

**AGENDA**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, June 15, 2017, 8:30 a.m.**  
Denver Central Library  
Rick Ashton Legacy Room, 7th Floor

1. Call to Order.
2. Introductions.
3. Approval of Minutes of May 18, 2017, Regular Library Commission meeting.  
Commission
4. Public Comment Period.
5. Report of the President and Members.
6. Report of the Denver Public Library Friends Foundation. Gay Cook and Laurie Romer
7. 2018 Budget Approval. Ron Miller
8. 2017 GO Bond Update and Discussion. Michelle Jeske
9. Central Library Safety Update and Discussion. Michelle Jeske
10. Other Business.
11. Adjournment.

### **Agenda Item 3**

Action Requested: Approval

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

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

Excused: Gregory Hatcher

Staff: Lisa Backman (SC), Rebecca Czarnecki, Rachel Fewell, Elissa Hardy, Chris Henning, Michelle Jeske, Bob Knowles, Susan Kotarba, Elaine Langeberg, Zeth Lietzau, Amber Lindberg, Ron Miller, Michael Murphy, Mark Passman (SC), Kristen Svendsen

Guests: Gay Cook, Friends Foundation; Laurie Romer, Friends Foundation; Commander Ron Saunier, DPD District 6

Call to order.

Call to order at 8:36 AM

1. Introductions.

Commissioners, staff, and guests present introduced themselves.

2. Approval of minutes from March 20, 2017, regular Library Commission meeting and April 11, 2017 Commission retreat. Commission

The minutes were approved with a correction to add Judy Joseph as an attendee to the March minutes.

3. Public comment period.

NA

4. First quarter financial report. Ron Miller.

Miller took a moment to introduce Amber Lindberg, DPL's new Fiscal Administrator. Miller went on to say that there was not much of significant difference that occurred financially in the first quarter. We are joining the State's platform for Career Online High School (COHS) which means we are no longer paying an annual platform fee of \$20,000 and they are also giving us some additional scholarships.

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<sup>1</sup> Mike King arrived at 8:55 AM during Commander Saunier report to the Commission.

<sup>2</sup> Cathy Lucas arrived at 8:39 AM during the first quarter financial report.

In Statement 1 Miller pointed out the large increase in training and workshops due to the Harwood Training and the 2017 Leadership Academy. In Statement 2 under Safety and Security the remaining money is to finish the wayfinding project at Central with possibly some remaining for the branches. Lastly, Miller noted the almost \$27,000 in special revenue fund income which was mostly from the Western History and Genealogy Council. The Council is affiliated with the Friends Foundation, a working group with some Foundation board members but mostly supporters.

5. Report of the President and members.

President Marshall took a moment to acknowledge and thank the Colorado Association of Libraries and everyone involved who helped with Resolution 1018. It passed the Colorado House of Representatives unanimously. That resolution will go to Congress and President Trump and Vice President Pence in support of federal funding for libraries.

Marshall also noted that there was a very successful town hall meeting at Blair-Caldwell. The community turned out to support GO bond funding of the library renovation. None of the other commissioners had remarks.

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

Cook assured the Commission that the transition underway at the Friends Foundation is going well. They hosted a daylong retreat with Library Strategy consultants in April. Everything is on track, on time, and moving forward.

7. Retreat recap and discussion.

This item was skipped to ensure ample time to discuss the issues of safety and security at the Central Library. Both the 2017 GO Bond update and 2018 budget discussion were moved to the end of the meeting for the same reason.

8. Central Library Safety and Security Discussion. Ron Saunier, Commander District 6 DPD. Elissa Hardy, Community resource specialist, Bob Knowles, security manager.

President Marshall noted that this topic was being added to today's agenda so that the Commission could talk about the 9News undercover report highlighting crime, overdoses, drugs, and issues around homelessness in the library. The Commission needs to discuss what possible solutions there are and if there are staffing needs to help address these issues. Marshall gave the floor to Michelle Jeske.

Jeske noted that this conversation revolves around three points which are:

- The opioid public health crisis across the nation which is in turn,
- Impacting the Denver Public Library system, particularly Central
- The PR situation the news story has created.

Jeske went on to say that DPL has been meeting with the Mayor's team about this since January, before the overdoses. She wanted to assure Commissioners that DPL has been talking about it and addressing this before this news story.

Commissioner Alice Kelly asked if we are seeing similar issues in other downtown branches. Knowles responded that Central is the hardest hit although we are installing sharps containers in some other branches. The other more urban branch locations are seeing used needles on a much smaller scale.

Jeske addressed the fact that these are public space issues and that they are significant issues in the country, state and city. There are not adequate resources to address homelessness, mental health, and substance abuse issues. We are having a crisis here. While we have had some of this behavior here before, we don't condone it, invite it, or allow it when we see it. Staff is doing utmost to prevent these activities. The 9News reporter was undercover and using an iPhone to record footage. In addition, this is a 540,000 square foot building with 15 public bathrooms. It is much larger than all of our branches combined. Jeske encouraged Commissioners to walk around the perimeter of the second floor to get a feel for the immense size. With limited security and staff we can't cover every inch of the building at all times.

The security system at Central is going to be updated and more cameras are going to be added soon, but even those will not be enough. We also don't have enough eyes to watch all of the security screens.

We've always had people who don't want to come here and anecdotally it seems like that might be on the rise. We did have a daycare group ask if we could come to them because families did not want them here. However, we are getting many positive comments and support and other school groups are still in the building.

Jeske has asked the police for help and will need to ask for more help. We're glad that we will be getting more security officers to do patrols and hopefully DPD can also increase patrols of the area.

President Marshall said the uptick in 911 calls around sexual activity and drug use is very concerning. Marshall segued to ask for Commander Saunier to make a report. Commissioner Garcia agreed noting we can't be the only public building dealing with these issues.

Commander Saunier confirmed that this is not isolated to the library. In the last couple of months DPD has received more complaints about people experiencing homelessness. There has been an uptick in violence at shelters and they are meeting with service providers. There is also a rise in people banned from certain places, coming back, and loitering. He meets with the Mayor weekly about these issues.

Commander Saunier also addressed the places they clean up, which Public Health usually reports, where conditions are deplorable. There is a spike in needle usage with meth and heroin even in the last year he's been in the district. DPD is seeing hundreds, if not multiple hundreds, of needles up from twenties before. With heroin costing about the same as legal marijuana it's a real problem.

He also acknowledged that the dealers are predators who are preying on a very vulnerable population. They are trying very hard to get them. It's both tough and dangerous to come into the library and do undercover activities and he believes the majority of sales are outside. Commander Saunier expressed frustration at knowing they are often not solving a problem, just moving it. They've seen the dealers move from the bus depot, to Civic Center, to the library.

He is trying to see about setting up extra patrols and having someone here for 2-4 hour blocks that DPD can fund with backfill. This would just be a short term solution so we need to discuss a long term strategy.

In terms of prevention, the additional security staff should help. He also suggests DPL consider additional signage making clear that drugs and alcohol are not permitted on the premises. We could also consider taking the doors off the restrooms to make them less private. Saunier offered to do a walk through with Jeske and Knowles to see what other measures could be taken.

Saunier reiterated his belief that there are predators preying on this vulnerable population. We also need to try to get people help. These are highly addictive drugs. He also emphasized the importance of communication between DPD and DPL. Make sure we call in the issues when you see them. It's really helpful if DPL can provide descriptions, particularly around narcotics activity.

It's when DPD can establish a pattern of behavior that they then bring in undercover officers. They can also increase their presence. Saunier spoke again of his hesitancy to have undercover officers at DPL because of the safety factor. They could try to work through that if necessary and then we can still try to get people help who need it, direct them to the clinics.

Saunier said he applauds DPL for what we do regarding issues of homelessness. It is a huge population we can reach out to and help. He acknowledged there are some people who can't be helped because of aggressive and antisocial behavior.

