2015 Comparison | 46% | 2015 Comparison | 30% |
| Female | 66% | Female | 68% |
| 2015 Comparison | 50% | 2015 Comparison | 57% |
| Transfer/Reassignments YTD | 20 | | |

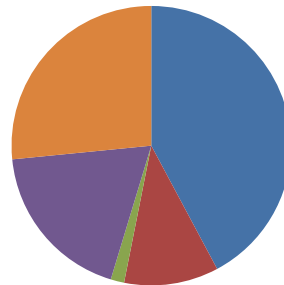
| SEPARATIONS | | | |
|-----------------|----|-----------------|-------|
| Separations YTD | 72 | Turnover YTD | 12.1% |
| 2015 Comparison | 66 | 2015 Comparison | 11.1% |
| Retirements YTD | 14 | | |
| 2015 Comparison | 6 | | |

Denver Public Library Human Resources Dashboard

October 2016

Open Leave Cases in September

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



Percentage of Staff on Leave

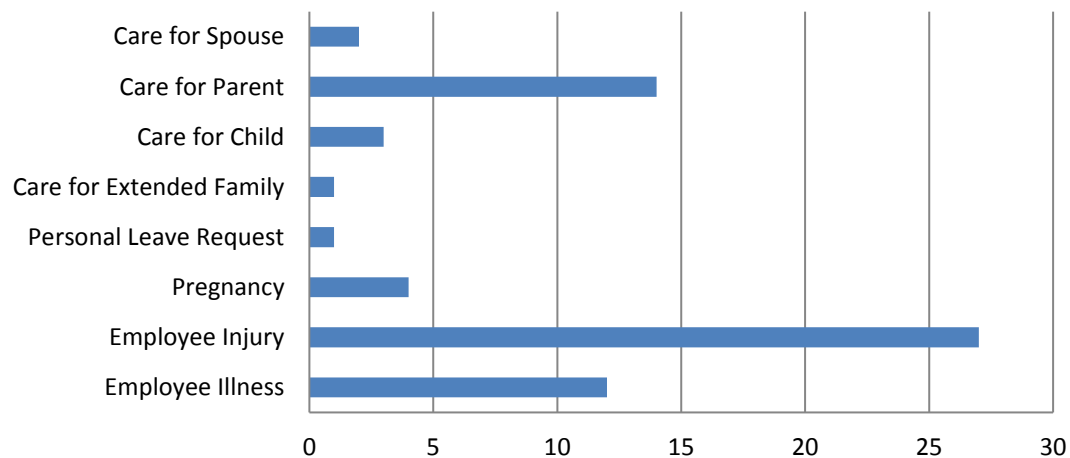
10%

Open Leave Cases in September

| | |
|---------------------------|----|
| FMLA - Intermittent | 27 |
| FMLA - Continuous | 7 |
| Leave of Absence | 1 |
| Interactive Process (ADA) | 12 |
| Medical Disqualification | 0 |
| Workers' Compensation | 17 |

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

Type of Leave Taken in September



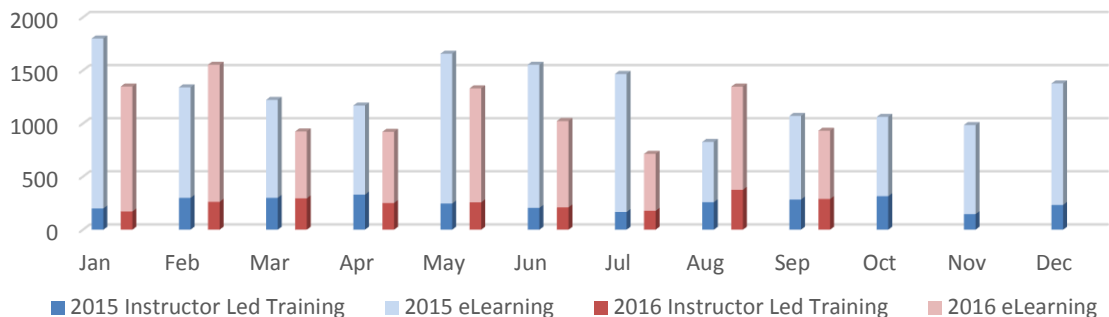
Leave Usage in September

| | |
|--------------------------|----|
| Employee Illness | 12 |
| Employee Injury | 27 |
| Pregnancy | 4 |
| Personal Leave Request | 1 |
| Care for Extended Family | 1 |
| Care for Child | 3 |
| Care for Parent | 14 |
| Care for Spouse | 2 |

