

**AGENDA**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, February 16, 2017, 8:30 a.m.**  
Denver Central Library  
L7 Training Room

1. Call to Order.
2. Introductions.
3. Approval of Minutes of January 19, 2017, Regular Library Commission Meeting.  
Commission
4. Public Comment Period.
5. Report of the President and Members.
6. Report of the Denver Public Library Friends Foundation. Gay Cook and Laurie Romer
7. Discussion of HR Policy Guidebook changes. Kristen Svendsen
8. Report of the City Librarian.
  - a. Written report
  - b. Services for immigrants and refugees. Nicanor Diaz
9. Other Business.
10. Adjournment.

### **Agenda Item 3**

Action Requested: Approval

**MINUTES**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, January 19, 2017, 8:30 a.m.**  
Denver Central Library  
L7 Training Room

Present: Carlos Martinez, Cathy Lucas, Rick Garcia, Rosemary Marshall, Mike King<sup>1</sup>

Excused: Judy Joseph, Alice Kelly

Staff: Rebecca Czarnecki, Michelle Jeske, Kristen Svendsen, Elaine Langeberg, Diane Lapierre, Mark Passman (SC)

Guests: Gay Cook, Friends Foundation; Jacqueline Murphy, State Library; Steve Hahn, City Attorney; Laurie Romer, Friends Foundation

1. Call to Order.

President Rosemary Marshall called the meeting to order at 8:37 AM

2. Introductions.

Commissioners and staff present introduced themselves

3. Approval of Minutes of December 15, 2016, Regular Library Commission Meeting.

Commission

The minutes were approved as written.

4. Public Comment Period.

NA

5. Report of the President and Members.

Rick Garcia reported that today is his last day serving the Obama administration. He spoke about the ConnectHome program and the work he is proud of. President Marshall thanked him for his service.

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

The Friends Foundation is off to a fast start in 2017. The budget has been approved by the board, the committees are all up and running, and both the Advocacy and Booklovers Ball committees have meetings tomorrow. The Foundation is also entering into a contract with Library Strategies, the consulting firm out of Minneapolis. They will work with the

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<sup>1</sup> Mike King left at 9:52 AM during the presentation of Jacqueline Murphy and Steve Hahn

Friends, DPL, and the Commission on an organizational assessment that will result in recommendations on staffing structure, fundraising and development.

At the conclusion of this phase it is possible the Friends Foundation would engage the consultants to work with the organization on a strategic business plan and development plan. The work would ultimately end with a search for a full-time executive director. Everyone has embraced this approach and the Friends Foundation is grateful for the partnership with the Library.

Commissioner King did not have any questions but voiced his support for the process.

#### 7. Report of the City Librarian.

DPL is gearing up to renovate the Hadley Branch Library and anticipates that it will close in March or April for 6 months.

Diane Lapierre is helping with the GO Bond advocacy committee. Jack Finlaw is the chair of the committee and the first meeting is next Wednesday at 8 AM. Invitations have been sent to about 20 people to participate. In addition, DPL is in communication with City Council members and has sent a letter to them so they are informed on the library facilities master plan activities in their districts.

DPL is working with the Friends Foundation to determine what funding may be appropriate if it's decided political consultants could be helpful to the process. Staff are doing everything they can to make sure DPL is connected to the City process. The hope is to have representation on the Mayor's stakeholder committees. We have submitted names for people we would like to participate. Diane Barrett is heading the process for the Mayor. We're feeling well positioned at this time.

Commissioner Garcia asked where DPL is in the community engagement process. The City has had a series of public meetings. We're currently unsure what other opportunities will be available. One of the commissioners asked if the comments from the community were available to review. Michelle Jeske noted that she was unsure but that she would ask if the comment cards and online comments have been synthesized and if they're available.

Friends Foundation President Gay Cook noted the line item in 2017 budget for support of the Bond effort.

Garcia said he appreciated the information and that the Commission gives their full support and hopes to work collaboratively on these issues. He also asked if there is anything we need to discuss regarding creating a library district. Jeske replied that is not something DPL is pursuing at this time. Jeske noted that different governance models and the historical information about the last consideration of a district could be a helpful retreat topic.

Lapierre passed out flyers for the Harmony Street music series developed by Bruce and Jaren Ducker. Jeske invited everyone to see the staff art show and to the reception coming up soon.

There was an all staff meeting last week that was very well attended. We streamed the meeting live for the first time. Everyone on staff was given two hours of administrative leave as a token of appreciation for all the hard work done in 2016.

A story will be coming out in the Denver Post about the uptick in people experiencing homelessness around the library. The activity coincides with sweeps from 16th street. We are seeing lots of people congregate on the south side of Central and it is requiring a lot more custodial and security help. Our social workers are at capacity and we've been requiring substantial support from DPD.

Jeske and staff met with the Mayor's Chief of Staff, Deputy Chiefs of Staff and the Police Captain for the district. The result has been a much swifter police response. The branches are also being impacted. We are very compassionate but we do have to find solutions.

Community Resource Specialist Elissa Hardy is very highly engaged and extremely well connected in the community. She works a lot with veterans, people experiencing homelessness, behavioral issues, mental health, and does lots of training for staff. She tracks monthly the work her team is doing and the resources they are connecting people to.

Commissioner Lucas noted that the Downtown Denver Partnership has a task force on issues around the 16th street mall. Jeske said she would check and see if we can get involved.

Commissioner King talked about the community policing model that Stapleton is adopting and that having a police officer who really knows the neighborhood could be helpful.

Jeske replied that we are not calling DPD unless we need them and that they are only called for serious incidents, like the stabbing that happened a few weeks ago. We rely on our staff to handle issues as much as possible and is reasonable. DPD is also supporting us by sending a homeless outreach team out to the library early in the morning.

Garcia noted he would like an update from Hardy in an upcoming meeting.

Jeske had Commissioners review the list of potential topics for the year

- Will add report from social workers
- By-laws review and discussion at retreat. Discuss possible provision around being able to call in for meetings under prescribed circumstances.

Jeske then noted a couple of small changes to the proposed holiday closures. We will also close on Christmas Eve and New Years Eve rather than be open for three hours at several locations. Historically they are very slow days. Upon motion by King and second by Lucas the changes to the 2017 closing were approved.

Jeske then introduced the New Commissioner Handbook. We wanted to share it with Commissioners and receive feedback. King asked if it is final and Jeske stated it is not. King noted that handbook has a certain legal connotation and that we may want to call it something else. He does agree with most of it but would like to have a more robust conversation about it. This will also be a topic for the retreat.

Jeske then turned the meeting over to City Attorney Steve Hahn and Jacqueline Murphy from the Colorado State Library. They spoke to how the library operates as an independent agency and mentioned best practices for a library board.

Steve Hahn introduced himself stating he works in municipal operations. He represents various agencies. He has been the representative for the library for 3-4 years and has helped DPL with technology contracts for many years.

Hahn has reviewed the library charter and the handbook. He noted that the Commission has broad powers for a City Agency. The Commission has:

- Control over buildings
- Control over governance
- Control over how the library is run working with the staff.

However, there are matters in which the library is required to comply with City rules and processes. For example, contracts still have to go through City processes. Hahn also looked through the City's code of ethics and met with Michael Henry, the City ethics head. The code of ethics is available online and he brought a memo that may help when a conflict occurs.

Hahn also addressed Colorado Sunshine Law. He reminded the Commissioners that emails and communications could be subject to the Colorado Open Records Act (CORA).

King brought up personnel matters and that those are generally exempt from CORA. Hahn replied that is mostly correct but noted his legal advice on a customer became part of a lawsuit. King asked if the issue of personnel matters could be clarified.

King then moved on to ask if it is allowed for Commissioners to call in to meetings. Murphy replied that there is nothing in state law that states you cannot, as a public body, meet over the phone. There is one specific example given where you can which is under exigent circumstances. Murphy noted best practices are a different story and that having an open meeting for the public to witness is beneficial. Some libraries have provisions stipulating you still must have a quorum present in the room. Open meetings law has not kept up with changing technology.

Murphy also addressed Colorado Sunshine Law and the issue of replying all to emails. A quorum, or three, whichever is fewer (there is a social gathering exception) is where the line is. Not replying all is a best practice and that Commissioners should direct communication back to the City Librarian. For example, if there is an interesting article funnel it to the City Librarian and leave it to her to disseminate.

Garcia wanted additional information on the library as an independent agency and how that works given the library receives almost all of its funding from the City. That does mean we have fiduciary responsibilities to the City. DPL has an obligation to citizens of Denver and patrons of the library. Hahn noted it is tricky and that he runs into issues helping the library with legal issues.

Jeske weighed in noting the financial tie is real but that she is not a mayoral appointee. A lot of our autonomy is around how we handle employees. For example, we have our own HR department and guidebook. DPL has a lot of independence but we collaborate.

Murphy noted that the DPL Commissioner handbook overlaps nicely with what the state provides. Both reiterated DPL's powers are relatively broad for a City agency. The Commission should help determine and approve the strategic plan and vision and then let the staff implement it. When that role is respected the library thrives and when there are variances that is where Murphy sees dysfunction.

Murphy then handed out a quick guide to Colorado Library Law. She highlighted potential pitfalls. She spoke of limiting the use of standing committees as they can cause confusion. She spoke of making sure customers know the path to bringing issues to the Commission. Lastly she referenced the Colorado Public Library Standards and that there is a great website for them.

The Commissioners thanked Hahn and Murphy for their insights.

#### 8. Other Business.

If you have comments or questions regarding the Handbook, send to Michelle. Talk about that and bylaws at retreat.

The meeting was adjourned at 9:56 AM

Submitted by Rebecca Czarnecki for Alice Kelly.

## Agenda Item 7

Action Requested: Review

\*Please note items highlighted in grey have been significantly changed

BEFORE	AFTER
<p><b>ABOUT THE GUIDEBOOK</b></p> <p>This guidebook is designed to acquaint staff members with The Denver Public Library's personnel policies and procedures.</p> <p>The guidebook provides written guidelines for human resource decisions and gives a framework for consistency and fairness. It also outlines working philosophies and defines the rights and obligations of both staff members and the Library.</p> <p>It is impossible to anticipate every circumstance of employment with the Library. If a topic is not covered in the DPL Human Resources Policy Guidebook, the Library defaults to the City and County of Denver's Office of Human Resources Rules. When unique or unusual situations occur which are not specifically covered by the Library Human Resources Policy Guidebook or the Office of Human Resources Rules, the City Attorney's Office or other professionals may be consulted.</p> <p>The City and County of Denver's Rules can be found at:</p> <p><a href="http://www.denvergov.org/PublicNoticeandAnnouncements/CareerServiceAuthorityRuleRevisions/tabid/433593/Default.aspx">http://www.denvergov.org/PublicNoticeandAnnouncements/CareerServiceAuthorityRuleRevisions/tabid/433593/Default.aspx</a></p>	<p><b>ABOUT THE GUIDEBOOK</b></p> <p>This guidebook is designed to acquaint staff members with The Denver Public Library's personnel policies and procedures.</p> <p>The guidebook provides written guidelines for human resource decisions and gives a framework for consistency and fairness. It also outlines working philosophies and defines the rights and obligations of both staff members and the library.</p> <p>It is impossible to anticipate every circumstance of employment with the library. If a topic concerns pay, job classification or benefits and is not specifically covered in the guidebook, the library defaults to the City and County of Denver's Rules. If any other topic is not covered in the guidebook, please contact the library's Human Resources Office.</p> <p>The City and County of Denver's Rules can be found at <a href="http://www.denvergov.org/humanresources">http://www.denvergov.org/humanresources</a></p> <p>The provisions contained in the Denver Public Library Policy Guidebook do not create or constitute any contractual rights between the Denver Public Library/City and County of Denver and any of its staff members. The</p>

<p>The provisions contained in the Denver Public Library Policy Guidebook do not create or constitute any contractual rights between the Denver Public Library/City and County of Denver and any of its employees. The provisions of the Denver Public Library Policy Guidebook may only be modified, rescinded or revised, in writing, by the Library Commission, which reserves the right to unilaterally modify, rescind or revise the provisions of the Denver Public Library Policy Guidebook at any time.</p> <p>The Library complies with all applicable local, state and federal employment laws, including Fair Labor Standards Act and the Immigration Reform Act and its amendments.</p> <p>The most updated version of the Human Resources Policy Guidebook can be found on Staffweb.</p>	<p>provisions of the Denver Public Library Policy Guidebook may only be modified, rescinded or revised, in writing, by the Library Commission, which reserves the right to unilaterally modify, rescind or revise the provisions of the Denver Public Library Policy Guidebook at any time.</p> <p>The most updated version of the Human Resources Policy Guidebook can be found on Staffweb.</p>
<p><b>RELATIONSHIP TO THE CITY AND COUNTY OF DENVER</b></p> <p>The City Charter for the City and County of Denver establishes the Career Service Authority. This is a five-member board appointed by the Mayor to five-year terms. The Career Service Authority is responsible for determining classification, pay and benefits for City Agencies including the Library.</p> <p>The City and County of Denver has an Office of Human Resources (OHR). The Library Human Resources Office works closely with OHR, but is not a part of OHR.</p> <p>The City and County of Denver's Payroll Division processes payroll for Denver Public Library. Library staff member</p>	<p><b>RELATIONSHIP TO THE CITY AND COUNTY OF DENVER</b></p> <p>The City and County of Denver Charter establishes the Career Service Board. This is a five-member board appointed by the Mayor to five-year terms. The Career Service Board is responsible for determining classification, pay and benefits for City Agencies including the library.</p> <p>The City and County of Denver has an Office of Human Resources (OHR). The library Human Resources Office works closely with OHR, but is not a part of OHR.</p> <p>The City and County of Denver's Payroll Division processes payroll for the Denver Public Library. Library staff</p>

<p>paychecks are issued by the City and County of Denver.</p> <p>As an independent agency, the Library has its own set of operating and personnel policies that may or may not be the same as the City and County of Denver.</p> <p>Additionally, the Library complies with the Executive Orders established by the Mayor. Executive Orders define City policy on certain issues. Executive Orders can be found on Staffweb by typing the topic into the search box.</p>	<p>member paychecks are issued by the City and County of Denver.</p> <p>As an Independent Agency, the library has its own set of operating and personnel policies that may or may not be the same as the City and County of Denver OHR.</p> <p>Additionally, Library staff are expected to comply with the Executive Orders established by the Mayor, the City Charter, the Denver Revised Municipal Code and the City and County of Denver's Code of Ethics. The Executive Orders and Code of Ethics governing staff member conduct are noted under the applicable policy in the guidebook. The entire Code of Ethics handbook and other Executive Orders can be found on Staffweb.</p>
<p>Silent - Federal law</p>	<p>Upon request, the library HR Office will work with a qualified individual with a disability in a good faith effort to make any necessary reasonable accommodations in all aspects of the hiring process. A documented medical need for accommodation from a healthcare provider may be requested.</p>
<p>Silent - Colorado Law</p>	<p><b>PREGNANCY ACCOMMODATION</b></p> <p>The library will provide reasonable accommodations to applicants and staff members for health conditions related to pregnancy or the physical recovery from childbirth, as requested.</p> <p>For more information on Pregnancy Accommodation, see the Interactive Process section of the guidebook.</p>



## RECRUITMENT

Job postings, application forms, interviews, tests, reference and background checks conform to all applicable federal, state and local laws governing employee selection practices.

For the purposes of hiring and recruitment, the Library maintains a system separate from the City. All recruitment and selection decisions, including hiring and promotion are based on individual qualifications as related to the requirements of the position.

Employment applications will not be accepted from individuals who were dismissed from the Denver Public Library or any other City agency within five years of the date of dismissal

## RECRUITMENT, SELECTION AND JOB OFFERS

For the purposes of recruitment and selection, the library maintains a system separate from the City's OHR. All recruitment and selection decisions, including hiring and promotion, are based on individual merit and ability, as they relate to the qualifications required of the position.

Hiring supervisors, the library HR Office and other applicable decision makers will jointly determine the best qualified candidate for a position and are not required to provide a specific reason for not selecting any applicant or candidate.

All offers of employment are made by the library Human Resources Office and are contingent on a background check.

Employment applications will not be accepted from individuals who were dismissed from the Denver Public Library or any other City agency within five years of the date of dismissal.

## TESTING

The library Human Resources Office is solely responsible for overseeing, developing, and/or approving all pre-employment tests and assessments.