He spoke about five operations within the last month that led to 4-5 arrests. Some started here and moved. DPD can generally get only one operation done at a location and so they target multiple locations. He repeated that he already has requested an extra patrol here and that having four more DPL security officers is a big deal. He noted that Urban Peak shut down one of their areas because of safety concerns to staff and clients.

There is also the rising issue of Fentanyl. Very small amounts can be lethal. There have been incidents of officers being accidentally exposed to a small quantity in the field and causing them to overdose. This is not as big an issue here in Denver yet as it is on the East Coast. Commander Saunier then asked if there were any questions.

Jeske commented that she and other staff recently met with the Harm Reduction Action Center (HRAC). The director assured us they are not telling people to come here. However, they also advise people to not use in public so it's not surprising that we see users here. Environmental Health has also offered to help DPL and there is an Opioid Coordinator being hired for the City so there are other efforts to combat these issues coming to fruition.

Jeske noted that bathrooms are a high priority in the bond request. DPL wants to renovate the bathrooms to design for safety and security. We can talk about no doors as part of that solution although it is a drastic move to remove them before a redesign for privacy reasons.

Commander Saunier commented that we could consider having a bathroom attendant and that no doors in parks and recreation facilities is becoming a standard design.

Part of the issue is that people will use anywhere. Saunier arrested a person who just had a blanket over their leg while injecting. He emphasized that the solution is not arrests; it's trying to get people help, and making sure they know the library is not the environment for this behavior.

Commissioner Judy Joseph asked about other public buildings and how they are handling these issues. Saunier spoke about the Capitol and the City and County Building. They have very enhanced security and visitors have to go through a metal detector and have their bags scanned. It's an excellent deterrent and it's becoming more of the norm. He acknowledged that it is also very expensive as it's not just the equipment but the cost of personnel to monitor it. Jeske commented that she couldn't imagine the lines it would cause and considers it a more drastic move than taking the doors off the bathrooms.

Commissioner Michael King spoke up and said he was not convinced anything they've heard will work. He said that it is the people dealing in this facility that are creating a dangerous environment. The homeless population is now congregating here, having been

pushed here, and dealers know they are here. King is afraid they know the library is a no go zone for the police in terms of undercover operations.

Saunier said he doesn't know that they know or think that. He emphasized that if we see something, if we think someone is dealing, to report it. He's not saying DPD won't do an operation here, it's just not ideal. There are other ways to handle it. People are creatures of habits. DPD would prefer to not do a bunch of undercover buy/arrests out of here.

King responded that if you track dealers and apprehend them after they leave that's fine. He is worried that the black eye is only going to get worse. People are getting pushed here and it's getting to the point we can't fulfill our mission.

Saunier said that he would not say the homeless have been pushed here. These are systemic issues and people keep thinking it's the people experiencing homelessness who have been pushed from another place. We are just seeing a rise and people congregate where there are services, for example the food programs in Civic Center.

King pushed back stating he's seen the 16th street mall has improved but while things are better there, they are worse elsewhere.

Saunier then commented that it's like squeezing a tube of toothpaste. Last year it was Cherry Creek Bike Path where there was a ton of drug use and they put a ton of effort into cleaning that up. So part of what's in the library is from Cherry Creek.

Commissioner Kelly asked how many day shelters are in Denver. Eissa Hardy responded that there are three and they are at capacity. The other issue is that they are dry shelters. The library is also an attractive place for people to spend time because we offer things to do, although Hardy noted the Gathering Place at Colfax and High also offers great programming.

Commissioner Joseph Judy remarked that it's troublesome that we're being called a homeless shelter because we're not. Joseph wondered are we doing things that are creating this problem by being as welcoming as we are? Because security officers carry Narcan are people coming here because they know they will be taken care of? How do we balance our mission with these societal issues and not turn our core customers away?

Jeske responded that every public library deals with homelessness. Social workers were added to staff as a response to what was already happening here. They are like librarians in the sense that they refer people to relevant information. They help solve problems that already existed here.

Knowles added that no addict wants Narcan as the person is immediately sent into withdrawal.

Commissioner Kelly asked if there are briefings or workshops for volunteers and staff to help bring them up to speed on complexities of this issue. Jeske responded it's on all of us to report things and that Bob and Elissa go to staff meetings and have those conversations. These are difficult issues for frontline staff, particularly for security and custodial staff. She also agreed we could do more to talk with volunteers.

Commissioner Martinez noted that we have a responsibility to make Central and our other urban locations a safe place. Can we pay to have a safety audit done and look at how we change things? What happens in the event that someone dies or is raped here? Martinez asserted that he already knows people who will not come here or bring their kids here.

Martinez asked if we had a crisis management plan, in other words, a crisis management communication strategy to complement the security issue. He said we have to own the issue and not ignore it and have a strong plan to address the problems. Then we have to implement whatever we are going to do and if we have to shift resources then to do so. DPL has to be very proactive and give staff resources to address head on. He also said

that we have to think about how this will affect the GO Bond, if people think we are a homeless shelter.

Jeske responded that we have some money we can move money around but she also believes the City should give us more resources to handle a City issue.

Commissioner Lucas asked Chris Henning if he could come to the table and speak about the communication strategy.

Henning said that we have been very forthright in what we have been doing and are considering what our message to the general public is. We are currently waiting for answers from the Mayor's office to help us know what our response is. We were hoping a representative from the office was going to be here today. Denver Environmental Health and Denver Human Services have been very good in their response and are also helping us think through these issues. We do have to talk about what's next and we have taken some steps, now we need some guidance before communicating more.

Commander Saunier spoke of committing more from DPD. He said that he is also communicating to the Mayor so he's not operating in a silo. They've already seen progress and have an OTTC grant to get four officers and a supervisor. He's hoping they can get an officer here for four hours at a time and can work with us on what hours. Commander Saunier shared his phone number with the Commissioners and Bob Knowles and said to please contact him with questions, concerns, or suggestions. He wants to talk about how we can best come together.

Commissioner King asked him to please run those operations to apprehend dealers outside. We have to change the internal environment.

Saunier responded that they have the flexibility to address problems but they need to know before it becomes entrenched. At that time Saunier had to leave for another meeting and the Commissioners thanked him for his time.

Garcia asked about the social workers and whether or not we are seeing progress and success. Hardy responded by saying there are two subsets of issues that are prevalent in the community; drug and sex trafficking. The users are a very vulnerable population. People are using here and then we have to ban them but it's not addressing the big issue. There are very limited resources in Denver for substance abuse. In San Francisco they can walk someone into treatment and we can't do that here. We've had one success story of opioid replacement therapy but there is not enough treatment engagement in our community. We can try to get people treatment ready but then there is no place to go. Hardy also talked about people who use IV drugs do use our library services. Additionally, some people choose to not use here once we develop a relationship with them. Then they use library services and help be our eyes and ears. Hardy also met with Denver adult probation as they wanted to know how they could support us. It's about working with people, not punitively through treatment. Denver adult probation will work with us so we know who they are working with. If we build that relationship then we can do more of those interventions, help reduce incidents, and encourage them to not use here.

Garcia noted that the issues of the library are no different than say the mall. The issue is having no facilities to send people to. We also need to stop the language around calling the library a day shelter. We are just another place people come and we need to make sure we get the language right because it's a detriment to us. We need to have an immediate and aggressive response, do we need to consider some hard love? Obviously it's a balancing act. He asked about whether or not there are staff restrooms. Jeske replied in the affirmative and responded that we don't tolerate these behaviors when we see them or

are made aware of them. We realize what the perception is. We talked about these issues and the need to improve sight lines and restrooms.

President of the Friend Foundation Board, Gay Cook asked if she could make comments on behalf of the Friends. President Marshall gave her the floor. Cook commented that if a tornado struck downtown every resource and eye would be focused on that. She said that is the situation we are in now. Whatever Commission and Friends can do to get leadership out of City Council and the Mayor's office in a coordinated strategic effort is critical, this is an emergency approach.