Denver Public Library Human Resources Dashboard

October 2016

Completed Learning - Year-to-Year Comparison

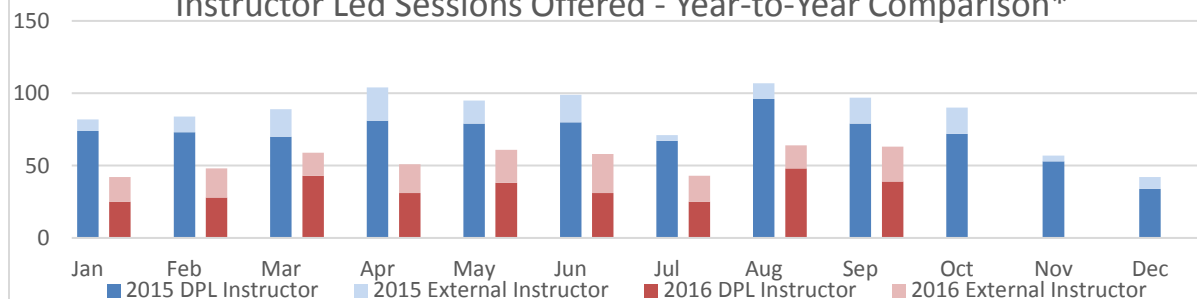


Last Month:

Staff Learning Completions

| | |
|-------------------------|-----|
| eLearning | 643 |
| Instructor Led Training | 289 |

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



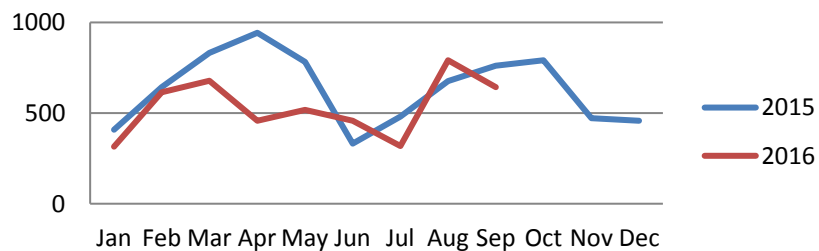
Last Month:

Instructor Led Training

| | |
|--------------------------------|-----|
| Sessions Offered | 63 |
| Percentage Taught by DPL Staff | 62% |

*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 |
| Defensive Driving | Session | 2 |
| Safety at DPL | Session | 3 |
| Pop Your Mind | Session | 4 |
| Customer Service and You | Session | 5 |



SEPTEMBER 10, 2016

DENVER, COLO. – The inaugural Colorado Book Festival – the book-lover’s equivalent of a spectacular four-ring circus featuring more than 75 Colorado authors – will be held Saturday, September 10, from 10 a.m. to 4 p.m. in the Conference Center at the main Denver Public Library.

Among the featured authors are New York Times best-sellers Margaret Coel and Stephen Singular; famed landscape photographer and nature writer John Fielder; Pulitzer Prize-winning historian Elizabeth Fenn; current Colorado Poet Laureate Joseph Hutchison and former laureate Davis Mason; former Denver Broncos vice president Jim Saccomano; and former Denver Post columnist Dick Kreck.

And, at 10:15 a.m. Governor John Hickenlooper, the state’s author-in-chief, will kick off the proceedings. His book, *The Opposite of Woe: My Life in Beer and Politics*, was released in May.

The Colorado Book Festival is a joint presentation of the Colorado Authors’ League, which is celebrating its 85th year in 2016, and the Denver Public Library’s Western History Department. The event is free and open to the public.

The day will include six panels of authors discussing their books in the areas of mysteries, sports, poetry, relationships, cooking and history; a panel on getting published; and special presentations by Coel, Singular, Fielder, Fenn and Kreck.

And 10 Colorado authors of children’s and young adult books will each have a 30-minute story time.

More than 60 Colorado authors will meet and talk with readers, and be available to sell and sign their books. Special prize drawings will be held throughout the day. For a complete list of participating authors, visit the Colorado Book Festival section of coloradoauthors.org, the Colorado Authors’ League Web site.

The Colorado Book Festival is sponsored by Mountains and Plains Booksellers Association, Outskirts Press, ANB Bank, Fulcrum Publishing, 9News, Morgan James Publishing, Colorado Humanities and the Center for the Book, The Denver Post, and Rocky Mountain PBS.

THE DENVER POST

September 15, 2016

Who's walking whom? Shelter dogs let Denver office workers stretch their legs



Provided by Denver Public Library

A city librarian walks a dog outside of the Denver Public Library's main branch in downtown Denver in 2015.

Imagine all those poor animals, cooped up in tiny boxes all day with nothing but a mouse for amusement. They're anxious and ignored, desperate for sunlight and fresh air. They need a walk.

We're talking about downtown office workers, of course. In the spirit of those ubiquitous "Who Rescued Who?" bumper stickers — which reference the healing power of shelter-dog rescues — the Denver Public Library's second annual [Human Walking Program](#) will return 10 a.m.-2 p.m. Sept. 15.

The event allows desk-chained office workers to grab some much-needed fresh air and exercise with a temporary pooch as their guide. Last year's free program enjoyed an overwhelmingly positive response, owing to its novelty and [our city's dog-friendly ways](#), organizers said.