Those in positions to hire for the library are not authorized to develop, acquire, revise or administer pre-employment or on-the-job tests or assessments as part of the interview and selection process, unless approved in advance by the library HR Office.

	<p>A waiting period may apply before an applicant may retake certain tests and assessments.</p>
<p><b>BACKGROUND CHECKS</b></p> <p>In accordance with Executive Order 135, the Library conducts background checks on new staff members prior to employment and on those changing positions in any capacity, including transfers, promotions and demotions. Background checks may include a review of education, work history, licenses/certifications, criminal history, and legal work status, driving record, reference checks and the verification of other credentials or information</p>	<p><b>BACKGROUND CHECKS AND PRE-EMPLOYMENT REQUIREMENTS</b></p> <p>In accordance with Executive Order 135, the library conducts background checks on new staff members prior to employment, and on those moving to positions in a different job classification (i.e. promotion or reallocation). Background checks will include a criminal history. Other verifications depend on the position offered and may include education, work history, licenses/certifications, legal work status, driving record, drug screen, reference checks and the verification of other credentials or information.</p> <p>A post-offer, pre-employment physical exam will be required for positions that require a high degree of physical fitness to perform the essential functions of the job.</p>
<p><b>CLASSIFICATION PLAN</b></p> <p>By City Charter, job classifications (a.k.a. formal job descriptions) are the responsibility of the Career Service Authority. All jobs are classified based on duties, responsibilities, knowledge, skills and competencies needed to perform the position. Each classification is assigned a pay grade and pay range. See <a href="http://www.denvergov.org/jobs/DenverHumanResources">http://www.denvergov.org/jobs/DenverHumanResources</a> for classification information.</p>	<p><b>CLASSIFICATION AND PAY PLAN</b></p> <p>By City Charter, the City and County of Denver's Office of Human Resources is responsible for developing, maintaining and administering classifications and related pay plans for the library. Changes to classification titles and pay rates require posting, a public hearing, and the approval of the Career Service Board.</p> <p>All jobs are classified based on duties, responsibilities, knowledge, skills and competencies needed to perform the position. Each classification is assigned a pay grade and pay range. See</p>

	<a href="http://www.denvergov.org/humanresources">http://www.denvergov.org/humanresources</a> for classification information.
<p><b>NEW HIRE PROBATION</b></p> <p>All staff members, except those in temporary or supplemental staffing positions, will serve a probationary period after being hired or rehired. For non-exempt (hourly) positions, probation is six months. For exempt (salary) positions, probation is twelve months.</p> <p>The probationary period is a continuation of the selection process during which a staff member is oriented and trained while their work is observed and evaluated.</p> <p>A supervisor may remove a staff member from probation early with the approval of the appropriate manager, Service Unit Director and Human Resources.</p> <p>Near the end of the probationary period, the supervisor will take one of the following actions:</p> <ol style="list-style-type: none"> <li>1. Remove the staff member from probation: At this time, the individual becomes a regular staff member.</li> <li>2. Extend the probationary period: In the event the staff member's performance is unsatisfactory, the supervisor may extend the probationary period if the deficiencies are seen as correctable. The extended probation cannot exceed the length of the initial probationary period. At the end of the extended probation the responsible manager can take actions 1, 2 or 3 as</li> </ol>	<p><b>NEW HIRE PROBATION</b></p> <p>All staff members, except those in supplemental staffing positions, will serve a probationary period after being hired or rehired. Probation is six months for all staff members. The end of probation date is calculated by adding six months to the staff member's hire date and subtracting one day.</p> <p>The probationary period is a continuation of the selection process during which a staff member is oriented and trained while their work is observed and evaluated.</p> <p>A supervisor may remove a staff member from probation early with the approval of the appropriate manager, Service Unit Director and the library Human Resources Office.</p> <p>Near the end of the probationary period, the supervisor will take one of the following actions:</p> <ol style="list-style-type: none"> <li>1. Remove the staff member from probation: At this time, the individual becomes a regular staff member.</li> <li>2. Extend the probationary period: In the event the staff member's performance is unsatisfactory, the supervisor may extend the probationary period if the deficiencies are seen as correctable. The extended probation cannot exceed the length of the initial probationary period of six months. At the end of the extended probation the</li> </ol>

<p>long as the additional extended probation does not exceed the length of the original probation.</p> <p>3. Dismiss the staff member:</p> <p>A staff member on probation following hire, rehire or extended probation may be dismissed at any time during the probationary period if the responsible manager finds the dismissal is for the good of the Library (See Dismissal During New Hire Probation).</p> <p>Part-time staff members on probation may hold only one regular position unless otherwise assigned by the responsible manager within his/her branch grouping or department.</p> <p>Staff members on probation may not apply for other positions until they are removed from probation.</p>	<p>responsible manager can take actions 1 or 3.</p> <p>3. Dismiss the staff member: A staff member on probation following hire, rehire or extended probation may be dismissed at any time during the probationary period if the responsible manager finds the dismissal is for the good of the Library (See Dismissal During New Hire Probation).</p> <p>Part-time staff members on probation may hold only one regular library position.</p> <p>Staff members on probation may not apply for other library positions until they are removed from probation.</p>
<p>New Policy</p>	<p>FLEXIBLE SCHEDULING/TELECOMMUTING</p> <p>The Library strives to provide staff members with a healthy work/life balance and staff are encouraged to explore alternative schedules with their supervisors, if desired. Alternative schedules cannot impact the Library's priority of providing excellent customer service to internal and external customers. Alternative schedules must be approved in advance by a staff member's supervisor in writing.</p> <p>Flexible scheduling may include, for instance, working more hours per day but fewer days per week. A non-exempt staff member may not enter into a flexible schedule that requires the employee to work in</p>

	<p>excess of 40 hours per week or 12 hours per day.</p> <p>Telecommuting is a practice that allows a staff member to work from a remote location, usually the home, during all or part of their scheduled hours.</p> <p>Telecommuting is reserved for staff or assignments where a physical presence at work is not always required to meet the needs of the Library.</p> <p>Telecommuting schedules or assignments must be approved in advance by a staff member's supervisor in writing. Any telecommuting staff member must be available by email and phone just as they would be if at the Library.</p> <p>The library reserves the right to change employee schedules at any time.</p>
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## EEO DISCRIMINATION AND HARASSMENT POLICY

The Denver Public Library recognizes and declares that it is the right of every staff member to work in a professional environment, free from any form of discrimination, harassment, retaliation or intimidation based on actual or perceived race, color, national origin, religion, age, disability, military status, gender, gender identity or sexual orientation. All such harassment and discrimination is unlawful and is prohibited in any form, including verbal, physical and visual conduct, threats, demands and retaliation.

Discrimination, harassment, retaliation and intimidation based on actual or perceived race, color, national origin, religion, age, disability, gender or sexual orientation, includes but is not limited to:

Verbal conduct such as epithets, derogatory comments, slurs, jokes, sexual remarks or audio recordings containing any such verbal conduct

Visual or written conduct such as derogatory posters, photographs, writings, emails, cartoons, drawings, gestures or video recordings containing such conduct

Physical conduct such as assault, unwelcome or inappropriate touching, or interfering with an employee's work because of the employee's gender, race or any status protected by this policy

## DISCRIMINATION AND HARASSMENT POLICY

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Discrimination, harassment, retaliation and intimidation based on any status protected by policy or federal, state or local laws includes but is not limited to:

Verbal conduct such as epithets, derogatory comments, slurs, jokes, sexual remarks or audio recordings containing any such verbal conduct

Visual or written conduct such as derogatory posters, photographs, writings, emails, cartoons, drawings, gestures or video recordings containing such conduct

Physical conduct such as assault, unwelcome or inappropriate touching, or interfering with an employee's work because of the employee's gender, race or any status protected by this policy

Any act of retaliation against an employee for reporting or threatening to report a violation of this policy

<p>Any act of retaliation against an employee for reporting or threatening to report a violation of this policy</p> <p>Any act of intimidation against any employee to prevent or deter that employee from reporting any violation of this policy</p>	<p>Any act of intimidation against any employee to prevent or deter that employee from reporting any violation of this policy</p>
<p><b>REPORTING OF CONVICTIONS</b></p> <p>If you have been charged with or convicted of a felony or misdemeanor, you must report it to your supervisor or the Library Human Resources Office. If you operate a Library vehicle as part of your job assignment, any traffic citations (except parking violations) must be reported to your supervisor or the Library Human Resources Office, regardless of whether the citation was received while on duty or not. Depending on the charge and/or conviction and its relation to your duties as a Library staff member, disciplinary action may be taken.</p>	<p><b>REPORTING OF CONVICTIONS</b></p> <p>If a staff member has been charged with or convicted of any felony, or of a misdemeanor crime related to violence, destruction of property, dishonesty, theft, or the sale or possession of illegal drugs, it must be reported to the library within three calendar days of the occurrence.</p> <p>For positions requiring the operation of a library motor vehicle as part of the job assignment, any traffic citations (except parking violations) must be reported, regardless of whether the citation was received while on duty or not.</p> <p>Depending on the charge and/or conviction and its relation to the duties of the staff member, disciplinary action may be taken. The library will consider evidence, factual information and the impact of the situation on the ability to perform the job.</p>
<p>New Policy</p>	<p><b>RECORDING DEVICES IN THE WORKPLACE</b></p> <p>Staff members may not record audio or video during work hours, when on library property or business, or when speaking to another staff member by phone without prior permission from the library.</p>

## SMOKING

The Library recognizes the importance of health and safety in the work environment. Therefore, smoking, e-cigarettes or the use of other tobacco products are permitted only in designated smoking areas outside of Library buildings and during normally scheduled meal periods and breaks.

Smoking, e-cigarettes and use of other tobacco products are prohibited in Library vehicles, meeting rooms, restrooms, hallways, stairwells, elevators, balconies and all other public areas and workplaces.

## SMOKING

The library recognizes the importance of health and safety in the work environment and complies with Executive Order 99 and the Colorado Clean Indoor Air Act. Therefore, the term "smoking" includes the use of any device that can be used to deliver tobacco or nicotine to the person inhaling from the device, including electronic cigarettes, cigars, cigarillos or pipes, as well as vaporizers, hookah pens and similar devices that use an atomizer or otherwise allow users to inhale nicotine vapor without the use of fire, smoke or ash.

Smoking is permitted only on approved break times and must take place outside, at least 25 feet from any library entrance.



## ELECTRONIC COMMUNICATIONS

The Library provides electronic media and services, including computers, email, telephones, voicemail, fax machines, online services and the internet, primarily for business use.

Electronic media should not be used for knowingly transmitting, retrieving or storing information that is discriminatory, harassing, derogatory, obscene, defamatory, threatening or otherwise illegal or contrary to Library policy.

### Personal Use:

Limited, occasional use of electronic media for personal, non-business purposes is understandable as long as it is of a reasonable duration and frequency and does not interfere with your job duties. Unless used for business purposes, personal cell phones and other personal electronic communication devices should be used only during scheduled break times.

### Telephone:

Long distance access codes are issued to managers, supervisors and other key personnel to conduct Library business. A supervisor may provide the access code to designated members of their staff for business purposes. The owner of the access code is responsible for the appropriate use.

### E-mail and Other Devices:

## EMAIL, INTERNET AND ELECTRONIC USE

The Library provides electronic media and services, including computers, email, telephones, voicemail, fax machines, online services and the internet, for business use. Limited, occasional use of electronic media for personal, non-business purposes is understandable as long as it is of a reasonable duration and frequency and does not interfere with your job duties or anyone else's job duties. Unless used for business purposes, personal cell phones and other personal electronic communication devices should be used only during scheduled break times. Electronic media should not be used for knowingly transmitting, receiving or storing information that is discriminatory, harassing, derogatory, obscene, defamatory, threatening or otherwise illegal or contrary to Library policy.

All regular staff members will be assigned a denverlibrary.org email address and network username. The library may access a staff member's email or internet history if the library has reason to suspect an staff member committed a policy violation. Supervisors who suspect an employee committed a policy violation that involves a denverlibrary.org email address or the library's internet are required to notify the library Human Resources Office. All requests for an email or internet history searches must have the prior approval of the library Human Resources Office.

The library's Email and Internet Use Policy follows Executive Order 16, 16A and 16B of the City and County of

The Library's Email Use Policy follows Executive Order 16, 16A and 16B of the City and County of Denver. A summary of the policy follows:

The Library's email system, as well as the actual email contained within it, is considered Library property and may be monitored and read by Library authorities.

Library staff members should have no expectation of privacy with regard to email and internet use. Supervisors can request and receive access to a subordinate's email and internet use history.

All-Staff emails should be approved by your immediate supervisor.

Email should only be retained in a manner consistent with paper documents. The electronic version should be retained only for as long as it is useful to the staff member, and the electronic version shall be deleted no longer than thirty days after it is no longer useful.

Email should be treated like written memoranda. If the contents of an e-mail would not be appropriate to put on Library letterhead, it is not appropriate to send via e-mail.

Denver. A summary of the policy follows:

The library's email system, as well as the actual email contained within it, is considered library property and may be monitored and read by library authorities.

Email should be retained in a manner consistent with paper documents pursuant to the library's record retention policy. If you receive a Litigation Hold, all documents must be retained until you receive written notice that the Litigation Hold has been released.

Email should be treated like written memoranda. If the contents of an e-mail would not be appropriate to put on Library letterhead, it is not appropriate to send via e-mail.

Email on library computers and mobile devices needs to be secure in order to protect the integrity of library data and the system. All passwords should contain a combination of letters, numbers and special characters. All mobile devices users must utilize screen locking and timeout.

Personal devices should be maintained using common-sense security practices, including virus protection and regular and timely software updates.

The library retains the right to revoke such devices and upon loss or theft of a device used for library email may wipe the device remotely, which will erase all library and personal data from the device. It is the responsibility of the staff member to notify the library's IT department upon the theft or loss of a device that is used for library data.

Library IT staff will work with the staff member, their supervisor, and library

Email on Library computers or mobile devices needs to be secure in order to protect the integrity of Library data and the system. All passwords should contain a combination of letters, numbers and special characters. All mobile devices should enable screen locking and timeout.

The Library retains the right to remove Library data from any devices and will not remove personal data from personal devices.

Human Resources Office to determine if a remote wipe is necessary. Upon loss or theft of a device used for library data, the employee may also request the library IT department perform a remote wipe.

The library's network and electronic communications systems are considered secure by current industry standards. However, the library does not guarantee protection of private data stored or transmitted using library equipment, software, WiFi, or the network. In the event of a malicious act or systems failure, the library is not responsible for the loss, compromise, or destruction of personal data contained on or transmitted through your own personal device. All networks have vulnerabilities to cyber attacks, malware, viruses, equipment failure, software bugs, and other unforeseen risks. By using the access provided by the library, staff members accept this risk and it is their responsibility to protect themselves and their data.

#### TELEPHONE USE

Long distance access is provided to conduct library business. Staff members who forward a library extension to another phone may not do so to a long distance number outside of the 303 or 720 area codes. Excessive use of long distance calling will be examined and discussed with the staff member's supervisor. Abuse of long distance access may result in revocation of such access.

Staff members may forward their voice mail messages through the email system using the options offered by the VOIP software. Staff members may also set up escalation profiles so that their

phone calls are forwarded to other staff members or devices as business needs dictate. The library reserves the right to monitor and/or record calls as it deems necessary. As with the email system, there should be no expectation of privacy when using the library's phone system.

## SOCIAL MEDIA

The library maintains several social networking accounts to connect to our customers and engage them in conversations about books, programs and Library resources.

All library-related social networking sites must follow all Social Networking Guidelines (found on Staffweb) and be approved by the library's Marketing and Communications Office. Only approved and authorized staff members can be administrators on any library social networking site and those staff members are responsible for the content that is published.

Staff who are engaged in social media on a personal level may also participate in the conversations happening on the library's social media sites. However, it must be clear that you are speaking for yourself and not on behalf of the Denver Public Library.

Postings made by unauthorized staff members regarding library matters on any other blog, wiki or social networking site are considered personal communications and are not library communications. If you publish or post regarding library matters, you must include a disclaimer such as: The postings on this site are my own and do not necessarily represent library positions, strategies or opinions.

