

**AGENDA**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, May 18, 2017, 8:30 a.m.**  
Denver Central Library  
L7 Training Room

1. Call to order.
2. Introductions.
3. Approval of minutes from March 20, 2017, regular Library Commission meeting and April 11, 2017 Commission retreat. Commission
4. Public comment period.
5. First quarter financial report. Ron Miller
6. Report of the President and members.
7. Report of the Denver Public Library Friends Foundation. Gay Cook and Laurie Romer
8. Retreat recap and discussion.
9. 2017 GO Bond update and advocacy.
10. 2018 budget discussion.
11. Other business.
12. Adjournment.

### **Agenda Item 3**

Action Requested: Approval

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

Present: Rick Garcia<sup>1</sup>, Greg Hatcher<sup>2</sup>, Judy Joseph, Alice Kelly, Mike King,<sup>3</sup> Cathy Lucas<sup>4</sup>, Rosemary Marshall, Carlos Martinez

Staff: Rebecca Czarnecki, Rachel Fewell, Elissa Hardy, Chris Henning, KD Hubbard, Michelle Jeske, Bob Knowles, Susan Kotarba, Elaine Langeberg, Diane Lapierre, Zeth Lietzau, Ron Miller, Joe Mills (SC), Michael Murphy, Mark Passman (SC), Kristen Svendsen

Guests: Gay Cook, Friends Foundation; Laurie Romer, Friends Foundation; Vicki Hellmer, former president of the Friends Foundation; Emzy Yeazy III, member of the public.

1. Call to Order.  
Call to order 8:37 AM
2. Introductions.  
Commissioners, staff and guests present introduced themselves.
3. Approval of Minutes of February 16, 2017, Regular Library Commission Meeting.  
Commission  
Once a quorum was present the minutes were approved as written.

4. Public Comment Period.  
Emzy Yeazy stated he has been visiting from Aspen and went to the Rodolfo 'Corky' Gonzales Branch Library. He was surprised to find that the branch does not have a special collection about Rodolfo Gonzales. Mr. Yeazy referenced the Blair-Caldwell African American Research Library and noted he would like to see something similar developed for the Gonzales Branch Library. That special collection, he noted, could concentrate on Latinos in Denver and Colorado. Mr. Yeazy noted that if space is an issue there is property along Colfax that could likely be purchased or DPL could create an annex to the building. Mr. Yeazy concluded that he just asks that the Commission consider it and understands there are cost concerns.

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<sup>1</sup> Rick Garcia arrived at 8:56 AM during the presentation from Elissa Hardy and Rachel Fewell

<sup>2</sup> Greg Hatcher arrived at 8:37 AM during the report of the DPLFF

<sup>3</sup> Mike King arrived at 8:56 AM during the presentation from Elissa Hardy and Rachel Fewell and left at 9:30 AM

<sup>4</sup> Cathy Lucas arrived at 8:45 during the year-end report.

5. Report of the President and Members.

President Marshall noted the Naturalization Ceremony and the Commission retreat coming up in April and that the Commission will not have a regular April meeting because of the retreat.

Commissioner Joseph noted that postcards calling for nominations will be sent soon for the Eleanor Gehres award in September.

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

The Friends have hired Dawn Schipper as their new development manager. Schipper was previously at Anchor Center for the Blind and is charged with handling major donors, planned giving, and corporate sponsorships. The Friends Foundation is trying to get Booklovers Ball sponsors early.

7. Financial Report: Year-End 2016. Ron Miller

Marshall thanked Ron for making the report easily digestible. Miller then briefly went over the Year-End Financial report. The purpose of the report is to inform Commission how DPL spends the budget in compliance with what was approved.

Miller noted that there was a \$2 million increase last year over the previous. He called attention to Statement 2, that there was \$350,000 that was unspent. Of that, \$9,000 of was general fund money that we gave back to the City. The rest was special trust fund money which we could roll over.

There were no questions and Commissioners thanked Miller for being very thorough.

8. Review of 2016 and 2017 Friends Foundation endowment and fundraising funds.

Ron Miller

*a. Report of 2016 endowment distribution and fundraising funds*

Miller said that there was \$270,000 from the endowment last year and that it was spent on Staff Day, aspects of the collection, and Western History and Genealogy.

*b. Approval for 2017 endowment request*

The Friends have approved a distribution of \$270,000. This year we will receive it in two payments instead of four. The fundraising distribution was approved last night by the Friends Board as well. Previously the distribution year had gone from November through October but it is transitioning to a regular calendar year. It will be about \$200,000 from November 2015 through the end of last year and DPL has not decided how to allocate those funds since they were just approved. However, most will be restricted to Western History and Genealogy which is typical. Some will be used for meeting room technology.

Upon motion by Lucas and second by Joseph, the 2017 endowment request was approved.

9. Review and approval of advocacy letter of support. Diane Lapierre

Diane Lapierre handed out final copies of the GO Bond letter for the Commissioners to review. Joseph had a couple additional comments that Jeske captured. Joseph wanted to underscore safety issues around the HVAC and elevators. King also had a minor comment and asked to change phrasing to 'while we appreciate past taxpayer support' to make it clear we acknowledge what we received in the last bond but that much more needs to be done.

Commissioner Garcia made a motion to approve the letter as amended. Upon second, the letter was approved.

#### 10. Approval of the Human Resources Guidebook. Kristen Svendsen

Svendsen pointed out that the entire guidebook was included in the packet and that she had highlighted a few additional minor changes made since the last meeting. Svendsen said she took the comments of the Commissioners and incorporated them where the City Attorney approved them. Staff Council has been involved in the new grievance procedure and now the guidebook is being finalized. She hopes to communicate to all staff about it in April.

Upon motion by Kelly and second by King the HR guidebook was approved.

#### 11. Report of the City Librarian.

Jeske updated the Commissioners about what is happening with the bond process. She received an email just before the meeting. DPL is in an intensive three week process to submit information to the stakeholder committee. The City estimators came back with significantly higher costs for some of our projects so we have to make those changes to all documents. Jeske will be doing a trial run of the bond presentation for City staff tomorrow. We will then receive feedback and have an opportunity to modify the presentation. According to Jack Finlaw, chair of the library's advocacy committee, all stakeholder committees are gathering tonight for a kickoff. Key committee members are included in the packet. Finlaw stressed not to cold call people but reach out if you have personal connections only. Also consider contacting City Council people. We have also been instructed not to lobby the Mayor or his staff directly. We have some good advocates and contacts and when we meet in a month we should know even more.

King noted that he spoke with Hubert Farbes who is on the Executive Committee and emphasized how the library needs to retool to keep pace with technology and modern needs. Jeske responded those are great conversations to be having and that we are working on striking the balance between what a modern library needs to be and all of our deferred maintenance which the City wants us to emphasize. The bond is going to be very competitive and a lot of money is likely to go to transportation and mobility.

Jeske also drew Commissioner's attention to the upcoming events listed in the report. She also highlighted the Harmony Street Series and other music events DPL has been hosting during the day. It is a good niche for us; those events are packed with families.

The Hadley renovation project will be starting construction in June and DPL is continuing to gain some traction with the idea of a library presence in River North.

The upcoming Commission retreat was also discussed and will be held on April 11 from 9–1 PM. The library executive team will be sending out an agenda. Jeske will be sending out a poll to make sure the agenda includes topics pressing to the Commission. Commissioners Garcia, King, and Lucas noted wanting to discuss fiduciary duties, strategy, and process items. President Marshall suggested cancelling the regular Commission meeting and the Commissioners agreed.

Jeske then gave the floor to Community Resource Specialist, Elissa Hardy and Central Administrator, Rachel Fewell to present on issues of safety and security at the Central library. (See attached presentation)

Hardy began by talking about the team of three part-time Peer Navigators at the library. They are granted funded positions. Peer Navigators are living in recovery, or now in wellness, and are trained to help the vulnerable populations at the library. A Commissioner asked how people know that they're available. Hardy replied that they all have cell phones

and security radios, and staff have the cell numbers. There is also signage around the library but their major form of outreach is going around and talking to people.

Elissa talked about the types of services they provide and noted that they have stopped tracking emotional support as they provide that for everyone. They really try to meet people where they are and do what they can in that moment.

Rachel Fewell, the Central Administrator stepped in to talk about the Narcan kits security has started carrying to help revive people having overdoses. She also mentioned that we're getting reinforced sharps disposal containers. Commissioner Marshall asked if the sweeps are still happening. The answer is yes. Hardy also noted that the issues we are experiencing are not just related to people experiencing homelessness.

Fewell and Hardy also spoke about the staff perception survey conducted and were encouraged to hear that staff are overall feeling supported and safe. A significant portion of the feedback was around training needs such as setting boundaries with customers and domestic violence concerns.

The conversation moved on to the activities happening on the south side of Central, which is where people tend to congregate as it offers some shelter. We don't let people sleep there and we make them shift belongings to at least be out of the way. We've worked with Denver Police Department (DPD) which has been helpful at times moving people along. We start to see people outside around 4 PM. The social workers are also working with them. They are finding they are largely people who are not connected to services and so we're trying to build trust. We'll be asking for more help; it's more than we can handle.

Commissioner King noted that the Downtown Denver Partnership is experiencing some similar issues in trying to beautify 16th street. It's like pushing on a balloon; people just get moved around. Jeske responded and said it's true, and that we've spoken to the Mayor and Chief of Staff. They don't seem to think there is a connection to the sweeps. However, we have had people tell us that is why they are at the library. We need more resources to help deal with this.

Marshall asked if Jeske meant we need more staff and Jeske replied that yes, that is definitely part of it. King noted that DPD responds to statistics and that people congregating outside the library peacefully would not generate a call. Michelle assured him we call whenever it is appropriate to do so but that she gets his point. She expressed that we need Denver residents to talk about this on the citywide level and that there will be a Westword story about the overdose issues very soon.

Garcia stated that these issues are not isolated to DPL and that we are having a discussion about symptoms of a much larger problem. We have to deal with the core issues and address why these things are happening. Garcia noted the cost of housing in this community is a major problem and we need to try to be part of those conversations. We need to have a dedicated ongoing line item in our budget that deals with these issues.

Jeske agreed with Garcia but noted while we want to help we also need help. King followed-up stating Garcia is spot on and that DPL is trying to approach the problem systematically noting the two social workers we already have. However, he noted that we have to be careful of mission creep and to strike the right balance.

DPL is involved with the the Golden Triangle Partnership Board, and we are talking to the Downtown Denver Partnership, because these issues need a citywide approach. DPL's work with Early Learning is also about doing something on the front end trying to provide children a great start in life. The library can't be everything for everyone. How do we best respond to the realities of the community? Commissioners spoke about the need to be

advocates and make sure legislators, and city council members understand what is transpiring.

12. Other Business.

Mike King offered his office for the retreat. Jeske noted breakfast and lunch will be provided. Rick Garcia then deferred a moment of his time to Mr. Yeazy who had wanted to comment during the presentation on safety and security at Central. Mr Yeazy noted that DPL should give people experiencing homelessness reading lists so they can help themselves through reading.

The meeting was adjourned at 9:46 AM

Submitted by Rebecca Czarnecki for Alice Kelly.

**MINUTES**  
**The Denver Public Library Commission**  
Commission Retreat  
**Tuesday, April 11, 2017, 9:00 a.m.**  
Offices of Brownstein Hyatt Farber Schreck  
410 Seventeenth Street, Suite 2200

Present: Rick Garcia<sup>1</sup>, Greg Hatcher<sup>2</sup>, Alice Kelly, Mike King, Cathy Lucas, Rosemary Marshall, Carlos Martinez

Excused: Judy Joseph

Staff: Rebecca Czarnecki, Michelle Jeske, Susan Kotarba, Diane Lapierre, Zeth Lietzau, Ron Miller, Kristen Svendsen,

Guest: Jacqueline Murphy, Colorado State Library and retreat facilitator

**Desired Outcomes**

- Commissioners have a meaningful opportunity to contribute to future library strategy
- Commissioners have stronger connections to each other, the library and community
- Commissioners have a deeper understanding of current library strategies and practices
- Library executive team gains a broader community perspective

Call to order: The meeting was called to order at 9:07

Start with why: Started with Simon Sinek's Start with Why video.

Welcome/ground rules/roles/agenda: Jacqueline Murphy introduced herself and outlined her role as facilitator and reviewed the agenda.

Michelle Jeske thanked Murphy for her assistance and Mike King for arranging for the Commission to meet at his office. She also mentioned that she tried to balance all of the comments and feedback she received when structuring the retreat.

Where we are and the desire to look ahead: Getting a baseline for where we should go next.

*Strategic Plan* - touched on mission and vision, guiding principles, values, and community impacts. This document is shared externally. Gets to our 'Why.'

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<sup>1</sup> Arrived during 'Start with Why' video

<sup>2</sup> Arrived during 'Start with Why' video

- Talked about how we select focus areas each year. Using that criteria we have focused on early learning, out of school learning, technology access and training, as well as elevating services to immigrants and refugees.
- Work on Strategic Plan will need another year but DPL would like to look further out. What do we want to do be known for? How can we achieve community impacts; should they change? Want Commissioners to help with that longer term strategic direction.

#### *2017 Strategic Initiatives:*

- Summer of Learning - is in its second year as an initiative. Last year, it focused on research and recommendations and this year is implementation. It is also a transition year. Fall will be spent planning for a full rollout in 2018.
- Customer Experience - working with a consultant. Leading the team through a design thinking process.
- Diversity and Inclusion - putting a team together this month to start strategizing. Will likely hire a consultant.
- Activate!Denver - internal name for working towards the bond. Last night had two vocal City Council members advocating for library in the bond. Albus Brooks read National Library Week proclamation, and Chris Herndon was complimentary. Council members Wayne New and Debbie Ortega spoke very passionately about the importance of the library.
- Community Engagement - carryover from last year. Moving forward with the Harwood model. Talking to our communities. Training staff in the model.
- These topics will be covered in more detail in upcoming Commission meetings.

#### *Work Plan - internal document. Includes all of the work we're doing.*

- *Question from Carlos Martinez:* Do you work with the Commission on the criteria for those focus areas? No, these are relatively new. E-Team developed those criteria but we can have those conversations for 2018. The prioritization is new but the services have been around for a long time.
- The work plan is all the strategic internal work. Wayfinding. Fine tuning strategic budgeting process. Staffing analysis. Hours analysis - determining best hours for each location. Working on employee engagement - if people are highly engaged more likely to achieve mission and vision. Data Roadmap - being able to pull data out to make strong decisions.

#### *What Help is Needed*

- Grounding in the why. Murphy reminded the group that the Library Commission adopts policy and helps set strategic direction. DPL should work with the Commission to outline goals and then check back in.
- DPL has had annual strategic plans rather than 5-10 year plans for quite some time. This has worked well and allowed DPL to stay nimble since the community is changing so much so quickly. We've also created a framework that allows branches to serve their communities and customize them while still fitting in with the overall strategic plan. Branches are given a lot of data about their communities and how their library is being used. They are also provided menus of opportunities to choose from and then go through a mid-year evaluation to assess how everything is working.



- *Question from Alice Kelly:* Where do you get statistics? Do you talk to the state demographer at all? No, because the state demographer does not get as granular as we need. DPL collects a lot of data from each branch and there is also data we use from the Mayor's office. DPL also subscribes to market research tools that drill down to the block level.
- *Question from Rick Garcia:* How is the progress/success of the activities tracked and what reporting is done for the Commission? The senior team has these objectives that are built into their performance plans. Also, all of these topics are planned into Commission meetings through the year so each of these teams will come and report out and ask for your input and feedback.
- *Question from Carlos Martinez:* Do I understand that we do want more of a long range plan? Yes. We still want to plan year to year but have a longer term vision of where we want to take the library and what direction we want to go.
- Do we want to revisit the mission? Does it need to be evolved as we talk about why we exist? When you look at the library it is a central part of the city and how the city develops into a world class city. Are we about developing the intellectual capital?
  - What is the 'why' and how does it tie to library of the future? Many in the public don't see what we do.
  - It's been about 13 years since we have taken a hard look at the mission.
  - It even ties to the bond about how and why to move the library to the next phase.
  - DPL's 'how' is thought to be books. Its 'why' is engage, inform, empower. Other hows include community programming, outreach, small business development, english as a second language.

#### What We Want for our Community: Diane Lapierre

- DPL has been using the Harwood model for a couple years. We put together an initiative team last year and community conversations are built into our plan.
- Some of the themes heard at the community conversations we've hosted:
  - Not knowing who neighbors are
  - Transportation difficulty
  - Safety issues
  - Isolation
- These are not specifically library conversations. Trying to get to the heart of what a community sees as needs, identify partners, and find ways to move forward.
- 25 DPL staff, two city staff, and about 20 staff from other libraries trained in the Harwood model at DPL. There has been a swell in libraries adopting this approach. Harwood has been working with the American Library Association to put together library specific approaches to community engagement.
- DPL is thinking about how to share this training information with the larger organization.
- Helping us focus on turning outward in our approaches to everything we do.
- One role of the Commission is to be a voice of the community in a leadership role. Harwood discusses the three A's in public life: Authority, Accountability, Authenticity.
- Watched [Harwood video](#)

- What resonated?
  - Martinez noted that as we implement this we have to make sure we are taking cultural context into consideration. These 3 A's mean different things to different communities.
  - Lapierre responded that we ran into some challenges with that when we first started these conversations. At Hadley we hosted a conversation in Spanish, English, and Vietnamese. The best one we had was when everyone showed up together. The themes were mostly the same. People feeling isolated within micro community, they don't know the people across the street. We are also trying to be mindful with our language approach and are trying to have facilitators who can help bridge some of those gaps. This model was developed by a white man with experience in white communities but the model seems to be adaptable. We do want to make sure it really is authentic.
  - Marshall noted that's good because our ability to be authentic defines our credibility.
  - Kelly asked if the Harwood training was offered to branch librarians? Yes. There was an application process and there was really good representation.
- *Activity:* Interview each other using these Harwood questions (see attached). Looking at where our communities want to go. Gather themes as a larger group.
  - Interestingly themes captured are reflective of what we've heard in the community conversations we've been having
    - What kind of neighborhood do you want to live in?
      - Multi-generational, ethnically and socio-economically diverse, engaged, access to services and transportation, safe, walkable, caring, have amenities like parks and good schools.
    - Why is that important?
      - Safe for kids, supportive of each other, keep character, diversity connects to an enriched life and community, safety, breaking bubbles
    - How is that different from now?
      - Disparity in investment of resources, not safe in some places, transient nature/renting out, exorbitant cost of living, concrete jungle/lose character
    - What needs to change?
      - Talk to people, save green space, tool kits for neighbors
  - Martinez commented this work is messy, it's going outside what we normally do. As you're looking at community engagement it's about going out to people. We have to be uncomfortable.
  - Jeske noted that DPL is getting expert help: Eight staff members are participating in ongoing monthly coaching sessions with Harwood experts. Developing a game plan, getting practical help and advice.

#### What We Know about our Community: Zeth Lietzau and Michelle Jeske

- See attached presentation
- Looking at demographics to inform our services
- Analytics are updated regularly so every quarter we can see if there are major trend changes in a specific service area.

- *Question from Carlos Martinez:* Can we use city data to overlay with this and make projections about how the populations will change? It would be interesting to look at. It would be but we do not get that type of data from the City.
- *Question from Rick Garcia:* How would this opportunity be promoted to folks in business? Our small business specialist goes out and works with a lot of partner organizations.
- Martinez noted that this is such great information. If DPL can include this as community engagement resources, it's so valuable. Helps figure out how the community is changing. Jeske noted that it is a public database, if you have a library card we can help you with this. She said she will send out the link and some how to get started docs and noted anyone can do one-on-ones with business librarian.
- Mayor's Priorities - these are documented and official. Budget office tells us to align to these.