"I first saw the idea online after it started in Melbourne, Australia," said Trish Tilly, event coordinator for Denver Public Library. "One of the shelters down there was adopting out all of their dogs this way, and everybody at our library thought it was a great idea."

Indeed, last year's inaugural run ended with a handful of dogs being adopted, Tilly said, although she couldn't say exactly how many. The lunchtime event drew 150 to 200 downtown Denver office workers to take short walks with various dogs, which will once again be available on a first-come, first-served basis.

Each human and dog will be accompanied by a handler from [Denver Animal Shelter](#), who will provide assistance and guidance for the pair, according to Denver Public Library. Information about volunteering, fostering and other shelter-dog opportunities will also be available.

Denver Animal Shelter will make between 10 and 20 dogs available for walks Sept. 15 around the north lawn of the Denver Public Library's main branch, at 10 W. 14 Ave. Parkway, and nearby Civic Center park.

"The central library is a great place to host it because this program is really geared toward the neighboring office workers," said Tilly, 45, who has dachshunds and chihuahuas of her own at home.

Tilly is unaware of a similar program anywhere in Colorado, but hopes it will catch on as more people hear about it and see its success.



September 26, 2016

THE 50 BEST LIBRARIES IN THE UNITED STATES

Have you been to the best in your state, yet? If not, you're missing out.

BY RACHEL KASHDAN

VIEW GALLERY

50 Photos

06 Of 50

RODOLFO "CORKY" GONZALES BRANCH LIBRARY: DENVER, COLORADO



Denver's Rodolfo "Corky" Gonzales Branch Library is an [inviting space](#) that's full of light and color, and it's no accident. The variety of bright colors within and, most notably, on the building's exterior are meant to symbolize the diversity of West Denver.

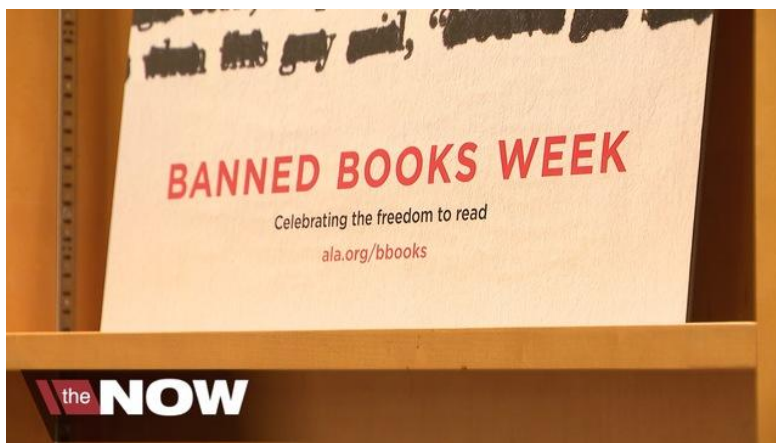
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September 28, 2016

Expert: Challenged books reflect issues in society

By Kumasi Aaron



DENVER, Colo. - You might not think "The Bible" and "50 Shades of Grey" have much in common. But they do. They are two of the most challenged books in the country. One expert says the books on the list point to more about our country than reading preferences, and instead reflect the biggest issues going on in society like sexuality, racism and religion.

Bill Kurtz is searching for a book everyone in his book club will enjoy. A book with drama, action, suspense and maybe even a little controversy.

"It provokes more discussion," Kurtz says. "If it's just a layup book everybody goes to sleep. For book club it's good."

That's why he's drawn to books that have been challenged.

"I don't mind challenged but as long as it stops there," Kurtz says.

The American Library Association tracks the the top ten most challenged books. The popular "50 Shades of Grey" ranked second. Coming in at number six is the Bible.

Library administrator Rachel Fewell says while challenges don't usually lead to books being banned, they often provide a look at the issues facing society.

"You can really sense if you go back and look at the top 10 list over past years you can see kind of what was uneasy in society at the time," Fewell says.

For instance, three of the 10 books on the most recent list focus on homosexuality and transgender issues.

"With TV shows coming out and Caitlyn Jenner, I think it's really out there the awareness," Fewell says. "And so then when people come to the library and see that, they want to tell us. I don't agree with that. Or I do agree with that."

Fewell loves the open dialog the list creates. And Kurtz likes having the option of reading books on any topic.

This Is "Banned Books Week" which is designed to draw attention to the issue. The top five most challenged books are:

- "Looking For Alaska" By John Green.
- "Fifty Shades Of Grey" By E.L. James.
- "I Am Jazz" By Jessica Herthel And Jazz Jennings.
- "Beyond Magenta: Transgender Teens Speak Out" By Susan Kuklin.
- And "The Curious Incident Of The Dog In The Night-Time" By Mark Haddon.