Cook went on to say that the Friends Foundation consultant, Library Strategies, was immediately aware of 9News Story. They were concerned it could impinge and hamper fundraising, and have a negative ripple effect to the GO bond. They strongly advised a crisis management approach and communication to put the library more on the message offensive and less in a reactive position.

Cook also told Chris Henning and his team that they have done an amazing job and also commended Jeske and staff on how well they handled 9News coverage. She noted this is very serious and piecemeal approaches won't be sufficient. Cook knows board members who won't use elevators or restrooms depending on who is in them. She offered that the Friends are ready to help with anything, particularly on issues that might be politically tricky for the library. They are willing to be a full partner in this for a very strategic/focused response.

Jeske agreed, having the Foundation and Commissioners stand up and say this situation is unacceptable and we need help, would be helpful. We don't have enough money or support currently to tackle this.

King asked if the Commission can have a resolution demanding action. Garcia followed that this is time for the Commission to lead. He would like to direct Jeske to create an action plan that outlines what to do over the next 30-45-60 days and what resources are needed. Marshall responded that a combination of actions are needed. It is crucial to have a conversation with the Mayor and the Safety Manager. Marshall noted that our Councilman for the Central district, Wayne New, is also involved and concerned. There is a lot to consider in looking at resources and crisis management and time is short. Joseph asked if we need to have a motion committing to addressing this head on?

King responded to Garcia stating that, in terms of an action plan, DPL has been dealing with this, the Commission has received the reports, we are at a point where we need City resources.

Kelly interjected that the teen space featured in the 9News report had not yet been discussed and is there anything to do about its location and proximity to adult spaces? Jeske addressed the ideaLAB on the fourth floor which is a fairly small space with a door and that is now double-staffed. The space down on first floor where the collections are is not a good location and it's why the renovation plan addresses needing a place for teens. Unfortunately, we're not sure it could be moved at this time where it would be safer but we are looking at it. Both Jeske and Knowles also remarked that the 9News story was sensationalized somewhat. The footage captured was not that close to the teen area which is right by a staff workstation. That being said, no one is saying this is not a large concern.

Cook noted that the idea of increased security measures is a double-edged sword. We want this to be an open and inviting place and maybe certain steps, like metal detectors and bag scans, would make more people feel more comfortable. It's not an easy decision and it does have a price tag but is it worth considering?



King circled back to say he believes that a letter should be sent from the Commission Chair to ask for the Commission to meet with the Mayor immediately. He stated that we also need to advocate for more resources from DPD.

Garcia said DPL should have a much broader approach and asked why send a letter, Marshall could likely ask for a meeting.

Lucas replied that a number of things have to happen simultaneously and we should try to identify what the price tag is.

Marshall concluded that an official letter is appropriate and the right place to start. The Commissioners agreed.

#### 9. 2017 GO Bond update and advocacy.

Jeske said that the subcommittee presented to the executive committee. 10 out of our 12 projects are currently in tier one. The branch renovations included have all been kept in for full funding but the funding for Central has been cut in half from \$50 million to \$25 million. There is likely a case to be made to move the number back up to help address safety and security issues. There are also two branches, Eugene Field and Blair-Caldwell, that were pushed into the tier two priority list so there is room for advocacy there.

Commissioners Garcia and King have committed to making a public comment at the next meeting as have a number of Friends Foundation board members. Jeske noted she would give speaking points to Garcia and King. There are a lot of people out advocating for mobility and transportation so we need to make sure our voices are heard. This is a serious opportunity to advocate for more funding. It is a once a decade opportunity.

Anyone else who would like to participate needs to be aware that you have to sign up in advance to speak. Emails and letters are also still accepted.

#### 10. 2018 budget discussion.

We have 12 expansion requests. At the top of the list is four security officers. The officers would be limited term through 2018 and DPL would request an expansion to make them permanent. Two of the positions will be posted Friday and the other two in two weeks. There are also requests for adding STEM ideaLABs at two branches and an hours expansion.

#### 11. Other business.

President Marshall noted that she will be forming a nominating committee of three members to bring back names for new Commission officers. Officers will be voted on in July and terms will start in August. Terms are for one year although officers can serve for two consecutive years. People on the nominating committee can be considered. Marshall mentioned that she does not need to be considered for a second year.

The meeting was adjourned at 10:04 AM

Submitted by Rebecca Czarnecki for Alice Kelly.

June 8, 2017

TO: Library Commission  
FROM: Ron Miller, Director of Finance and Business Processes  
Subject: 2018 Denver Public Library Budget Request

Attached is the proposed 2018 Denver Public Library (DPL) General Fund budget for discussion and approval at the June 15 meeting.

The packet includes the following material:

- Budget Timeline
- General Fund Base Budget
- Capital Equipment Replacement Requests
- Service Expansion Requests

#### **City Budget Overview**

The City Budget Office provided the following forecasts and expectations for 2018:

##### Denver's economy performed well in 2016:

- Unemployment remained at about 3% indicating that Denver is at full employment.
- Denver's core sales tax revenue grew by 6.5% last year.
- Average home price increased by 9.2%; the third highest rate in the nation.
- The Budget Office anticipates that Denver's economy will continue to expand in 2018, but at a more moderate pace.

##### Economic Outlook for 2018

- Total General Fund revenue is forecast to increase 3.2% in 2018 over the 2017 revised budget.
- Agency-generated revenue (e.g., fees and fines), which accounts for 26% of General Fund revenue is expected to increase by 2%.
- Tax revenue (67% of General Fund revenue) is forecast to increase by 4.2% in 2018.

##### Expectations for the 2018 Budget

- Modest expansion as Denver continues to grow: Taxpayers expect us to be efficient with and accountable for the monies with which we are entrusted.
- Goal of re-prioritizing where we can: Agencies requesting additional resources are asked to evaluate their existing budget for opportunities to offset these additional resource requests.
- Potential federal funding changes: Agencies should be mindful of potential changes to their federal funding, but not a lot of detail is known at this point.

### **DPL Budget Overview**

Based on the City's instructions, base budget expenditures are expected to remain essentially flat. DPL plans to submit a 2018 base budget that is \$302,051 greater than 2017. The increase is primarily due to increases in collections and technology. These increases will need to be submitted as a base budget change request; a new process this year. All other base budget increases are offset by reductions.

### **General Fund Budget**

The 2018 operating budget is the estimate for what is needed to maintain programs and services at their current 2017 level. The amounts in the base budget statements do not include payroll, capital equipment replacement, Special Trust Fund, or expansion request amounts. While DPL controls a few payroll accounts (overtime, bilingual pay, on-call and shift differential), the budget for salary and benefits is controlled by the Budget Office. The 2018 operating budget request, excluding personnel costs, is \$9,521,499 compared to the 2017 operating budget amount of \$9,219,448.

### **Service Expansions**

The top requests for service expansions include 5.5 FTE for Security Officers and 2.0 FTE for Custodians at the Central Library, STEM expansions at Central and two branches, an increase of four hours per week at the Hampden and Hadley branches, and a Program Coordinator for Immigrant Services. The total for all 12 requests is \$2,238,979 and includes 33.0 new FTE. DPL requested \$2,082,177 with 24.75 FTE in expansion requests for 2017. We received 9.0 FTE and \$1,292,177 in funding.

Because of the urgency correcting the issues at the Central Library, The City has approved hiring four full-time Security officers immediately. We also expect them to approve hiring two full-time Custodians and approve other requests next week. The details for this request is included in the City Librarian's report.

### **Replacement Capital Equipment**

Replacement capital equipment requests are submitted separately since the City has a separate budget for these costs. The 2018 request for replacement equipment totals \$383,398, down \$1,162 from \$384,560 in 2017. (All \$384,560 was approved for 2017.)

### **Special Trust Fund**

The Special Trust Fund budget detail is not included in this packet since it is not under the approval authority of the City and is not approved by the Commission until we have more accurate revenue estimates at the end of the year.