	<p>You may not disclose any sensitive, proprietary or confidential information about the library or its customers. Ethnic slurs, personal insults, obscenities or conduct that would not be acceptable in the workplace may not be expressed.</p> <p>Additionally, you must comply with all applicable laws including copyright and fair use. The library logo and branding is prohibited for personal use. You may not reference customers, partners or vendors without their advance express approval.</p>
<p><b>DISCIPLINARY PROBATION</b></p> <p>A manager or supervisor will meet with the staff member and give them written expectations. One paid working day off will be granted as decision-making leave in order for the staff member to decide whether or not they want to continue working for the Library and meet the expectations or resign. If the staff member decides to resign, the manager or supervisor will write a memo, summarizing the details, for placement in the staff member's personnel file. If the staff member decides to meet the Library's expectations, the manager or supervisor will place the staff member on disciplinary probation for a three-to-six month period with specific goals and objectives to correct the problem. At the end of the probationary period, if the staff member has met expectations, the supervisor will remove the staff member from probation. If, however, there is continued poor performance or conduct while on probation or anytime after the probation, the staff member may be dismissed.</p>	<p><b>DISCIPLINARY PROBATION</b></p> <p>A manager or supervisor will meet with the staff member and give him or her written expectations. At this time, the staff member may decide whether or not he or she wants to continue working for the library and meet the expectations or resign. If the staff member decides to resign, the manager or supervisor will write a memo, summarizing the details, for placement in the staff member's personnel file. If the staff member decides to meet the library's expectations, the manager or supervisor will place the staff member on disciplinary probation for a three-to-six month period with specific goals and objectives to correct the problem. At the end of the probationary period, if the staff member has met expectations, the supervisor will remove the staff member from probation. If, however, there is continued poor performance or misconduct while on probation or anytime after probation, the staff member may be dismissed.</p>

## CAUSES FOR IMMEDIATE DISMISSAL

Although a lesser disciplinary action may be imposed, the following are causes for immediate dismissal:

1. Deliberate discourtesy or rudeness to the public or co-workers
2. Gross negligence or willful neglect of duty
3. Theft, destruction, or gross neglect in the use of Library property, or of property or materials of any other person while the staff member is on duty or on Library premises
4. Being under the influence or impaired by alcohol while on duty
5. Using, selling, purchasing, transferring, or possessing an illegal drug or controlled substance while on duty. Also use or being under the influence of a legally obtained drug while on duty if such use or influence adversely affects the safety of co-workers or the public, the staff member's job performance or the safe and efficient operation of the Library
6. Bringing a weapon into or onto a work location without written permission of the City Librarian
7. Conduct while on duty which violates the common decency and morality of the community

## GROUND FOR DISCIPLINE

Neglect of duty or carelessness in performance of duties and responsibilities.

Theft, destruction, or neglect in the use of library property; or property or materials of any other person or entity.

Any act of dishonesty, which may include, but is not limited to, lying, or improperly altering or falsifying records, examination answers, or work hours.

Accepting, soliciting, or making a bribe, or using official position or authority for personal profit or advantage, including kickbacks.

Failing to comply with the lawful orders of an authorized supervisor or failing to do assigned work a staff member is capable of performing.

Failing to meet established standards of performance including either qualitative or quantitative standards.

Intimidation or retaliation against an individual who has been identified as a witness, party, or representative of any party to any hearing or investigation relating to any disciplinary procedure, or any violation of a city, state, or federal rule, regulation or law, or against a staff member who has used the dispute resolution process in good faith.

<p>8. Engaging in a strike, sabotage or slowdown at the workplace</p> <p>9. Refusing to comply with the orders of an authorized supervisor or refusing to do assigned work which the staff member is capable of doing</p> <p>10. Any action of dishonesty including, but not limited to, lying to superiors, falsifying any Library records including work duties, work hours, discipline and false statements on the application form</p> <p>11. Threatening, fighting with, intimidating, coercing or abusing other staff members or officers of the Library, customers or family members or provoking such actions by others</p> <p>12. Absence from work when the staff member has requested permission to be absent and such request has been denied</p> <p>13. Failure to report to work for three consecutive days without notifying the responsible manager</p> <p>14. Accepting a gift or valuable consideration in violation of the City and County of Denver's Ethics Code</p> <p>15. Using official position or authority for personal profit or advantage, including kickbacks</p>	<p>Failure to maintain satisfactory working relationships with co-workers and other individuals the employee interacts with as part of his or her job.</p> <p>Being charged with or convicted of a crime, or entering a plea of guilty or nolo contendere to a crime.</p> <p>Failure to report charges of, pleas to, or convictions of crimes as required.</p> <p>Unauthorized deviation from scheduled shift including reporting to work after the scheduled start time of the shift, leaving work before the end time of the shift or working unauthorized overtime.</p> <p>Unauthorized absence from work; or abuse of paid time off, sick leave, or other types of leave; or violation of any rules relating to any forms of leave.</p> <p>Divulging confidential or otherwise sensitive information in any format to inappropriate or unauthorized individuals.</p> <p>Refusal to cooperate, including refusing to provide requested information and materials relevant to an investigation.</p> <p>Conduct which violates library policy, the City and County of Denver Code of Ethics, the City Charter, the Denver Revised Municipal Code, Executive Orders, or written regulations, policies or rules.</p>
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<p>16. Divulging Library information from privileged official records including, but not limited to, email, mobile devices and postings to social media to unauthorized individuals</p> <p>17. Conviction of a crime which impacts the individual's ability to perform the duties and responsibilities of the job</p> <p>18. Failure to observe safety regulations which jeopardizes the safety of other persons or results in major damage or destruction of property</p> <p>19. Harassment of a sexual, ethnic or racial nature which has the effect of unreasonably interfering with another staff member's work performance or which creates an intimidating, hostile or offensive working environment</p> <p>20. Acts detrimental to the public interest</p> <p>21. Failure to meet the expected accomplishments of the job in three successive rating periods. (See corrective action provision implied in paragraph six under Causes for Progressive Discipline)</p> <p>22. Any other act of dishonesty, gross misconduct or neglect not listed specifically above.</p>	<p>Discrimination or harassment as defined in the guidebook, including making derogatory statements based on race, color, creed, religion, national origin, sex, gender identity, sexual orientation, marital status, military status, age, disability, or political affiliation, or any status protected by federal, state, or local laws.</p> <p>Failure to use safety devices or failure to observe safety regulations.</p> <p>Engaging in a strike, sabotage, or work slowdown.</p> <p>Failure to meet the expected accomplishments of the job in three successive rating periods (see Failing PADs section of the guidebook).</p> <p>Conduct which is or could foreseeably impact the good order and effectiveness of the library, bring disrepute on or compromise the integrity of the library or be unbecoming of a library employee.</p>
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CAUSES FOR PROGRESSIVE  
DISCIPLINE

1. Habitual tardiness
2. Unauthorized absence from duty under circumstances different from paragraph 12 under Causes for Immediate Dismissal
3. Abuse of leave
4. Failure to maintain a satisfactory working relationship with other staff members or the public
5. Failure to observe Library policies, regulations and procedures
6. Failure to meet established standards of performance including either qualitative or quantitative standards
7. Failure to observe safety regulations other than paragraph 18 under Causes for Immediate Dismissal
8. Failure to comply with the instructions of an authorized supervisor
9. Failure to do assigned work which the staff member is capable of performing
10. Carelessness in performance of duties and responsibilities

<p>11. Unauthorized operation or use of any vehicles, machines or equipment of the Library</p> <p>12. Neglect in care or use of Library property</p> <p>13. Unauthorized performance of work by non-exempt staff member outside of established work schedules</p> <p>14. Any other just cause including the good of the Library</p>	
<p><b>DISMISSAL AFTER NEW HIRE PROBATION</b></p> <p>Dismissal will be made only for cause. Reasons for dismissal include those behaviors listed under Causes for Immediate Dismissal and a failure to improve any behavior listed under Causes for Progressive Discipline.</p> <p>If a manager or supervisor is contemplating the dismissal of a staff member, a pre-disciplinary meeting will be held. The purpose of the meeting is to allow the staff member to correct any errors in the information or facts upon which disciplinary action is proposed, to allow the staff member to tell their side of the story and to present any mitigating information as to why the proposed action should not be taken. The staff member may have a representative of their choosing present at the meeting.</p>	<p><b>CONTEMPLATION OF DISCIPLINE OR DISMISSAL</b></p> <p>Contemplation of discipline meetings for verbal or written reprimands may be held at the discretion of the library. If a manager or supervisor is contemplating the dismissal of a staff member, a contemplation of discipline meeting is required. The purposes of the contemplation of discipline meeting are to allow the staff member to correct any errors in the information or facts upon which disciplinary action is proposed, and to allow the staff member to tell his or her side of the story and to present any mitigating information as to why the proposed action should not be taken. The staff member may have a representative of his or her choosing present at the meeting.</p> <p>Depending on the circumstances, a written or email contemplation of discipline letter will be served on the employee at least seven calendar days</p>

A written notice will be given at least two working days in advance of the pre-disciplinary meeting. It will include the time and place of the meeting, the discipline that is being contemplated and the specific conduct that violates one or more Causes for Immediate Dismissal or progressive discipline.

If for any reason a supervisor believes a staff member should not be at work before a pre-disciplinary meeting, the staff member may be placed on paid, investigatory leave. Investigatory leave will not last for more than ten working days unless it is extended on the grounds that failure to do so may jeopardize public safety or welfare.

Since the pre-disciplinary meeting technically is not adversarial, the testimony or cross examination of witnesses, testimony under oath or recording of the meeting is not allowed.

Action based on the pre-disciplinary meeting will be taken within ten days following the meeting.

If dismissal is the action taken, a written notice of dismissal will be mailed to the staff member's last address of record or personally delivered by their supervisor, manager or Human Resources.

in advance of the contemplation of discipline meeting. It will include the time and place of the meeting, the discipline that is being contemplated, and the specific conduct that violates one or more of the grounds for discipline.

Since the contemplation of discipline meeting is not adversarial, the testimony or cross examination of witnesses, testimony under oath or recording of the meeting is not allowed.

Action based on the contemplation of discipline meeting will be taken within fourteen calendar days following the meeting, unless unusual circumstances require an extension of time.

#### DISMISSAL AFTER NEW HIRE PROBATION HAS BEEN COMPLETED

Dismissal after new hire probation has been completed will be made only for cause and after a contemplation of discipline meeting.

If dismissal is the action taken, a written or email notice of dismissal will be provided to the staff member, depending on the circumstances.

The notice will contain reference to the contemplation of discipline meeting and the opportunity afforded to the staff member to tell his or her side of the story in the contemplation of discipline meeting and to be accompanied by a representative. The specific violations or performance failure leading to the dismissal decision, the effective date of dismissal and notice that the staff member may appeal the dismissal under the appeal procedure will be included.

<p>The notice will contain reference to the pre-disciplinary meeting and the opportunity afforded to the staff member to tell their side of the story. The specific violations or performance failure leading to the dismissal decision, the effective date of dismissal and notice that the staff member may appeal the dismissal under the grievance procedure will be included.</p>	
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## CONFLICT RESOLUTION

Every reasonable attempt to reach agreement and understanding concerning any work conflicts should be made through open dialogue. Your supervisor is an important person to your job success and should be involved in solving any work issues that arise.

If you believe it is inappropriate to discuss an issue with your immediate supervisor, you may take the issue to the next level of management and/or Human Resources.

If a conflict resolution attempts fail, then formal grievance procedures may be used.

## GRIEVANCES

A grievance is a formal complaint raised by a staff member related to the interpretation of significant rights, benefits or conditions of employment as stated in the Denver Public Library Human Resources Policy Guidebook.

You may not grieve the following:

A verbal warning;

A PAD rating of "successful" or higher;

Management decisions that support the service objectives of the Denver Public Library such as scheduling and work locations.

## CONFLICT RESOLUTION

It is the Library's philosophy that a staff member's supervisor is an important resource. Direct supervisors have the responsibility to settle most workplace conflicts that arise. Issues that are unable to be resolved between a staff member and a supervisor may be escalated to a supervisor's supervisor or division director. Every reasonable attempt to reach agreement and understanding through open dialogue should be made as soon as possible after an incident.

If a staff member believes it is inappropriate to discuss an issue with the supervisor, manager or director, or if open dialogue attempts do not satisfactorily resolve an issue, the staff member may seek assistance from the library's Human Resources Office at any time.

## OUTSIDE MEDIATION AND FACILITATION

If a staff member or supervisor has a work-related issue that cannot be resolved by speaking with the involved party, a supervisor, or Human Resources, a staff member may request and/or the library Human Resources Office may suggest outside mediation or group facilitation. A mediator or facilitator is a neutral third party who helps those involved communicate their different perspectives, discuss their needs and interests, and explore ways to move forward in mutually acceptable ways.

Outside mediation and facilitation must be approved by the library Human Resources Office before being scheduled.

The grievance process will follow the steps outlined below:

#### Step 1

The grievant will complete the DPL Grievance Form and submit it to the Library Human Resources Office within ten calendar days of the incident. A meeting will be scheduled with the designated respondent and a Library Human Resources Office representative. The purpose of this meeting is to resolve the work-related grievance through open discussion between the individuals involved. The meeting will be scheduled and held within ten calendar days of receipt of the DPL Grievance Form.

The respondent of the grievance will inform the appropriate Service Director of the grievance, and of the meeting date, immediately after being notified by Human Resources.

#### Step 2

Within ten calendar days after the initial grievance meeting, a Library Human Resources Office representative will prepare and distribute a written summary of the discussion and the attempted resolution of the problem to the grievant and respondent.

#### Step 3

### GRIEVANCES

A grievance is a formal complaint raised by a staff member related to the interpretation of significant rights, benefits or conditions of employment as stated in the guidebook.

You may not grieve the following:

A verbal warning;

A PAD rating of "successful" or higher; Management decisions that support the service objectives of the Denver Public Library such as scheduling and work locations.

The grievance process will follow the steps outlined below:

**Step 1: Grievance Form:** The Grievance Form must be received by the library Human Resources Office by email, mail, interoffice mail or hand delivery within 14 days of the incident that gave rise to the situation.

Based on the information contained in the form, the library Human Resources Office will take one of two courses of action. For suspected violations of policy or law such as discrimination or harassment, the library Human Resources Office will promptly investigate and notify the staff member of the conclusion within 45 calendar days. For other issues such as contesting a discipline measure, a meeting of an ad hoc Dispute Resolution Committee will be convened within 14 calendar days.

**Step 2: Ad Hoc Grievance Committee:** An appointed member of the library Human Resources Office will chair an ad hoc committee made up of the following members:

- A supervisor, manager or

If at this point the problem is not resolved and the grievant wishes to continue with the grievance process, the grievant will complete and re-submit the DPL Grievance Form to the Library Human Resources Office within ten calendar days after receipt of the written summary. A Library Human Resources Office representative will deliver copies of the completed grievance form, the written summary and any other pertinent documents to the respondent and each member of the Grievance Committee.

The Grievance Committee will respond only to what is written on the grievance form. Incomplete forms will be rejected.

#### Step 4

Within ten calendar days after the Grievance Committee has received the completed grievance form, they will investigate all relevant circumstances and documents, conduct any necessary interviews and make appropriate written recommendations to the City Librarian

#### Step 5

service director requested by the staff member

- A supervisor, manager or service director appointed by the library HR Office
- A member of Staff Council requested by the staff member

The staff member will have the opportunity to present his/her version of events during a meeting of the Grievance Committee. In order to help the committee make a fair decision within the policies and procedures of the Denver Public Library, a staff member may present information verbally or in writing. The committee may seek additional information, as needed. The completed Grievance Form and a written decision will be provided via mail or email, whichever the staff member designates as the preferred method of communication, within 14 days of the meeting.

Step 3: If the issue is still not satisfactorily resolved, the staff member may resubmit the Grievance Form to the library Human Resources Office within 14 calendar days of the Grievance Committee's decision. The City Librarian will review the Grievance and issue a written decision via the staff member's preferred method of communication within 14 days of the meeting.

Step 4: If the issue is still not satisfactorily resolved, the staff member may resubmit the Grievance Form to the library Human Resources Office within 14 calendar days of the City Librarian's decision. Within forty calendar days, the Library Commission will review the information and make a final determination. Decisions of the

The City Librarian will review the Grievance Committee's recommendation and prepare a response to those recommendations. Within ten calendar days, the City Librarian will distribute to the grievant, the respondent, the Library Human Resources Office and the Grievance Committee the recommendations of the Grievance Committee and the City Librarian's response to those recommendations.