September 10, 2016

Hearts & Minds Soar Cesar Chavez Leadership Awards Ceremony



Photos by Joe Contreras, Latin Life Denver Media

With heartfelt gratitude each of this year's recipients at this year's Latino Leadership Awards Ceremony at the Rodolfo "Corky" Gonzales Library talked about the influence libraries have made in the personal lives and in their development as community leaders.

Mayor Michael B. Hancock and the Denver Public Library Commission honored four Latino leaders at the annual awards ceremony. Award recipients are Colorado residents of Latino descent who have made major contributions to the Latino community. The 2016 award recipients include: Pilar Castro-Reino, former library employee, recipient of the Lena L. Archuleta Community Service Award and Frank Fresquez, former library employee, recipient of the Eric J. Duran Community Service Award. The 2016 César Chávez Leadership Hall of Fame inductees are Marlene De La Rosa, Department of Justice/US Immigration Court and Luis Torres, PhD, Deputy Provost at Metropolitan State University of Denver.

Titled the Lena L. Archuleta & Eric. J. Duran Community Service Awards and the Cesar Chavez Leadership Hall of Fame Awards Ceremony the early morning September 10th event brought out many community leaders and past recipients of the award. The room was standing room only with well wishers and family members. The ceremony was followed by a reception featuring some of the best Tres

Leches pastry in Denver.

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Libraries in the age of inequality

More than ever, we need great public spaces for everyone

By Ignacio Albarracín, Zocalo Public Square | September 27, 2016

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Photo: Mayra Beltran, Chronicle

In southwest Houston, at the Morris Frank Branch Library, patrons often use library resources to search for jobs.

Trying to predict the future of anything — let alone public libraries — is a tricky task. But unequivocally we can say this: Libraries are not about to become purely digital endeavors. The notion that e-books will completely replace physical books is tired.

So rather than dwelling on that topic, which has become a favorite pastime of armchair futurists, let's focus on the people affected by libraries instead of the collections contained within them. Whether individuals prefer paperbacks or reading on a mobile device is trivial compared to the fact that American society is becoming highly unequal. The trend suggests a Dickensian future — albeit one filled with smartphones. The real question is: How will the mission of public libraries evolve in a world filled with such gross inequality?

The gap between the rich and poor is reaching historic highs in the United States, with the rich getting richer while wages stall or fall for lower-income Americans, threatening to hollow out the middle class. The last time the U.S. experienced this level of inequality was in the late 19th and early 20th centuries — around the same time that public libraries first started catching on because of the efforts of Gilded Age industrialist Andrew Carnegie, who donated \$60 million to fund more than 1,500 across the country.

Yet the library patrons of the future might be more sympathetic to the cries of Carnegie's most vehement critics, striking steelworkers who wanted higher wages and demanded to know: "What good is a book to a man who works 12 hours a day, six days a week?" And those grueling 19th-century hours might even be preferable to the impermanent shift work of the gig economy (think Uber) or to the troubling trend of jobs being eliminated altogether by technology (think **driverless Uber**). What happens to all those people without stable employment? Will public libraries become their government-subsidized third space? Will public libraries be to temp workers what Home Depot parking lots are to day laborers? Probably. Increasingly, people will flock to libraries to access resources they can't easily afford, but which they need to find work: a decent internet connection, computers with licensed software, and private meeting spaces for video interviews and conference calls. Maybe they'll just want a place where they can socialize with others in similar situations, an outlet to stimulate their imaginations, or a place to escape and access entertaining content. After all, today's libraries not only nurture the mind, but the soul.



Photo: Johnny Hanson, Houston Chronicle

Houston Public Library offers free yoga classes.

To meet the needs of this vulnerable population, public libraries will need more staff equipped with strong technical, pedagogical, and community organizing skills. What if adult patrons could identify the types of projects they wished to work on and libraries in turn provided them with the resources to allow it to happen? Could libraries help users gain valuable experience that prospective employers would appreciate — in computer programming, cross-cultural communications, and virtual collaboration?

If that sounds far-fetched, consider that this is precisely what many public libraries already do ... for teenagers. Instead of looking to build bookless libraries or yet more maker spaces filled with dusty, unused 3D printers, library leaders should seek **the advice of teen services gurus** for inspiration. For example, in 2015 the San Antonio Public Library inaugurated its highly successful **Teen Library**, a new 6,000-square foot space that is designed much more to inspire

and aid its users than house books and other materials, with plenty of room for teens to hang out in groups and explore high-dollar technology they wouldn't otherwise be able to access.



Photo: Nick De La Torre, Chronicle

The teen section of the Houston Public Library's Central Library features a lounge with flat-screen TVs and pod chairs with built-in speakers.

At the same time, because so many of the underemployed will be seeking refuge in public libraries in between gigs, government may start deploying more of its other services through these facilities since it's more efficient to centralize activities into as few administrative units as possible. In Aarhus, Denmark, for example, the public libraries double as "citizens' services centers" where locals can register a change of address or apply for a pension. The same will be true here in the U.S. One day you might dispute your speeding tickets and apply for gun permits at your local public library.