#### What are Trends and Challenges and How Might We Address Them? Jacqueline Murphy

Murphy helped guide the Commissioners through another activity where they spoke to one another about current trends and challenges:

##### *Analysis of trends and challenges*

- Financial:
  - Trends/Challenges:
    - Retool buildings
    - Economic trends - boom or bust, IMLS/Gallagher
    - Bond priority
  - Data Source:
    - City Librarian and internal data
    - Economic trends
    - Funding sources
  - Impact and opportunities
    - Under-resourced
    - Huge impact and opportunities. Need to make more noise
    - Long term planning
    - Preparing for inevitable changes
    - Long-term funding and external funding
    - Loss of innovation funds
    - Ever a chance for SCFD? No, not allowed for government agencies
  - What does the library need to do?
    - Tough decisions (if we fall short of funds)
    - Advocacy
    - Rethink strategies
    - Look for external funds
    - Identify long-term impact
    - Apply strategy
    - Be nimble
    - Communicate value to residents
  - What does the Commission need to do?
    - Tough decisions
    - Advocacy and personal appeals
    - Prioritization

- Demand for services
  - Trends/Challenges:
    - Perception of only being books
  - Data Source:
    - Internal data
    - Community engagement
  - Impact and opportunities?
    - Could decrease utilization and access
    - Keep track of trends and link to advocacy
    - Elevate awareness of other services
    - Managing change
    - Opportunity to bring people together
  - What does the library need to do?
    - Raise awareness
    - Community events
    - Form alliances
    - Strategic marketing
    - Stronger advocacy
    - Be nimble
    - Build on credibility
  - What does the Commission need to do?
    - Help form alliances
    - Open doors
    - Advocate
    - Recruit talent to DPLFF
    - Keep track
    - Push staff to drive work and adjust to change
    - Support staff and set strong policy

#### Demographic

- Trends/Challenges:
  - Shifting demographics
  - Internal
  - City wide trends info from Mayor's office
- Data Source:
  - City data
  - Experian data
  - Observation
- Impact and opportunities?
  - Drives our agenda and service offerings
  - Stronger strategic growth plans
  - Capital campaigns
  - Library district
  - Tailor outreach
  - Cultural intelligence
  - Diversity
- What does the library need to do?

- Drive info to the Mayor's office about strategic opportunities and budgeting
    - Partnerships
    - Tailor services/resources
    - Tell our story - packaging the message
  - What does the Commission need to do?
    - Take into account strategic decisions
    - Support of changing budget
    - Set overall policies and priorities
    - Demonstrate strong leadership
    - Advocacy
    - Budget as scorecard
    - Evaluate shifting roles
- Policy
  - Trends/Challenges:
    - Government
    - Library
  - Data Source:
    - Internal understanding of need
    - Recent new/current events
  - Impact and opportunities?
    - Lobbying for resources for evolving and adapting environment
  - What does the library need to do?
    - Adapting to change environment
    - Be vigilant with trends
    - Keep communities updated
    - Be proactive about communicating needs
  - What does the Commission need to do?
    - Lobby for resources for evolving role
    - Connect with 'why'
    - Tweak policies as needed
    - Be letter writers
    - Adapt mission to changing environment
    - Ability to be flexible and shift directions
    - Stay informed
- Other
  - Trends/Challenges:
    - Technology divide
  - Data Source:
    - Community engagement
    - Internal data
  - Impact and opportunities?
    - Stronger demand for the organization
    - Do outreach
  - What does the library need to do?
    - Be creative on both fronts - with both outreach and ringing people in
    - More communication about telling our story
    - Increase our community profiles.

- Emphasize partnerships, hosting events like Metro Denver Chamber, host INC type meetings. Bringing in RNO's.
- What does the Commission need to do?
  - Be advocates and stronger ambassadors
  - Have strategic conversations
  - Support staff

Jeske thanked the Commissioners for what was a very productive start of a conversation. It helps her to understand what the Commission wants to be involved in and will reach out to talk about what's next.

#### Discuss by-laws and meeting logistics. Jacqueline Murphy

##### *Content*

- Murphy reminded Commissioners that one way to help make meetings more efficient is to implement a consent agenda, which would group several items together for approval.
- Commissioners Lucas, King and Martinez expressed the thought that meetings may not need as many presentations, that the Commission should be coming out to library events and educating themselves.
  - Supplemental meetings for issues of major public concern. So can be adaptable.
- Garcia noted that for deeper policy conversations the Commission could form a committee.
  - Murphy reminded Commissioners that committees can have no more than three Commissioners. Otherwise they are open meetings and they have to be publicly posted and minutes have to be taken.
- Kelly expressed that she appreciates being educated about the systems of the library. She stated she has a tough schedule and knows she would not call to ask questions and really appreciates the information being brought to her. That way when policy is discussed she has the knowledge she needs. Kelly noted the presentations are how she is educated about the library and that is how she can speak to what is going on. Kelly suggested that maybe such presentations could be every other month but feels strongly about keeping them.
  - King concurred that the presentations are important but that the Commission could trust the Commission-chair and City Librarian to tighten them up.
  - It was suggested that staff could provide a synopsis of presentations in advance of the meeting.
  - Commissioners brought up the idea of on-boarding and orientation. Jeske noted that orientations happen but we can't get to the depth Kelly referred to.
  - Jeske noted that we are trying to make those presentations more relevant and that each topic is dovetailed to strategy. However, we can tighten them up.
  - Consider doing presentations every other month and perhaps alternate longer and shorter meetings. It is really valuable to have updates and opportunity to ask questions.

##### *Time*

- President Marshall noted that efficiency is important and asked Commissioners if they felt like 1.5 hours was the right amount of time to meet and asked if it could be done in an hour?
  - It was agreed that 8:30 AM at the Central Library was still most convenient.
- Agreed to monthly meetings

#### *Attendance*

- Murphy noted that 3-4 consecutive unexcused absences is usually standard for discussing attendance concerns and viability of membership.
  - Nothing in by-laws about attendance. Most boards and commissions have a by-law attendance provision.
  - Martinez asked if after so many excused or unexcused absences if there should be an evaluation. The chair could have a conversation to see if it's a good fit.
  - Garcia asked isn't it somewhat up to the Mayor's office? Marshall noted we could have the stipulation in the by-laws. Such action is supported by the Office of Boards and Commissions.
  - Any change would have to be put forth at a regular meeting. Three unexcused absences could be grounds for evaluating. Having a quorum has been tough in the last 4-5 months. Or maybe need to stipulate not missing more than 25% of the meetings whether excused/unexcused. Consider adding to guidebook?
- Attendance by phone: At least have a quorum in the room and the person on the phone may not necessarily be a part of the voting block.
  - Could there still be a call in option? Could be helpful for Commissioners on the road.
  - King noted he would rather tighten up meetings and hope that would make attendance easier. It was agreed phone attendance takes a lot away and that the public also gets a lot out of watching a Commission interact.
- **Action:** Consensus around tightening meetings. Not implementing phone attendance at this time.
  - Commissioner King noted that tightening down meeting time should mean Commissioners use more time to go out and be ambassadors

#### Wrap up and Next Steps

- Reviewed the outcomes set at the beginning of the meeting.
- Jeske will sort through what was heard today and chat with Commission about next steps and how to incorporate into upcoming meetings.
- Opportunity in a later meeting to discuss.
- Return to talking about the mission. If the Commission is interested in talking about that at a meeting that could be done. Murphy offered to facilitate. That will be a little way down the road - as DPL works on a calendar year, we will want to make sure there is a plan. Maybe in the fall as we plan for 2018.

The meeting was adjourned at 12:35 PM

Submitted by Rebecca Czarnecki for Alice Kelly



# DENVER PUBLIC LIBRARY

*What's in it for you?*





# Using & Understanding Segmentation

DPL's use of Experian Marketing Services' Mosaic

# What is Mosaic?

“Household-based consumer lifestyle segmentation”

Consumer database of 126 million households

Groups consumers' behaviors, needs and lifestyles

Offers predictive insights, property characteristics and summarized credit and automotive data

Commonly used to locate business and plan marketing campaigns

We've used similar tools for years with our Small Business Help customers

(a very incomplete list of) **Weaknesses of this approach**

Can oversimplify/overgeneralize

They're not always careful with language

Based largely on purchasing habits that Experian can capture

Not everyone is easy to classify

N46	True Grit Americans	14	0.0%	27	0%	101	51.9%
N47	Countrified Pragmatics	2	0.0%	3	0%	130	66.7%
N49	Touch of Tradition	0	0.0%	1	0%	0	0.0%
U00	Unassigned	10,104	7.5%	17,701	7%	111	57.1%
	Total	135,109	100.0%	263,276	100%		

# Citywide Groupings

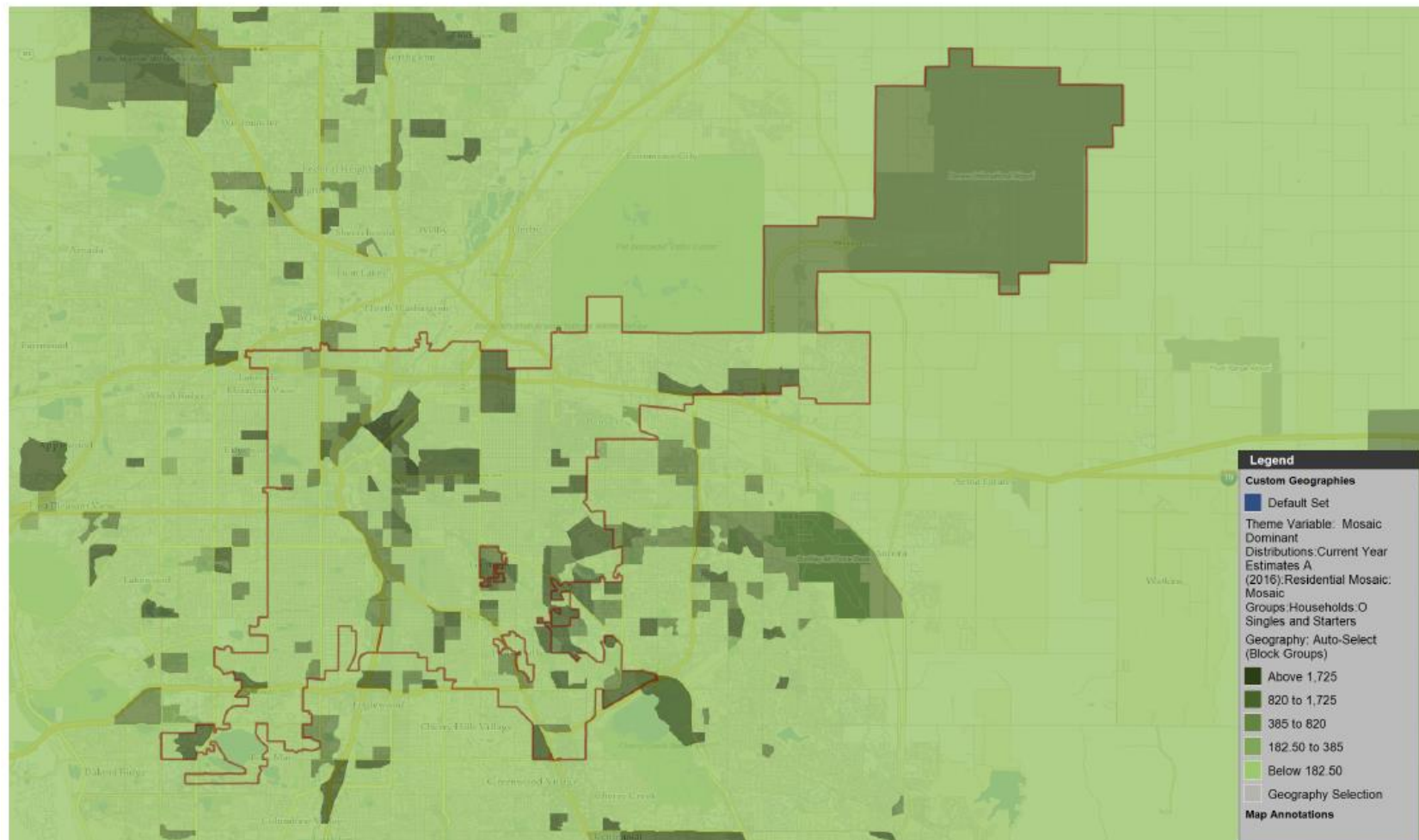
Group	Households	Percent of Denver
Singles and Starters	92,640	30.90%
Young, City Solos	38,005	12.70%
Thriving Boomers	27,119	9.10%
Booming with Confidence	26,710	8.90%
Family Union	23,231	7.80%
Cultural Connections	19,788	6.60%
Power Elite	18,549	6.10%
Suburban Style	14,764	4.90%
Golden Year Guardians	11,230	3.80%
Middle-class Melting Pot	6,762	2.20%
Significant Singles	5,364	1.80%
Blue Sky Boomers	3,944	1.30%
Aspirational Fusion	3,892	1.40%
Autumn Years	3,086	1.00%
Flourishing Families	1,893	0.60%
Promising Families	1,184	0.40%
Economic Challenges	1,060	0.40%
Pastoral Pride	579	0.20%

## **Singles and Starters (30%)**

Young singles starting out, and some starter families, in diverse urban communities

The six segments in Singles and Starters contain downscale Generation Yers with upwardly mobile aspirations. These households tend to be young (nearly three-quarters are under the age of 35), ethnically-mixed and unattached (half are single while a quarter are single parents). Most are on their own and starting to build independent lives in apartments with other young singles. They're college-educated, though not necessarily college graduates, and many are toiling away at entry-level positions in service-sector jobs. These self-described workaholics share a desire to move up in status and they realize that every career journey starts with a first step.

## Singles and Starters

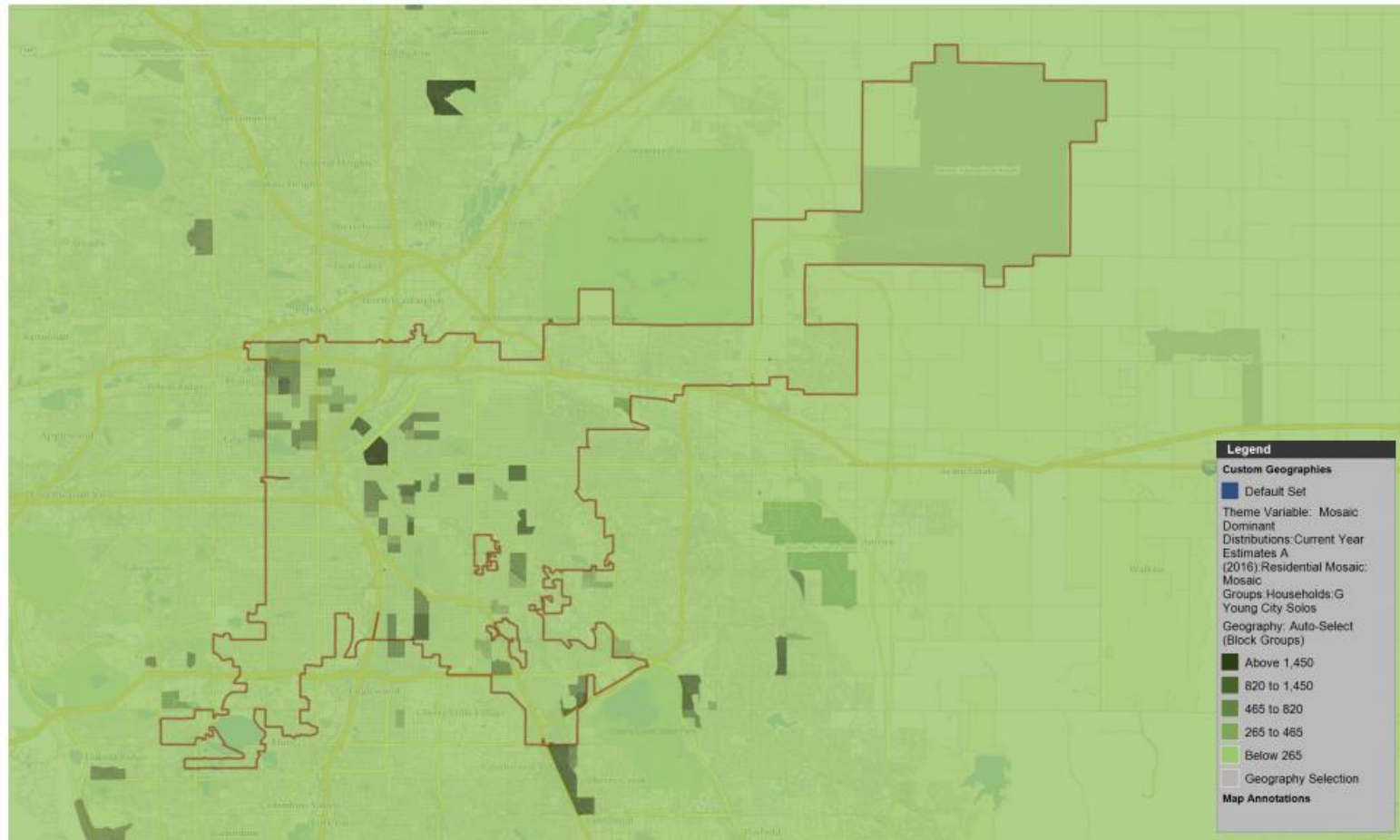


## **Young, City Solos (12.7%)**

Younger and middle-aged singles living active and energetic lifestyles in metropolitan areas.

The two segments in Young City Solos contain younger and middle-aged singles living in city neighborhoods. More than 90 percent are unmarried. Most are in their 30s and 40s, white and childless, part of a demographic trend of delaying marriage while living alone or cohabitating with a partner. While economic insecurity is one reason some singles avoid marriage and having children, these young professionals report above-average incomes topping \$75,000 a year, and they seem to be thoroughly enjoying their unattached status.