Please contact me if you have any questions or comments. My contact information is:

Phone: 720-865-2020

E-Mail: [rmiller@denverlibrary.org](mailto:rmiller@denverlibrary.org)

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## 2018 Budget Timeline

### **General Fund Budget - Base Budget & Replacement Capital Equipment**

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Apr 19	BMO Budget Kickoff Meeting
Apr 24	Manager Budget workbooks and instructions posted on Finance shared drive
Apr 24 - May 3	Managers develop department-level budget packages Initial change request proposals prepared by Division Directors Replacement capital equipment forms completed
May 3	Department budgets submitted to Division Directors and Finance
May 3-9	Finance meets with managers to review budget request Division Directors begin developing their section of Budget Book Narrative
May 8-9	Finance prepares General Fund Operating Budget for E-Team discussion
May 10	E-Team approves and ranks budget requests and replacement capital equipment; Funds identified for strategic initiatives
May 17	E-Team approves base budget requests
May 26	Base Budget and Replacement Capital Equipment requests due to BMO

### **General Fund Budget - Expansion Requests**

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May 5	<b>Expansion Change Requests due to Finance</b>
May 9-13	Finance prepares Budget package for LC Finance Committee
May 15	Distribution of Budget proposal to LC Finance Committee
May 19	LC Finance Committee approves budget
June 9	Distribute Budget proposal to Library Commission
June 15	Library Commission meeting to approve 2017 Budget
June 9	Change requests due to BMO

### **City Approval Process**

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July 17	Budget meetings with CFO
July 20 - Aug 21	Budget meeting with Mayor's Office
Mid-Sep	Mayor submits draft budget to City Council and the public
Sep 16-29	City Council Hearings
Mid-October	Mayor submits the proposed budget to City Council
Late November	City Council approves budget

### 2018 Operating Budget Request by Expenditure Type

	2016 Actuals	2017 Budget	2018 Request
<b>Personnel Budget</b>			
FTE	563.75	573.75	606.75
Overtime	\$ 45,612	\$ 39,500	\$ 39,500
Bilingual Pay	163,588	153,000	153,000
On-Call	520,697	489,209	489,209
Shift Differential	164,339	177,600	177,600
<b>Total Personnel</b>	<b>\$ 894,236</b>	<b>\$ 859,309</b>	<b>\$ 859,309</b>
<b>Non-personnel Budget</b>			
<b>Collection and Programs</b>			
Books & Materials	\$ 5,150,813	\$ 5,310,500	\$ 5,516,175
Central & Branch Programming	101,263	200,415	202,487
<b>Total Collections and Programs</b>	5,252,076	5,510,915	5,718,662
<b>Furniture, Fixtures, &amp; Equipment</b>			
Building Maintenance & Supplies	464,764	472,675	491,300
Custodial Supplies & Services	185,371	152,950	205,000
Equipment Maintenance & Supplies	247,863	222,675	233,700
Leases - Buildings & Equipment	193,697	221,950	220,860
Office Furniture & Equipment	252,825	253,071	208,355
Safety & Security	91,582	62,600	48,600
Technology Services & Equipment	1,197,438	1,423,772	1,478,541
<b>Total FF&amp;E</b>	2,633,539	2,809,693	2,886,356
<b>Administrative and Other Expenditures</b>			
Administrative	151,856	85,070	96,219
Advertising	62,776	50,500	50,500
Office & Misc Supplies	286,387	313,707	309,862
Official Functions	5,691	5,622	1,165
Postage	67,568	68,000	70,000
Printing	66,507	87,000	88,980
Staff Recognition	22,433	16,500	10,670
Training and Workshops	129,890	155,021	174,228
Travel & Conferences	106,469	117,420	114,857
<b>Total Administrative &amp; Other</b>	899,576	898,840	916,481
<b>Total Non-personnel</b>	<b>\$ 8,785,190</b>	<b>\$ 9,219,448</b>	<b>\$ 9,521,499</b>
<b>Total Budget Request</b>	<b>\$ 9,679,426</b>	<b>\$ 10,078,757</b>	<b>\$ 10,380,808</b>

**2018 BASE BUDGET REQUEST BY DIVISION/DEPARTMENT**

<b>DEPARTMENT</b>	<b>2017 Budget</b>	<b>2018 Budget</b>	<b>17 - 18 Change</b>
<b>ADMINISTRATION &amp; SUPPORT</b>			
CITY LIBRARIAN'S OFFICE	68,118	191,079	122,961
FINANCE AND ADMINISTRATION	120,980	106,830	(14,150)
ACCOUNTING	50,510	0	(50,510)
PURCHASING	276,087	271,500	(4,587)
HUMAN RESOURCES	101,754	114,342	12,588
POSTAGE, PARKING, MILEAGE ETC.	156,426	157,575	1,149
<b>TOTAL ADMINISTRATION &amp; SUPPORT</b>	<b>773,875</b>	<b>841,326</b>	<b>67,451</b>
<b>NEIGHBORHOOD SERVICES</b>			
CHILDRENS LIBRARY	8,920	3,020	(5,900)
EARLY LITERACY	9,580	10,800	1,220
NEIGHBORHOOD SERVICES	481,665	330,059	(151,606)
SUMMER OF LEARNING	0	95,100	95,100
BRANCH LIBRARIES	154,694	86,280	(68,414)
<b>TOTAL NEIGHBORHOOD SERVICES</b>	<b>654,859</b>	<b>525,259</b>	<b>(129,600)</b>
<b>CENTRAL, COLLECTIONS &amp; TECHNOLOGY</b>			
INFORMATION TECHNOLOGY	1,286,622	1,359,838	73,216
REFERENCE SERVICES	11,980	13,231	1,251
WESTERN HISTORY	1,000	10,400	9,400
BLAIR-CALDWELL	2,050	1,050	(1,000)
CEN COLLECTIONS, TECH & INNOVATION	3,800	15,000	11,200
BOOKS AND BORROWING	30,102	25,940	(4,162)
COLLECTION DEVELOPMENT	5,196,500	5,396,675	200,175
INTERLIBRARY LOAN	28,000	32,000	4,000
MATERIALS SUPPORT & CATALOGING	196,700	227,700	31,000
COMMUNITY TECHNOLOGY CENTER	70,150	41,650	(28,500)
<b>TOTAL CENTRAL, COLLECTIONS &amp; TECHNOLOGY</b>	<b>6,826,904</b>	<b>7,123,484</b>	<b>296,580</b>
<b>COMMUNITY RELATIONS</b>			
ADULT PROGRAMMING & ADVISORY SVCS	13,000	0	(13,000)
COMMUNITY PROGRAMMING	5,100	6,350	1,250
COMMUNITY RELATIONS-MARKETING	170,110	179,380	9,270
<b>TOTAL COMMUNITY RELATIONS</b>	<b>188,210</b>	<b>185,730</b>	<b>(2,480)</b>
<b>FACILITIES &amp; SECURITY</b>			
FACILITIES MANAGEMENT	735,800	819,500	83,700
SECURITY	39,800	26,200	(13,600)
<b>TOTAL FACILITIES &amp; SECURITY</b>	<b>775,600</b>	<b>845,700</b>	<b>70,100</b>
<b>TOTAL NON-PERSONNEL</b>	<b>9,219,448</b>	<b>9,521,499</b>	<b>302,051</b>

\* See explanation on the next page

**Base Budget Changes**

City Librarian's Office - The \$122,961 increase in this budget is due to moving service planning reserves from Neighborhood Services. This budget will be allocated in early 2018 for public service programs at the Central Library and branches.

Finance and Administration and Accounting - The reduction of \$64,660 in these two budgets is savings from accounting and metrics software licenses. DPL will transition to the City's accounting software in August of this year and we are currently developing an in-house data warehouse for metrics.