But perhaps the greatest test for public libraries in the 21st century will be providing these services while still appealing to the more fortunate members of the new economy. Apart from the quaintness of the experience, why would wealthy people voluntarily visit a public library —

one that, if improperly managed and under-resourced, could devolve into a dystopian, Apple Store version of the DMV? If the attraction was access to books and other content — whether digital or physical — then surely emerging technologies will provide more attractive alternatives over time. Without incentive to use these public spaces for themselves, wealthier Americans could oppose using their tax dollars to support libraries, or they could continue to support such funding, but under conditions that would take out much of the pleasure that comes from using this venerable institution.



Photo: Melissa Phillip, Houston Chronicle

Wednesdays are Senior Game Morning at Harris County Public Library's Barbara Bush Branch in Spring.

Public libraries of the 21st century might end up looking a lot like the libraries of the late 19th and early 20th centuries. It may surprise readers to know that there was a time when public libraries debated whether it was appropriate to lend popular fiction to borrowers — imagine not being able to check out Harry Potter novels from your local neighborhood library! The idea that taxpayers would fund reading for pleasure was scandalous, and certainly not what Andrew Carnegie intended. He wanted libraries to focus solely on providing access to edifying materials that would transform the uneducated masses into a more productive workforce. When Carnegie

famously called on his fellow rich folk to give away portions of their wealth to benefit humanity, he clarified that such assistance should only be directed to those who were willing to help themselves — using the upper crust's narrow definition of self-sufficiency. If financial inequality persists, don't be surprised if public libraries start further restricting the content patrons can access, treating certain types of reading as more appropriate than others.

No doubt the future still holds a lot of promise for public libraries. In particular, advances in technology and **the adoption of Smart City practices** — using data to track how well the public sector is doing its job and inform policymakers — should improve service delivery and greatly enhance the convenience, and therefore the perceived value, of public libraries. Growing inequality has the power to tear apart our society. Hopefully, public libraries will remain a common ground—for education, employment, *and* enjoyment — during a time when the gap between the rich and the poor is larger than ever.

Ignacio Albarracín holds a master's degree from the Catholic University of America and currently serves as Digital Services Coordinator for San Antonio Public Library. He is a 2015 Library Journal Mover & Shaker interested in how politics, economics, and technology influence the direction of public libraries and local government. He is also a devoted fan of FC Barcelona.

This essay is part of a **Zocalo** inquiry, "Why Libraries Will Shape the Future."

Bookmark Gray Matters. It suggests a Dickensian future — albeit one filled with smartphones.

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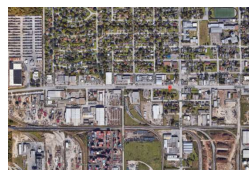
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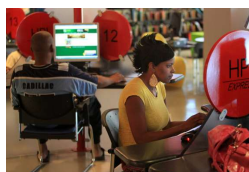
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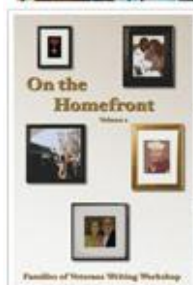
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LIBRARYJOURNAL®

October 10, 2016

Write Here | Programming

By [Henrietta Verma](#)



THE WRITE STUFF (Clockwise from top l.): Denver PL's Hard Times Writing Workshop; SpeakEasy Book Authors Signing for the Community Novel Project at Topeka & Shawnee County PL, KS; Corvallis-Benton County PL, OR, National Novel Writing Month plot planning party; White Plains PL, NY, Families of Veterans Writing Workshop (FVWW) participants (l.-r.) Ekaterina Quinones, Julie Geisler, Amanda Cerreto, and Kareem Brown; (inset) FVWW book cover

Everyone has a book in them, it's said. While Christopher Hitchens completed that phrase with "in most cases that's where it should stay," it doesn't seem the public agrees. This is dramatically demonstrated by the expansion of U.S. publishing, as measured by Bowker, the U.S. issuer of ISBNs, the numbers that help track book sales. In 2002, Bowker issued 247,777. In 2012 (the most recent figures available), demand rose to 2,352,797—an increase of 2,105,020, or a whopping 849.5 percent.

Part of that rise is driven by the enormous growth of self-publishing. Bowker reports that in 2011, 148,424 self-published print books were released in this country, which was about 43 percent of the year's total traditional print output (books printed ahead of purchase, rather than on demand). In 2012 and 2013, 391,000 and 458,564 self-published books, respectively, hit the market.

Production of ebooks is also growing fast, with Bowker estimating that 87,201 such books were published in 2011, a 129 percent increase over the previous year. It's worth noting, however, that this number likely underreports ebook production. Author Earnings estimates that 30 percent of ebooks purchased in the United States do not use ISBNs.