## Young, City Solos





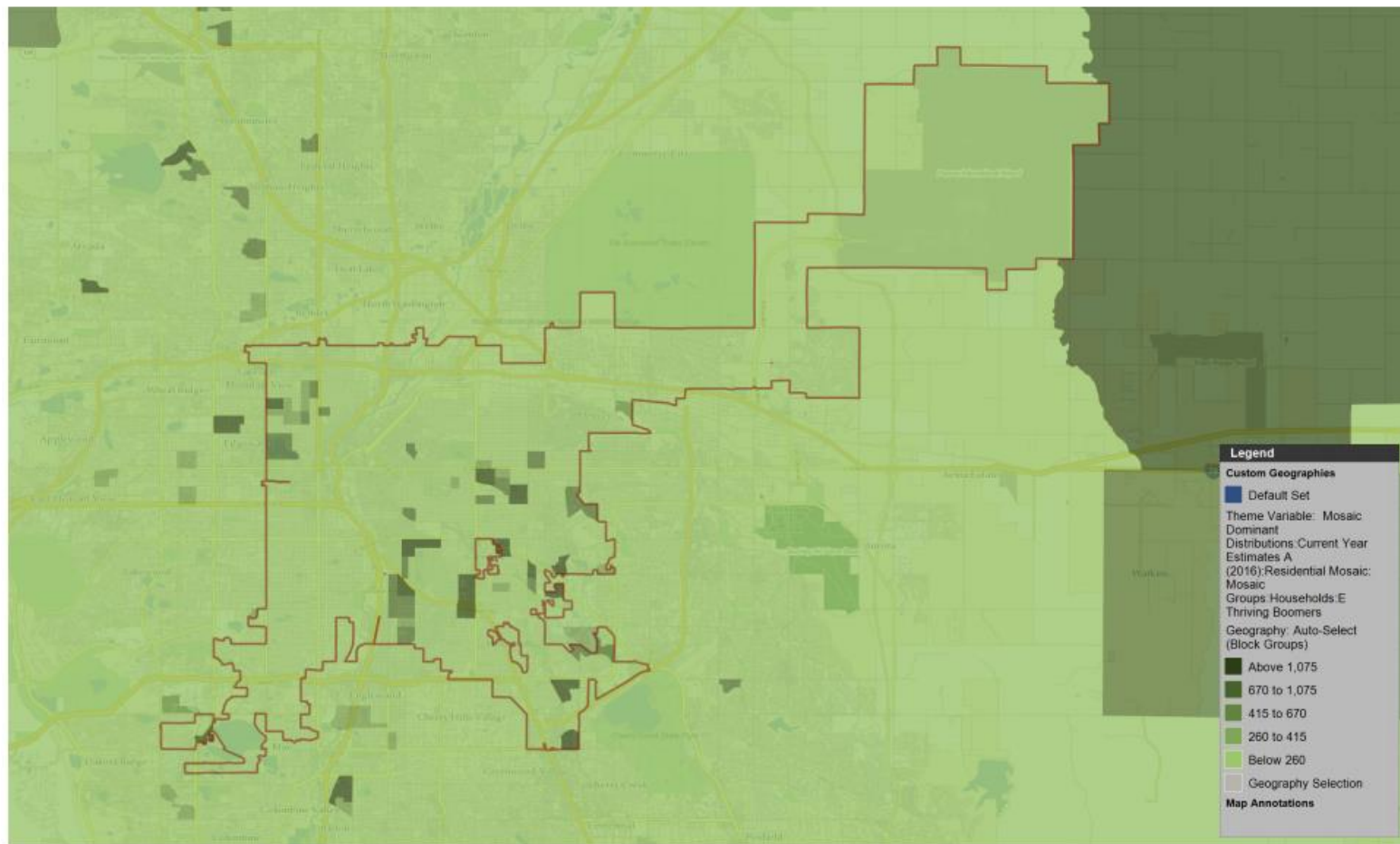
## **Thriving Boomers (9.1%)**

Upper-middle-class baby boomer-age couples living comfortable lifestyles settled in town and exurban homes.

The three segments in Thriving Boomers feature empty-nesting couples in their 50s and 60s. Most of the households contain childless couples who've lived at the same address for over a decade and are now beginning to contemplate their retirement. While some of their peers have migrated to active retirement communities, these folks are content to live in their mixed-age neighborhoods, not to mention their mixed-aged households: one-quarter has an aged parent or young adult living at home.

(Also, similar group of Boomers with Confidence at 8.9%)

# Thriving Boomers

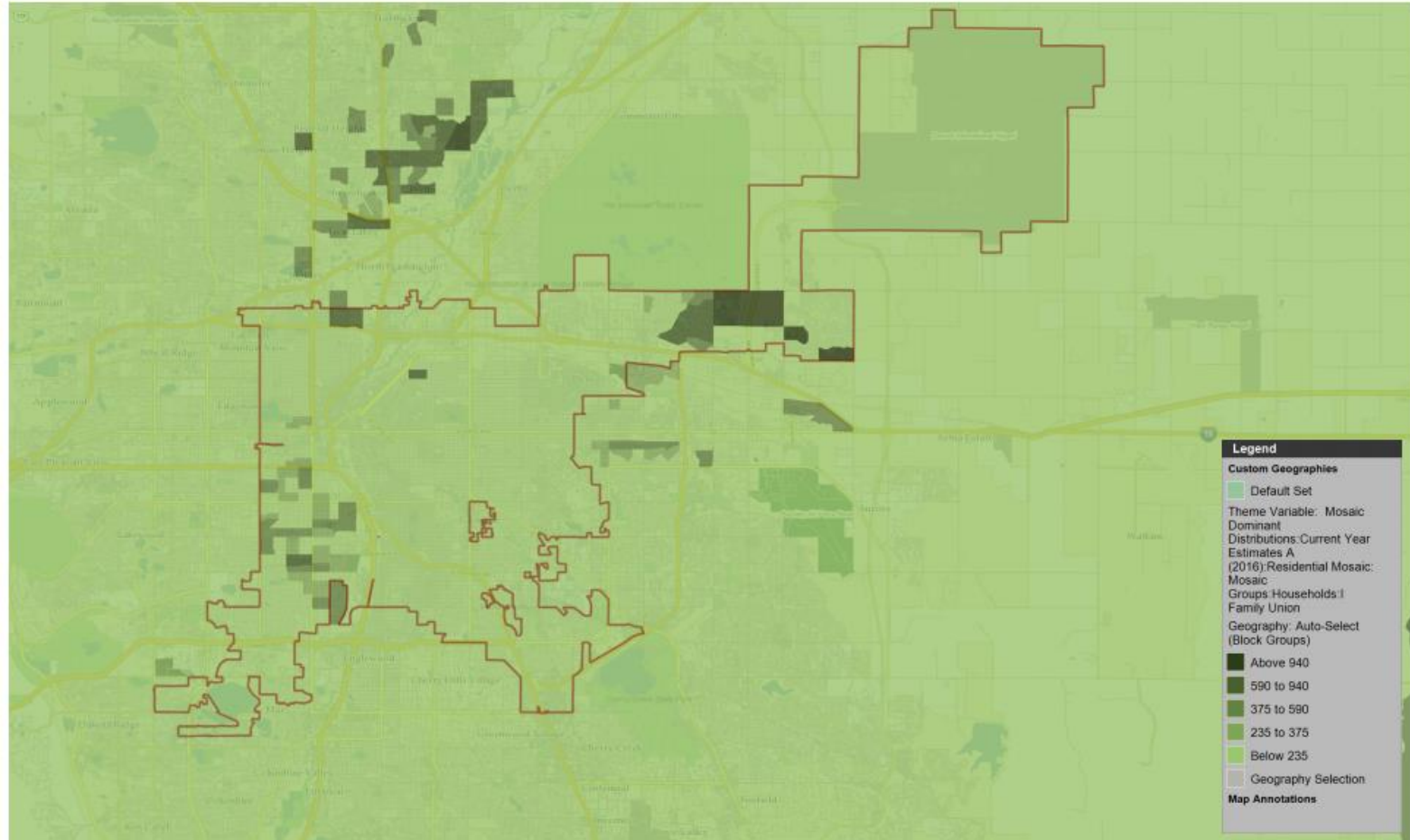


## **Family Union (7.8%)**

Mid-scale, middle-aged families living in homes supported by solid blue-collar occupations.

In Family Union, a mix of Hispanic and white families live in middle-class comfort within the sprawl of major metropolitan areas. Many of the households contain older, Mexican immigrants and their children who have worked hard, settled in modest houses and established a comfortable lifestyle for their families. They tend to live in multi-ethnic and multi-lingual neighborhoods, some speaking Spanish in shops and cafes, driving used American sedans and minivans, and filling their homes with food and decorations that remind them of their homeland.

# Family Union



## **Cultural Connections (6.6%)**

Diverse, mid- and low-income families in urban apartments and residences.

Cultural Connections are first- and second-generation Americans who are striving to improve their lives. The six segments in this group have one of the highest proportions of adoptive citizens in the U.S. More than half the households are Hispanic - more than four times the national average - and most consist of middle-aged couples with children and single-parent families. Many face enormous challenges: modest educations, low wages, uncertain jobs and language barriers. In these segments, 40 percent of residents were born in Mexico and mostly speak Spanish inside and outside their homes.

**Legend**

**Custom Geographies**

Default Set

Theme Variable: Mosaic  
 Dominant  
 Distributions: Current Year Estimates A (2016): Residential Mosaic: Mosaic Groups Households: P Cultural Connections

Geography: Auto-Select (Block Groups)

Above 900  
 560 to 900  
 345 to 560  
 212.50 to 345  
 Below 212.50

Geography Selection

**Map Annotations**

# How can we start to use this with library data?

Link	Description	Patron Household Count	Patron Household Percent	Base Household Count	Base Household Percent	Index	Market Penetration
<a href="#">O54</a>	Striving Single Scene	15,045	11.1%	34,947	13%	84	43.1%
<a href="#">G25</a>	Urban Edge	7,012	5.2%	22,918	9%	60	30.6%
<a href="#">E19</a>	Full Pockets Empty Nests	7,606	5.6%	18,224	7%	81	41.7%
<a href="#">G24</a>	Status Seeking Singles	8,204	6.1%	17,616	7%	91	46.6%
<a href="#">C13</a>	Silver Sophisticates	5,673	4.2%	9,127	3%	121	62.2%
<a href="#">Q65</a>	Senior Discounts	2,782	2.1%	8,262	3%	66	33.7%
<a href="#">O51</a>	Digital Dependents	4,336	3.2%	7,368	3%	115	58.8%
<a href="#">I33</a>	Balance and Harmony	5,140	3.8%	6,823	3%	147	75.3%
<a href="#">I32</a>	Steadfast Conventionalists	4,531	3.4%	6,781	3%	130	66.8%
<a href="#">K40</a>	Bohemian Groove	2,310	1.7%	5,968	2%	75	38.7%

## Valdez-Perry

Link	Description	Patron Household Count	Patron Household Percent	Base Household Count	Base Household Percent	Index	Opportunity
<a href="#">P59</a>	Expanding Horizons	596	39.7%	868	35%	112	68.7%
<a href="#">P60</a>	Striving Forward	177	11.8%	291	12%	99	60.8%
<a href="#">O55</a>	Family Troopers	89	5.9%	141	6%	103	63.1%
<a href="#">R66</a>	Dare to Dream	97	6.5%	140	6%	113	69.3%
<a href="#">Q64</a>	Town Elders	48	3.2%	122	5%	64	39.3%

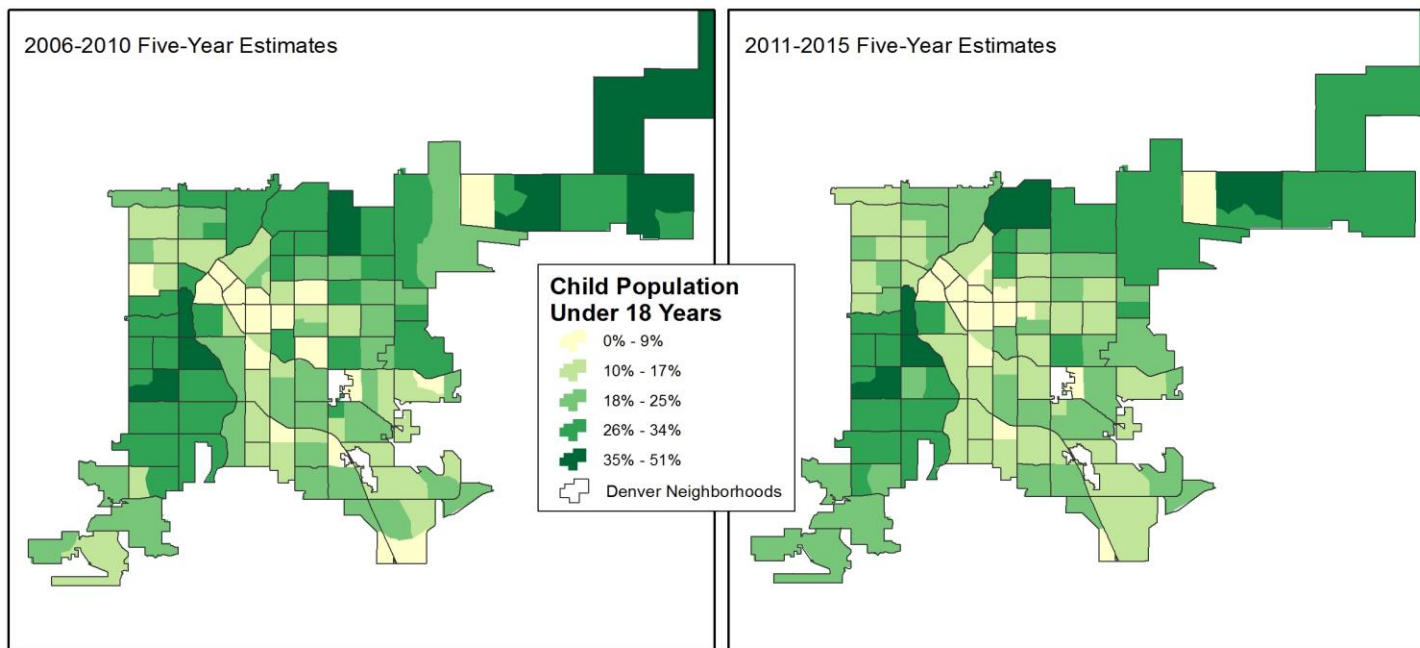
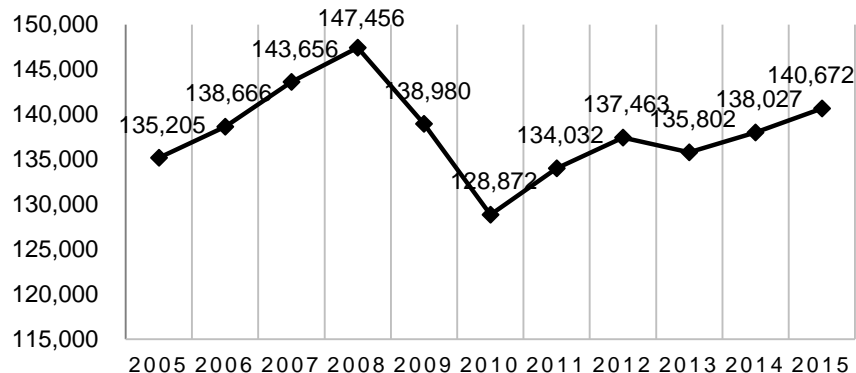
## Sam Gary

Link	Description	Patron Household Count	Patron Household Percent	Base Household Count	Base Household Percent	Index	Opportunity
<a href="#">A05</a>	Couples with Clout	967	15.9%	1,526	15%	103	63.4%
<a href="#">F22</a>	Fast Track Couples	475	7.8%	952	10%	81	49.9%
<a href="#">D17</a>	Cul de Sac Diversity	347	5.7%	616	6%	92	56.3%
<a href="#">A03</a>	Kids and Cabernet	539	8.8%	605	6%	145	89.1%
<a href="#">K37</a>	Wired for Success	317	5.2%	591	6%	87	53.6%



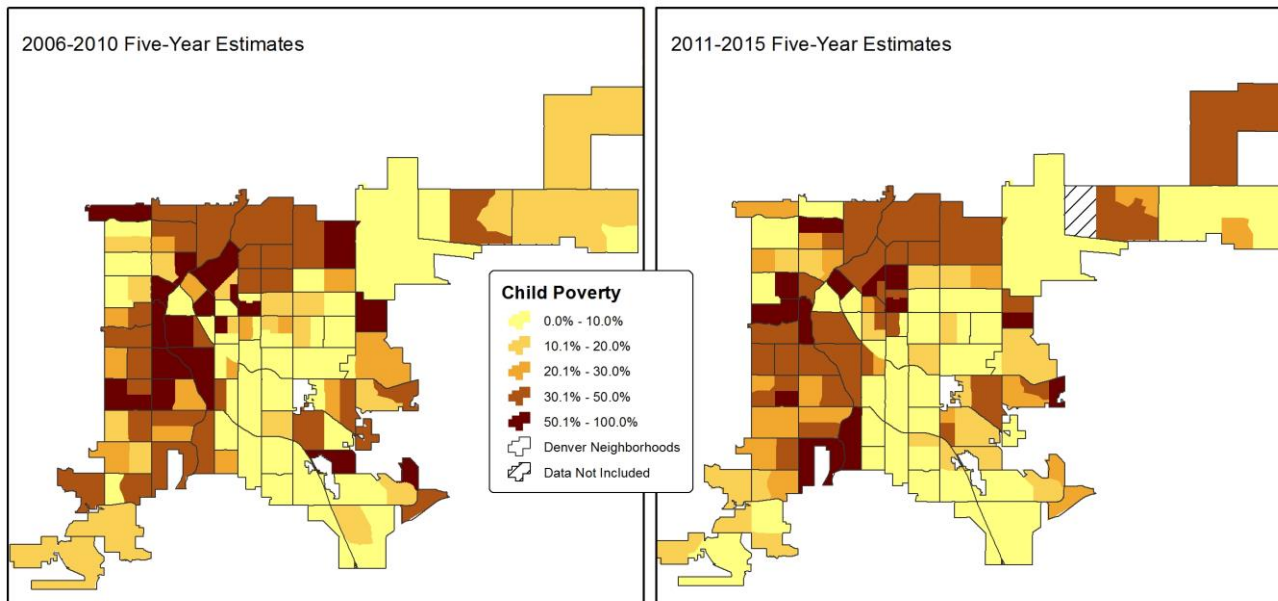
# Child Population

The number of children under age 18 living in Denver increased four percent since 2005



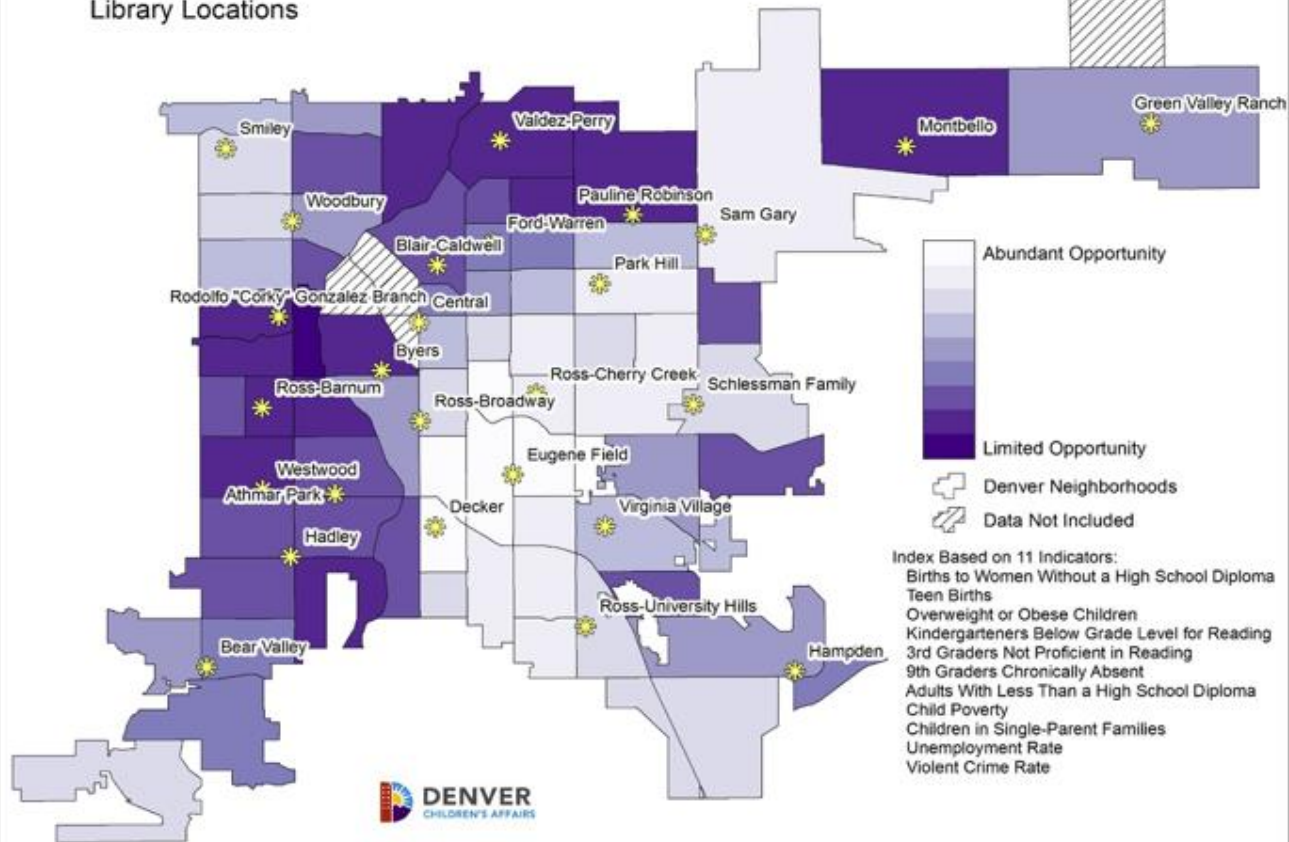
Source: U.S. Census Bureau, American Community Survey 2010 and 2015 Five-Year Estimates