Information Technology - The \$73,216 increase is for additional technology and will be submitted as a base budget change request.

Collection Development - The \$200,175 increase is for vendor price increases and will be submitted as a base budget change request.

Facilities Management - \$83,700 increase is for additional custodial supplies needed to support the hours expansion over the past several years as well as increased cleaning needs at the Central Library.



### 2018 Replacement Capital Equipment Request

Priority	Replacement Equipment	Quantity	Unit Cost	Total Cost
1	Data storage hardware - Backup appliance for library systems	1	22,000	22,000
2	Datalogic barcode scanners	150	175	26,250
3	UPS units for data closets	26	912	23,703
4	Network switches at seven branches	26	1,992	51,782
5	Chariot vacuum for Green Valley Ranch	1	8,534	8,534
6	Street sweeper for the Central Library	1	13,966	13,966
7	Computer monitors for staff and public PCs	400	149	59,600
8	Smartboard and projector replacements for six locations	6	6,000	36,000
9	Branch network servers - host the PC reservation, print management, and offline circulation functions for ten branches	4	23,004	92,016
10	Specialized book scanners to protect rare WHG materials while they are being copied	1	15,000	15,000
11	Mini Skid Steer with trencher attachment	1	34,548	34,548
<b>Total</b>				<b>383,398</b>

## 2018 Expansion Requests

Priority	Dept	Title	FTEs	Staff Cost	Non-staff Costs	Total Costs
1	Ron	Security Officers & Custodians for the Central Library	7.50	312,777	3,000	315,777
2	Zeth	STEM at Sam Gary, Gonzales and Central	7.50	443,710	104,000	547,710
3	Susan	Expand to 52 hours at Hampden	4.50	233,736	10,500	244,236
4	Susan	Expand to 52 hours at Hadley	3.50	207,236	7,000	214,236
5	Susan	New Immigrant Program Coordinator	1.00	68,400	3,500	71,900
6	Zeth	Social Workers	2.00	154,203	7,000	161,203
7	Ron	Facilities Workers & Maintenance Funding	2.00	89,266	48,000	137,266
8	Zeth	Wi-Fi Hotspots	0.00	0	21,000	21,000
9	Susan	Children's Librarian for Central Library	1.00	72,125	3,500	75,625
10	Susan	Career Online High School Staff	1.00	68,400	3,500	71,900
11	Susan	Adult Programming Staff	1.00	68,400	3,500	71,900
12	Zeth	WH/G Archive Staff & Digital Asset Mgmt.	2.00	149,227	157,000	306,227
Totals			33.00	1,867,479	371,500	2,238,979

2015 Ask = \$2,430,830    Approved = \$1,755,863  
 2016 Ask = \$2,354,498    Approved = \$1,222,526  
 2017 Ask = \$2,082,177    Approved = \$1,292,177 & 9 FTE

## **Expansion Change Request: Security Officers & Custodians at the Central Library**

2018 General Fund Budget

Priority 1 of 12

---

In May 2017, the City approved four full-time limited term Security Officers to work in the Central Library. The term for these positions ends on 12/31/18. The additional staff was approved to help handle the increase in activities related to illegal drug use, drug trafficking and other security incidents occurring in the building. The migration of people experiencing homelessness to the library property has resulted in significant, documented challenges regarding behaviors, both during open and closed hours. The impact of the national Opioid crisis has also been significant, reaching into the library with routine IV drug use being observed. The additional security officers will be used to conduct routine, random patrols both internally and externally and reduce the criminal and other inappropriate behaviors/activity. This request is to make these positions permanent in 2018.

This request includes 1.5 FTE additional Security Officers and two full-time Custodians for the Central Library. The Custodians are needed to keep the Central Library clean and the Security Officers are needed to monitor the additional cameras that are being installed. This request also includes \$3,000 for uniforms, radios and other equipment.

### Costs:

Personnel: (7.5 FTE)	\$312,777
Uniforms and Equipment	\$3,000
Total	\$315,777

## **Expansion Change Request: STEM Expansions**

2018 General Fund Budget

Priority 2 of 12

---

This proposal builds upon existing informal Science, Technology, Engineering and Math (STEM) education and opportunities at Denver Public Library locations. In 2016, the library expanded STEM programming to two DPL branches - Montbello and Hadley. STEM programming is being further expanded this year to the Hampden Branch. This request represents the third phase of this project, extending this programming to another two branches (Gonzales and Sam Gary) to provide broader geographical distribution across the city, while also increasing STEM programming at the Central library.

This request also includes a one-time request of \$99,000 for construction and equipment and ongoing funding of \$5,000 for program costs.

### Costs:

Personnel: (7.5 FTE)	\$443,710
Ongoing Programming Funding	\$5,000
Construction and Equipment (1X)	\$99,000
Total	\$547,710

**Expansion Change Request: Increase Hours at Hampden**

2018 General Fund Budget

Priority 3 of 12

---

This request is to increase hours of operation at the Hampden branch from 48 hours to 52 hours per week to add Sunday hours, 1-5 p.m. The goal of the proposal is to provide essential literacy, language and technological skills enabling children to flourish in school and life, connecting adults to the skills and resources to thrive and providing technology access to a greater number of Denverites.

**Costs:**

Personnel: (4.5 FTE)	\$233,736
Desks and Computers (1X)	\$10,500
Total	\$244,236

**Expansion Change Request: Increase Hours at Hadley**

2018 General Fund Budget

Priority 4 of 12

---

This request is to increase hours of operation at the Hadley branch from 48 hours to 52 hours per week by adding two additional evening hours each on Wednesdays and Thursdays. The goal of the proposal is to provide essential literacy, language and technological skills enabling children to flourish in school and life, connecting adults to the skills and resources to thrive and providing technology access to a greater number of Denverites.

**Costs:**

Personnel: (3.5 FTE)	\$207,236
Desks and Computers (1X)	\$7,000
Total	\$214,236

**Expansion Change Request: Immigrant Services Library Program Coordinator**

2018 General Fund Budget

Priority 5 of 12

---

This request is for a full-time Library Program Coordinator to help coordinate system wide programs and services to meet the needs of our immigrant and refugee community in Denver. The Library Program Coordinator will help increase the quality of programs and services offered to our immigrant communities supporting the Mayor's priority for safe and welcoming communities.

Currently, 90% of the activities are funded through grant and private donors. The private donors are expecting the City to partner with them to fund this important programming.

**Costs:**

Personnel: (1 FTE)	\$68,400
Desk and Computer	\$3,500
Total	\$71,900

**Expansion Change Request: Social Workers**

2018 General Fund Budget

Priority 6 of 12

---

This request is for two Social Workers. One Social Worker will be bilingual and work with the refugee/immigrant community primarily in Southwest Denver. The other one will primarily work with children and families in the Northeast part of the City. Both will concentrate on building relationships with all citizens of Denver and connecting them to the resources they need in order to thrive.

**Costs:**

Personnel: (2 FTE)	\$154,203
Desks and Computers	\$7,000
Total	\$161,203

**Expansion Change Request: Facilities Workers and Maintenance**

2018 General Fund Budget

Priority 7 of 12

This request is for two Utility Workers in Facilities. The Utility Workers are needed to help address the ever increasing back-log of work orders requesting preventative maintenance, repair, staff requested work, ADA corrections, Facility Condition assessments and general building maintenance. The Library needs additional resources to maintain its 26 buildings. The annual list of maintenance items and staff requested work orders has grown from 2,606 in 2014 to over 4,000 estimated for 2017.

This request also includes \$1,000 for uniforms and tools, \$7,000 for software licenses and \$40,000 to help address the backlog of work orders.