Memoir is the largest genre for self-publishing and accounts for a large portion of books released through traditional channels as well. Close behind is sf. Our society is ever more accepting of personal expression, and there are numerous outlets for exercising the impetus to get words onto paper—or intopixels. Library writing classes and clubs, not to mention Maker spaces, many of which encourage writing as a facet of Making, are both beneficiaries of and contributors to the boom in self-publishing and all kinds of writing as a form of relaxation and self-help.

THE RANGE OF WRITERS' HELPERS

At the low-cost end of the spectrum for libraries is providing relatively hands-off assistance for local scribes: dedicated space for them to work in, perhaps together, and books that will aid them in jump-starting their creativity or

improving their writing skills (see [Learning the Craft](#) for recommended titles). Using this approach, a library can foster a welcoming environment for local ingenuity and perhaps boost circulation. Tapping expertise from local authors can promote engagement and build community. The Montclair Public Library, NJ, for example, offers meeting space to the long-running Write Group, an independent gathering of writers that runs several subgroups dedicated to memoir, novels, and short stories; the Write Group also hosts general writers' support groups, "Free-for-All" events, and "Free Write" workshops that start with a prompt and take off from there. (A writing group at the Topeka & Shawnee County Public Library, KS, the 2016 *LJ* Library of the Year, [collaboratively writes and releases a novel annually](#).)

Lissa Staley, a public services librarian who helps run the library's writing program, explains that she and her colleagues also promote the option of submitting work to SELF-e, a database that provides a home for self-published work, to their customers. Created by *LJ* and BiblioBoard, it chooses the best self-published work submitted and makes them nationally available in various genre modules. Works not selected for the modules can still be made available within the author's state.

The Write Group believes that "if you write, you are a writer, whether published yet or not," and just as such patrons consider themselves professionals, many libraries take a professional approach to their writing services. Especially at larger systems, it's now common to find advanced services for writers that come at considerable cost to the library, whether with regard to funds or staff time or both, though they're usually still free to patrons. Some librarians teach composition classes, often outside regular hours. A number of libraries collaborate with foundations and other philanthropic bodies to offer instruction. Still others directly hire a writing instructor, and many now offer classes as one aspect of their writing-related services, with subsequent advice on finding an agent and getting published. The Sacramento Public Library, CA, even launched I Street Press, whereby aspiring authors can publish a title in print via an Espresso Book Machine, for a small fee. On the ambitious end of the scale are full-on writers' conferences hosted by libraries such as the Broadleaf Writers Conference in Decatur, GA, and public-facing writers' festivals like the one in Rancho Mirage, CA.

A WRITER IN RESIDENCE

Forbes Library, Northampton, MA, is an example of taking writing instruction to a deeper level. The library engaged Naila Moreira as its writer in residence, a position that sees Moreira teaching classes in the Pioneer Valley region, which she says is "an incredible literary hub." The program at Forbes, explains Moreira, was the brainchild of local writer Diana Morton Gordon, who, beginning in 2003, worked with Forbes director Janet Moulding to get it off the ground. Gordon was the first writer in residence, for four years; then came novelist, editor, and writing coach Susan Stinson, who held the position for five years and, says Moreira, "put a big stamp on the program in terms of what it is and what is expected of it"—a lengthy tenure, it seems, allows for significant development of ideas and events. Forbes's residency was at first a volunteer gig, but now the position, which lasts for two years with an option to renew, pays a modest stipend. As well as providing creative assistance and arranging programs, the resident has input into collection development in the area of writing instruction titles.

One of the programs Stinson began that is still running is a twice-weekly, three-hour group, members of which range from a *New York Times* best-selling author to those who have never published a thing. Each meeting opens with a brief introduction to what each person is working on, "and then we just write," says Moreira, "until 45 minutes before the end, when we have a discussion of how the writing went...and an option to read aloud.... Everybody knows what the structure is, and the structure is undeviating. That [allows] space to get work done and get work heard." At Forbes, writers can also benefit from a "submissions and revisions" group, at which where to send completed material is discussed.

The writer in residence is responsible for arranging a monthly literary series. Themes have covered nature and historical to contemporary fiction, and three or four local or regional authors such as Jane Yolen, John Crowley, Anthony Giardina, and Jedediah Berry read from their works and answer questions. "[Hearing] professionals speaking about their work and the process of putting [it] together is really helpful," says Moreira. The group holds its own readings at the library; a recent well-attended event, for example, saw 20 writers presenting their work in three-minute installments.

HARD TIMES AT THE LIBRARY

Hard Times Writing Workshop meets every Tuesday afternoon at the Denver Public Library. Anyone can come, but librarian Simone Groene-Nieto explains that "it focuses on allowing those affected by homelessness, poverty, or other difficult situations to tell their story." Denver's Lighthouse Writers Workshop pays an instructor to lead the program, and the library provides the space and promotes the program. The class doesn't offer help with the mechanics of writing, but the library has a subscription to LearningExpress and attendees are shown how to access those modules. Mainly, though, the meetings are about creativity. Instructor Jane Thatcher starts each class by reading something short—often a poem or perhaps an excerpt from a longer piece. She then offers related prompts. After a period of free writing, attendees are invited to read what they composed.