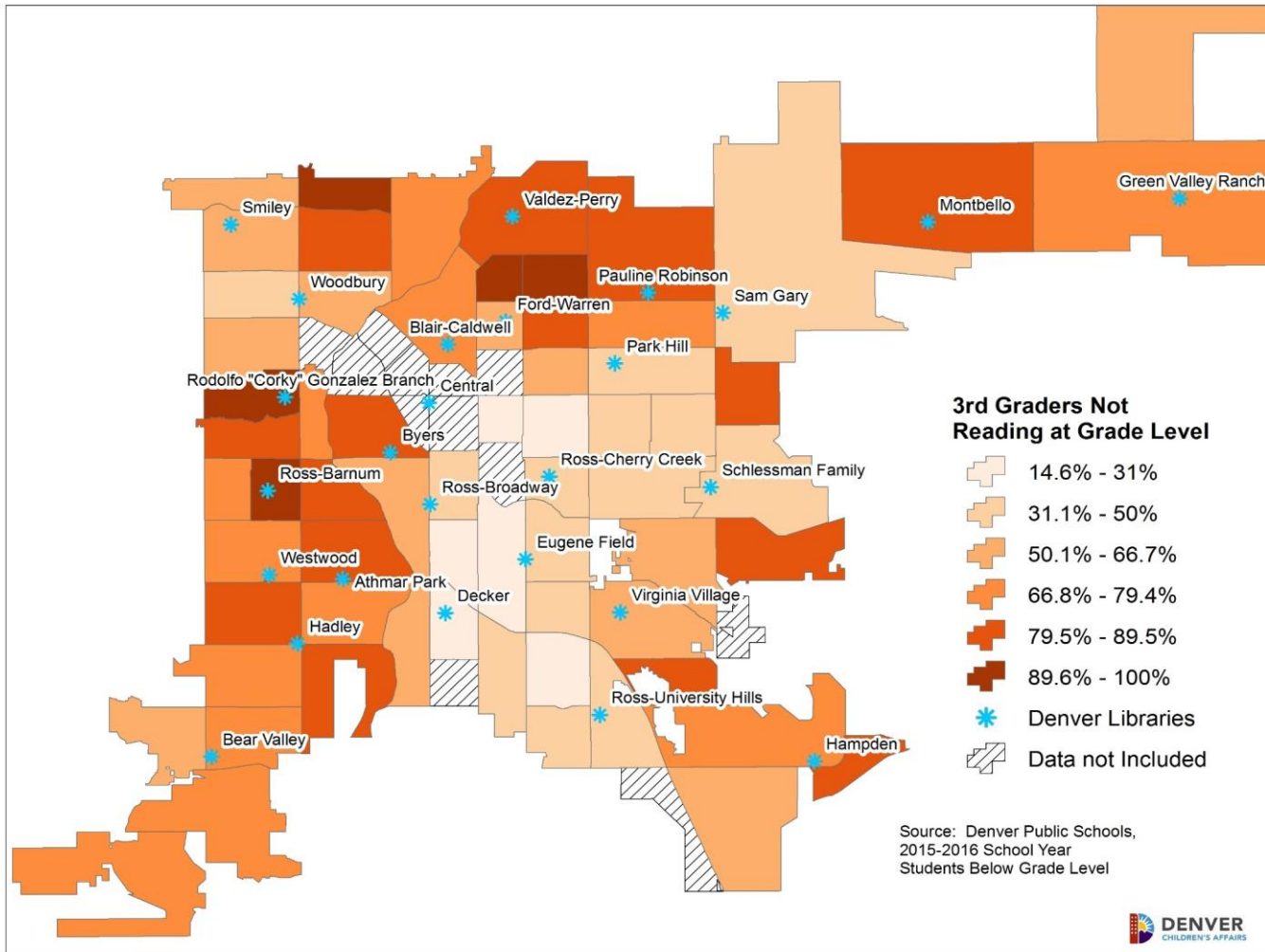
# Children in Poverty 2006-2010 and 2011-2015



Source: U.S. Census Bureau, American Community Survey 2010 and 2015 Five-Year Estimates

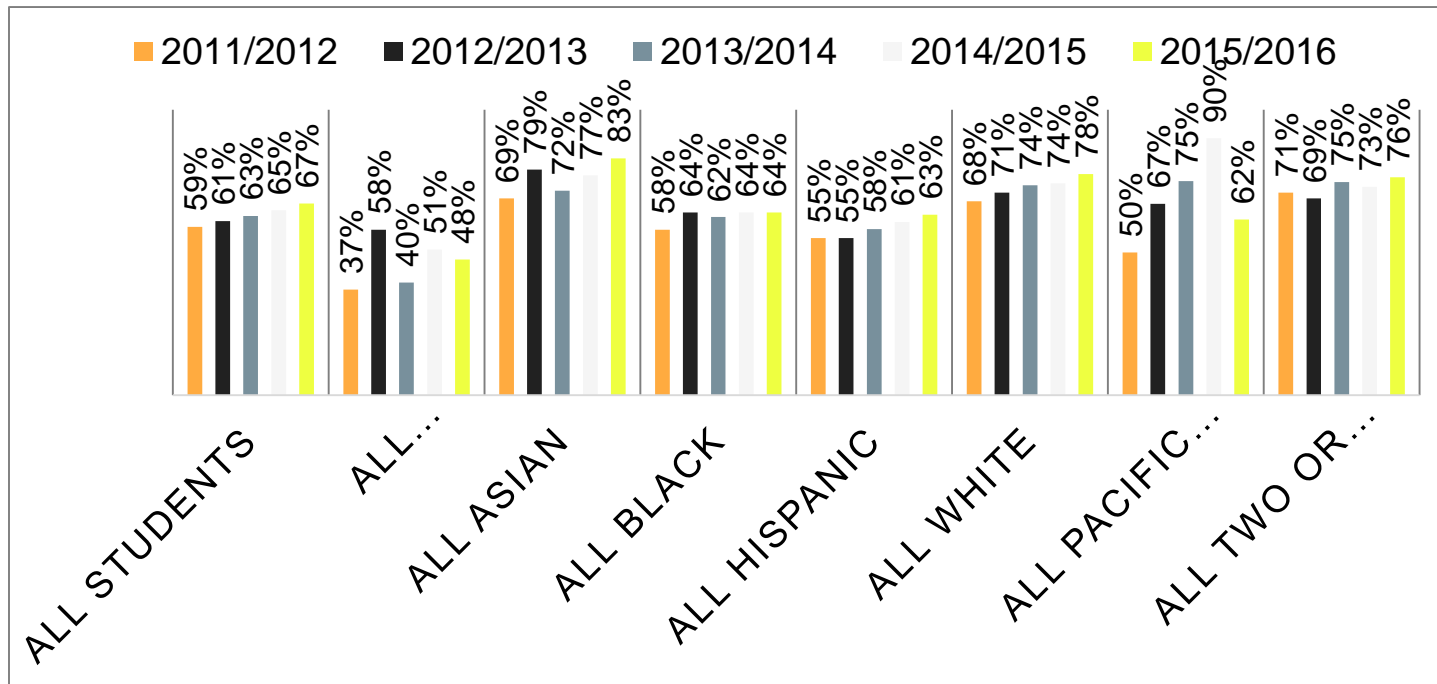
# 2017 Child Well-Being Index And Library Locations



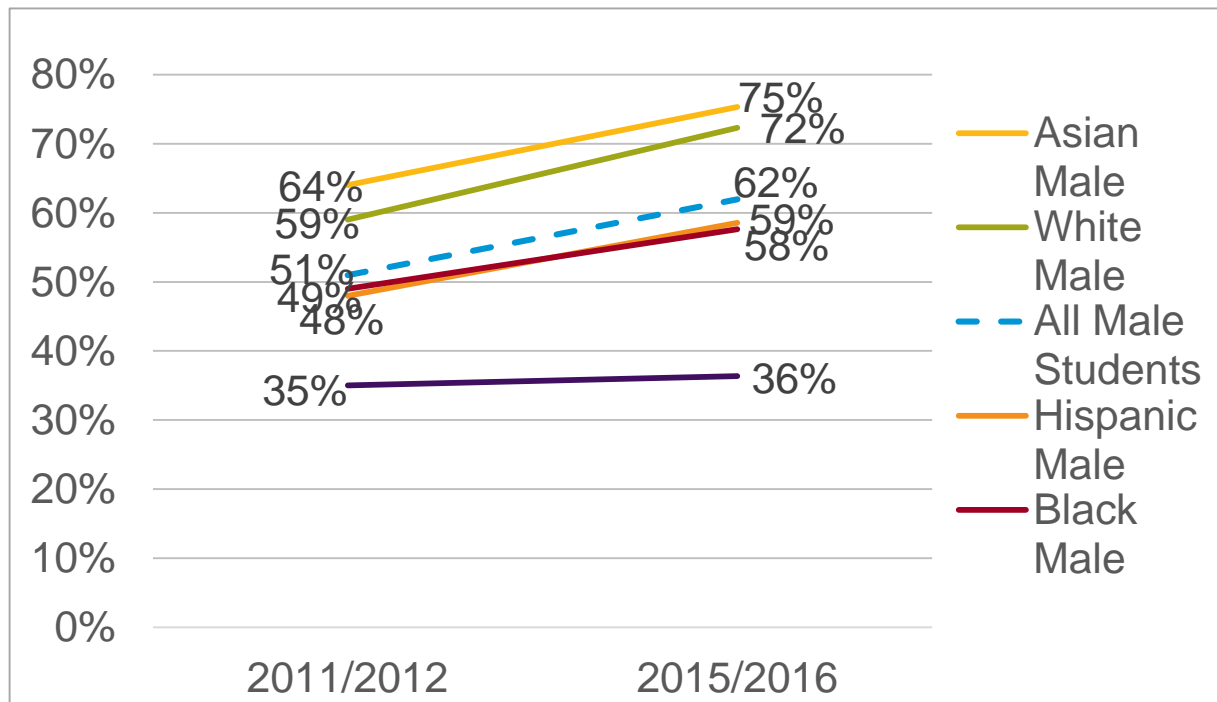


# Graduation Rates

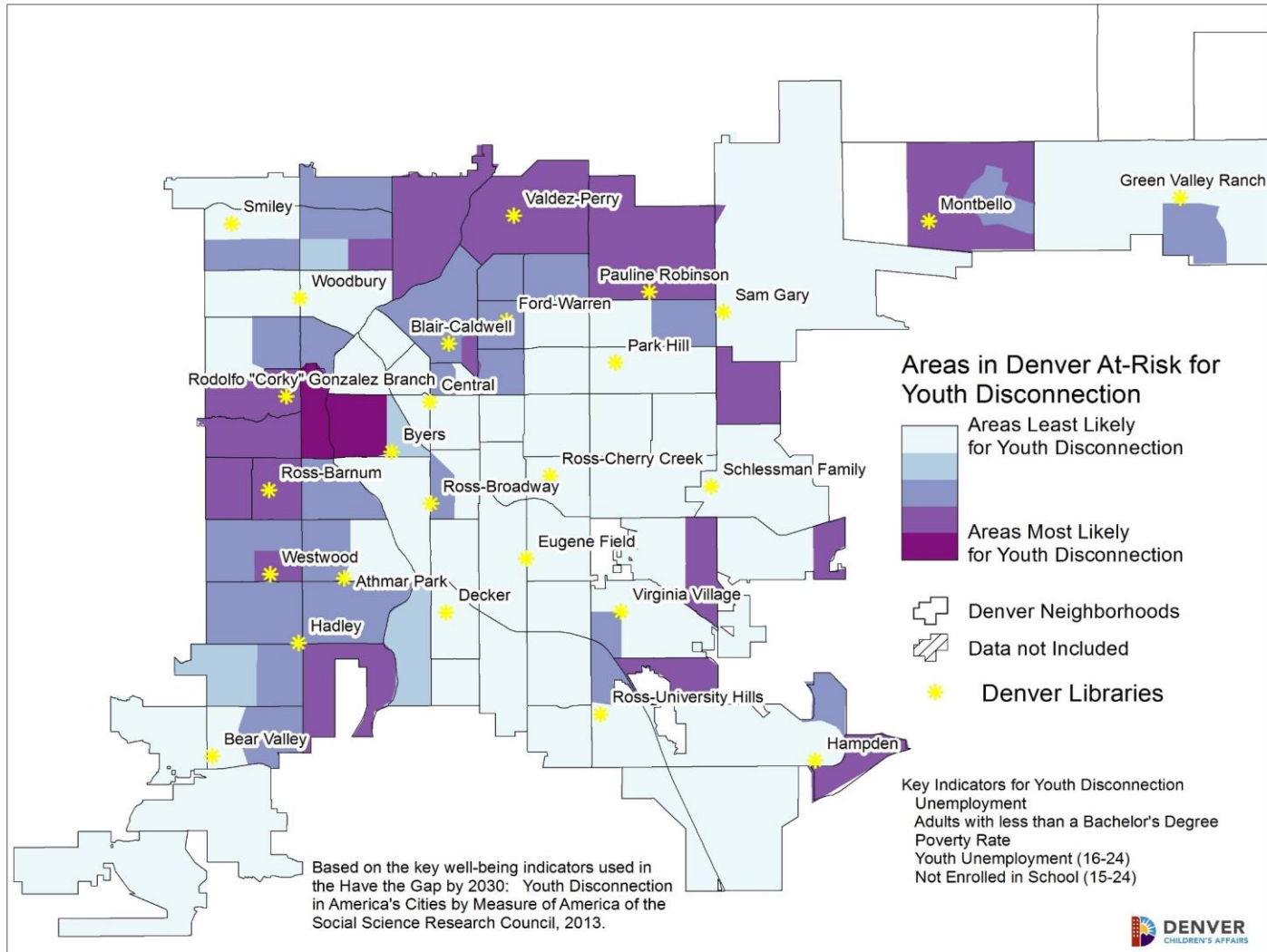
At the end of the 2015-2016 school year, 67 percent (3,633) Denver Public School students graduated from high school on time, or in four years



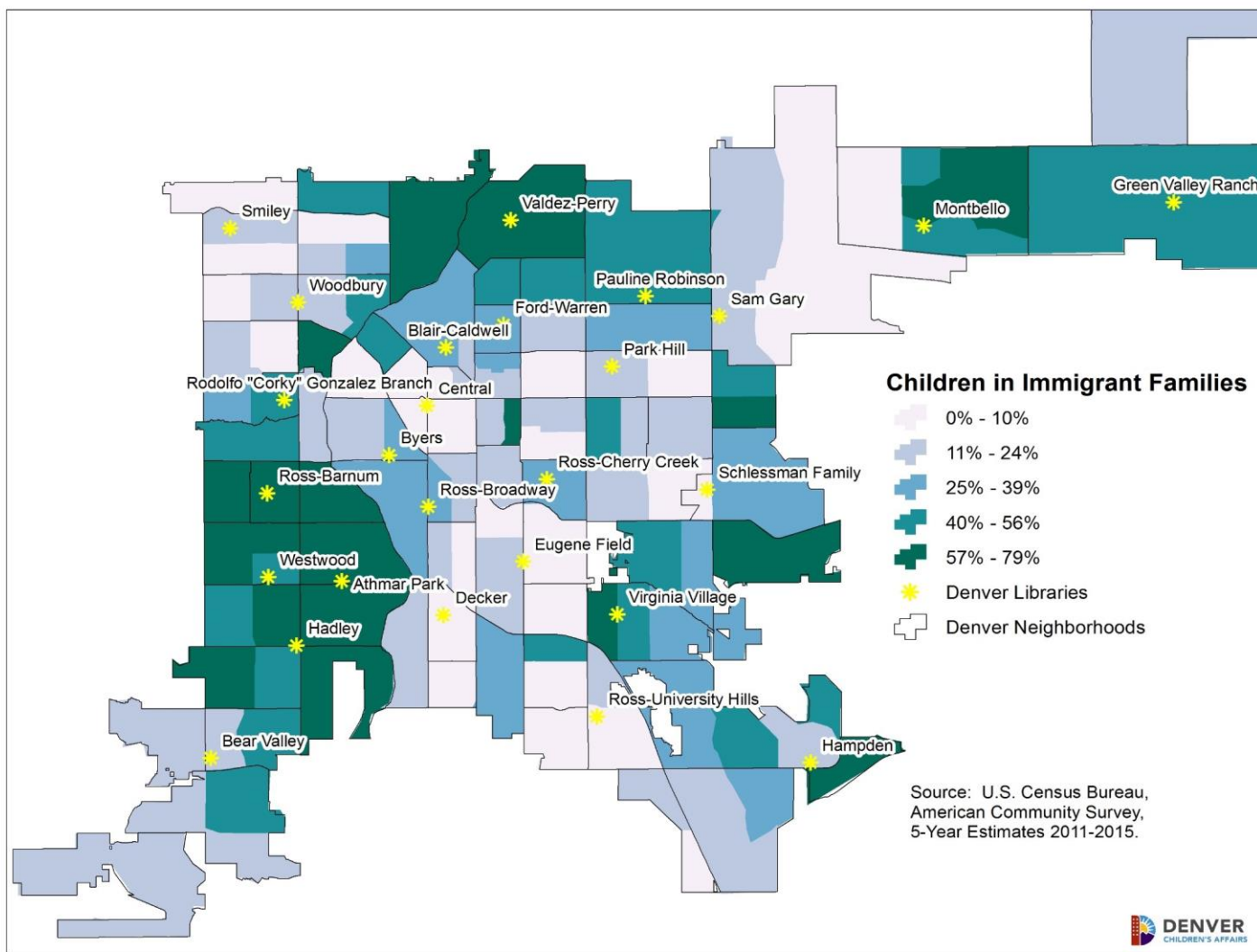
# Challenges for Denver's Young Men of Color - Graduation Rates



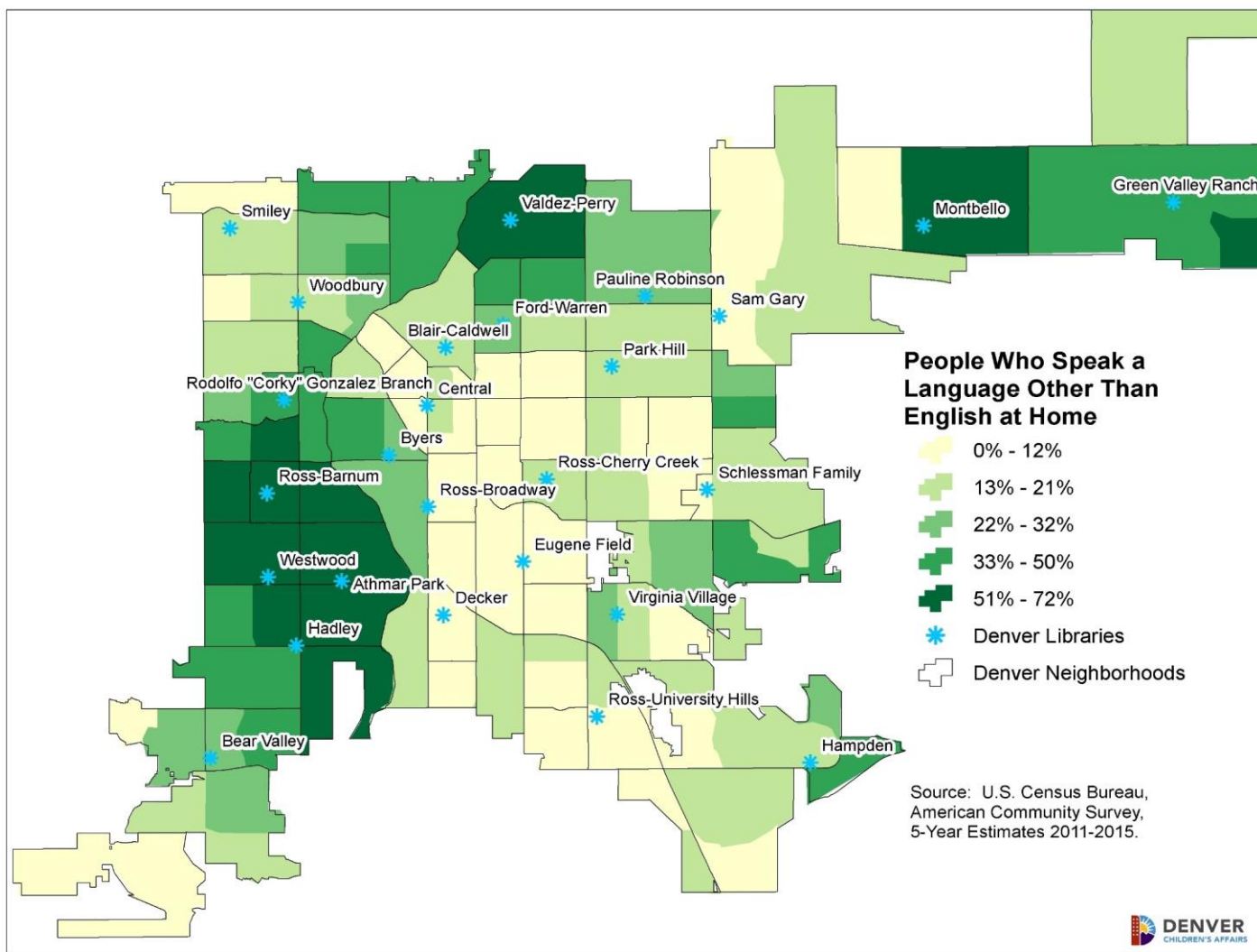
Colorado Department of Education. (2017). *Graduation Data for the Class of 2015-2016; Graduates and completers by District, Gender, and Race/Ethnicity and Instruction Type*. Retrieved January 2017, from Colorado Department of Education: <http://www.cde.state.co.us/cdereval/gradcurrent>.