#### Step 6

If at this point the grievance is not resolved, the grievant or the respondent may appeal, in writing, within ten calendar days to the Library Human Resources Office. The Library Human Resources Office will notify the grievant and the respondent that an appeal has been filed. An outside hearing officer, selected and paid for by the Library, will examine records of the proceedings, conduct a hearing in accordance with the Library's appeal procedures and make written recommendations to the Denver Public Library Commission. The time frame for the scheduling of the hearing is determined by the parties involved and the availability of the hearing officer. The Library Human Resources Office will keep all interested parties informed on the timeline.

#### Step 7

Library Commission will be rendered by a majority of the members present and voting. Decisions of the Library Commission will be in writing and sent via the staff member's preferred method of communication within 14 days of the meeting. Decisions of the Library Commission are final.

All information regarding a grievance will be kept in a file separate from a staff member's personnel file.

No member of the ad hoc Grievance Committee can be related to a grievant.

In extenuating circumstances, the City Librarian may grant time extensions not to exceed forty calendar days at any step in the process. The City Librarian will determine the length of the extension.

Retaliation against a staff member or other parties involved in the grievance procedure will not be permitted.

The library's expectation is that all matters involving the grievance process be held in strict confidence by all parties involved.

Please see Staffweb for the Grievance Form.

#### APPEALS

If a staff member is subject to an employment action involving loss of pay or benefits, such as dismissal, layoff or demotion, and the staff member believes the action is contrary to library rules or is otherwise improper, the staff member may appeal the action by following the steps outlined below.

Step 1: The appeal must be



Within forty calendar days after receipt of the written recommendations of the hearing officer, the Library Commission will review the information and make a final determination. Decisions of the Library Commission will be rendered by a majority of the members present and voting. Decisions of the Library Commission will be in writing and will be sent to all parties involved. Decisions of the Library Commission are final.

#### GRIEVANCES AGAINST THE CITY LIBRARIAN

Any grievance involving loss of pay or benefits, such as dismissal or layoff, is considered a grievance against the City Librarian.

The grievance against the City Librarian process will follow the steps outlined below:

##### Step 1

After the loss of pay or benefits, the grievant may request, in writing, a hearing to be conducted by an outside hearing officer. This request must be made to the Library Human Resources Office within ten calendar days of the incident. The parties involved and the availability of the hearing officer will determine the timeframe for scheduling of the hearing. The Library Human Resources Office will keep all interested parties informed of the timeline.

##### Step 2

made in writing and received by the library Human Resources Office by email, mail, interoffice mail or hand delivery within 14 calendar days of the effective date of the employment action. In the appeal, the staff member must identify the employment action he/she is appealing, and state all the reasons why the employment action was improper.

The library may offer the opportunity to attend mediation in an attempt to reach a mutually agreeable settlement in lieu of a hearing. Mediation will only be used if all involved parties agree. An impartial, third-party mediator will meet with the library, the staff member, and their representatives to work toward a resolution that is acceptable to all parties. If the parties are unable or unwilling to resolve their dispute through mediation, then the matter will go to hearing.

A hearing will be conducted by an impartial, third-party hearing officer, selected and paid for by the library. The hearing officer will communicate with the parties regarding pre-hearing deadlines for the exchange of witness and exhibit lists, exhibits, and each side's expected proof. The hearing officer will set the hearing date, rule on motions, and preside over the hearing. Hearings should be completed in one day. A hearing may be extended upon agreement of the parties, or for good cause shown. After the hearing is concluded,

Within forty calendar days after receipt of the written recommendations of the hearing officer, the Library Commission will review the information and make a final determination. Decisions of the Library Commission will be rendered by a majority of the members present and voting. Decisions of the Library Commission will be in writing and will be sent to all parties involved. Decisions of the Library Commission are final.

Other Information: All information regarding a grievance will be kept in a file separate from a staff member's personnel file for a period of six years, in compliance with the Mayor's Executive Order No. 64 and any subsequent amendments.

If any member of the Grievance Committee is the grievant or a respondent, or if they are related to a grievant or respondent or work directly with the grievant or respondent, that person will withdraw from the review.

In extenuating circumstances, the City Librarian may grant a time extension not to exceed forty calendar days to the parties involved (anyone with pertinent information relevant to the grievance as determined by the Grievance Committee) in any grievance. The City Librarian will determine the length of the extension.

Retaliation against a staff member or other parties involved in the grievance procedure will not be permitted.

the hearing officer will issue a written recommendation to the Library Commission to affirm, reverse, or modify the employment action being appealed.

#### Step 2

Within forty calendar days after receipt of the written recommendation of the hearing officer, the Library Commission will review the information and make a final determination. Decisions of the Library Commission will be rendered by a majority of the members present and voting. Decisions of the Library Commission will be in writing and sent via mail to all parties involved. Decisions of the Library Commission are final.

<p>All matters involving the grievance process will be held in strict confidentiality by all parties involved. Grievance records will be kept in a secure file in the Library Human Resources Office.</p> <p>Please see Staffweb for the Grievance Form.</p>	
<p><b>PAY ADJUSTMENTS</b></p> <p>Wage adjustments within a staff members pay range may be made in order to eliminate inequity created by external market conditions.</p>	<p><b>PAY ADJUSTMENTS</b></p> <p>Wage adjustments within a staff member's pay range may be made in order to eliminate a pay inequity created by internal or external conditions or to retain a staff member.</p>
<p><b>MEAL PERIODS</b></p> <p>For shifts lasting six hours or longer, thirty minute, unpaid meal times are scheduled. In extraordinary cases when a non-exempt staff member is required to eat while working, the meal period is added to the paid hours worked for that day.</p>	<p><b>MEAL BREAKS</b></p> <p>For shifts lasting six hours or longer, thirty minute, unpaid meal times are scheduled.</p> <p>In cases where a staff member's supervisor approves him or her to voluntarily eat while working or the library has a time-sensitive need that prevents a staff member from taking a meal break, the meal period is added to the paid hours worked for that day.</p>
<p><b>PROMOTION</b></p> <p>A promotion occurs when a staff member applies for and is selected to fill a position in another classification at a higher pay grade.</p>	<p><b>PROMOTION</b></p> <p>A promotion occurs when a staff member applies for and is selected to fill a position in another classification at a higher pay grade.</p> <p>Promotional pay increases are set at eight percent or the beginning of the pay grade of the new position, whichever is greater. In circumstances where a promotion creates internal</p>

<p>Promotional pay increases are set at 6.9 percent or the beginning of the pay grade of the new position, whichever is greater. In circumstances where a promotion creates internal inequity, the situation will be reviewed and pay may be adjusted.</p>	<p>inequity, the situation will be reviewed and pay may be adjusted.</p>
<p><b>DEMOTION</b></p> <p>All demotions are voluntary and occur when a staff member applies for and is selected to fill a position at a lower pay grade. The Library does not practice demotion for disciplinary reasons.</p> <p>A voluntary demotion will result in a pay decrease of 6.9 percent or the range maximum, whichever is lower.</p> <p>If a staff member was promoted and held a position for less than one year, their salary will be adjusted to the previous rate as though the promotion had not taken place.</p> <p>If a staff member held the position for more than one year and has at least a rating of three in the current review period, the staff member will stay at the same salary in the demoted position providing it is not above the end of the range. If the staff member held the current position for more than one year and has a below rating in the current review period, the staff member's salary will be adjusted to remove the promotional increase.</p>	<p><b>DEMOTION</b></p> <p>Demotions may occur one of two ways: 1) a staff member applies for and is selected to fill a position at a lower pay grade; or 2) for the good of the library, subject to the City Librarian's approval. The library does not demote employees as a form of discipline.</p> <p>A demotion will not result in a pay decrease of more than 8 percent of a staff member's salary unless a greater decrease is necessary to bring the staff member within the pay range of the new job classification or creates a pay inequity.</p>

## MODIFIED DUTY

Modified duty is a temporary reduction, restructuring or reassignment of duties necessary to meet physical restrictions as a result of an approved Workers' Compensation claim. Modified duty assignments are available only where an individual has temporary work restrictions and has not reached maximum medical improvement (MMI). Modified duty assignments are not permanent jobs.

Any regular staff member with an approved Workers' Compensation claim may be offered temporary modified duty. If a staff member cannot be assigned temporary duties at the Library or within the City, the staff member may be placed on leave.

Modified duty will continue until the treating physician releases the staff member to full duty, has reached MMI or the Library determines it is in its best interest to pursue medical disqualification.

Modified duty is only available to staff members on an approved Workers' Compensation claim.

## MODIFIED DUTY

Modified duty is a temporary reduction, restructuring or reassignment of duties necessary to meet physical restrictions as a result of an approved Workers' Compensation claim, or as an approved accommodation for a staff member who is pregnant or recovering from child birth. Modified duty assignments are available only where an individual has temporary work restrictions and has not reached maximum medical improvement (MMI). Modified duty assignments are not permanent jobs.

Any regular staff member with an approved Workers' Compensation claim, or an approved accommodation for pregnancy or recovery from child birth, may be offered temporary modified duty. If a staff member cannot be assigned temporary duties at the library or within the City, the staff member may be placed on leave.

Modified duty will continue until the treating physician releases the staff member to full duty or the staff member has reached MMI and cannot perform the essential functions of his/her job with or without reasonable accommodation. An employee who has reached MMI may either be reassigned to a different position or medically disqualified.

Modified duty is only available to staff members on an approved Workers' Compensation claim, or as an approved accommodation to pregnant employees or employees recovering from childbirth.

## INTERACTIVE PROCESS

If a current staff member needs a reasonable accommodation or they can't perform the essential functions of their job, the Library Human Resources Office should be notified in order to initiate an Interactive Process (IAP).

The IAP is a flexible set of actions designed to determine if a staff member is disabled as defined by the ADA, as amended and if so, if they can be reasonably accommodated. The Interactive Process Leave will not exceed six months. The outcome of an interactive process could include a reasonable accommodation, job reassignment or medical disqualification.

An IAP, including possible reassignment to another City agency, must be undertaken before a staff member may be disqualified from employment. There is a Memorandum of Understanding (MOU) regarding reassignments between the library and the City's OHR that outlines the process.

An unpaid Interactive Process Leave will be provided unless a staff member opts to use accrued vacation, sick, PTO or donated time. It can also be taken as leave without pay or a combination of both.

Staff members are responsible for payment of their portion of benefit premiums while on interactive process leave. If a staff member is covered by Short Term Disability, the amount will be applied to benefits payments.

## INTERACTIVE PROCESS

If a current staff member needs an accommodation in order to perform the essential functions of their job, the staff member or his/her supervisor should notify the the Library Human Resources Office immediately in order to initiate an Interactive Process (IAP).

The IAP is a flexible dialogue designed to determine if a staff member is disabled as defined by the ADA, as amended and if so, if there is a reasonable accommodation that will enable the employee to perform the essential functions of his/her job. The outcome of an interactive process could include a reasonable accommodation, job reassignment, or medical disqualification.

There is a Memorandum of Understanding (MOU) regarding reassignments between the library and the City's OHR that outlines the reassignment process.

The interactive process must be undertaken before a staff member may be disqualified from employment due to a medical condition.

Leave provided under the ADA is unpaid unless a staff member opts to use accrued vacation, sick, PTO or donated time. It can also be taken as leave without pay or a combination of both.

Staff members are responsible for payment of their portion of benefit premiums while on any type of ADA leave. If a staff member is covered by Short Term Disability, the amount will be applied to benefits payments.

	<p>IAP is also available to staff members requesting an accommodation due to health conditions related to pregnancy or the physical recovery from childbirth.</p>
<p><b>JURY DUTY/COURT LEAVE</b></p> <p>All regular staff who are scheduled to work 20 hours or more per week are eligible for jury duty leave. If you are called to jury duty during a scheduled shift, you will be paid for the time that was spent at the court house. If you are excused from jury duty during your scheduled work hours, you are expected to return to work promptly. If selected to serve as a juror, you will be granted court leave with full pay to serve in that capacity.</p> <p>You are required to present the original summons, subpoena or signed statement from the Clerk of the Court that shows the actual time of attendance at court.</p> <p>If you are involved in a legal matter and subpoenaed to testify in a court of law, the leave will be granted. However, in order to receive pay, you must use your own accrued time for hours taken.</p> <p>If you are requested to serve as a witness in a court of law or administrative proceeding by the Library or another City agency, you will be paid if the time taken falls within your scheduled hours to work.</p>	<p><b>JURY DUTY/COURT LEAVE</b></p> <p>Regular staff members will be granted paid court leave during regularly scheduled work hours if they are:</p> <ol style="list-style-type: none"> <li>1. Required to serve as a juror;</li> <li>2. Subpoenaed by the library or the City and County of Denver to testify in a court of law;</li> <li>3. Subpoenaed to testify in a court of law or administrative proceeding concerning matters arising out of the course of his or her employment; or</li> <li>4. Requested by the library or the City and County of Denver to serve as a witness in a court of law or administrative proceeding.</li> </ol> <p>Paid court leave applies to those time periods when a staff member is needed for court service and for reasonable travel time between court and work. If excused from jury duty during scheduled work hours, the staff member is expected to return to work promptly.</p> <p>The staff member is required to present the original summons, subpoena or signed statement from the Clerk of the Court that shows the actual time of attendance at court to his or her supervisor.</p> <p>If a staff member is involved in a legal matter outside of work and subpoenaed to testify in a court of law, the leave will be granted. However, in order to</p>

	<p>receive pay, the staff member must use accrued time for hours taken.</p>
New Policy	<p><b>ELECTION LEAVE</b></p> <p>Staff who are eligible to vote in an election are allowed to take up to two hours of paid leave to vote. Election leave will not be granted to a staff member who has at least three consecutive hours off work while the polls are open.</p> <p>Election Leave must be requested in advance. A supervisor may decide when these hours are taken, but must allow them at the start or end of a shift.</p>
<p>If for any reason a supervisor believes a staff member should not be at work before a pre-disciplinary meeting, the staff member may be placed on paid, investigatory leave. Investigatory leave will not last for more than ten working days unless it is extended on the grounds that failure to do so may jeopardize public safety or welfare.</p>	<p><b>INVESTIGATORY LEAVE</b></p> <p>The library may place a staff member on paid investigatory leave pending an investigation of a possible rule violation or failure to meet standards of performance. Investigatory leave may be for no more than forty-five calendar days, unless unusual circumstances require an extension of time.</p>
<p><b>REFERENCES/EMPLOYMENT VERIFICATIONS</b></p> <p>Current and former staff members may request an employment reference or verification. All of these requests are to be answered by the Library Human Resources Office.</p> <p>Human Resources will verify the following information without the written consent of the staff member:</p> <p>Dates of employment</p>	<p><b>REFERENCES/EMPLOYMENT VERIFICATIONS</b></p> <p><b>Employment Verifications</b></p> <p>Current and former staff members may require employment verification in connection with an application for employment or for a bank loan, for instance. All such requests should be directed to the library Human Resources Office.</p> <p>Human Resources will verify the following information without the</p>



<p>Job Title Status (regular, temporary, full-time, etc.) Number of scheduled hours per week Salary verification (if the amount is quoted by the inquirer)</p> <p>Other information will be provided with written consent from the staff member.</p> <p>Reference letters, emails and phone calls not written or answered by the Library Human Resources Office are considered personal references and should not be written on library letterhead or email.</p>	<p>written consent of the staff member:</p> <p>Dates of employment Job Title Status (regular, temporary, full-time, etc.) Number of scheduled hours per week Salary verification (if the amount is quoted by the inquirer)</p> <p>Additional information will be provided for an employment verification only with written consent from the staff member.</p> <p>References</p> <p>Reference letters, emails, and phone calls seeking information that is not included in an employment verification (e.g. evaluation of an employee or former employee's performance, skills, or punctuality) are considered personal references and should not be written on library letterhead.</p>
<p><b>ADMINISTRATIVE/PROFESSIONAL LEAVE</b></p> <p>Staff members may be given time off to take advantage of the opportunity to participate in professional organizations and activities such as meetings, conferences, institutes or conventions. Supervisory approval is required and financial reporting requirements apply when out-of-town travel is involved. See the Travel section of the guidebook for additional information.</p> <p>In most cases, subsidies will not cover all expenses and staff members must make up the cost difference. You are expected to minimize costs by sharing</p>	<p><b>OUT OF TOWN TRAVEL</b></p> <p>The library may subsidize out of town travel for a variety of reasons, including job related trainings, conferences, conventions, educational courses, meetings or institutes.</p> <p>Non-exempt staff members who are on library subsidized travel must be paid for travel time in accordance with the Fair Labor Standards Act. Contact the library Human Resources Office for details.</p> <p>Certain fiscal reporting requirements must be followed for out of town travel. Specific conference and travel procedures can be found on Staffweb.</p>