Prompts are a common tool in writing workshops: Australian librarian Matt Finch, for example, tells *LJ* that he's had fun prompting workshop attendees to write about "[the worst song I've ever loved](#)." But at Hard Times, the prompts are personal. Thatcher, says Groene-Nieto, gives Hard Times participants "prompts that are geared toward life experiences and the way we talk about them, especially...inside our heads." Feedback is facilitated to be safe and positive and focuses on the craft and language instead of the experience related.

The program, which started this April, is already achieving success; the space can accommodate 20 writers, and staff have had to turn people away. About half of the attendees, says Groene-Nieto, are currently homeless; the rest have been homeless in the past or have been affected in some way by homelessness. The library's social worker and other such professionals refer clients to the program. Hard Times has been positive in a way the library never anticipated: the Lighthouse Writers Workshop and the *Denver Voice* have created paid publishing opportunities for the writers. The *Voice* will now have a monthly Hard Times column, and authors whose pieces are accepted for publication will get a higher payment than other *Denver Voice* columnists receive. The Lighthouse will consider the Hard Times authors for inclusion in its Write Denver program, which places works by locals in unexpected places—"think poems on the backs of buses," says Groene-Nieto—and pieces that are accepted will also garner higher fees than the program normally pays.

Groene-Nieto explains that one key to the program's success is the library's provision of food to attendees. About \$25 per meeting, she says, is spent on coffee and snacks, and attendees have begun to bring food donations as well, "especially after one woman, a homeless cancer survivor, let it be known that she was sacrificing dinner at the shelter to come to Hard Times." Additionally, the program is offered in tandem with a Hard Times weekly meditation class, which is aimed at the same population. "People who are experiencing homelessness and poverty need more than just food stamps, shelter, and clothing," says Groene-Nieto. "They also...[need] to be creative, to connect, to feel safe, to have some ownership in their community."

VETERAN VOICES

Kathy Degyansky, assistant director, White Plains Public Library, NY, tells *LJ* about a writing group that the library until recently ran for veterans (the program will restart after renovations to a meeting space are completed). Initially, White Plains hosted a similar ten-week program run by an organization called Veterans Writing Workshop. "Working with a professional organization is great," notes Degyansky, "because they promote it to their various constituencies. You get double the marketing bang for your buck." Later, the library hired writing teacher Julia Rust to run the weekly gathering. The series of workshops culminates in a published anthology of the attendees' compositions and a reading at the library, says Degyansky. "It attracts a large cross section of people," she notes, "not only participants' families and friends but also local veterans and others."

The most recent program was for writers whose family members were veterans, and it, too, attracted a wide range of attendees, including people with family members currently or recently deployed, as well as writers whose parents served during World War II. "Some of the writers are disabled physically, some have emotional issues, and they find the program therapeutic and cathartic," explains Degyansky.

CREATING WRITERS

Laura Cavers, a readers' advisor at the Darien Library, CT, has an MFA in writing. Soon after Cavers joined the Darien staff, a local author offered a one-off memoir-writing class at the library that was filled to capacity. The head of adult programming was interested in making the program a more regular event, and Cavers offered to lead the way. She created a series of six-week classes, with the final class an opportunity for attendees to read to the group. The class is quite low key, says Cavers; it is targeted to "people who've always thought, 'What would it be like to write about my family, or my favorite uncle?'"

Darien's memoir-writing class has been such an accomplishment, says Cavers, that the library has branched out to also offer fiction-writing classes and lectures. On the day she spoke to *LJ*, for example, a lecture called "How To Publish" offered writing class members who have published the opportunity to sell their works. At each event, Cavers takes along library materials on how to write, as well as related magazines—*Poets & Writers*, for example—and books that are examples of the genre discussed. Those who finish the class are invited to join Darien's monthly writers' workshop, which, says Cavers, is a more serious group drawing participants from outside of the city. Cavers emphasizes giving writing patrons as much confidence as possible. "In all emails, and any time I speak about them, I call them writers," she notes. "Being told that 'you're a writer now!' buoys them a bit. If you're an avid reader, you can become a good writer. That's a realization I give them so that they don't feel so daunted."

Several of the libraries highlighted in this article are locations for the Come Write In component of National Novel Writing Month (NaNoWriMo), an annual challenge in which participants are tasked with writing a 50,000-word novel during November. Grant Faulkner, executive director of the not-for-profit NaNoWriMo, and Sarah Mackey, its director of community engagement, attribute the effort's enormous success in libraries in part to the organization's recognition that libraries are an important space for writers and that they offer the encouragement and camaraderie participants need. Libraries that sign on to be Come Write In locations receive a kit that includes promotional materials.