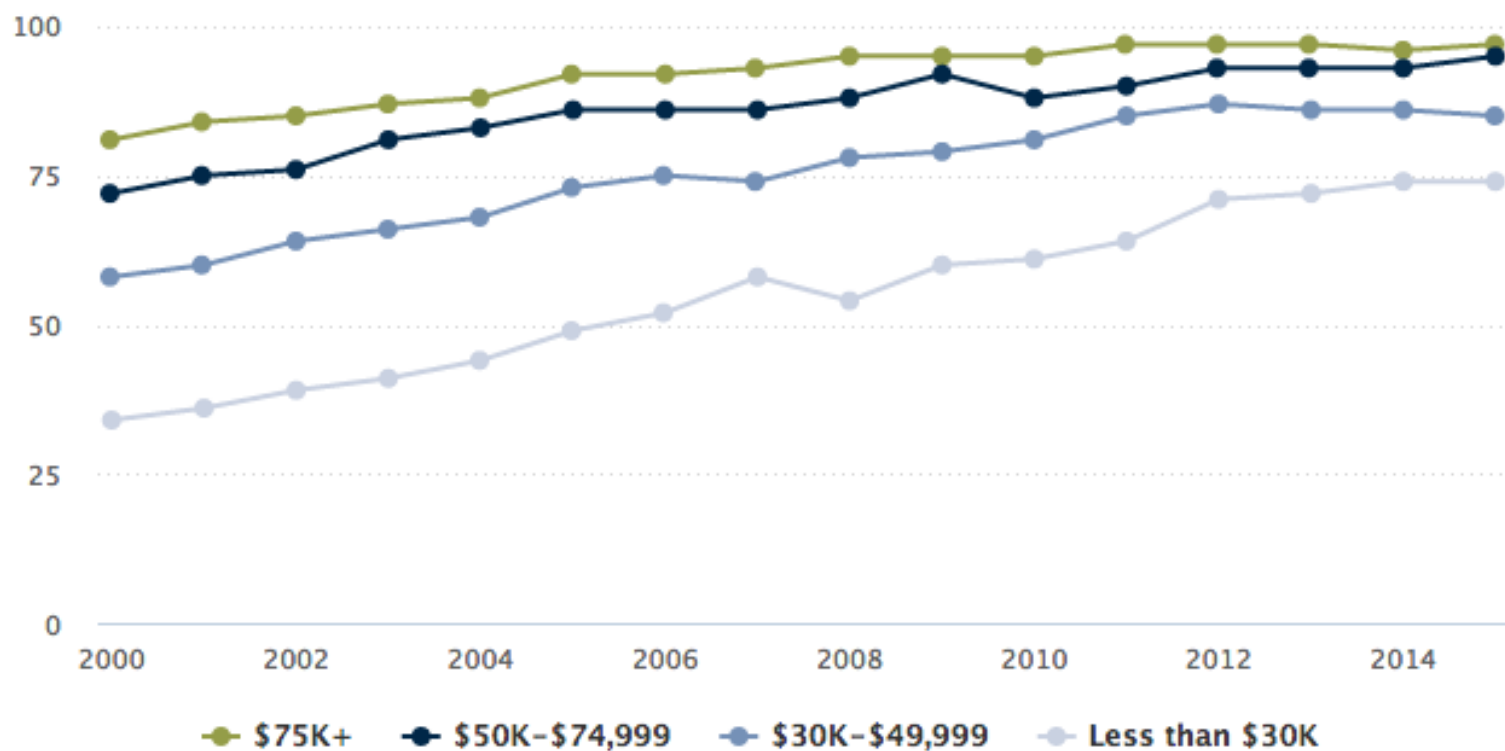








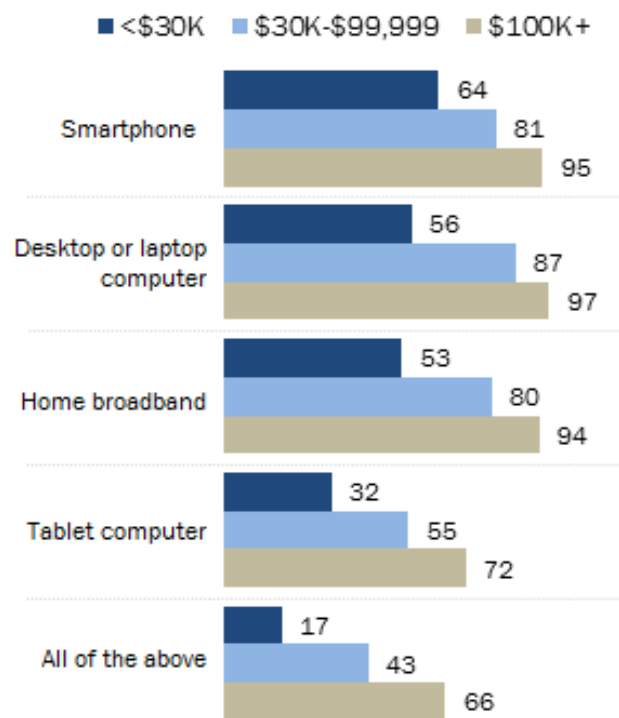
*Among all American adults, the % who use the internet, by income*



Source: Pew Research Center surveys, 2000-2015.

## Lower-income Americans continue to lag behind in technology adoption

*% of U.S. adults who have the following ...*

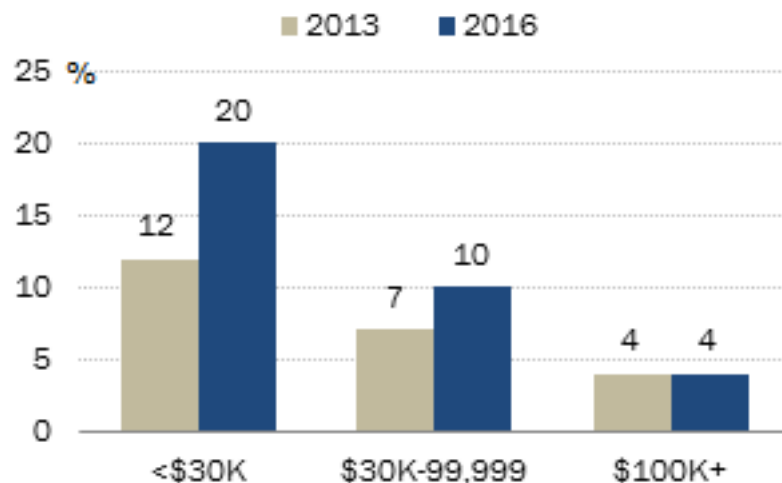


Source: Survey conducted Sept. 29-Nov. 6, 2016.

PEW RESEARCH CENTER

## Growing share of low-income Americans are smartphone-only internet users

*% of U.S. adults who have a smartphone but no broadband at home, by annual household income*



Source: Survey conducted Sept. 29-Nov. 6, 2016. Trend data from previous Pew Research Center surveys.

PEW RESEARCH CENTER



## **IN DENVER CITY AND COUNTY BY 2035**

**145,000 more residents**

**190,000 new jobs**

**1 in 4 between the ages of 18-34**

**1 in 5 age 60+**

**1 in 5 under the age of 18**

Source: DRCOG, 2015; State of Colorado Department of Local Affairs, 2016

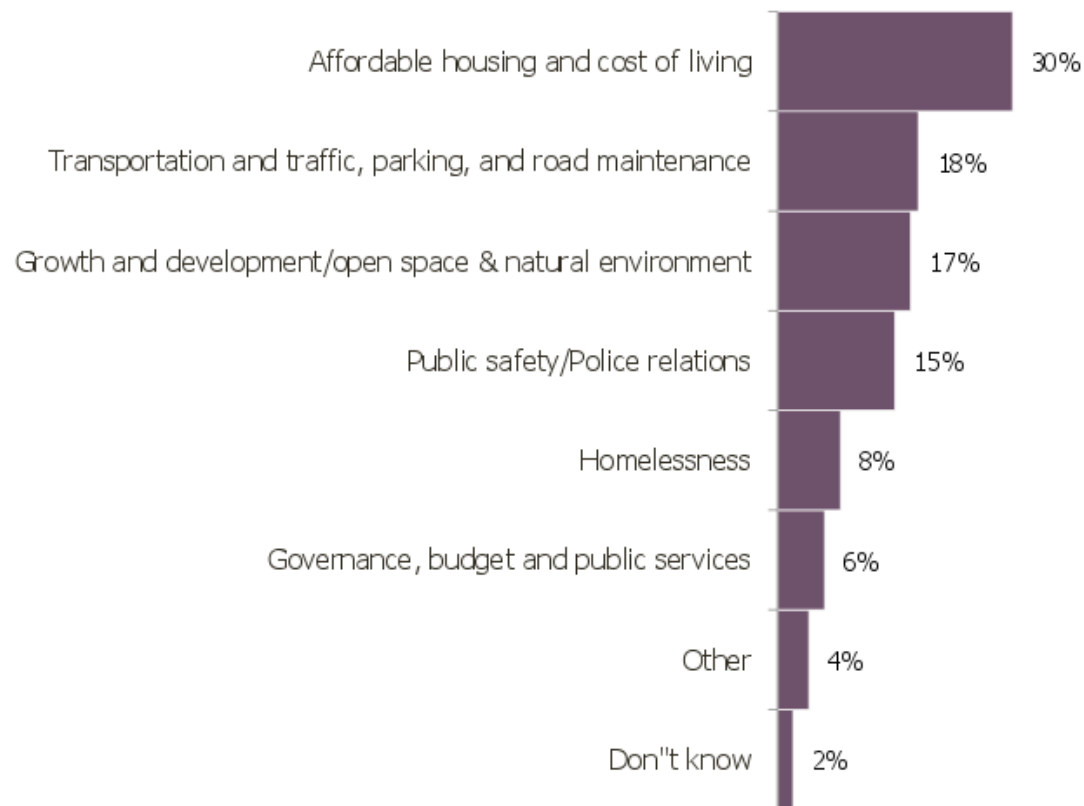
<sup>1</sup> U.S. Census and Colorado Department of Local Affairs, 2014.

<sup>2</sup> According to the Federal Highway Administration, from 2000 to 2010, the share of 14 to 34-year-olds without a driver's license increased from 21 percent to 26 percent. Federal Highway Administration, Highway Statistics 2010—Table DL-20, September 2011.

<sup>3</sup> State of Colorado Department of Local Affairs, 2016.

Figure 11: City/County of Denver's Most Pressing Issue

*What do you think is the single most pressing issue facing the City and County of Denver today and why?*



# Mayor's Priorities

- Youth
- Jobs
- Safety Net
- Mobility
- Affordable Housing
- Safe and Welcoming Communities

# Mayor Hancock's Goals for Kids

- Increase # of children with access to high quality early childhood experiences
- Increase # of Denver third grade students who can read at grade level
- Decrease # of disconnected youth
- Increase # of students who complete a post-secondary pathway and obtain a job
- Increase % of children at a healthy weight.
- Ensure all children have their basic needs met

## **Denver Public Library is Denver's most-visited cultural attraction**

- 4.2 million in-person visits to 26 locations
- 13 million online visitors
- 8.2 million physical circulating items
- + more than 1 million e-materials circulated
- More than 23,000 programs offered in 2016, serving more than 430,000 residents



## 2016 BY THE NUMBERS



**PHYSICAL ITEMS  
CIRCULATED**

**8,243,591**

**0.5%**



**DOWNLOADS  
CIRCULATED**

**1,079,491**

**20.4%**



**IN-PERSON VISITS**

**4,259,373**

**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 loves its public library system**

- 73% are self-reported library users; 85% consider themselves supporters of the library
- More than 60% of Denver residents have a Denver Public Library card
- 90% positive response rating
- Staff have a 97% positive satisfaction rating

2016 Public Perception Survey

## Denver loves its public library system

- 92% believe the library is a good use of public funds
- 94% believe the library is a valuable resource to the community
- 71% *disagreed* that there are already too many taxes going towards cultural institutions in Denver

2016 Public Perception Survey

# The National Citizen Survey™

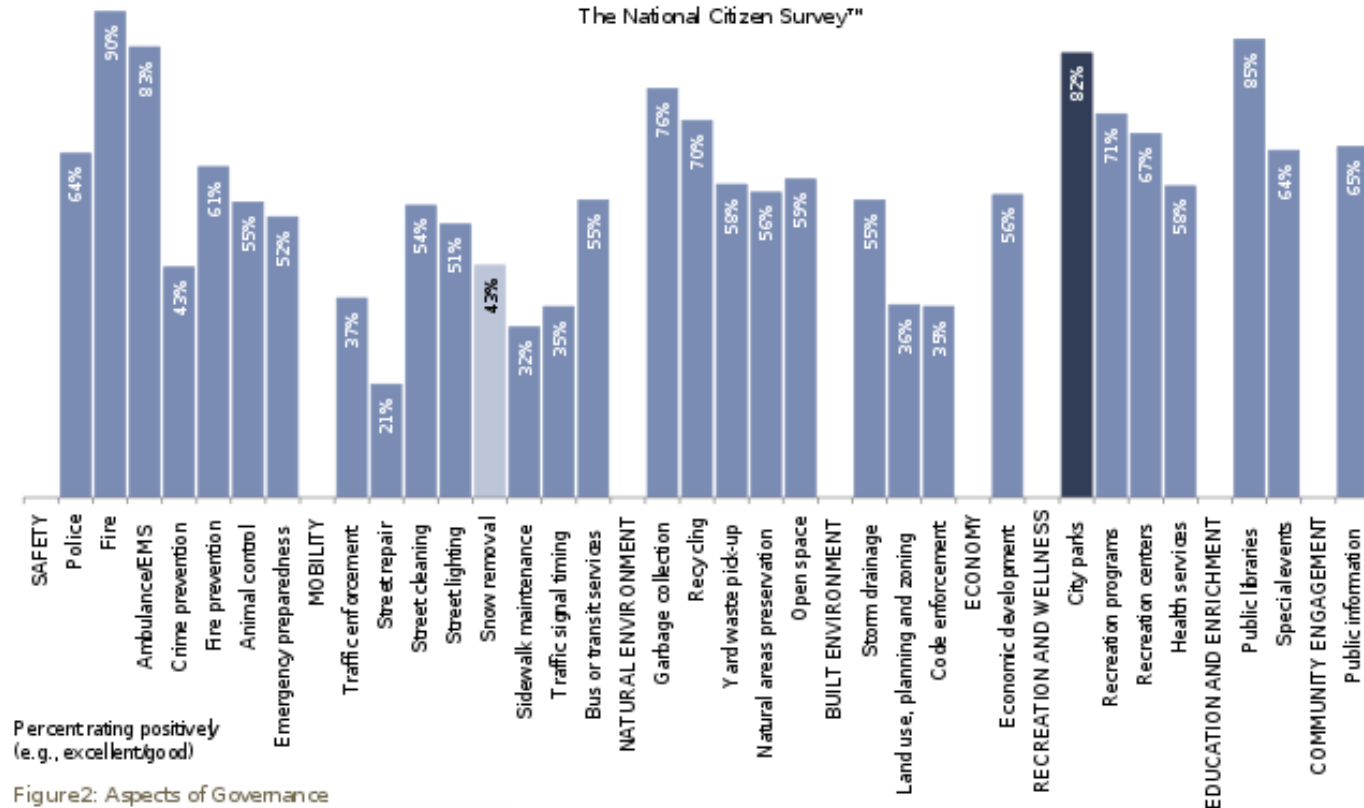


Figure 2: Aspects of Governance

Comparison to custom benchmark

- Higher
- Similar
- Lower

Table 7: Governance by Facet

		Percent rating positively (e.g., excellent/good)															2016 rating compared to 2015
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	
Safety	Police	64%	66%	59%	57%	63%	63%	66%	69%	62%	54%	63%	59%	58%	59%	64%	Higher
	Fire	91%	92%	91%	88%	92%	95%	93%	91%	91%	89%	91%	90%	90%	91%	90%	Similar
	Ambulance/EMS	84%	88%	85%	82%	86%	86%	86%	86%	85%	84%	89%	84%	86%	85%	83%	Similar
	Crime prevention	47%	45%	39%	38%	38%	34%	49%	48%	46%	44%	47%	46%	47%	43%	43%	Similar
	Fire prevention	NA	NA	NA	NA	NA	NA	NA	NA	NA	63%	63%	66%	62%	66%	61%	Similar
	Animal control	54%	56%	52%	50%	50%	51%	52%	56%	56%	52%	56%	59%	58%	59%	55%	Similar
	Emergency preparedness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	57%	60%	63%	52%	Lower
Mobility	Traffic enforcement	38%	45%	38%	40%	45%	50%	51%	54%	52%	40%	45%	47%	44%	48%	37%	Lower

## The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)															2016 rating compared to 2015
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	
Natural Environment	Street repair	23%	21%	23%	27%	29%	21%	31%	28%	31%	29%	31%	32%	28%	26%	21%	Similar
	Street cleaning	54%	50%	55%	52%	53%	50%	57%	60%	61%	55%	61%	57%	56%	56%	54%	Similar
	Street lighting	54%	54%	54%	51%	52%	50%	53%	60%	59%	54%	53%	51%	54%	51%	51%	Similar
	Snow removal	52%	47%	53%	54%	54%	25%	37%	48%	50%	51%	48%	52%	49%	51%	43%	Lower
	Sidewalk maintenance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	41%	40%	32%	Lower
	Traffic signal timing	42%	41%	39%	39%	38%	39%	39%	42%	45%	42%	44%	45%	42%	42%	35%	Lower
	Bus or transit services	57%	58%	58%	61%	64%	61%	60%	61%	58%	57%	57%	60%	63%	61%	55%	Lower
	Garbage collection	76%	77%	78%	78%	76%	78%	83%	84%	82%	82%	81%	78%	79%	80%	76%	Similar
	Recycling	60%	63%	60%	66%	67%	64%	73%	73%	74%	72%	78%	69%	75%	74%	70%	Similar
	Yard waste pick-up	NA	59%	58%	56%	55%	56%	67%	63%	57%	55%	59%	55%	58%	64%	58%	Lower
Natural Environment	Natural areas preservation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	62%	62%	65%	60%	56%	Similar
	Open space	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	66%	68%	64%	59%	Similar
Built Environment	Storm drainage	NA	NA	NA	NA	NA	NA	NA	NA	NA	53%	59%	62%	62%	55%	55%	Similar
	Land use, planning and zoning	35%	37%	37%	40%	37%	34%	46%	48%	51%	43%	45%	52%	50%	44%	36%	Lower
	Code enforcement	36%	37%	37%	31%	30%	26%	35%	40%	39%	32%	39%	42%	38%	43%	35%	Lower
Economy	Economic development	47%	38%	36%	40%	45%	52%	50%	43%	41%	42%	48%	62%	65%	65%	56%	Lower
Recreation and Wellness	City parks	84%	80%	79%	79%	78%	81%	86%	86%	84%	84%	87%	84%	87%	87%	82%	Similar
	Recreation programs	70%	NA	NA	NA	68%	64%	75%	68%	71%	71%	73%	69%	74%	74%	71%	Similar
	Recreation centers	69%	73%	72%	67%	NA	NA	68%	70%	71%	67%	72%	70%	72%	73%	67%	Lower
	Health services	48%	49%	44%	47%	48%	51%	50%	55%	59%	53%	64%	64%	64%	66%	58%	Lower
Education and Enrichment	Special events	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	63%	66%	66%	64%	Similar
	Public libraries	86%	84%	83%	76%	NA	NA	86%	85%	76%	77%	80%	81%	84%	84%	85%	Similar
Community Engagement	Public information	58%	58%	57%	56%	37%	45%	68%	67%	63%	63%	62%	65%	71%	66%	65%	Similar

Table 8: Governance by Facet





## **Denver Public Library (DPL) Financial Report – 1st Quarter 2017**

### **Introduction**

This report consists of unaudited financial statements of the Denver Public Library's General Fund (GF) and Special Revenue Fund (SRF) activity for 2017. The purpose of the statements is to inform the Library Commission of the Library's financial activities and to demonstrate compliance with the 2017 budget approved by the Commission.