<p>hotel rooms, car-pooling, purchasing reduced-fare airline tickets, etc.</p> <p>Further information on conference and travel procedures may be found on Staffweb.</p>	
<p><b>PROBATIONARY PADs</b></p> <p>A probationary PAD must be completed for every new, regular staff member. For non-exempt staff members, PAD evaluations are mandatory at the six-month anniversary. For exempt employees, PAD evaluations are mandatory at the 12-month anniversary</p>	<p><b>PROBATIONARY PADs</b></p> <p>A probationary Performance Appraisal Document (PAD) must be completed for every new, regular staff member. PAD evaluations are mandatory at the six-month anniversary.</p>
<p><b>MERIT PAY INCREASES</b></p> <p>Pay increases are associated with the annual Performance Appraisal Document (PAD) process. Funding for merit pay increases is dependent on budget. The amount of your increase depends on your performance rating and the quartile that your current pay falls into on the pay scale.</p> <p>Staff members hired after January in a PAD year will have their merit increases prorated for the number of months they were employed at the Library.</p>	<p><b>MERIT PAY INCREASES</b></p> <p>Pay increases are associated with the annual Performance Appraisal Document (PAD) process. Funding for merit pay increases is dependent on budget. The amount of the increase depends on a staff member's performance rating and the quartile that his or her current pay falls into on the pay scale.</p> <p>Staff members hired after January in a PAD year will have a merit increase prorated for the number of months between his or her hire date and September 30th of the same year.</p>

<p>In order to provide the best possible service to internal and external audiences, there must be open communication within the Library. Staff members are expected to express the Library's values to provide customer satisfaction and loyalty, equality of service, intellectual freedom, confidentiality of use, collaboration with partners and trust of our community by providing:</p> <p>An open, creative work environment, which accommodates diverse ideas from all staff members;</p> <p>A determination to communicate information in a clear, concise, accurate and pleasant way;</p> <p>A concerted effort to receive information needed to perform successfully within the Library system.</p> <p>It is recommended that official notices of administrative decisions, changes in personnel policies/practices, training schedules and other Library information be communicated to staff in one of the following forms:</p> <p>Dewey's Dispatch</p> <p>The Library's informal newsletter for staff information and enjoyment</p> <p>All staff members are encouraged to contribute articles for publication</p>	<p><b>LIBRARY INFORMATION CENTERS</b></p> <p>In accordance with Executive Order 55, the library maintains several options to provide information to staff and the public.</p> <p><a href="http://denverlibrary.org">denverlibrary.org</a> This is the primary public website for the Denver Public Library.</p> <p><a href="http://staff.denverlibrary.org">staff.denverlibrary.org</a> (Staffweb) This is an internal intranet site that serves as the primary staff resource for official information pertaining to the library, such as forms, news, policies and procedures. Additionally, staff members may post unofficial information in the appropriate areas of the Staffweb, such as items for sale and upcoming events. Unofficial information may not contain offensive, disruptive or inappropriate material or content.</p> <p><b>Bulletin Boards</b> Traditional bulletin boards are located in non-public, staff areas of library departments and branches for both official and unofficial notices. Mandatory notices of all Federal, State and local labor laws are posted here.</p> <p><b>COMMUNICATION PHILOSOPHY</b></p> <p>In order to provide the best possible service to internal and external audiences, there must be open communication within the library. Staff members are expected to express the library's values to provide customer satisfaction and loyalty, equality of service, intellectual freedom, confidentiality of use, collaboration with partners and trust of our community by providing:</p>
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<p>Staffweb: <a href="http://staff.denverlibrary.org">staff.denverlibrary.org</a></p> <p>A resource for staff to have access to event calendars, forms, Library/staff news, current job openings, policies/procedures and other information pertaining to working at DPL</p> <p>Email</p> <p>All staff members are assigned a Denver Public Library email account</p> <p>myTRACKS</p> <p>The Library's learning management system that describes, manages and delivers internal and external staff learning and development opportunities</p> <p>Bulletin Boards</p> <p>Located in all Library departments and branches for both official and unofficial notices</p>	<p>An open, creative work environment, which accommodates diverse ideas from all staff members;</p> <p>A determination to communicate information in a clear, concise, accurate and pleasant way;</p> <p>A concerted effort to receive information needed to perform successfully within the library system.</p>
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<p><b>DISQUALIFICATION</b></p> <p>A staff member may be disqualified from employment if a legal, physical, mental or emotional incapacity that occurred or was discovered after they were hired prevents the staff member from meeting the essential functions of the job.</p>	<p><b>DISQUALIFICATION</b></p> <p>A disqualification is a no-fault separation.</p> <p>A staff member may be disqualified from employment if a mental or physical impairment or incapacity occurs or is discovered after they were hired that prevents the staff member from meeting the essential functions of the job, with or without accommodation. Before a staff member can be disqualified for any of these reasons, the library will enter an interactive process with the staff member. Please see the Interactive Process section of the guidebook for more information.</p> <p>A disqualification may also occur based on the inability to acquire or maintain a required certification or licensure required to perform the essential functions of a position as mandated by federal, state or local governmental laws. Before a staff member can be disqualified for any of these reasons, the library will place a staff member on unpaid leave and proceed with the Contemplation of Discipline process. If the staff member has paid leave available, they may chose to use that during the process.</p>
<p>Moved from Causes for Immediate Dismissal to End of Library Employment</p>	<p><b>JOB ABANDONMENT</b></p> <p>Failure to report to work for three consecutive scheduled workdays without proper notification will be considered a resignation.</p>

Immediate family member is defined as parents, siblings, spouse/domestic partner, children/step children/minor children of domestic partners, grandparents, grandchildren, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law and sister-in-law.

#### IMMEDIATE FAMILY DEFINITION

Unless otherwise defined under a specific policy, immediate family member is defined as spouse, child (and step-child), parent (and step-parent), grandparent, grandchild, sibling, domestic partner, any person with whom he or she is cohabitating, and any person to whom he or she is engaged to be married.

## **Agenda Item 8a**

Action Requested: Receive Report

### **City Librarian Report**

#### **Juanita Gray Community Service Award and Blacks in Colorado Hall of Fame Inductee**

On February 4, the Denver Public Library honored three African-American community leaders at the Juanita Gray Community Service Awards and the Blacks in Colorado Hall of Fame induction ceremony. The event was held at the Blair-Caldwell African American Research Library in Five Points and kicked off the library's celebration of Black History Month.

Honored at the ceremony were:



#### ***Juanita Gray Community Service Award Winners***

**Taliah Abdullah.** Working as a librarian at the Pauline Robinson Branch Library in north Denver, Taliah Abdullah developed a love for working with the community. Her experience in public, school and academic libraries led her to her current position as the site coordinator for the Dahlia campus of Health and Well-Being of the Mental Health Center of Denver. There she oversees free and low-cost mental health and literacy programs that serve the Northeast Park Hill community, specifically scheduling monthly programs that help protect and nurture mental and physical health of the community. She is also a strong voice for abused and neglected children by serving as a court-appointed special advocate

for the City and County of Denver. Inspiring women and girls to take care of themselves, Abdullah also serves as the Denver city captain for GirlTrek, a national health organization that encourages wellness through walking for the African-American community. She has recruited more than 200 women since she started walking in City Park and regularly encourages others to take care of themselves so that they can take care of each other.

**Melissa Renee Wilson.** As a student at East High School, Melissa Renee Wilson can be found cheering on the things that matter most. As a cheerleader, she motivates the Angels as on the field and on the court and in her personal life, she motivates others to better their community and serve those in need. Wilson volunteers her time for Epworth United Methodist Church and has served meals to Denver's homeless population at the Annual Denver Feed-a-Family event, a continuation of the Daddy Bruce Thanksgiving Dinner. Her efforts don't stop there. In 2014, she planned and organized a 36-hour fast, raising funds for World Vision, a global Christian humanitarian organization. Under her leadership, 20 youth collected pledges and volunteered at a local nursing home. She was also instrumental

in organizing a project for youth to experience life on the streets by having teens construct their own cardboard houses and sleep in them, giving them a first-hand look at homelessness. Wilson is scheduled to graduate in May and plans to attend Benedict College.

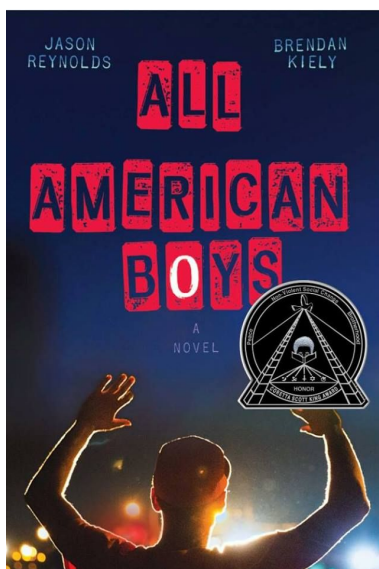


### ***Blacks in Colorado Hall of Fame Inductee***

**Charlie Burrell.** Often referred to as the “Jackie Robinson of classical music,” Charlie Burrell has gained a hearty following as the first African-American musician to break the color barrier in classical music. A base player by trade, the 96-year-old Burrell has performed with the Denver and San Francisco Symphony Orchestras and regularly performed with other jazz musicians in the Five Points Neighborhood. His notoriety earned him a mural on the Deep Rock Water Building on East 26th Avenue, demonstrating his impact on the Denver music community. Burrell was born in Toledo, Ohio and raised in Detroit, Michigan where he excelled in music. He continued his musical studies at Cass Technical High School and Wayne State

University in Detroit before being drafted into an all-black Naval Unit at the start of World War II. He arrived in Denver in 1949 and broke the color barrier by being the first black person under contract with the Denver Symphony Orchestra. In 1959, he also became the first black performer to play in the San Francisco Symphony Orchestra and the San Francisco Opera. He retired in 1999.

His memoirs, *The Life of Charlie Burrell: Breaking the Color Barrier in Classical Music*, was published in 2015 and he has been the subject of a segment on KCFR’s Colorado Matters program.



### **R.A.D.A Book Club discusses *All American Boys***

The Denver Public Library is teaming up with Tattered Cover Book Store for a discussion of *All American Boys*, by Jason Reynolds and Brendan Kiely. The authors will join the library’s R.A.D.A. Book Club (Read, Awareness, Dialogue, Action), a social issue-based discussion group, Saturday, February 25, 2 p.m., in the Conference Center at the Central Library, to apply the novel’s concepts to current events in the U.S.

*All American Boys* explores police brutality from the perspectives of two high school classmates: one white and one black. Participants are encouraged to read the book in advance and share their own thoughts, experiences and questions with the authors. Books will be available for purchase at the event and copies can be signed by the authors following the discussion. The event is free and open



to the public and an RSVP is requested: [rada@denverlibrary.org](mailto:rada@denverlibrary.org) or 720-865-2045.

### **Free Speech Zone at DAM Untitled**

On Friday, January 27, the library's community engagement team collected approximately 200 postcards from participants who shared their thoughts and comments. The theme for the night was "Empire" to go with the Star Wars exhibit. Visitors were also invited to take a picture in front of the library's green screen with a protest sign specially created for the event.

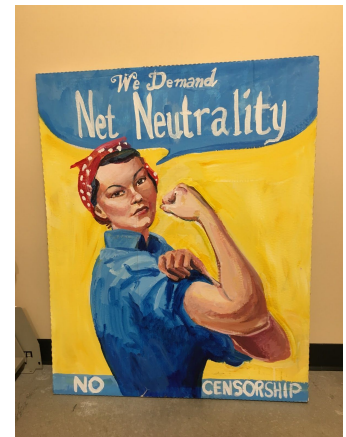


The postcard prompt was: "Libraries are free speech zones -- and we support everyone in our community having a voice. Take a moment and use your civic voice to write a note to our Mayor, Governor or City Librarian. You can jot a note of thanks for their service or just say hello, or even better, in the spirit of our event tonight, tell them what free speech means to you. Just keep it civil! And we'll make sure that your postcard is delivered."



### **Western History Collects March Materials**

The library's Western History Department is collecting material from the Denver Women's March on January 21. What started with a Facebook call for donations grew into several interviews with the local media.



Archivist Jamie Seemiller has received donations of signs, hats (the event's unofficial uniform) and a Suffragette-styled sash. "Because it was such a

large-scale event, we feel that there is going to be research potential in the future for people studying what's going on right now in this time period with this new administration and the climate of the country," Seemiller said.

### **A Panel Discussion - Strategies for Serving Our Immigrant and Refugee Communities**

Recently, I mentioned our monthly internal Pop Your Mind series. In February, we have invited others from the community to participate for a two-hour panel discussion. The panel includes representatives from the Mayor's Office of Immigrant and Refugee Affairs, Littleton Immigrant Resource Center, Colorado Immigrants Rights Coalition, Rocky Mountain

Immigration Advocacy Network, Spring Institute and the American Immigration Lawyers Association - Colorado Chapter. The session will consist of a 50-60 minute presentation on the impact that executive orders will have on our community and strategies for how we can better serve our immigrant and refugee communities. The remainder of the time will be for questions from the audience. Please join us if you have time and interest on Wednesday, February 15 11a.m.-1p.m. in the Training Room on the 7th floor.

## **Highlights from the Division of Central, Collections, Technology, and Strategy by Zeth Lietzau**

### **Central:**

Three years ago we launched use of our DPL bike, DPL Connect, a prototype for delivering library services that has been successful and earned awards, including the Urban Library Council's Top Innovator in Customer Experience award in 2014.

That bike has delivered library service across the city, but the time came for it to be retired and replaced with a new version. The new bike (which we've named "Wheelie") was redesigned to make it more efficient, and has recently been put into commission.

We will be opening a new studio space in the Community Technology Center on March 1, in the rooms that originally housed the ideaLAB. It will include a recording studio and conversion stations for digitizing items like cassette and vhs tapes and compact discs. It will be available for the public to check out whenever the library is open.

A remodel of the staff work area on the 6th Floor is nearly complete. Next we will begin Phase III of the remodel which includes finishing the lighting, HVAC, and compact shelving in the now defined archival storage room.

Our Reference department hosted the third annual National History Day Research Rendezvous in partnership with National History Day Colorado. It was attended by 142 students and parents, who received help with refining topics, crafting thematic statements, locating primary source materials and learning research skills.

With grant funding, we were able to hire three Peer Navigators to assist our Community Resource Specialists, at the Central Library and our branches. Peer navigators are individuals with "lived experience," meaning they are in recovery and have found stabilization in regards to housing, mental health and/or substance abuse. The peers will meet with library customers to help them navigate the social service system in Denver and also lead peer discussion groups to increase support to vulnerable populations, such as customers experiencing homelessness.

### **Collections:**

Our circulating hotspots continue to be incredibly sought after, with over 600 people on the holds list. We are in the process of procuring additional hotspots to help meet that demand. We've improved our process for circulating museum passes, implementing software which allows customers to reserve the passes for a specific date. Customers can currently check out day passes to the Denver Museum of Nature and Science, History Colorado, and the

Museum of Contemporary Art. We continue to look to build more partnerships for these passes.

### **Technology:**

We will be hosting 2 devCamps for teens on Denver Housing Authority properties. There will be one at Mulroy during Denver Public School's Spring Break in March, and an after school devCamp in Westwood in May. Each teen who completes the program will receive a Chromebook. Additionally, library staff are conducting a weekly 3D Design and Modeling afterschool program at North High School January through March.

We are working to develop a custom and integrated Data Warehouse, which will allow us to capture and analyze data that currently exists in disparate spreadsheets, databases, and other locations. This will allow us to more efficiently and effectively analyze our data to make decisions, and will offer us tools to create better visualizations with our data.

### **Strategy:**

Our bookmobiles are very near end of life. During the early part of 2017, we will be gathering a team to research mobile service options for the future, chart a vision, and make recommendations for achieving that vision.