Encouragement is key to NaNoWriMo and writing success generally, says Moreira, who will also lead a NaNoWriMo writers group this fall. She has found that NaNoWriMo has a younger demographic than her library's regular writers' group—it attracts college students, a difference that Moreira partly attributes to the challenge's profile and marketing. She also adds, however, that "NaNoWriMo is so demanding, you have to be young. An academic schedule makes the program more manageable." To keep up participants' spirits, Moreira celebrates patrons' intermediate word-count milestones.

Whether over a month or years, learning a new craft is a process—and libraries are helping aspiring writers along the way.

While the best way to become a better writer is to read as much as possible, a task libraries are uniquely well suited to assist with, some patrons will want more direct help. To offer them instruction and inspiration, try stocking the space where your writers work with some of these titles.

September 16, 2016

Video: Library Offers Up Shelter Pups for Walks, and Dreams Do Come True

BY [ANA CAMPBELL](#)



As any owner of a rescued pet will tell you, just who rescued whom isn't always clear.

RELATED STORIES

- [Video: Inside the Denver Public Library's Sunrise Concert for the Homeless](#)
- [Check It Out: Red Chair Bookshop Opening at Central Denver Library](#)

On Thursday, September 15, the [Denver Public Library](#) and the [Denver Animal Shelter](#) partnered to give dogs and humans some love and a little exercise. The shelter brought some dogs in its care to the library's Central branch, at 14th and Broadway and allowed human walkers to take the pups for a stroll.

Along for the ride were handlers from the shelter, who provided guidance. "Can you imagine what it's like to be tethered to a desk with nothing but a mouse for entertainment?" asked DPL program manager Chris Loffelmacher in a statement. "We want to break the shackles of sedentary, corporate life for some of our downtown neighbors by getting them outside with big-hearted, friendly and adoptable dogs from the Denver Animal Shelter."

The dog-walking program is part of the library's [Around Denver](#) program, in which the library partners with different businesses throughout September to provide free events and classes. If all dogs go to heaven, certainly all volunteer dog walkers do, too.



August 15, 2016

Denver Public Library to let you rent high-speed internet



DENVER -- In an increasingly digital world, the Denver Public Library isn't missing a beat. It's now allowing library-goers to check out high-speed internet access.

The new pilot program rolled out Monday and focuses on low-income, high-need areas in Denver, including West Colfax, Villa Park, Sun Valley, Lincoln Park, Barnum, Valverde, Westwood and Athmar Park.

Five different library locations will be able to rent out 10 different WiFi hotspots per branch at Montbello, Athmar Park, Barnum, Gonzales and Hadley.

Users can check out their hotspots for up to three weeks, however a stiff fee exists for those who don't bring the devices back.

Officials say the internet is no longer a luxury item, and hope this program will lead to change in communities that have been deprived of internet access.



August 18



DENVER - When Viviana Casillas works at the Corky Gonzalez branch of the Denver Public Library, she sees families that need all kinds of resources.

"The goal of the library is to support those families in any way that they need it," Casillas, a program coordinator, said.

That includes providing the Internet. The library already offers free access to anyone who visits. But now, the Denver Public Library has launched a pilot program to let people borrow mobile Wi-Fi hotspots to have Internet any place they can get a strong enough cell signal.

"For those customers who do need it, this is a valuable asset," Casillas said.

Patrons can borrow a Wi-Fi hotspot for up to three weeks. The device is small, rectangular box with one button to keep things simple.

"We want to make sure that it's something easy for them to utilize and not be complicated," Casillas said.

The Denver Public Library which offers 50 devices at five branches during this pilot period - Montbello Branch Library, Athmar Park Branch Library, Ross-Barnum Branch Library, Rodolfo "Corky" Gonzales Branch Library, and the Hadley Branch Library.

"So, when you have some neighborhoods like we do in west Denver, southwest Denver, even northeast Denver where people don't have access to the Internet, it can really affect them on a day-to-day basis," Chris Henning, Denver Public Library communications manager, said. "Internet access is no longer a luxury item, it really is a necessity."

Henning says the pilot program costs the library system \$8,750 this year. If it is successful, he says the library will expand the program to other library branches around Denver.

"Based on the last two days, the first two days of the program, they're all checked out," Henning said. "So, I think it's going to be a hit."

While borrowing the hotspot is free, if someone breaks it or loses it, a \$64 fee will be assessed. The devices do employ the same software filters used inside the libraries as a precaution to protect children from harmful web sites, according to Henning.

If you want to find out more about the program, visit: <http://bit.ly/2aXO9SC>.

Casillas says this can make a real difference in the lives of low income families who can't afford Internet access at home.

"We're increasing our value in our community," Casillas said. "It will definitely be reflected where our children will be more prepared for school."