**Costs:**

Personnel: (2 FTE)	\$89,266
Uniforms & SW Licenses	\$8,000
Building Maintenance	\$40,000
Total	\$137,266

**Expansion Change Request: Wi-Fi Hotspots**

2018 General Fund Budget

Priority 8 of 12

This request is for Wi-Fi hotspots that can be checked out to customers so they can access the internet at home. Denver Public Library is a partner in the Denver ConnectHome initiative, the local arm of a national public-private collaboration developed to narrow the digital divide for families with school-age children who live in HUD-assisted housing. One of our roles as a partner is to provide opportunities for ConnectHome residents to access the internet via WiFi hotspots, available for free checkout from the public library. In 2016, we purchased the first 50 hotspots as a pilot, and they immediately became one of our most popular circulating items. Funding to continue the pilot was awarded via the 2017 expansion request process, and demand for the hotspots has not dissipated. At the time of this writing, the waitlist for these hotspots stood at 671 people.

Library administration recently approved one-time funding to increase the number of available hotspots to 100 to help alleviate the wait, but more hotspots and continued funding are required to satisfy demand and help close the digital divide for our citizens who need it most. With this ongoing funding, we will be able to purchase and maintain 170 additional hotspots.

**Costs:**

170 Hotspots	\$21,000
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**Expansion Change Request: Children's Librarian**

2018 General Fund Budget

Priority 9 of 12

This request is for a full-time Children's Librarian at the Central Library. Denver's Birth to Eight Roadmap and Denver Public School's Literacy Plan 2020 call on the Denver community to help address grade level reading issues. Like many other communities across the country, 69% of 3rd graders in Denver are not reading at grade level. Children of color fare even worse: 83% of Hispanic students and 82% of African-American students are not reading proficiently. In five Denver neighborhoods--Barnum, Chaffee Park, Clayton, Cole and West Colfax--90% of 3rd graders are not proficient readers at the school year's end.

An additional full-time librarian with children's expertise would allow all professional staff of the Children's Library to concentrate on K-3rd grade reading.

**Costs:**

Personnel: (1 FTE)	\$72,125
Desk and Computer	\$3,500
Total	\$75,600

**Expansion Change Request: Career Online High School Program Coordinator**

2018 General Fund Budget

Priority 10 of 12

This request is for a Program Coordinator to work with Career Online High School (COHS). COHS is a service Denver Public Library (DPL) offers to enable Denver residents to earn an accredited high school diploma online. Our initial launch in January 2015 was funded in partnership with Denver Human Services, the Office of Economic Development, and the Clinton Global Initiative to offer 75 scholarships to qualified Denver residents age 19 and over. In 2016, DPL purchased 30 additional scholarships for a total of 105. For fiscal year ending in 2017, DPL will have acquired a YTD total of 190 that includes 20 scholarships awarded from the Colorado State Library to be used by September 30, 2017.

**Costs:**

Personnel: (1 FTE)	\$68,400
Desk and Computer	\$3,500
Total	\$71,900

**Expansion Change Request: Adult Programming Coordinator**

2018 General Fund Budget

Priority 11 of 12

---

This request is for a full-time Program Coordinator for adult programming. From supporting *Imagine 2020*, Denver's plan for cultural participation to providing life skills, to giving those north of 50 inspiration to "fire not retire", the Denver Public Library provides life-long learning for emerging adults ages 18-22, millennials ages 18-34, Gen Xers ages 35-50 and seniors 50+.

Adult programming attendance increased 65% from 2014 to 2015. It increased another 61% from 2015 to 2016. In 2017, we expect to see over 50% increase reaching over 40,000 adults. Distribution of DPL's *Engage!* brochure, which includes adult programs, has increased from 4,800 to 5,800. Not only is this publication in high demand in-house, it's available at all Denver Recreation Centers which further increases demand. Staff to support the program has not kept pace with the increases in demand and production. This position is needed to support this rapidly growing demand.

**Costs:**

Personnel: (1 FTE)	\$68,400
Desk and Computer	\$3,500
Total	\$71,900

**Expansion Change Request: Western History and Genealogy**

2018 General Fund Budget

Priority 12 of 12

---

This proposal addresses the need for staffing digital operations in a sustained manner and obtaining a new digital asset management (DAM) system for the Western History and Genealogy Department and the Blair-Caldwell African American Research Library.

The new system will provide better access for the community and efficient operations for staff. This request also addresses the need for sustainable staffing including a senior level Digital Initiatives Librarian and an Operations Coordinator.

**Costs:**

Personnel: (2 FTE)	\$149,227
DAM	\$150,000
Desks and Computers	\$7,000
Total	\$306,227



## **City Librarian Report**

I will provide an update on the GO Bond and Central Library safety at the June meeting. I have been on vacation just prior to this packet going out.

## **Highlights from the Finance and Business Processes Division by Ron Miller**

**Central Library Safety Budget Impacts** – We submitted a 2017 funding request for \$752,000 to the City this week to address some of the issues related to safety concerns at the Central Library. The request has three priorities:

1. \$124,000 - Four full time Security Officers and two full-time Custodians
2. \$292,000 - Upgrade of our surveillance system by replacing 47 existing cameras and adding 30 more. This request includes installing 4 additional display monitors (we currently have four) in the Security Office and hiring 1.5 FTE additional Security Officers to monitor the larger surveillance system.
3. \$336,000 – Replace 1,800 linear feet of eight foot shelving with five foot shelving. This will improve sight lines in the library making it more difficult for people to not adhere to the Library Use Policy. We estimate that this initial funding will be enough to convert shelving on one floor.

**Budget** – We are working on submitting our 2018 expansion requests to the City by the 6/9/17 deadline. The list of requests is included in your packet for approval next week. Even though the City deadline is always prior to the approval by the full Commission, we can submit changes if any come up at the meeting next week.

**Workday** – The replacement of the City's financial software is scheduled for August 31. This phase of the conversion will include procurement/purchasing and accounting. We are working on the nuts and bolts for the new system including mapping from the current account structure to the new one, desktop guides for submitting purchase requisitions and staff training.

**Metrics** - The new data warehouse is in the final phase of testing and will go live within the next few weeks. This is the first phase of the Data Roadmap project and should result in a more user friendly useful way to track and report out on our many metrics.

**Central lighting & working with people in homelessness** – The relamping of the Central Library has started. This project will replace 24,000 four-foot bulbs and 6,000 eight-inch can lights. We have hired four workers, currently homeless, from the City's Denver Day Works program for the six months needed to complete the project. The costs for this innovation have a payback of less than a year from energy savings and staff efficiencies.

## **Dates to Remember**

- 6/20, 6–8 pm, Summer Used Book Sale presale Party, CEN Conference Center
- 6/21–24, Summer Used Book Sale, CEN Conference Center

June 2017

# Safety at Central

Staff meeting June 1, 2017

# Agenda

8:30-8:45 -- Rachel -- Welcome, Overview

8:45-9 -- Bob and Elissa -- Security and Community Resources Update

9:00-9:20 -- Solutions, feedback exercise

9:20-9:40 -- Q&A

9:40-9:45 -- Wrap up

# Help us answer these questions

- What other organizations can help? (Elissa leading)
- When and where should DPD patrol? (Bob leading)
- What spaces can be moved or reconfigured? (Rachel)
- What else can we do?

\*[Google Form](#) *also available to answer these questions*

# Actions Taken

- Closed restrooms on Floors 2 and 7
- Police patrols throughout the building
- Turned off external outlets
- Sharps containers upgraded
- Updated resiliency training - rolling out in June

# Statistics

- Began tracking overdose cases in late February
- 9 cases of overdoses at the Central Library since then - 1 death
- No overdose cases reported at any branch locations to date but needles found
- Sharps containers broken into or stolen entirely
- 6 uses of DPL staff-administered Narcan have resulted in stabilized patients who were transported to Denver Health or released on their own recognizance

# Correction to Reported numbers

- Sexual Assaults -- 0
  - Several reports of masturbation/indecent exposure
- Overdoses
  - 6 uses of DPL staff-administered Narcan
  - 9 cases of overdoses at the Central Library since February 2017
  - 1 death
- Door Counts -- no measureable difference



# Bob and Elissa Security and Community Resources Update

# Sticky Note Exercise

- What other organizations can help? (Elissa leading)
- When and where should DPD patrol? (Bob leading)
- What spaces can be moved or reconfigured? (Rachel)
- What else can we do?