### **Dates to Remember**

- 2/11 3:30–5:00 p.m., Harmony Street Music Series: Purnell Steen Trio with Myra Warren, Blair-Caldwell, Large Conference Room
- 2/15 11 a.m.–1 p.m., Pop Your Mind Staff Lunch and Learn: Services to Immigrants and Refugees, Central Library, 7th floor Training Room
- 2/25, 2–4 p.m., R.A.D.A. Event - All American Boys, Central Library, Conference Center
- 2/28, 5:30–7:30 p.m., Adrian Miller Author Event, Central Library, 7th floor, Vida Ellison Gallery
- 3/11, 3:30–5 p.m., Harmony Street Music Services: Bluez House, Blair-Caldwell, Large Conference Room

### **City Librarian Activity Highlights**

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

- Participated in Mayor's annual retreat
- Presented about library strategic plan and facilities master plan to the City Council Safety, Housing, Education and Homelessness Committee

#### **Facilities Master Plan**

- Presented to the library's Advocacy Committee about the library's facilities master plan
- Met with RiNo Arts District Director about RiNo Park plans

- Met with staff from North Denver Cornerstone Collaborative, Office of Economic Development and City Real Estate to discuss plans for the Globeville Community Center

### **Early Learning**

- Participated in Birth to Eight Roadmap Steering Committee meeting

### **Out of School Learning**

- Attended a MakeOneDenver meeting hosted by Denver Museum of Nature and Science and the Mayor's Office of Economic Development regarding a makerspace study that the library participated in

### **Community Engagement**

- Met with VP of Philanthropy at Colorado Health Foundation with Library Commissioner Mike King and library supporter Carol Svendsen to discuss potential collaborations regarding health
- Attended INC Annual Awards and Dinner
- Participated in Juanita Gray Community Service Awards and Blacks in Colorado Hall of Fame induction ceremony
- Attended Metro Denver Chamber of Commerce Education Committee meeting
- Attended Harmony Street musical performance at Blair-Caldwell
- Met with Mayor's Director of the new Office of HOPE

### **Library Commission**

- Met with several Library Commissioners one-on-one

### **Friends Foundation**

- Worked with Friends Foundation Transition Committee
- Attended Friends Foundation Finance Committee meeting
- Celebrated successful Booklovers Ball with Chair Susana Cordova and Friends and library staff

### **Staff Support**

- Met with staff at Virginia Village, Park Hill, Ross-Broadway, Central Library, Human Resources, Montbello, Sam Gary and staff focused on Youth Services
- Met with Leadership Academy mentee
- Attended Staff Art Show reception
- Celebrated staff MLIS graduation in Reference Services
- Attended Winter of Reading kickoff event
- In Charge at Central Library on Saturday, February 11; helped Children's Library set up for passive program and Books and Borrowing staff with Winter of Reading program

### **Other**

- Attended American Library Association (ALA) MidWinter Conference in Atlanta, Georgia to:
  - chair the ALA Nominating Committee meeting

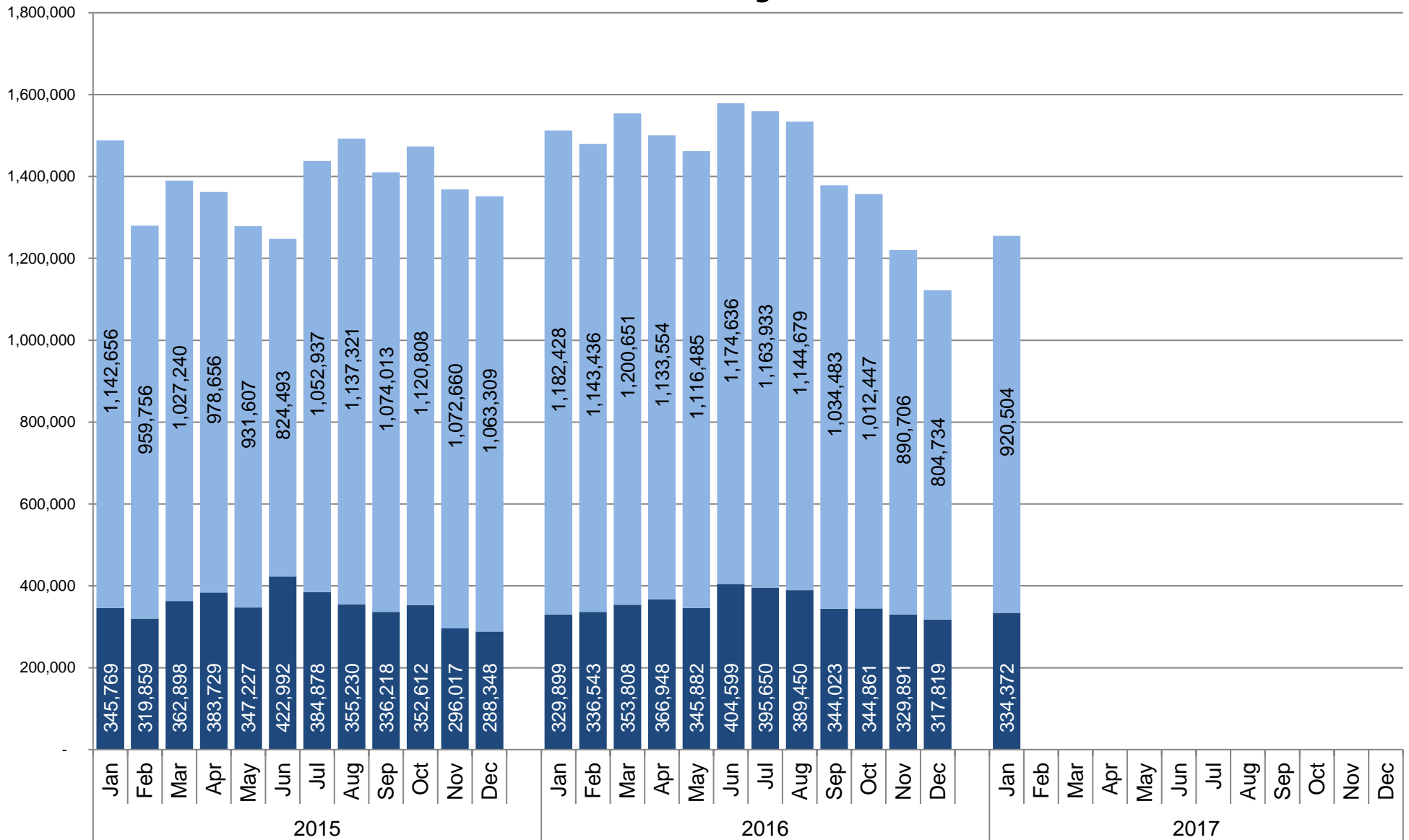
- participate in the 2018 Public Library Association (PLA) Conference Program Planning Subcommittee meeting
  - participate in the PLA Family Engagement Task Force meeting
  - present on Placemaking and the Public Library, sharing what we're doing at Denver Public Library including our work in RiNo
  - attend the PLA Board of Directors to be introduced as a candidate for the Board in the next election
- Participated in Colorado Association of Research Libraries Annual Joint Board and Member Council meeting

February 2017

# Denver Public Library

## Total Visits By Month

■ Online  
■ In Person



➔ Gonzales Branch opened February 23, 2015

➔ Investigating a possible change in hour Overdrive visits are counted, resulting in significant drop in our online visits for November & December 2016

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

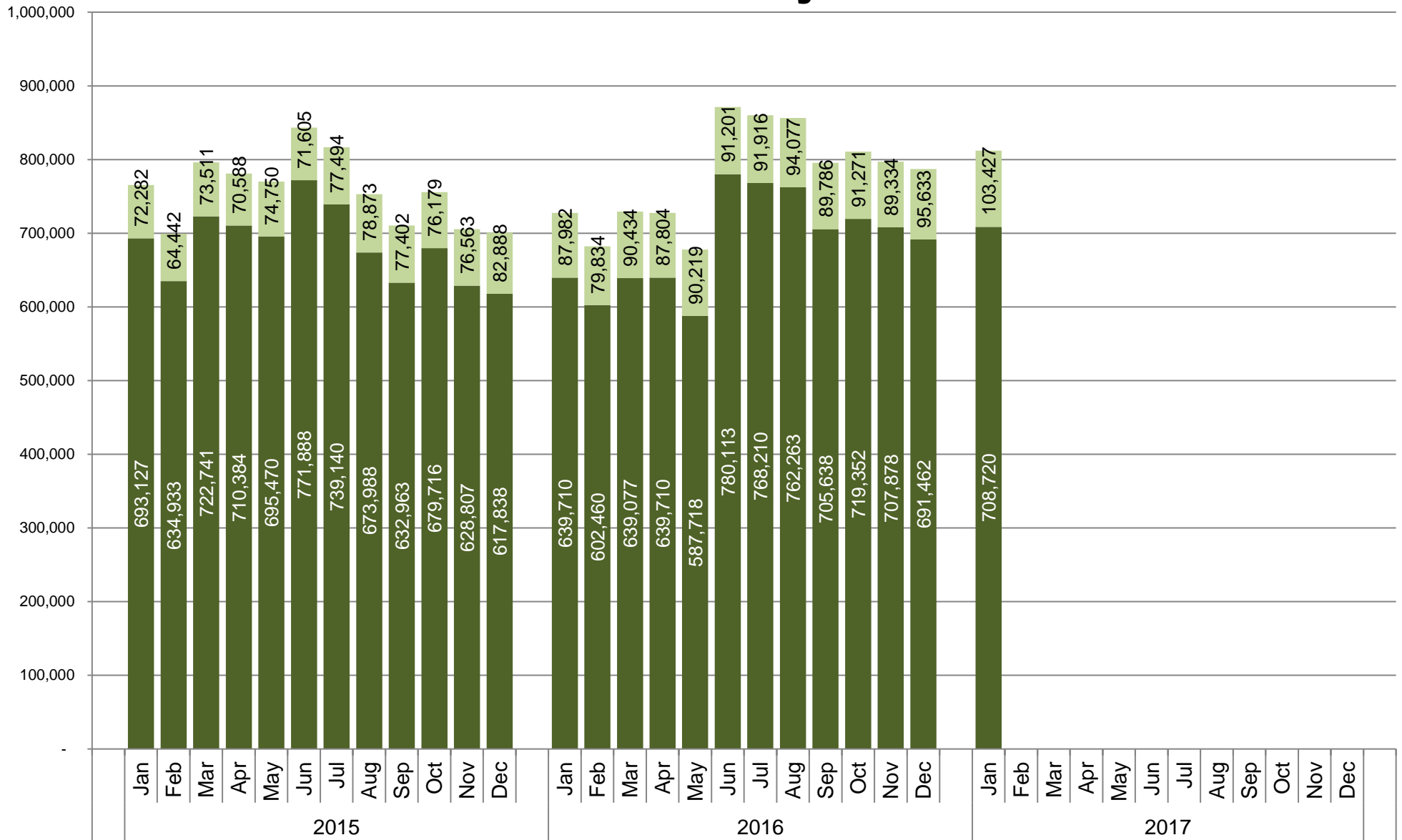
**In Person visits** - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

# 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

### January 2017

Location	Total Circulation	+/- Previous Month	2017/2016 Year/Year
Athmar Park	9,438	↑ 750	↑ 1,214
Bear Valley	33,193	↑ 1,127	↑ 3,563
Blair-Caldwell African American Research Library	8,893	↑ 590	↑ 313
Bookmobile	11,823	↑ 1,800	↑ 3,443
Byers	4,072	→ (122)	↑ 545
Central Library	108,451	↑ 3,504	↑ 8,710
Decker	16,057	↑ 501	↑ 1,390
Eugene Field	25,278	↑ 562	↑ 2,047
Ford-Warren	13,492	→ (274)	↑ 1,278
Green Valley Ranch	27,900	↑ 1,672	↑ 3,678
Hadley	12,630	↓ (537)	↑ 119
Hampden	36,280	↑ 1,176	↑ 3,029
Montbello	11,797	↑ 470	↑ 3,255
Park Hill	33,223	↑ 709	↑ 2,970
Pauline Robinson	6,332	↑ 702	↑ 1,362
Rodolfo "Corky" Gonzales	26,570	↑ 1,228	↑ 1,164
Ross-Barnum	10,076	↑ 143	↑ 938
Ross-Broadway	16,639	↑ 213	↑ 2,178
Ross-Cherry Creek	27,016	↓ (1,360)	↑ 843
Ross-University Hills	55,183	→ (450)	↑ 6,239
Sam Gary	61,923	↓ (539)	↑ 4,758
Schlessman Family	60,242	↑ 1,441	↑ 6,377
Smiley	24,338	↑ 607	↑ 684
Valdez-Perry	4,251	↑ 318	↑ 1,334
Virginia Village	34,734	↑ 1,228	↑ 5,348
Westwood	4,352	↑ 442	↑ 742
Woodbury	24,537	↑ 1,357	↑ 1,489
Denverlibrary.org Downloadables	103,427	↑ 7,794	↑ 15,445
<b>Total</b>	<b>812,147</b>	<b>↑ 25,052</b>	<b>↑ 84,455</b>

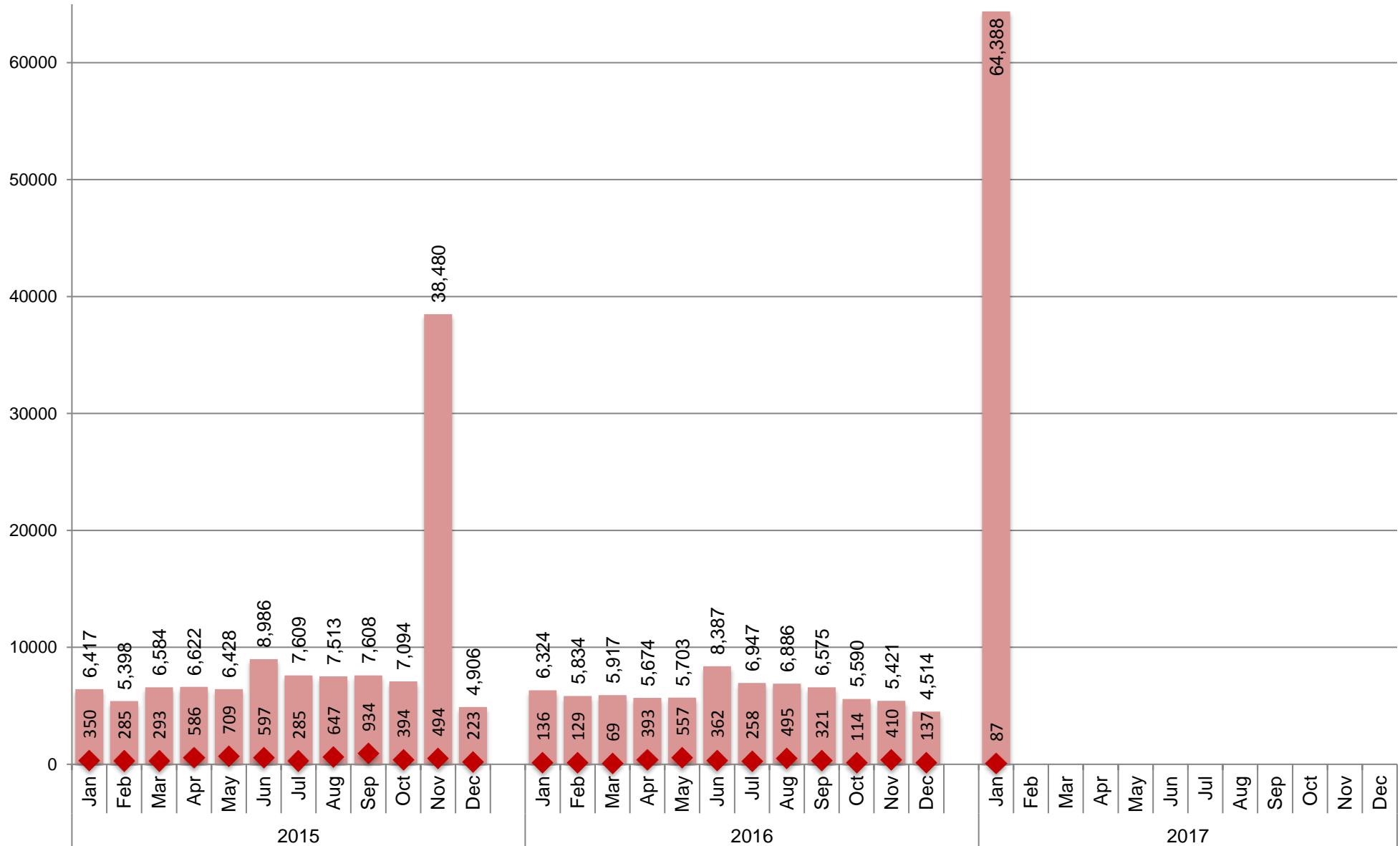
→ Gonzales branch opened February 23, 2015.



# Denver Public Library

## Total New Library Cards By Month

■ New Cards  
◆ Outreach Signups



➔ MyDenver card program large DPS database upload in November 2015 and January 2016.