This report includes four statements:

- Statement 1 shows the year-to-date expenditures for the first quarter of 2016 and 2017.
- Statement 2 shows the original and revised 2017 budget, 2017 expenditures through 3/31/17 and remaining 2017 budget. This statement includes a bar chart showing the total 2017 budget as well as the first quarter expenditures for 2017 and 2016.
- Statement 3 shows the year-to-date expenditures by function for 2017 and 2016. This statement includes a bar chart showing the relationship between the 2017 and 2016 expenditures by functional area as of 3/31.
- Statement 4 shows the Special Revenue Fund (SRF) revenue for the first quarter of 2017 and 2016. SRF expenditures are included in statements 1, 2 and 3.

The focus of this report is to disclose significant variances between the approved budget and actual expenditures and significant changes in expenditures from 2016 to 2017. Expenditures that are relatively close to the approved budget or have not significantly changed from 2016 are not commented on, but can be discussed upon request.

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

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

## **Statement 1**

### **Expenditures by Type**

### **Three Months Ended**

**March 31, 2017**

**March 31, 2016**

#### **Employee Expenditures**

Personnel	\$8,022,375	\$7,598,098	
Staff Recognition	8,935	8,179	
Training & Workshops	107,414	52,278	<i>n</i>
<b>Total Employee Expenditures</b>	<b>8,138,724</b>	<b>7,658,555</b>	

#### **Collection and Programs**

Books & Materials	1,759,337	1,667,599	
Central & Branch Programming	128,007	46,744	<i>n</i>
<b>Total Collections and Programs</b>	<b>1,887,344</b>	<b>1,714,343</b>	

#### **Furniture, Fixtures, & Equipment**

Technology Services & Equipment	807,432	498,197	<i>n</i>
Office Furniture & Equipment	17,549	58,451	
Leases - Buildings & Equipment	41,385	137,027	<i>n</i>
Building Maintenance & Supplies	80,797	63,798	
Equipment Maintenance & Supplies	59,323	64,270	
Custodial Supplies & Services	51,029	31,846	
Safety & Security	4,705	8,541	
<b>Total FF&amp;E</b>	<b>1,062,220</b>	<b>862,130</b>	

#### **Administrative and Other Expenditures**

Office & Misc. Supplies	64,756	66,201	
Administrative	9,190	11,265	
Travel & Conferences	30,393	31,449	
Official Functions	5,747	4,801	
Postage	28,975	35,173	
Printing	11,398	6,663	
Advertising	1,585	5,024	
<b>Total Admin. &amp; Other Expenditures</b>	<b>152,044</b>	<b>160,576</b>	

<b>Total Expenditures by Type</b>	<b>\$11,240,332</b>	<b>\$10,395,604</b>	
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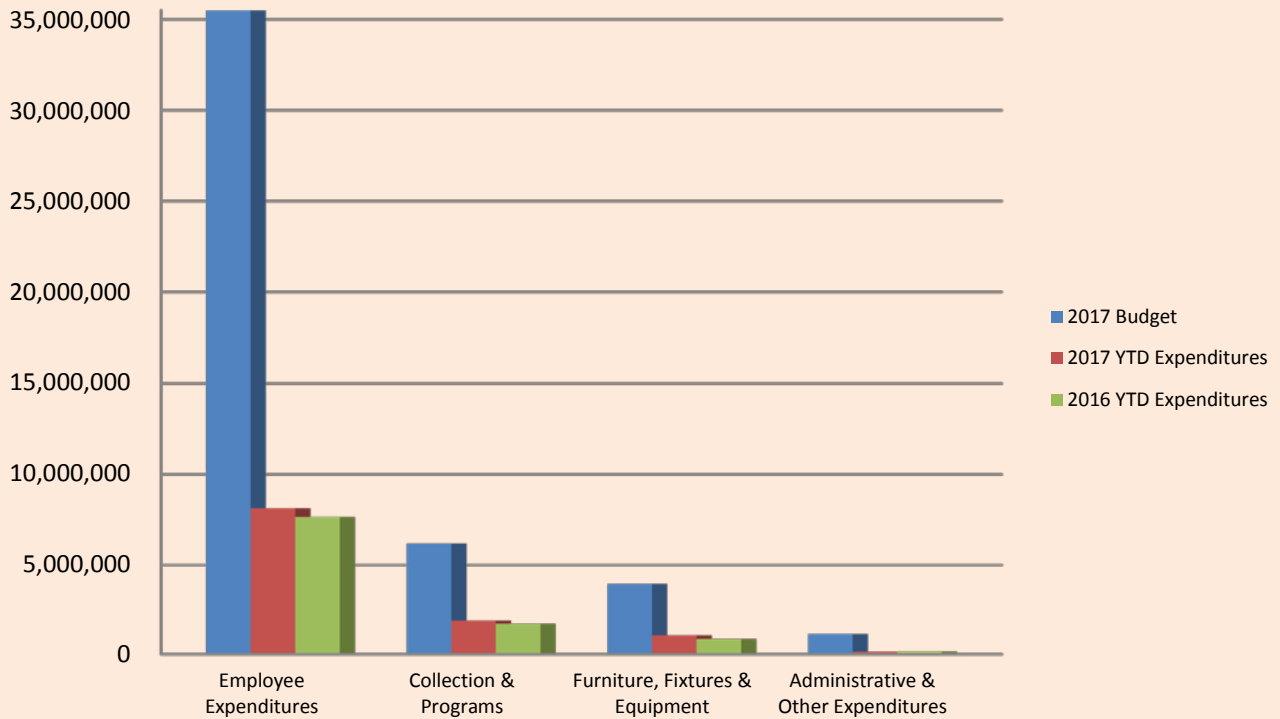


## Statement 2

Budget and Expenditures by Type	2017 Budget *		Expenditures	Budget Amount	
	Original	Revised	as of 3/31/17	Remaining	
Employee Expenditures					
Personnel	\$37,011,953	\$37,107,876	\$8,022,375	\$29,085,501	
Staff Recognition	68,504	85,574	8,935	76,639	
Training & Workshops	109,593	214,513	107,414	107,099	n
Total Employee Expenditures	37,190,050	37,407,963	8,138,724	29,269,239	
Collection and Programs					
Books & Materials	5,733,375	5,689,051	1,759,337	3,929,714	
Central & Branch Programming	415,610	504,741	128,007	376,734	
Total Collections and Programs	6,148,985	6,193,792	1,887,344	4,306,448	
Furniture, Fixtures, & Equipment					
Technology Services & Equipment	2,060,872	2,070,097	807,432	1,262,665	n
Office Furniture & Equipment	453,200	501,902	17,549	484,353	
Leases - Buildings & Equipment	276,950	277,450	41,385	236,065	
Building Maintenance & Supplies	475,675	475,675	80,797	394,878	
Equipment Maintenance & Supplies	222,675	225,675	59,323	166,352	
Custodial Supplies & Services	152,950	152,950	51,029	101,921	
Safety & Security	237,719	237,219	4,705	232,514	n
Total FF&E	3,880,041	3,940,968	1,062,220	2,878,748	
Administrative and Other Expenditures					
Office & Misc Supplies	438,379	461,758	64,756	397,002	
Administrative	101,000	101,919	9,190	92,729	
Travel & Conferences	149,070	151,908	30,393	121,515	
Official Functions	31,072	31,750	5,747	26,003	
Postage	69,000	69,000	28,975	40,025	
Printing	90,000	90,000	11,398	78,602	
Advertising	69,610	65,097	1,585	63,512	
Undesignated Budget	160,605	164,465	0	164,465	
Total Admin. & Other Expenditures	1,108,736	1,135,897	152,044	983,853	
Total Expenditures by Type	\$48,327,812	\$48,678,620	\$11,240,332	\$37,438,288	

\* The 3/31/17 revised budget of \$48,678,620 is comprised of \$2,328,749 from the Special Revenue Fund and \$46,349,871 from the City General Fund.

## 2017 Annual Budget and Expenditures



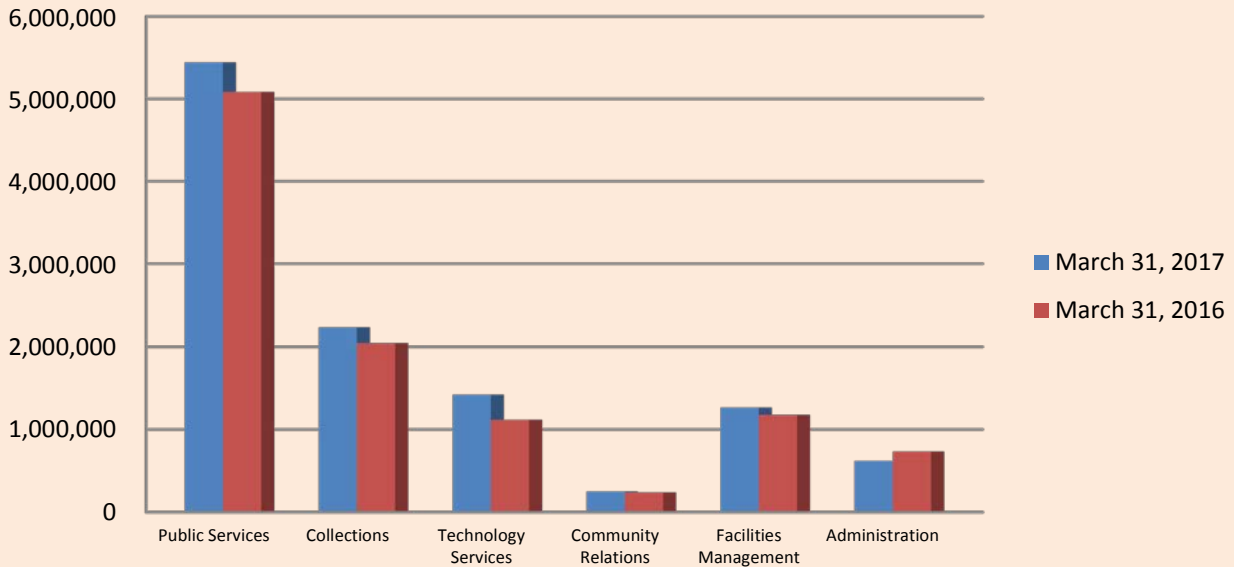
### Statement 3

#### Expenditures by Function

#### Three Months Ended

	March 31, 2017	March 31, 2016
Public Services	\$5,443,480	\$5,084,230
Collections	2,238,360	2,046,293
Technology Services	1,421,332	1,117,364
Community Relations	251,086	238,387
Facilities Management	1,265,496	1,176,473
Administration	620,578	732,857
<b>Total Expenditures by Function</b>	<b>\$11,240,332</b>	<b>\$10,395,604</b>

## 2016 & 2017 YTD Expenditures by Function



### Statement 4

#### Special Revenue Fund Revenue \*

Three Months Ended  
March 31, 2017      March 31, 2016

#### Operational Activity

Equipment (copiers, printouts)	\$46,075	\$45,445
Branch and Central Meeting Rooms	14,329	12,627
WHG Photographic Services	9,730	9,347
Lost Books	26,573	32,132
Vending and Café	4,996	4,288
<b>Total Operational Activity</b>	<b>101,703</b>	<b>103,838</b>

#### Distributions

Caroline Bancroft Trust	8,794	0
Frederick R. Ross Library Trust	29,446	29,446
<b>Total Distributions</b>	<b>38,240</b>	<b>29,446</b>

#### Friends Foundation Transfers

Special Use Fund	0	0
Endowment	0	67,500
Fundraising Events	0	0
Others	26,786	0
<b>Total Friends Foundation Transfers</b>	<b>26,786</b>	<b>67,500</b>

#### Miscellaneous Revenue

	20,412	31,303
--	--------	--------

#### **Total Special Revenue Fund Revenue \***

**\$187,141      \$232,087**

\* Total 2017 budgeted Special Revenue Fund Revenue as of 3/31/17 = \$2,328,749

## **Notes**

### **Statement 1**

Total 2017 expenditures were \$845,000 greater than in 2016. This is primarily due to annual increases in employee salary and benefit expenditures, as well as smaller differences in the other budget categories as explained below.

Expenditures for employee training and workshops was \$55,000 greater this year than in 2016 due to the Harwood training and leadership academy. This will be our second leadership academy; the first one was in 2015. This year, 14 staff were selected to participate in the training provided by Mountain States.

The increase in Central & Branch Programming over last year is due to purchasing additional Career On-Line High School Scholarships. DPL has purchased a total of 170 scholarships and received 20 more from the Colorado State Library for a total of 190. To date we have awarded 108 scholarships and have a balance of 82 remaining. Twenty-three students have graduated.

Expenditures for Technology Services & Equipment and Office Furniture & Equipment were higher in 2017 due to the timing of payments for the annual maintenance of hardware and software.

Leases – Buildings & Equipment is \$95,000 greater in 2016 than this year. This is due to the capital lease payment for our independent internet equipment being paid in April of this year. This is the second of five annual lease payments.

### **Statement 2**

In addition to the original and revised budget, statement 2 shows the actual expenditures for the year and the remaining 2017 budget. So far, 23% of the annual budget has been spent.

The total revised 2017 budget of \$48,679,000 is \$3,272,000 greater than the 2016 budget of \$45,407,000. This increase is due to budget expansions provided by the city.

The changes in expenditures for training and technology services and equipment have been addressed in the statement 1 comments. The other noteworthy account is the large unused budget in Safety & Security. \$175,000 of this budget will be used to complete the Central Wayfinding project. The installation of the smaller signs is almost complete and a large order for the major signs will be placed next month.

### **Statement 4**

SRF revenue through March 31 was lower than last year mostly due to the timing of the Friends endowment distribution. It should be noted that the \$26,786 in Other Friends Foundation Transfers is from the efforts of the WHG Council.

## **General Notes**

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

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

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

As the two largest sources of expenditures, personnel (77% of total budget) and collection (13% of total budget) budgets are given special attention. The personnel expenditures and vacancy savings budget is reviewed by the E-Team at least monthly. The collections budget is reviewed regularly by Finance and the Collections Manager. Other budgets are mostly managed within the individual departments.

## City Librarian Report

### GO Bond Update

The Executive Committee is scheduled to make a recommendation to the Mayor about what to include in the GO Bond package in June. Committee members are tasked with reviewing, analyzing and discussing the recommendations from each subcommittee and deciding which projects should be recommended to the Mayor for inclusion.

Executive Committee meetings are scheduled for:

- May 17, 11 am–3 pm
- May 18, at 1:30–5 pm
- May 22, 2–5 pm
- May 31, 4–6 pm
- June 2, 3–6 pm

The website still says location to be determined. These meetings each include 15 minutes of public comment period at the beginning. Library staff will attend each meeting.

Each speaker will be limited to between 1 and 3 minutes depending on demand and the committee chair's discretion. Speakers will be called upon at the meeting to speak in the order in which emails are received for the specific meeting being requested. Once the 15 minute comment period is over, comments will still be accepted in written form at the meeting and provided to committee members.



### Colorado House of Representatives Resolution for Libraries

Commission President Marshall worked with the Colorado Association of Libraries Legislative Committee and Colorado State Representatives Leslie Herod and Cole Wist to advocate for all libraries in Colorado recently. HR 17-1008 is a bipartisan resolution by Representative Herod and Representative Wist, which passed the House recently without objection. Former State Representative Rosemary Marshall (shown here with current Representative Leslie Herod) was in attendance for the reading. She reported that members from both sides of the aisle representing other counties, including Arapahoe and Douglas, spoke in favor of the resolution expressing enthusiastic support for libraries. The resolution will be sent by Legislative Legal Services to Washington, D.C. to all members of the Colorado

Congressional Delegation, President Trump and Vice President Pence. Thank you for your leadership, Rosemary!



### **Día del Niño**

Each year the library partners with the Denver Art Museum, Mexican Cultural Center and other cultural organizations around town to celebrate Día del Niño, also known as Children's Day. This is an international celebration that recognizes children as individuals and also brings attention to the issues faced by children around the world..



This year, the Denver Public Library presented art and music activities for families including a craft area where children could make musical instruments, have their faces painted and experiment with a green screen with multiple background options. Here you can see Mike's daughter and I had the same idea! She was a bit more playful in her pose.

### **Organizational Changes**

As you know, Diane Lapierre recently accepted the position as director of Loveland Public Library. Diane's contributions have been vital to the mission, vision and work of the Denver Public Library for 22 years. She has touched the lives of many staff and customers. Please join us for a celebration of her contributions and congratulations on her new position on May 23 (see dates to remember). I have asked Chris Henning, manager of Marketing Communications, to be interim director of Community Relations. In the meantime, we are currently interviewing candidates for the Human Resources director position vacated by Letty Icolari in late 2016. Letty also oversaw the Facilities and Security departments; Ron Miller now supervises those departments.