\*[Google Form](#) *also available to answer these questions*

# What's next?

Working with other agencies:

- [GELA](#) team - Opioids at the Central Library
- Mayor's office meetings every other Thursday

More opportunities to provide feedback:

- [Google Form](#) to collect more ideas from staff
- Rachel will be attending staff meetings/huddles
- Mayor has been invited to the library to address the staff

Take care of yourself:

- [Colorado Crisis Services](#) 1-844-493-TALK(8255)
- [Employee Assistance Program](#) 877.327.3854

# Q&A

- On topic
- From your own perspective
- Respectful of colleagues

# Upcoming Classes/Training

[Mental Health First Aid: Adult](#) - Mental Health Center of Denver - June 2 - 8am

[Yoga for All Levels](#) - CEN - June 7 - 12pm

[WEBINAR: Mindfulness for Librarians \(group viewing\)](#) - GON - June 12 - 12pm

[The Empowered Employee: Informed Judgment and DPL Policies](#) - CEN - June 14 - 9am

[Yoga for All Levels](#) - CEN - June 14 - 12pm

[Mental Health First Aid: Youth](#) - Mental Health Center of Denver- June 16 - 8am

[Yoga for All Levels](#) - CEN - June 28 - 12pm

[Finding Resiliency: An Approach to Self Care](#) - CEN - June 29 - 2pm

[DPL Child Safety Policy](#) - SGB - July 19 - 8:30am

[Safety at DPL](#) - CEN - August 8 - 1pm

Links to archived webinars, eLearning, etc:

Archived ULC Webinar- [Libraries Improve Health](#)

Archived ULC Webinar- [Combating Toxic Stress: How to Build a Healthy Community](#)

[The Librarian's Guide to Homelessness](#)

Archived Webinar: [Effective Library Responses to Homelessness](#)

Archived Webinar - [Whole Person Librarianship: Fostering Empathy in Challenging Times](#)

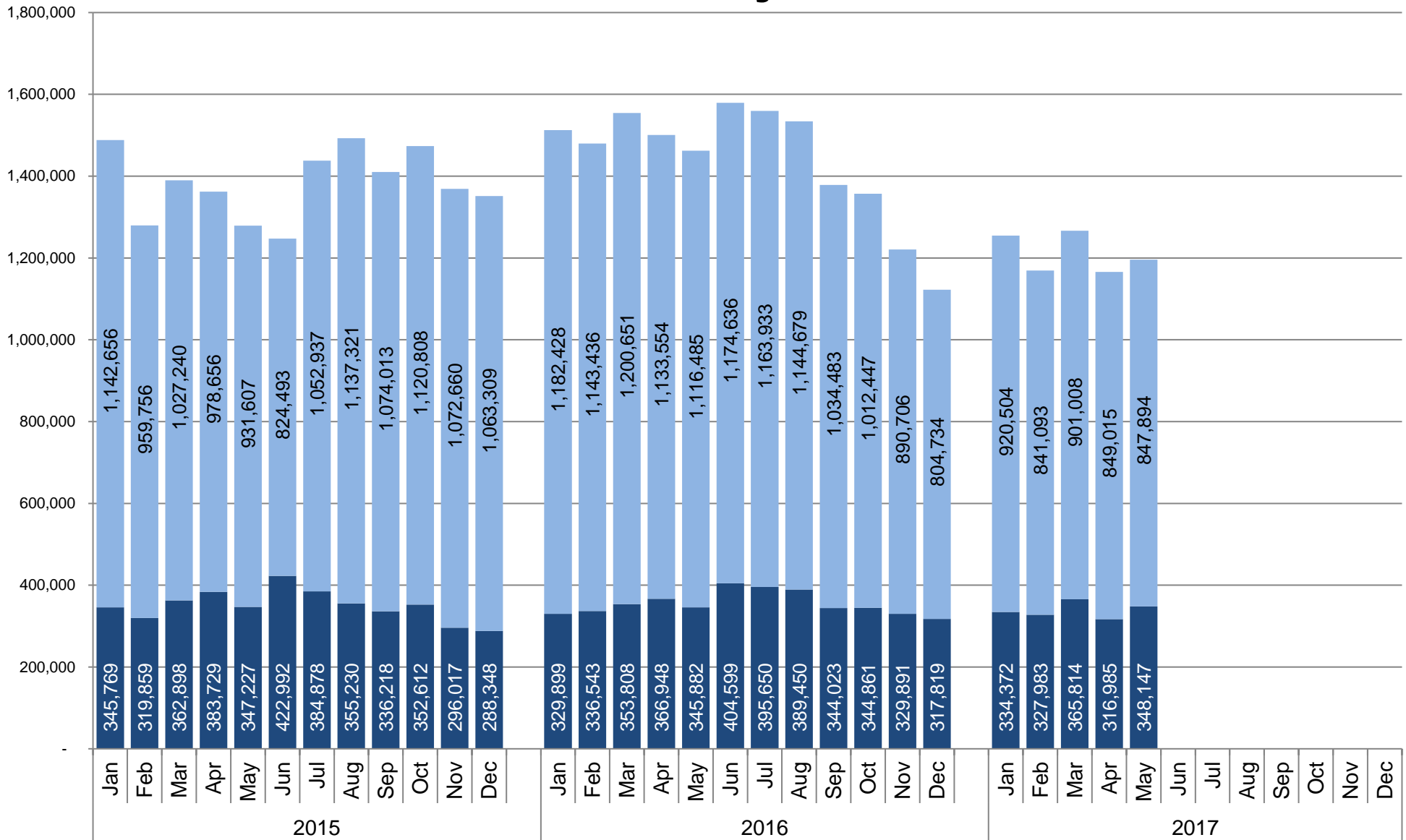
[Understanding Compassion Fatigue in Your Library](#)

[Trauma Informed Care \(Youth\)](#)