➔ Gonzales Branch opened February 23, 2015.

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

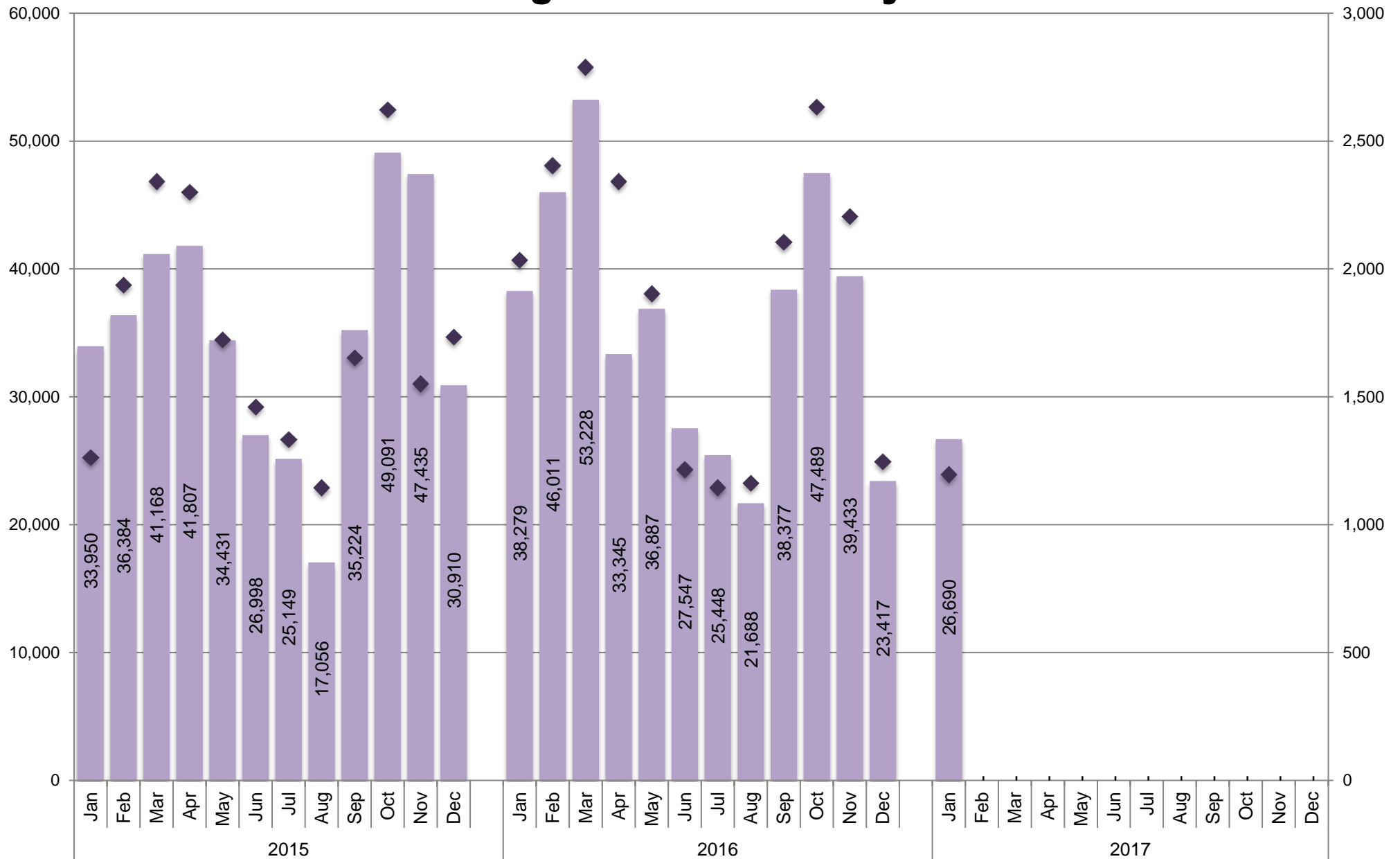
**Outreach Signups** - total number of new library card signups occurring at Outreach events in the community, as submitted to TrackVia Program & Outreach Tracking application. (Note: 2014 data includes some estimates, as our tracking system did not capture this information before 2015.)

# Denver Public Library

## Total Program Attendance By Month

■ Attendance

◆ Sessions



**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

## 2016 BY THE NUMBERS



PHYSICAL ITEMS CIRCULATED

8,243,591

↑ 0.5%



DOWNLOADS CIRCULATED

1,079,491

↑ 20.4%



IN-PERSON VISITS

4,59,373

↑ 1.5%



ONLINE VISITS

13,002,172

↑ 5%



PROGRAM SESSIONS

23,184

↑ 10.1%



PROGRAM ATTENDANCE

431,149

↑ 2.8%

Compared to  
2015 data

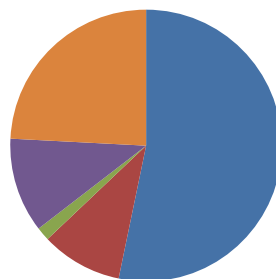
# Denver Public Library Human Resources Dashboard

January 2017

Due to the City's transition to Workday, January's employment information is not included in the HR Dashboard

## Open Leave Cases as of January 2017

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

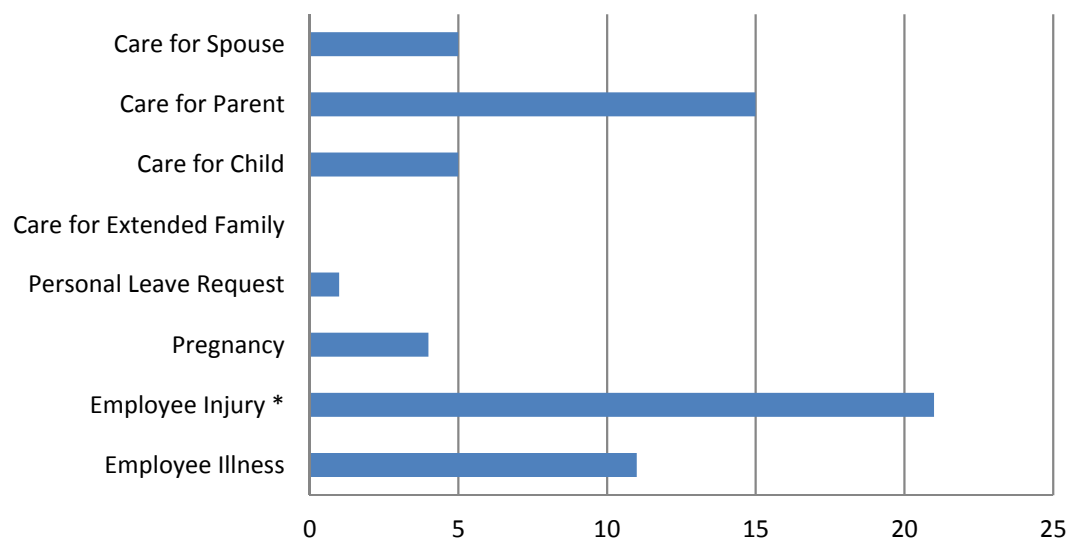


## Percentage of Staff on Leave

10%

Leave Cases	
FMLA - Intermittent	33
FMLA - Continuous	6
Leave of Absence	1
Interactive Process (ADA)	7
Medical Disqualification	0
Workers' Compensation	15

## Type of Leave Taken



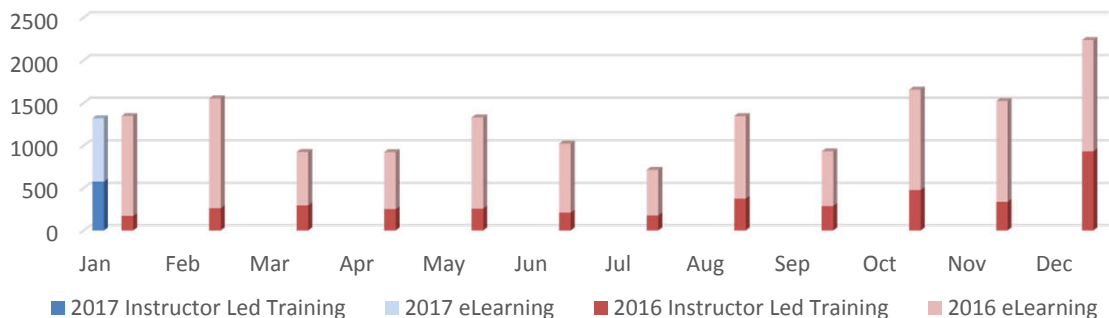
Type of Leave Taken	
Employee Illness	11
Employee Injury *	21
Pregnancy	4
Personal Leave Request	1
Care for Extended Family	0
Care for Child	5
Care for Parent	15
Care for Spouse	5

\* Employee injuries are a combination of on-the-job injuries (15) and off-the-job injuries (6).

# Denver Public Library Human Resources Dashboard

January 2017

## Completed Learning - Year-to-Year Comparison

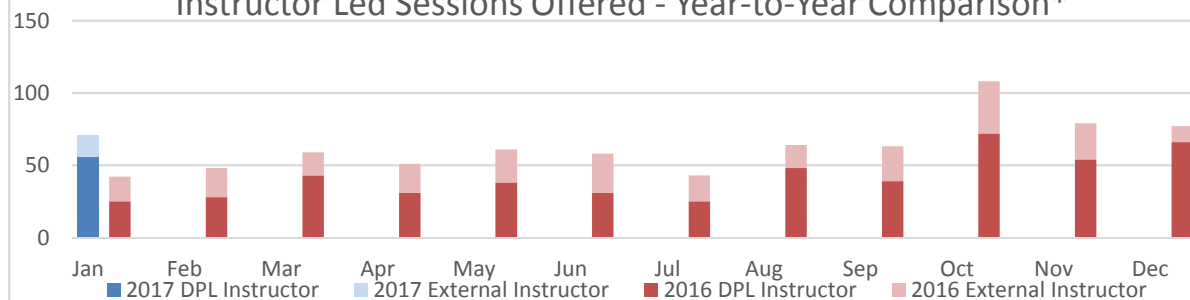


### Last Month:

#### Staff Learning Completions

eLearning	746
Instructor Led Training	576

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

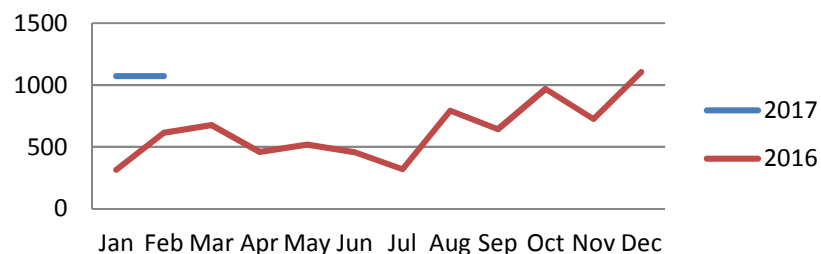


### Last Month:

#### Instructor Led Training

Sessions Offered	71
Percentage Taught by DPL Staff	79%

## Instructor Led Training Hours Completed by Staff



## Top 5 Training Items Last Month

Title	Type	Rank
Conditional Weeding Overview	Document	1
Workday Basics	Online Class	2
Program Petting Zoo	Session	3
StandUP Youth Development	Session	4
Pop Your Mind	Session	5

# For Librarians, 2017 Is Off to a Rough Start

With the new Trump administration comes uncertainty for libraries.

by Andrew Albanese | Jan 27, 2017



Arturo Solares courtesy of Cognotes

Many librarians in Atlanta for the ALA Midwinter Meeting joined the Women's March there.

in Boston. The lackluster turnout follows on the heels of last June's ALA Annual Conference in Orlando, which had the lowest attendance in 22 years.

The 2017 ALA Midwinter Meeting, held Jan. 20-24 in Atlanta, had the lowest attendance of any Midwinter Meeting in 25 years. ALA officials reported that total attendance (including exhibitors, excluding comps) was 8,326—down substantially from the 11,716 who came to the 2016 event

## RELATED STORIES:

- [PW issue Contents](#)
- [More in News -> Libraries](#)
- [More in articles by Andrew Albanese](#)

The disappointing 2017 Midwinter Meeting numbers end a five-year trend of rising attendance at ALA Midwinter—although, in fairness, this year's show faced considerable competition from the Women's Marches held throughout the country on Saturday, January 21, including a march in Atlanta that many librarians participated in.

ALA hopes to rebound this summer, when the annual conference returns to ALA's hometown of Chicago, which typically means a well-attended show. The 2018 ALA Midwinter Meeting is set for Denver, and there will also be a



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Public Library Association Meeting next year, set for March 20-24, 2018, in Philadelphia.

In addition to lagging attendance, uncertainty regarding the future of libraries under a Trump administration also hung over the show. A day before the conference opened, *The Hill* reported that Trump will seek to eliminate the National Endowments for the Humanities and the Arts. The NEH, which celebrated its 50th anniversary with a session at last year's ALA Annual Conference, has awarded nearly 3,400 grants to libraries over the years,

totaling \$515 million, plus another 80 grants to the ALA, beginning in 1971.

Most recently, the NEH funded the ALA's Great Stories Club, a program that provides books to at-risk and underserved youth. Questions also loom regarding the future of other federal programs that support libraries, including the Institution of Museum and Library Services, which funds millions in grants to libraries nationwide, and the Every Student Succeeds Act (ESSA), an education bill that includes critical support for school libraries. Signed by Obama in December of 2015, ESSA is set to be implemented this fall, but the new administration could change that plan.

But librarians' concerns about the new Trump administration run deeper than funding questions. Immediately following the 2016 election many librarians expressed concern that Trump's campaign rhetoric breached some of the library community's most fundamental values, including intellectual freedom, diversity, and social responsibility. In response, on Sunday, Jan. 22, ALA hosted a lively town hall meeting in Atlanta (a replay of which is available for viewing on the American Libraries Facebook page) in which more than 30 librarians shared their thoughts on the need for ALA leadership to strongly defend and advocate for the library's core values, knowing that some of ALA's public positions will be seen as political and could, in the words of one librarian, "materially harm libraries," especially those in the country's more conservative regions.

Values were also the subject of the show's opening keynote speech by W. Kamau Bell, whose memoir *The Awkward Thoughts of W. Kamau Bell: Tales of a 6'4", African-American, Heterosexual, Cisgender, Left-Leaning, Black, Proud, and Asthmatic Blerd, Mama's Boy, B-Student, and Stand-Up Comedian*, will be published in May by Dutton.

In his address, Bell, the popular podcaster and host of the CNN show *United Shades of America*, urged librarians to resist the "normalization" of Trump's vision of America. "Everything that's happening right now in America, you're on the front lines of that," Bell said. "You put books in people's hands, and you have to make sure that the books you put in people's hands reflect a wide array of ideas, and a wide array of authors, of diversity, of color, of sexuality, of gender orientation."

Political uncertainty aside, books and authors were of course a major focus of the show, with a full slate of author talks, as well as signings on the show floor.

Among the highlights were the coveted Youth Media Awards, where Kelly Barnhill won the 2017 John Newbery Medal for *The Girl Who Drank the Moon* (Algonquin Young Readers) and Javaka Steptoe won the 2017 Randolph Caldecott Medal for *Radiant Child: The Story of Young Artist Jean-Michel Basquiat* (Little, Brown). Congressman and civil rights leader John Lewis was in attendance in his home district, with co-authors Andrew Aydin and Nate Powell, to accept the 2017 Michael L. Printz Award for *March: Book Three* (Top Shelf).

On the adult side, the 2017 Carnegie Medals for Excellence in Fiction and Nonfiction were also announced. Colson Whitehead won fiction honors for *The Underground Railroad*, and Matthew Desmond won the nonfiction award for *Evicted: Poverty and Profit in the American City*. The authors will accept the awards in June during an official

“

“Everything that’s happening right now in America, you’re on the front lines of that...”

”

ceremony at the ALA annual conference, in Chicago.

A version of this article appeared in the 01/30/2017 issue of *Publishers Weekly* under the headline:



# COLORADO Library Trustee



COLORADO  
Department of Education  
Colorado State Library

NEWSLETTER • Volume 1, Issue 1 | Winter 2017  
[www.coloradostatelibrary.org](http://www.coloradostatelibrary.org)

## Welcome to the inaugural issue of the Library Trustee Newsletter!

This newsletter is designed to communicate items of interest for Colorado library trustees, such as good governance, policy development and State programs. Would you like to see a topic covered in the newsletter? Want to share info about your programs? Or perhaps contribute an article? Let me know! Also, please use the [Ask Jacqueline](#) link for any specific questions you may have about your library and/or board. Based on the questions we get, we'll try to feature some of these, and common themes.