### **Farewell from Diane Lapierre**

*On my last day at DPL, I want to thank you all for the amazing work you do in the community. I am so proud of all the ways the library serves to support, inspire and engage*



*with the people of Denver. As I move on to new challenges as the director of the Loveland Public Library, I will take our spirit of customer service with me as I strive to make an extraordinary difference in that community. I know I'll see many of you around library land and I will continue to come to Denver regularly to dance with my flamenco company. In case you'd like to come see me in my alternate persona "La Diana," I'll be dancing at the Clocktower Cabaret, Sunday, May 21, 7 p.m. Check out [reneheredia.com](http://reneheredia.com) for all the latest shows!*



### **Recently Retired DPL Employee Receives Business Award**

Dixie Malone, recently retired from the Reference Services Department, received the "Amy McDowell Services to Small Business" award in May. The Women's Business Center at Mi Casa Resource Center, the 2017 national recipient of the Women's Business Center of Excellence Award, hosted a celebration at the Central Library to honor multiple award recipients. I had the pleasure of thanking Dixie for her many

contributions to the library and community as well as presenting her the award. Dixie spearheaded the library's small business and entrepreneur research and assistance program for over a decade. She has helped thousands of people access information to help them get loans, find the right location for their business and develop cohesive business plans.

### **Public Library Association Inclusive Internship Initiative**

Denver Public Library applied for and was awarded an internship opportunity as part of the Public Library Association Inclusive Internship Initiative. The goal is to introduce students from diverse backgrounds to careers in librarianship. Through a summer-long mentored learning project, library mentors and interns will engage with multiple facets of library life, from administration to programming to user services. Interns will have opportunities to connect with one another and learn from mentors across the country.

Frances, who will be a senior at East High School next year and lives in North Park Hill, will be a PLA intern at the Park Hill Branch Library this summer. As part of this pilot program, she will travel to Washington, D.C. for the kick-off and to Chicago for the wrap-up at the end. In between, Frances will complete a project in the library learning about librarianship as a career. Frances has been a member of the Park Hill Teen Advisory Board for the past three years. She is also a teen volunteer. Frances is considering being a librarian some day.

### **Dates to Remember**

- 5/17, 11 am–3 pm, GO Bond Executive Committee meeting
- 5/18, 1:30–5 pm, GO Bond Executive Committee meeting



- 5/20, 9–11 am, Mayor’s Cabinet in the Community, Denver Botanic Gardens
- 5/22, 2–5 pm, GO Bond Executive Committee meeting
- 5/23, 5:30–7:30 pm, Diane’s going away party, ViewHouse Eatery
- 5/31, 4–6 pm, GO Bond Executive Committee meeting
- 6/2, 4–9 pm, First Friday in RiNo, RiNo Arts District HQ, 2901 Blake Street, Suite 165
- 6/2, 3–6 pm, GO Bond Executive Committee meeting
- 6/8, 6–8 pm, Booklovers Ball Kickoff Party, BNY Mellon
- 6/20, 6–8 pm, Summer Used Book Sale presale Party, CEN Conference Center
- 6/21–24, Summer Used Book Sale, CEN Conference Center

### **City Librarian Activity Highlights**

#### **Facilities Master Plan**

- Attended 2017 GO Bond Executive Committee meeting
- Met with Denver Art Museum Deputy Director about bond plans

#### **Early Learning/Out of School Learning**

- Welcomed Read Aloud volunteers to annual recognition event
- Met with Mile High United Way staff about potential collaborations
- Participated in Birth to Eight Steering Committee meeting
- Welcomed attendees of Día del Niño

#### **Community Engagement**

- Worked with Harwood Institute of Public Innovation coaches on DPL community engagement

#### **Technology Access and Training**

- Met with Office of Economic Development Acting Director and staff to discuss makerspaces, Globeville and other potential collaboration opportunities

#### **Library Commission**

- Met with Commission President Marshall to discuss retreat and May meeting

#### **Friends Foundation**

- Participated in Friends Foundation Board meeting

#### **Staff Support**

- Attended employee social connection learning event
- Interviewed HR Director candidates
- Presented award from Mi Casa to former staff member
- Met with staff at Montbello

#### **Other**

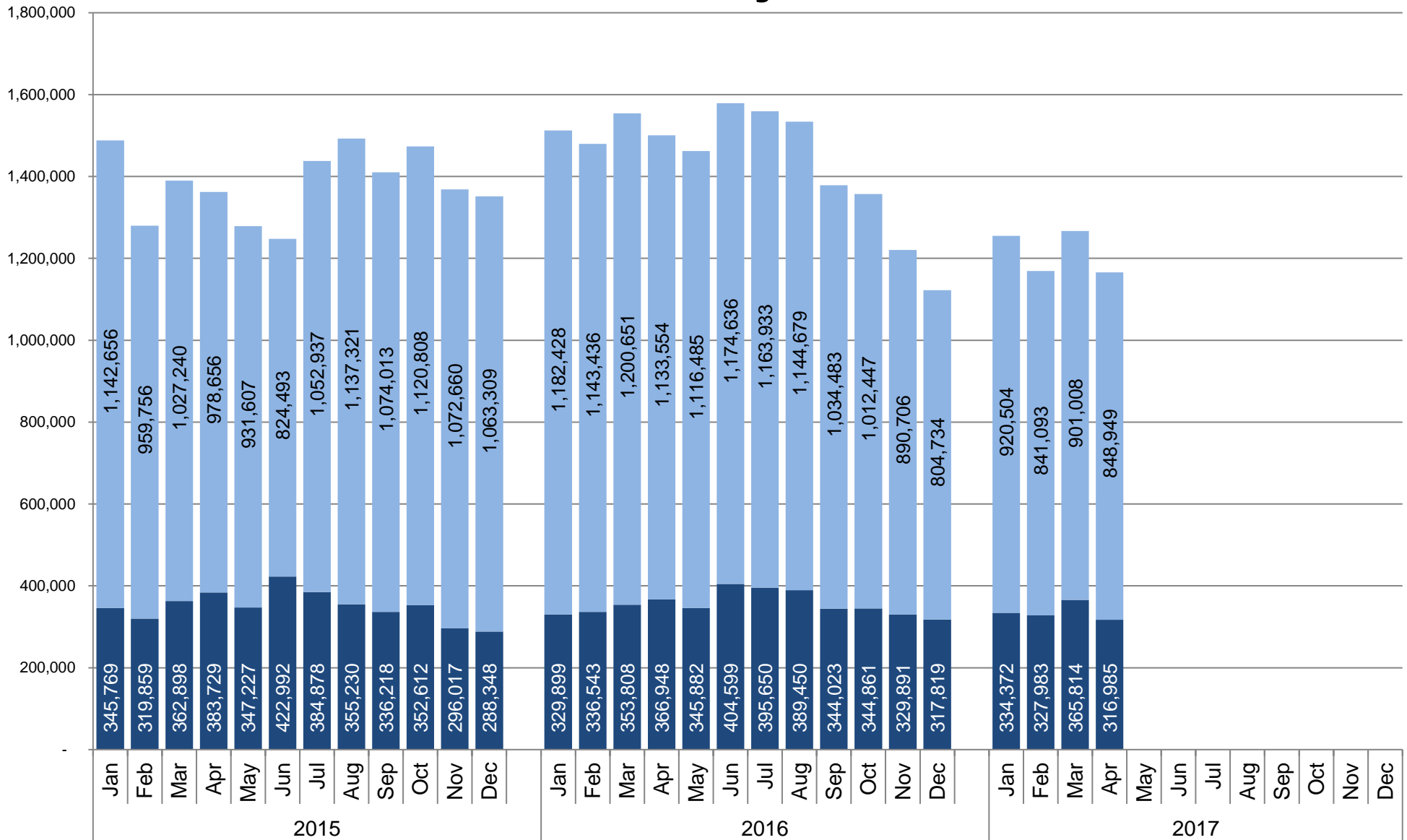
- Attended Colorado Public Library Directors annual retreat
- Participated in Colorado Alliance of Research Libraries Board meeting

May 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 since November 2016

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

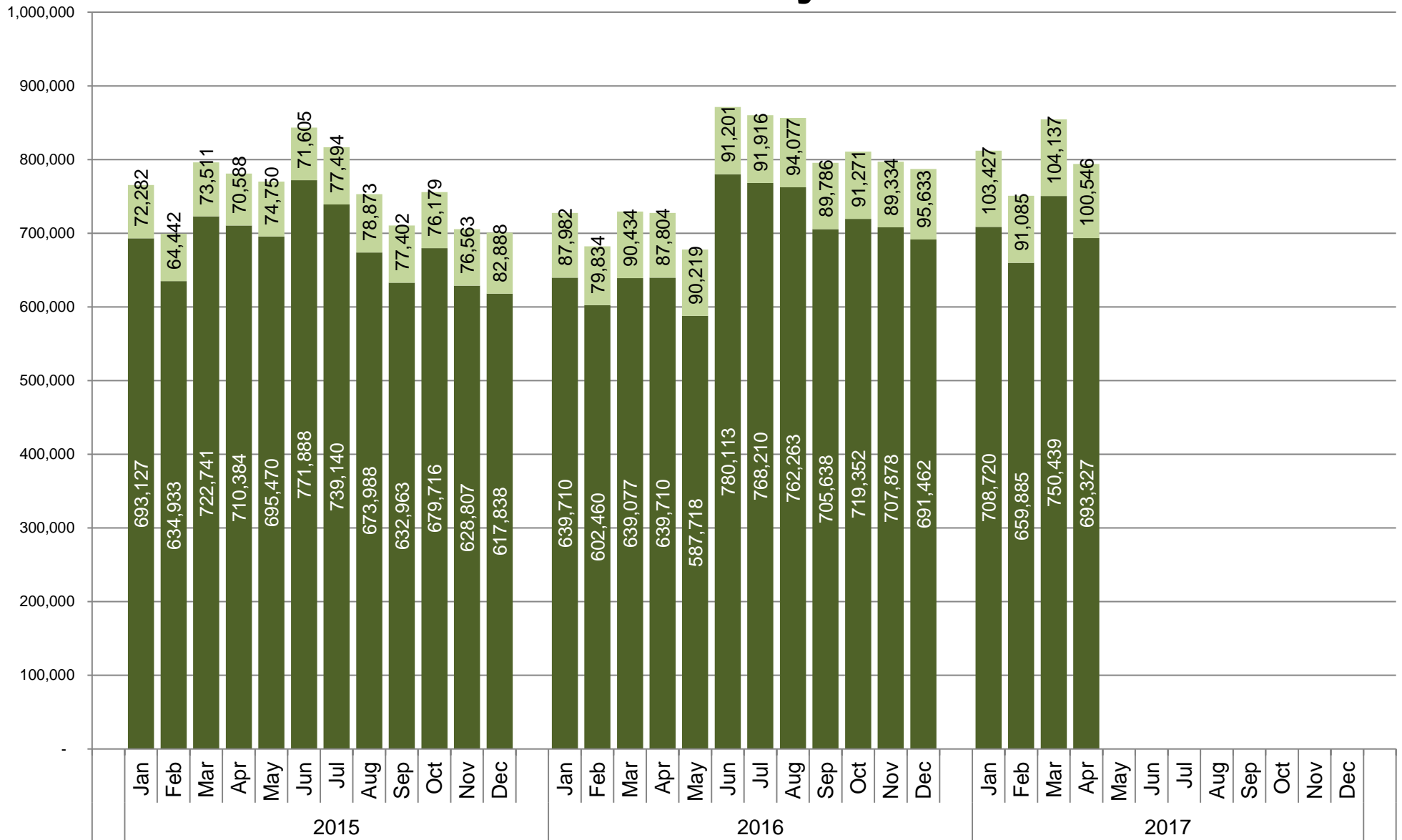
**In Person visits** - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

# 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

### April 2017

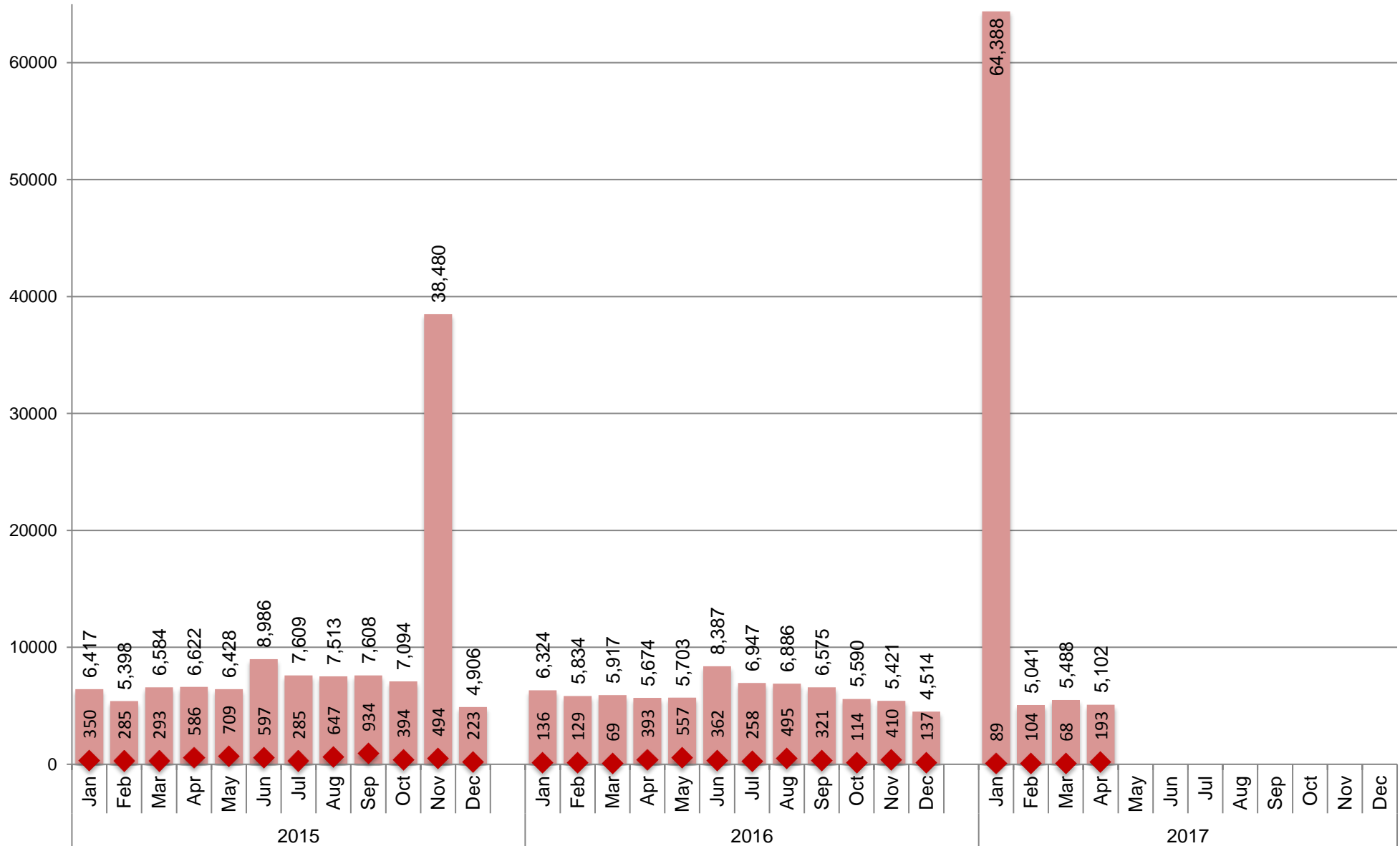
Location	Total Circulation	+/- Previous Month	2017/2016 Year/Year
Athmar Park	9,422	→ (334)	↑ 1,198
Bear Valley	32,542	↓ (3,098)	↑ 2,912
Blair-Caldwell African American Research Library	10,006	↑ 69	↑ 1,426
Bookmobile	12,786	↑ 630	↑ 4,406
Byers	3,430	→ (329)	→ (97)
Central Library	106,265	↓ (7,561)	↑ 6,524
Decker	15,415	↓ (963)	↑ 748
Eugene Field	25,124	↓ (1,676)	↑ 1,893
Ford-Warren	13,235	↓ (882)	↑ 1,021
Green Valley Ranch	28,581	↓ (4,135)	↑ 4,359
Hadley	12,576	→ (198)	↑ 65
Hampden	33,175	↓ (4,199)	→ (76)
Montbello	11,293	↓ (1,162)	↑ 2,751
Park Hill	32,767	↓ (2,912)	↑ 2,514
Pauline Robinson	6,327	↓ (536)	↑ 1,357
Rodolfo "Corky" Gonzales	28,154	↑ 991	↑ 2,748
Ross-Barnum	3,158	↓ (4,902)	↓ (5,980)
Ross-Broadway	15,559	↓ (1,944)	↑ 1,098
Ross-Cherry Creek	27,257	↓ (2,086)	↑ 1,084
Ross-University Hills	54,411	↓ (4,728)	↑ 5,467
Sam Gary	63,881	↓ (3,095)	↑ 6,716
Schlessman Family	59,850	↓ (3,597)	↑ 5,985
Smiley	22,406	↓ (3,367)	↓ (1,248)
Valdez-Perry	4,160	↓ (659)	↑ 1,243
Virginia Village	33,191	↓ (3,681)	↑ 3,805
Westwood	4,588	↑ 423	↑ 978
Woodbury	23,768	↓ (3,181)	↑ 720
Denverlibrary.org Downloadables	100,546	↓ (3,591)	↑ 12,742
<b>Total</b>	<b>793,873</b>	<b>↓ (60,703)</b>	<b>↑ 66,359</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 2017.

→ Gonzales Branch opened February 23, 2015.

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

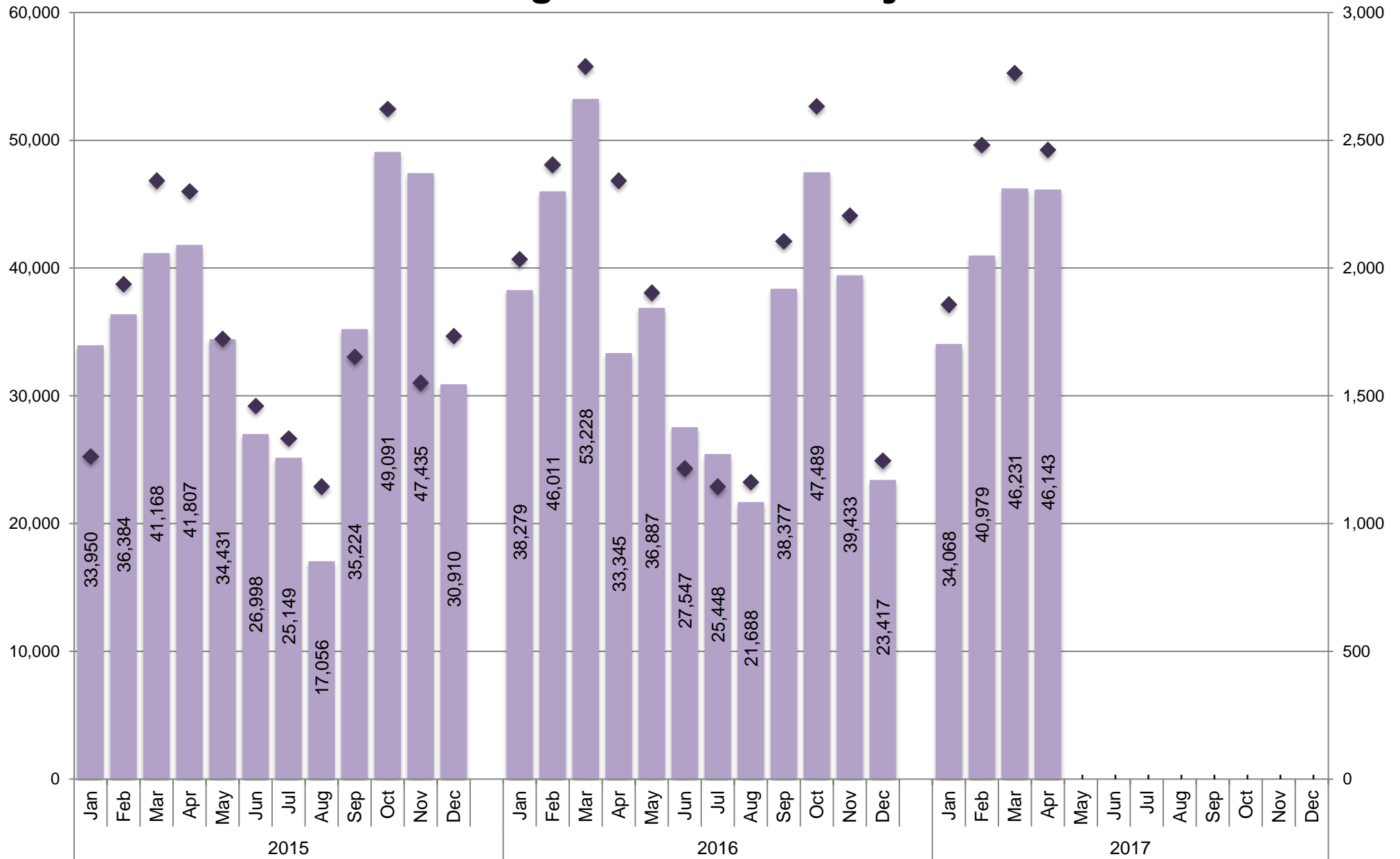
**Outreach Signups** - total number of new library card signups occurring at Outreach events in the community, as submitted to TrackVia Program & Outreach Tracking application. (Note: 2014 data includes some estimates, as our tracking system did not capture this information before 2015.)

# 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

**First Regular Session  
Seventy-first General Assembly  
STATE OF COLORADO**

**INTRODUCED**

LLS NO. R17-1195.01 Erin Enders x3205

**HR17-1008**

---

**HOUSE SPONSORSHIP**

**Herod and Wist,**

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**House Committees**

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**HOUSE RESOLUTION 17-1008**

101      **CONCERNING RECOGNIZING THE IMPORTANCE OF COLORADO**  
102                    **LIBRARIES.**

---

1                WHEREAS, Colorado libraries are a vital and essential public  
2 resource that provide free and equal access to educational and  
3 recreational material and enrich the lives of all citizens; and

4                WHEREAS, Libraries play a critical role in democracy and  
5 community development by promoting civil discourse and empowering  
6 citizens to learn, imagine, and succeed; and

7                WHEREAS, Libraries across Colorado lead the way in developing  
8 new and innovative ways of meeting the needs of and uniting the state's  
9 increasingly diverse population; and

10                WHEREAS, Colorado receives \$2.7 million annually from the  
11 federal Institute of Museum and Library Services (IMLS) for library  
12 services and technology, which is roughly two-thirds of the State  
13 Library's total operational costs; and

14                WHEREAS, The IMLS is the main funding source for more than

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.  
*Capital letters indicate new material to be added to existing statute.*  
*Dashes through the words indicate deletions from existing statute.*

1 40 different Colorado library services and programs, yet costs less than  
2 49 cents per resident; and

3 WHEREAS, One such program is the Check Out Colorado State  
4 Parks program, now in its second year. The program allows each library  
5 to offer two Colorado state park passes and activity backpacks to library  
6 patrons. The program was used almost 4,000 times total, or more than 165  
7 times a week in the first six months; and

8 WHEREAS, Early learning programs, such as One Book 4  
9 Colorado, which gives away 75,000 books each year to 4-year-olds  
10 statewide; Storyblocks.org, an online tool to help parents learn how to  
11 reinforce early learning skills; and the statewide Summer Reading  
12 Program that encourages children, teens, and adults to read and learn for  
13 fun, are all funded through the IMLS; and

14 WHEREAS, The IMLS funds support professional development  
15 programs like the Career Online High School, which, when launched this  
16 month, will help more than 200 adults in 17 libraries across the state earn  
17 high school diplomas and career experience, and the Highly Effective  
18 School Library program, which helps schools provide tools for students  
19 to develop 21st century skills and meet academic standards; and

20 WHEREAS, Essential library programs and services, such as the  
21 Colorado Talking Book Library, Colorado's historic newspaper  
22 collection, the state's institutional libraries, state publications, and many  
23 others all receive funding support through the IMLS; and

24 WHEREAS, This vital funding from the IMLS allows every  
25 Coloradan to have access to these programs and ensures that Colorado's  
26 rich diversity and culture is represented by libraries across the state,  
27 including the Blair-Caldwell African American Research Library in  
28 Denver's historic Five Points neighborhood that is devoted to preserving  
29 and showcasing the many contributions of African Americans to  
30 Colorado and the West and is one of only five library institutions in the  
31 nation that encompasses a circulating collection, archive, and museum;  
32 and the Rodolfo "Corky" Gonzalez Branch Library, designed specifically  
33 to celebrate the diverse and culturally rich community of West Denver;  
34 and

35 *Be It Resolved by the House of Representatives of the Seventy-first*  
36 *General Assembly of the State of Colorado:*



1           That we, the members of the Colorado House of Representatives:

2           (1) Declare our support and appreciation for Colorado libraries  
3   and staff; and

4           (2) Recognize that the invaluable public services and programs  
5   provided by Colorado libraries and staff cannot be sustained without the  
6   funding support of the federal Institute of Museum and Library Services.

7           *Be It Further Resolved*, That copies of this Resolution be sent to  
8   Donald Trump, President of the United States; Mike Pence, Vice  
9   President of the United States; John Hickenlooper, Governor of Colorado;  
10   the Colorado Association of Libraries; the Colorado Department of  
11   Education; and the members of Colorado's Congressional delegation.



April 7, 2017

## Get three recs from Denver Public Library

By Sarah Anderson

DENVER - The Denver Public Library has been [getting a lot of love from us lately](#). And that's because it's awesome.

Now its librarians will help you find some cool things that might interest to you. All you have to do is post a comment on their Facebook.

Friday, April 7, from 9 a.m. to 9 p.m., librarians will be on hand for its "Three-For-All." Simply post three titles or artists that you enjoyed, whether it be a book, a band, movie or TV show. They'll respond with three more recommendations for you to check out.

"We have scoured the wide variety of all that the library has to offer and are eager to connect you with new and joyful experiences in pop culture," the post reads.

Ask for your recommendations [here](#). watch for a response.



DPL librarians, Tara Bannon and Hana Zittel



April 7, 2017

DENVER - Having fun isn't hard when you got a Denver Public Library card.

We recently reported how you can check out seven-day passes and adventure backpacks to Colorado's State Parks for free.

And we hope you know that you can use it to check out physical books at branch locations (If you didn't know that, well now you do).

But you may not know all the cool resources that a Denver Library Card gives you access to, as its website details.

What you can check out that isn't a book:

- Check out seeds at the Ross-Broadway branch from its seed library
- Check out a power check meter to find out what an appliance costs to operate
- Check out a Chromebook for four hours of in-library use
- Check out a Dell video projector with power cord and VGA cable in a carrying case
- Check out a draft check meter, to find leaks in walls, molding and ductwork
- Check out a GoPro Hero 3 digital camera, with accessories and carrying case
- Book a free pass up to 30 days in advance for the Denver Museum of Nature and Science, History Colorado Center or the Museum of Contemporary Art Denver. Admission is valid for two adults.

On the digital side of things:

- Check out ebooks, audiobooks and streamable videos on Overdrive.
- Check out digital magazines on Zinio or Flipster
- Check out music on Volume: A Local Music Project
- Or check out music at Music Online: Listening

Other services

- Make an appointment with a reference librarian for small business research help
- Get help with a patent
- Use the ideaLAB at Central Library or Montbello. Central's has a 3D Printer and recording studio, along with various other tools such as Adobe software and a button maker.
- Call 720-865-8500 for Phone-A-Story, which provides stories, songs and rhymes in English and Spanish for various age groups 24/7
- Services for the disabled, such as a printer that prints documents in Braille at Central Library or software to help the blind "read" what's on a computer screen (more disabled services are listed here)
- Services for new immigrants such as second-language conversation skills, citizenship, business networking and more.
- Homebound services are also offered, for those who can't physically visit the library

Dare you to burn out your library card from taking advantage of all these great opportunities.





May 9, 2017

Next with Kyle Clark, KUSA

## What makes a mother? Denver Public Library is asking



*The Hoffman Family*

The Denver Public Library is looking for the answer by recording conversations between mothers and their children - making memories permanent.

Rebekah Henderson, a librarian at the Ross-Cherry Creek branch, coordinated the project with [Stories Not Forgotten](#), a video recording service that helps families record their family's stories and history. Participants were invited to the library with their children.

The library presented them with the questions, and the conversations went on from there. The participants are gifted with the raw interview footage.

"One of the moms, and daughters, who participated, afterward, she said to me, 'That was so nice to be able to sit down, and take the time, and spend that time with my daughter because we just don't have to time to do that kind of thing anymore,'" Henderson says.

Some participants are soaking up every second of that time. Not all of these families know how much longer they'll have their mothers. It's a pain Henderson is familiar with. She lost her mom to pancreatic cancer last year.

"Watching people be with their moms was hard for me," she says of the process. "The anniversary of her death just came up for me while we were filming."

Henderson wants to give other children the gift of time and memories with their own moms, something she can't do now. Two participants, Barbara and Marlow Hoffman, were grateful to be a part of the library's project, for that very reason.

Barbara has kidney failure. And [her family is looking for a living donor](#).

"This was particularly poignant to me right now, because my mom is sick," Marlow Hoffman said. "Those are stories we can watch later on. I really hope my mom is here for a long time, but that's not a guarantee anymore."

The screening for "What Makes a Mother" is free and open to the public. The film debuts Tuesday, May 16, at 6 p.m. at the Ross-Cherry Creek Branch Library.

May 4, 2017

## An Opioid Death Prompts Denver Public Library To Keep Overdose Antidote On Hand

BY MICHAEL SAKAS



*Elissa Hardy, a social worker at the Denver Public Library, holds up a CPR mask and a bottle of Narcan. The medicine is used to reverse an opioid overdose.*

The **Denver Public Library** is one of the first in the country to carry **Narcan**, the brand name for Naloxone, a medication used to reverse an opioid overdose. The decision was made after the library discovered a deceased 25-year-old man in a bathroom at the Central Library in the heart of downtown, just a stone's throw from Civic Center Park.

"Do you let somebody potentially die? In your building? When you could have just sprayed something up their nostril and potentially save them?" asked Denver's city librarian, Michelle Jeske. "To me that's a pretty easy decision to make."

An autopsy showed the man died from the combined effects of heroin, meth and two anti-anxiety medications. The man, Michael, was homeless and identified only through his fingerprints. His mother Kelly requested that this reporter not use the family's last name for privacy reasons related to criminal activity.

"Every time he got a few bucks in his pocket, he would use that for his addiction," said Kelly, a resident of Grand Rapids, Michigan.

She was close to Michael, but said he was sometimes difficult to keep track of. For her, one of his favorite childhood books — "Oh, The Places You'll Go," by Dr. Seuss — partly explains his wanderlust.

"I used to read it to him all the time," Kelly said. "And then, all the places that he went. He's been all over this country."

Michael worked as a petitioner going door-to-door to gather signatures for causes, like animal welfare. It was work that eventually brought him to Denver last summer. Michael was found in the library Feb. 3, 2017. His mom said his addiction is what left him homeless.

One of the Denver Public Library's social workers (they have two on staff), Kristi Schaefer, has heard about fatal overdoses in the homeless community. She said many of them have told them that they "themselves are carrying Narcan, to bring back their friends and to just take care of each other."



*A man speaks on his cell phone in front of the Denver Public Library's Central location, at the corner of 14th Ave. and Broadway in downtown Denver.  
Michael Sakas/CPR News*

Elissa Hardy, the library's other social worker, said they first ordered 12 kits, thinking it would be on hand if it was needed. But then four bottles, each costing the library \$75 a piece, were used in six days.

"I think there might have been a bad batch of something going through the city, because that's fairly unusual," Hardy said of the sudden high demand on their Narcan supply.

The Denver library has now ordered more, and have used Narcan six times as of the publishing of this story. In comparison, law enforcement officers across Colorado have used Narcan more than 170 times since the start of 2017.

- **In The Heart Of Colorado's Opioid Crisis, This Rural Doctor Is An Army Of One**

Staff at other Denver Public Library branches will also be trained to use Narcan. But most of the drug use happens at the Central Library. Hardy said she thinks it's connected to homeless people being forced to leave the parks. The library is a safe place to go.

"People don't have a safe place to use, let alone be," Hardy said. "But if you are using, where do you go to use? That's private, and that's safe?"

Narcan is not as simple as spraying it up someone's nose, Hardy said. A heroin overdose stops a person's breathing, and eventually the heart. So CPR and other first-aid is required.

Once the Narcan starts to work, Hardy said they wake up like nothing happened — "usually asking, what are you doing? What's going on?"

"They're very disoriented, all of that not knowing that they had just been in that situation."

Michael's mother Kelly wasn't aware of the library's decision to start carrying Narcan after his death, or of the six people they've used it on — until our interview.

"He's done something, to save lives," Kelly said. "OK, I can take a tiny, itty-bitty bit of pride in that. Michael was a good man. He was a good man."

Other libraries are now considering the same decision to carry Narcan. Paralleling what happened in Denver, the San Francisco Public Library **has also found a man dead** from an overdose in a bathroom. They've contacted the Denver Library for guidance.



April 25, 2017

## Denver's bond measure target could hit \$900 million after boost to property values

Official says new assessments will allow more projects without raising tax rate — if voters say OK

By **JON MURRAY** | [jmurray@denverpost.com](mailto:jmurray@denverpost.com) | The Denver Post



*The Rodolfo "Corky" Gonzales Branch Library at West Colfax Avenue and Irving Street was built using 2007 Better Denver Bonds money approved by voters.*

Denver's planned fall ballot measures asking voters to approve borrowing for city projects could grow to as much as \$900 million because of new tax assessments, a city finance official said Tuesday.

The new projected range — \$800 million to \$900 million — detailed by Denver's chief financial officer, Brendan Hanlon, is a heady increase from the [\\$500 million to \\$600 million in projected bond capacity](#) previously cited by Mayor Michael Hancock's administration.

But that was before metro-area assessors released new property valuations Tuesday. On tap are double-digit increases in valuations for median properties of all categories in Denver, including nearly 26 percent for the median single-family home.

City officials say they're aiming to ask voters in November to simply extend the same property tax rate used to repay the previous package of bond projects, approved in 2007. But the skyrocketing property values mean the same rate would raise more money from most property owners.

The new projection is probably welcome news for committees of Denver civic leaders and neighborhood advocates. For weeks, [they have scrutinized long lists](#) of potential transportation, parks, safety, cultural and municipal building projects, each one backed by fans in city government and the community.

Those five panels are weighing priorities for road projects and bike lanes, long-sought libraries and recreation centers, new police and fire stations, and other needs large and small. Some eligible projects essentially pit neighborhoods against one another, with boosters of the River North Art District building support for a mile-long river promenade park, while lower-income Westwood residents plead for a recreation center.



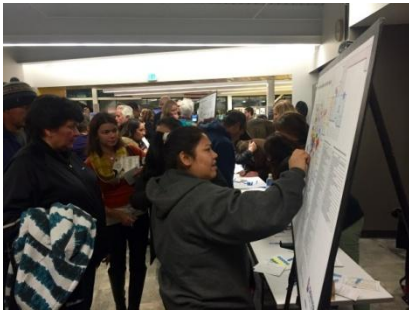
The higher target range for the massive bond issue could allow for the building of more projects.

But another consideration will face an executive committee that in coming weeks will cull the five subcommittees' list of recommended projects — as well as Hancock and the City Council:

Would voters approve such a big price tag?

After all, even if the proposed tax rate for the bonds remains the same in the new 10-year bond plan, homeowners facing higher tax bills because of soaring property values may perceive the bond measures as a tax increase.

"We've seen some historic growth numbers," Hanlon told The Denver Post. "I think we just want to be cautious and make sure they're sustainable. ... There's going to be a greater affordability conversation that I'm sure we'll be having — especially for those (lower-income) neighborhoods that have seen the steepest increases."



*Participants at a Nov. 29 public meeting make suggestions for Denver bond projects on maps at the Rodolfo "Corky" Gonzales Branch Library.*

Hanlon said the revised projection for bonding capacity takes into account the new property valuations. Those cover a two-year period through June 2016 and will be used as the basis for 2018 tax bills.

The projection also considers the effect of the state "Gallagher amendment" that requires adjustments between commercial and residential values, delivering some tax relief to homeowners.

Hanlon has been briefing council members about the new projection and presented the information to the [2017 bond issue](#) executive committee Tuesday evening.

Later this spring, that committee will take a stab at recommending a complete bond package. After review by the mayor, the council will have a say and then will vote to place the bond measures on the November ballot.

For that last round, the project total was \$550 million. Hanlon estimated that would cost \$671 million in today's dollars, accounting for inflation and other measures of purchasing power.

But there will be key considerations for the bond executive committee and for city officials, he said. Those include fiscal responsibility — and the size of the city's debt burden — as well as rising construction costs in the active Denver market because of labor shortages, which will make each project more costly.

The project wish list, based on the city's six-year plan for capital-improvement needs and community suggestions, amounts to nearly \$3 billion, officials say. That includes most but not all of an estimated \$789 million in deferred maintenance for city facilities.

Hancock has directed his administration to balance those needs, said Tykus Holloway, the mayor's deputy chief projects officer. But the mayor also has made clear that [he wants a heavy share of transportation and mobility projects included](#).

Hanlon said the bond subcommittees are on the right track, no matter the eventual price tag for the bond measures.

"We asked them to rank and prioritize, and that's what they're doing," he said. "It just gives the folks on the executive bond committee, as well as the mayor and City Council, a little bit more ability to satisfy the many demands that are in front of us."



# Denverite

April 25, 2017

## Let's take a closer look at Denver Public Library's annual Lego contest

By Kevin Beaty

For the sixth year in a row the Denver Public Library system has put on their annual Lego building contest on display, featuring works from kids and families from all over the city.

As a longtime Lego maniac, I thought it would be fun to take a well-lit look at this year's entries.



The contest, says Denver Public Library spokesperson Chris Henning, helps “children and teens think through engineering concepts” and stimulate their imaginations, all in a setting where they can work together with their families and friends. This fits into their mission statement, which includes mandates to “provide enjoyment” and “strengthen our community.”

*An aquarium in block form at the Bear Valley library, part of Denver Public Library's annual Lego contest. (Kevin J. Beaty/Denverite)*

If nothing else, it's bringing an old-time blockhead back to the glory days of building spaceships that never ceased to thrill.

<https://www.denverite.com/look-crafted-constructions-denver-public-librarys-annual-lego-contest-34430/>

# KQED

Public Radio

MAY 3, 2017

## From Drug Abuse to Homelessness: Libraries Embrace Role Beyond Books

Host: **Michael Krasny**

When a man was found dead from an apparent drug overdose in a San Francisco Public Library bathroom in February, staff members asked for training in administering the lifesaving overdose medication Narcan. From drug abuse to mental health, some libraries are now taking on a bigger role when it comes to dealing with society's toughest issues. We'll talk about the pioneering efforts of California libraries in addressing community needs, and how libraries have evolved to become much more than a place to borrow books.

**Guests:**

**Luis Herrera**, city librarian, San Francisco Public Library

**Leah Esguerra**, social service team supervisor at San Francisco Public Library, San Francisco Department of Homelessness and Supportive Housing

**Sarah Vantrease**, assistant director, Butte County Library

**Chris Henning**, marketing communications manager, Denver Public Library

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<https://ww2.kqed.org/forum/2017/05/02/from-drug-abuse-to-homelessness-libraries-embrace-role-beyond-books/>