### IN THIS ISSUE:

#### Launch of the new Colorado Public Library Standards:

The new Colorado public library standards have been released, which serve as a critical resource for trustees. For background on the new standards, view this [Colorado Virtual Library blog post](#).

#### 2017 Legislation Session begins:

The 2017 legislation session began in mid-January. The Colorado Association of Libraries (CAL) has a legislative committee that meets during the term and pushes out information about legislation impacting libraries in Colorado. There is representation on this committee of public library trustees. If you are interested in participating in these meetings (including virtual attendance), please use the [Ask Jacqueline](#) link, and she will connect you with the CAL leadership.

## CLiC Spring workshops:

Registration is open for CLiC's annual Spring Workshop registration, for all 3 locations. This is a great opportunity for library trustees to learn about library services and trends in Colorado. Dates and locations are listed here:

- Grand Junction (Colorado Mesa University) – Monday, March 20 & Tuesday, March 21
- Fort Morgan (Morgan Community College) – Friday, March 31
- Pueblo (\*New Location – Pueblo Community College) – Thursday, April 24 & Friday, April 25

Details can be found here:

<http://bit.ly/CLiCSpring2017>

## The 5Ms: Meetings, Minutes, Motions, Majority and Manners:

(excerpted from *Trustee Online*, Fall 2016 issue of the Library Trustee Association of New York)

<http://librarytrustees.org/newsletter.p?newsletteryear=2016&newsletterseason=Fall&articleid=594#article>

## Looking for a new library director?

We have seen much turnover throughout the State in library directorship, including due to recent retirements. The State Library has resources for hiring a new library director, specifically in Colorado. Please visit the [State Library website](#) and/or call us with any questions.

### General (non-Colorado-specific resource):

[http://www.cosla.org/content.cfm/id/trustee\\_toolkit\\_hiring\\_a\\_new\\_library\\_director](http://www.cosla.org/content.cfm/id/trustee_toolkit_hiring_a_new_library_director)

### Ask Jacqueline



Prior to her State position, Jacqueline Murphy worked as an attorney for various Colorado library systems, including consulting with cities and counties. At the Colorado State Library, she provides support for public library leaders including resources for library districting, trustee training, director orientation, strategic planning, capital projects and community initiatives.

# THE DENVER POST

January 30, 2017

## Homeless spending days at Denver's libraries find help in the stacks

Two social workers and three peer counselors are helping link patrons with services



Andy Cross, The Denver Post

Homeless men seek out sunshine to warm up before entering the Denver Central Library. Dozens of homeless men and women wait for the library to open in the morning to warm up and use the library's resources.

A crowd waits outside Denver's Central Library on cold winter mornings, many of them homeless, their backpacks and wheeled luggage carts heavy with necessities of life on the street.

When the doors open at 10 a.m., they rush inside to spend hours reading, resting and using computers to look for work or do other research.

"It gets us someplace warm, reasonably safe and we can get work done," said James Short, 51, who regularly meets with two other homeless men in a third-floor conference room to develop a plan that they hope will blossom into a hydroponics business.

Denver Public Libraries have long been a haven for the homeless — especially during cold weather — making the facilities an ideal place to link them with referrals to housing and other services. But with the numbers of both regular and homeless visitors growing, there is a need to balance the needs of both populations.

Two years ago, library leaders initiated a program to pre-empt behavioral issues that can impact staff and patrons, hiring two licensed clinical social workers. In January, the library added three part-time “peer navigators” to help provide referrals and free up social workers for more complex interactions.

Dubbed community resource specialists, the social workers served 1,265 people last year, referring many to help with housing, substance abuse and mental health treatment, and other services. A service target for this year is 1,620 customers, with 405 of them being juveniles, library spokesman Chris Henning said.

“They have been able to intercede in some situations which would have required a police call or someone being bounced from the library,” library security manager Bob Knowles said.

However, a hoped-for decline in calls for police and other emergency responders didn’t materialize during the same period, Henning said.

Calls to Denver Police jumped 93 percent to 83 from 43 during the period. Calls to other responders for medical emergencies or to take someone to detox, or the fire department for other problems jumped 40.3 percent above 2015 totals, Henning said. “The mitigating factor on this has been the influx of new and displaced customers experiencing homelessness, as well as a general increase in library visitors.”

Winter is especially difficult for those on the street and weather influences the number who take refuge in the library. Recent sweeps of homeless encampments also produced noticeable temporary jumps in the population.

“They felt they were just being reactionary, rather than helping,” said Elissa Hardy, one of the library’s social workers.

Library staff did some research and found that library systems in Washington and San Francisco had social workers on staff. The library’s Homeless Services Action Committee recommended hiring a social worker, and Hardy joined the staff.

“After one year, we proved the need for this,” Hardy said. The Denver City Council in 2016 approved hiring a second full-time social worker, Kristi Schaefer.

The navigators, all of whom have wrestled with their own substance abuse or mental health problems and are now in recovery, are there to establish relationships and help guide the homeless toward help. Those personal struggles make their interactions with the homeless genuine and empathetic, Hardy said.

Navigator Sarah Humble uses her story of recovery from opiate abuse and struggle with a mental disorder, to establish rapport with members of an often mistrustful population.

Humble was involved in a recent meeting with a woman who was barred from the library after assaulting someone who had accidentally bumped into her, Knowles said.

The woman wanted permission to return to the library, and told Knowles she had taken steps toward recovering from a substance abuse problem. Humble “told her she was also in recovery and set the foundation for the relationship with the customer,” Knowles said.

“This gal was at the point where she knew she had an issue,” Knowles said, “and was so pleased there was somebody in recovery she could talk to.”

The navigators are trained and employed by the Colorado Mental Wellness Network.

The resource staff is often called on to de-escalate tensions. When a radio Schaefer carries came to life with news that a security guard was confronting a man washing his hair in a bathroom, an activity that is not allowed, she responded.

“She went in and was able to intervene and begin a relationship with him,” Hardy said.

Engaging the man in conversation Schaefer learned that he lost his home after suffering a serious brain injury.

Schaefer referred the man to the Brain Injury Alliance of Colorado and got him into a housing program that gives preference to those considered most vulnerable. The Alliance is on a list of service providers that includes the Colorado Coalition for the Homeless, Veterans Affairs Administration, Mental Health Center of Denver.

The man was given a housing voucher and is now looking for an apartment with the help of his Brain Injury Alliance case manager.

When a suicide note was found sitting by a computer in one of the branch libraries, it was brought to the resource officers’ attention.

“We knew who it was,” and were able to get that person help, Hardy said. “That has happened three or four times since I have been here.”

For librarians, the presence of the resource team has reduced concerns that they were unable to help those those who came to them with questions they weren’t able to answer, Henning said.

In April, the library placed a three-bag, or 30-inch height limit on bags brought into the facility, ensuring that shopping carts filled with possessions don’t impede movement.

The restriction can lead to disputes. One morning recently a man who gave his name as Rabbit, arrived pulling a couple of small bags fastened to a luggage cart with a bungee cord.

A security guard measured the bundle, and found it was slightly more than 30 inches tall. He was allowed to stay but told to reduce its height before he returns.

Rabbit thinks the rules are arbitrary, but said security guards “try to be fair.”

Hardy and Schaefer train librarians and security guards on managing patrons who have experienced trauma, and give them information on how to shed the stress of dealing with those who have been traumatized. “You can work through your day and think you are not affected by that but you are,” Hardy said.

The homeless also act as librarians’ “eyes and ears,” letting them know when someone is in trouble, or causing a problem, Hardy said.

Hardy said she tries to impress on others how resilient the homeless are. By the time many of them arrive at the library, they have already struggled through difficulties that most never encounter.

Whether they are sleeping on the street or in a shelter, they are likely to be awakened at 4:30 or 5 a.m. They have to pack up belongings, and carry them with them throughout the day, and they must find something to eat, and decide where they will spend the day.

“When we open at 10 every morning they have already had a full day,” Hardy said. “Just to recognize that is huge.”

# Placemaking and the Public Library | ALA Midwinter 2017

 [lj.libraryjournal.com/2017/01/shows-events/ala/placemaking-ala-midwinter-2017/](http://lj.libraryjournal.com/2017/01/shows-events/ala/placemaking-ala-midwinter-2017/)

Stephanie Sendaula

“People crave community. Community needs space. Space can create community. If you are not creating community, you are probably not creating places,” explained Michelle Jeske, City Librarian at Denver Public Library (DPL) and a 2005 *LJ* Mover & Shaker, to an eager crowd gathered for Placemaking and the Public Library on Sunday, January 22.



Photo credit: Denver Public Library

What is placemaking?

Jeske defines it as the process of re-imagining and re-envisioning public spaces. There were nods of agreement when she continued, “Look at how people are improvising in a space. You’ve all seen this in your library, where people are, every day, moving the chairs around. They’re telling you something... and we should be paying attention to [it].”

Acknowledging that funding is a primary concern for public libraries, Jeske suggests creating a place, not a design. How can you do this at your library? Start small. Begin with observing, listening, and asking. Here are several of Jeske’s budget-friendly examples of refitting space to meet community needs.

- Rearrange tables or chairs. This is a low-cost way to change how people interact with and within a library.
- An extra pack of Post-It notes led the DPL staff to develop this idea: Take a Kind Note, Leave a Kind Note. Besides being affordable, it’s been popular among patrons.
- Setting a board game on an under-utilized table can transform a neglected area into a vibrant hub.
- Creating gardening-related programming draws people to the library while also helping spruce up outdoor areas.
- Adding magnets to assorted Scrabble tiles makes for a colorful conversation starter for those who walk by.



- Installing communal seating (pictured at top) can help solve the common problem of parents, siblings, and friends congregating around a single computer. While this isn't as budget-friendly as the other options, the feedback from the community in Denver was overwhelmingly positive.

"It's really important to interact with people in the space, not just to talk at them," Jeske adds. What do people want? What do they like? How do they use the space? How do they interact with it?... Who doesn't use the space? How can you find those people and ask them why?"

Placemaking requires flexibility and collaboration; DPL partnered with the city's Parks and Recreation department, Arts and Venues department, and River North Art District (RiNo) to brainstorm spaces that would attract artists and millennials. She reminded the audience that many millennials in their 20s and 30s are married and have children; focus on creating a family-friendly environment suitable for both work and play.

She also mentioned the library's efforts to incorporate triangulation, or linking people together to prompt strangers to talk to each other and develop friendships. This was successfully achieved by the Take a Kind Note, Leave a Kind Note display and the additions of a puzzle and Scrabble tiles. Jeske also shared the idea of placing chairs next to a water fountain. In this case, the water fountain was already next to a small ledge. The combined elements "may attract different kinds of people, and because they're in proximity, they may end up interacting with each other."

Collaboration is important because creating public spaces isn't anyone's job, said Jeske. Public library administrators should think outside-the-box in terms of partnerships, from local government agencies to non-profits or private businesses interested in community engagement. DPL allocates small amounts of funding for each branch to experiment with creating places in their communities, giving people a reason to stay and mingle with each other.

Attending community and neighborhood meetings can help librarians get a better sense of what people are looking for, missing, or wanting from their community. In the end, "We want the library to be a place where people can relax and enjoy fellowship with others." Visit the [Project for Public Spaces](#) for more placemaking resources.

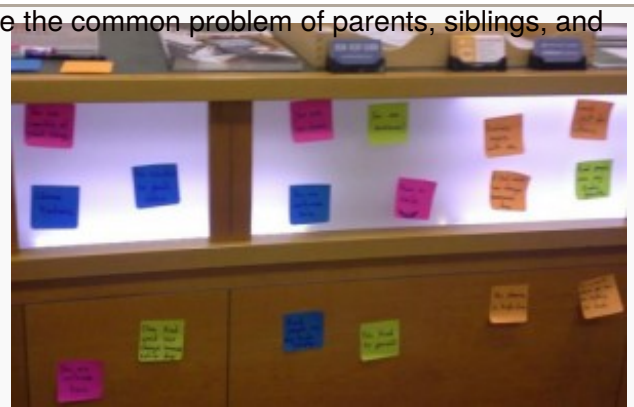


Photo credit: Denver Public Library



Photo credit: Denver Public Library

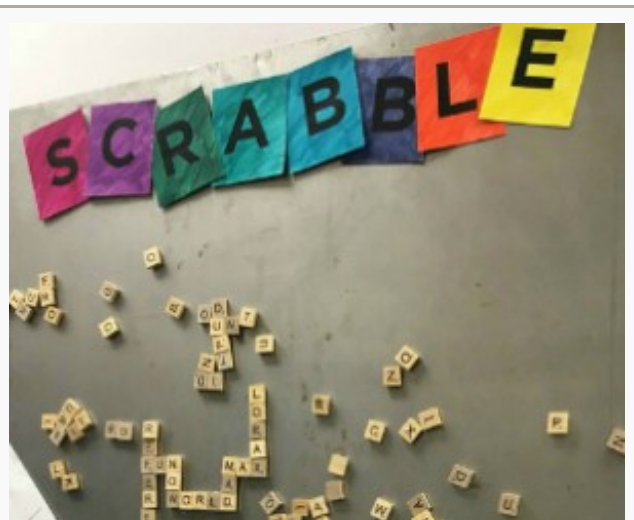


Photo credit: Denver Public Library

# THE DENVER POST

January 30, 2017

## Denver Public Library puts out call for donations to archive of Women's March on Denver

History Colorado interviewed participants, is working with state library, Metro to develop civics lessons



Cat Delaney, 65 and of Denver, awaits the Women's March on Denver as she hold her sign, "We marched back then! 1967 We march again! 2017."

The Denver Public Library's Western History and Genealogy Department has put out a call for donations to help document the day more than [100,000 people turned out for the Women's March on Denver](#).

Acquisitions librarian Jamie Seemiller said last week that the library has gotten a lot of positive response since posting the request on Facebook on Jan. 22, the day after the march. By Wednesday morning, the library's post had reached 25,000 people with more than 200 shares on Facebook.

The library has already received several donations including a symbolic sash with "Suffragettes" printed on it, paying tribute to women who organized and agitated until the 19th Amendment to the U.S. Constitution was ratified in 1920, giving women the right to vote.

Pink cat-eared "pussyhats" and 20 to 30 posters have been contributed, but the library is open to collecting more items on a case-by-case basis. Seemiller said she would like to have a large collection of photos of marchers holding their signs

Although the material collected might be turned into future exhibit, Seemiller said the library is documenting the Women's March for primarily for research and historical purposes.

"We're documenting the event material so that in the future, people can research it if they want to and will know what the march was all about 50 years later, and then we can show them artifacts," she said.

History Colorado, too, is documenting the march and is working with the Colorado State Library and the department of Elementary Education and Literacy at Metropolitan State University of Denver to develop related civics curriculum for kindergarten through fifth grade students.

On the day of the march, the museum collected oral histories of attendees to help document the event. History Colorado is not soliciting contributions, but is working with a donor to curate hats, posters and photographs from the march.

"The Crusade for Justice," led by Chicano activist Rodolfo "Corky" Gonzales, and "We Will Ride," led by disability rights activist Laura Hershey are two other local movements the Western History department has collected material on. "We try to capture what is happening in Denver and we have a lot of city materials," Seemiller said. "We put that (post) out because it's right at our doorstep and we have gotten a very large response. We're pretty excited."

**Interested in contributing to Women's March on Denver archive?**

Contact the Western History and Genealogy Department at [history@denverlibrary.org](mailto:history@denverlibrary.org) or call 720-865-1821. The Western History collection also has a general donor packet with more information: [Donor Packet](#)





**January 30, 2017**

## **The Denver Public Library wants your photos and signs from the Jan. 21 Women's March**



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DENVER – The Denver Public Library put out a call for help documenting the Women’s March that took over the streets of Denver following the inauguration of President Donald Trump.

As many as 200,000 people gathered at Civic Center park and marched through city streets on Jan. 21 to show their support for women’s rights and opposition to the inauguration.

The Denver Public Library Western History and Genealogy Department [posted on Facebook](#) that it’s looking for photos, hats and protest signs to document the march.

If you’d like to contribute to the library’s collection, you can get in touch via email at [history@denverlibrary.org](mailto:history@denverlibrary.org).

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