# 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

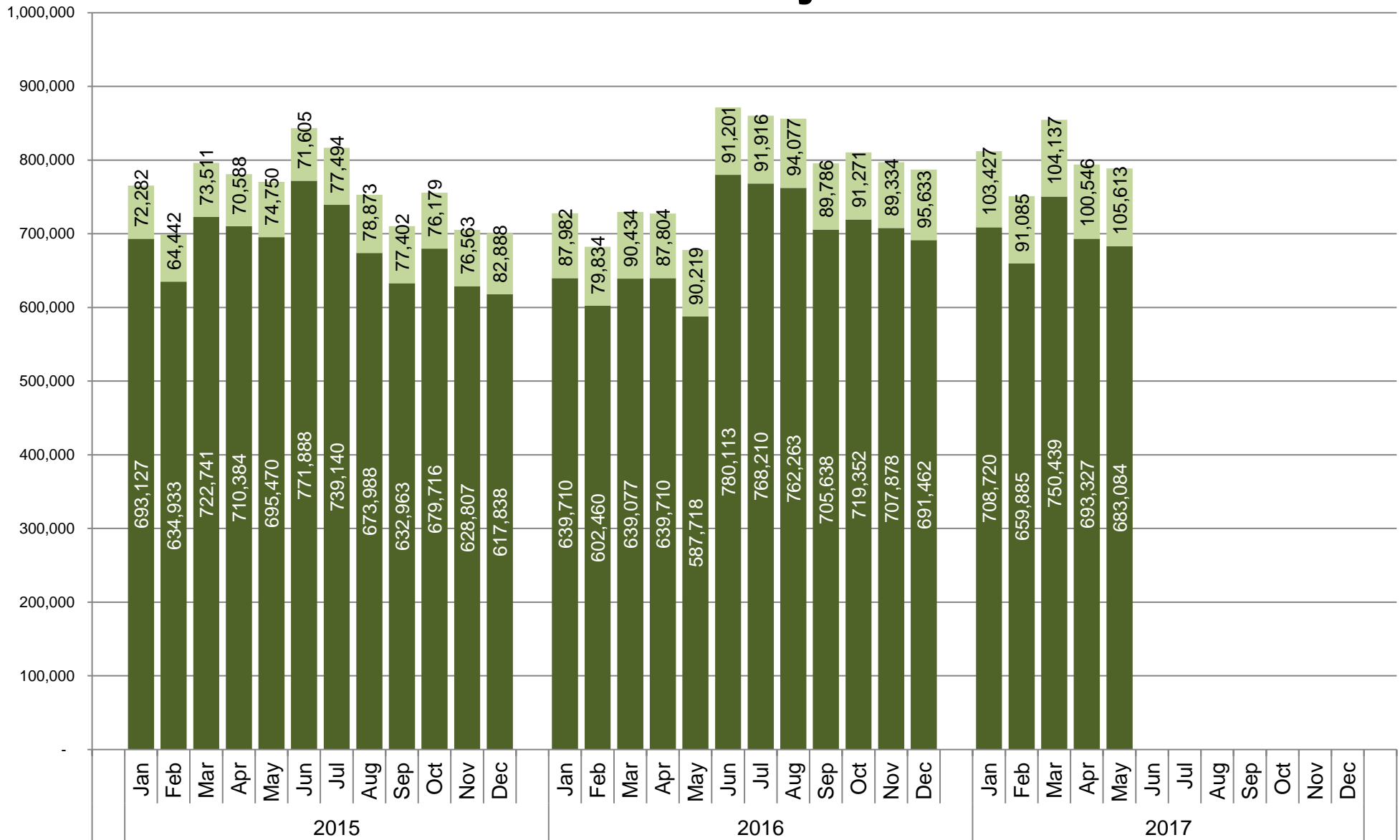
**In Person visits** - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

# 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

### May 2017

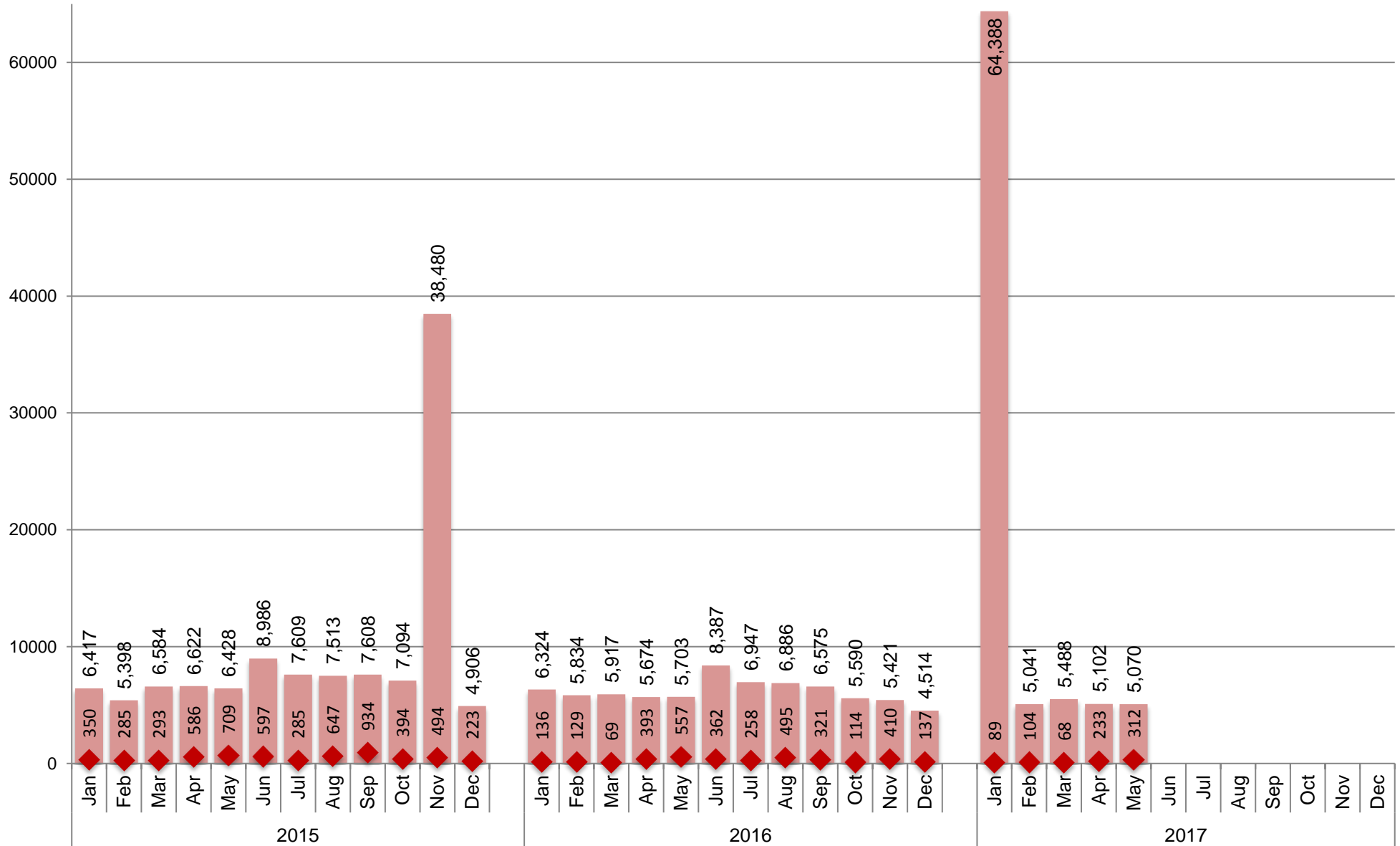
Location	Total Circulation	+/- Previous Month	2017/2016 Year/Year
Athmar Park	9,369	→ (53)	↑ 2,254
Bear Valley	33,776	↑ 1,234	↑ 6,584
Blair-Caldwell African American Research Library	9,498	↓ (508)	↑ 1,144
Bookmobile	9,573	↓ (3,213)	↑ 1,541
Byers	3,690	↑ 260	↑ 855
Central Library	103,174	↓ (3,091)	↑ 11,408
Decker	15,029	→ (386)	↑ 1,942
Eugene Field	26,155	↑ 1,031	↑ 4,338
Ford-Warren	13,172	→ (63)	↑ 1,889
Green Valley Ranch	26,420	↓ (2,161)	↑ 5,557
Hadley	11,892	↓ (684)	↑ 852
Hampden	34,434	↑ 1,259	↑ 3,022
Montbello	11,265	→ (28)	↑ 3,322
Park Hill	32,404	→ (363)	↑ 5,379
Pauline Robinson	6,685	↑ 358	↑ 2,295
Rodolfo "Corky" Gonzales	25,696	↓ (2,458)	↑ 2,855
Ross-Barnum	7,448	↑ 4,290	↓ (986)
Ross-Broadway	15,594	↑ 35	↑ 1,876
Ross-Cherry Creek	27,853	↑ 596	↑ 4,230
Ross-University Hills	57,882	↑ 3,471	↑ 10,545
Sam Gary	60,147	↓ (3,734)	↑ 7,973
Schlessman Family	57,462	↓ (2,388)	↑ 6,372
Smiley	22,124	→ (282)	↑ 1,272
Valdez-Perry	4,258	↑ 98	↑ 1,141
Virginia Village	29,826	↓ (3,365)	↑ 2,125
Westwood	3,880	↓ (708)	↑ 883
Woodbury	24,378	↑ 610	↑ 4,698
Denverlibrary.org Downloadables	105,613	↑ 5,067	↑ 15,394
<b>Total</b>	<b>788,697</b>	<b>↓ (5,176)</b>	<b>↑ 110,760</b>



# 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

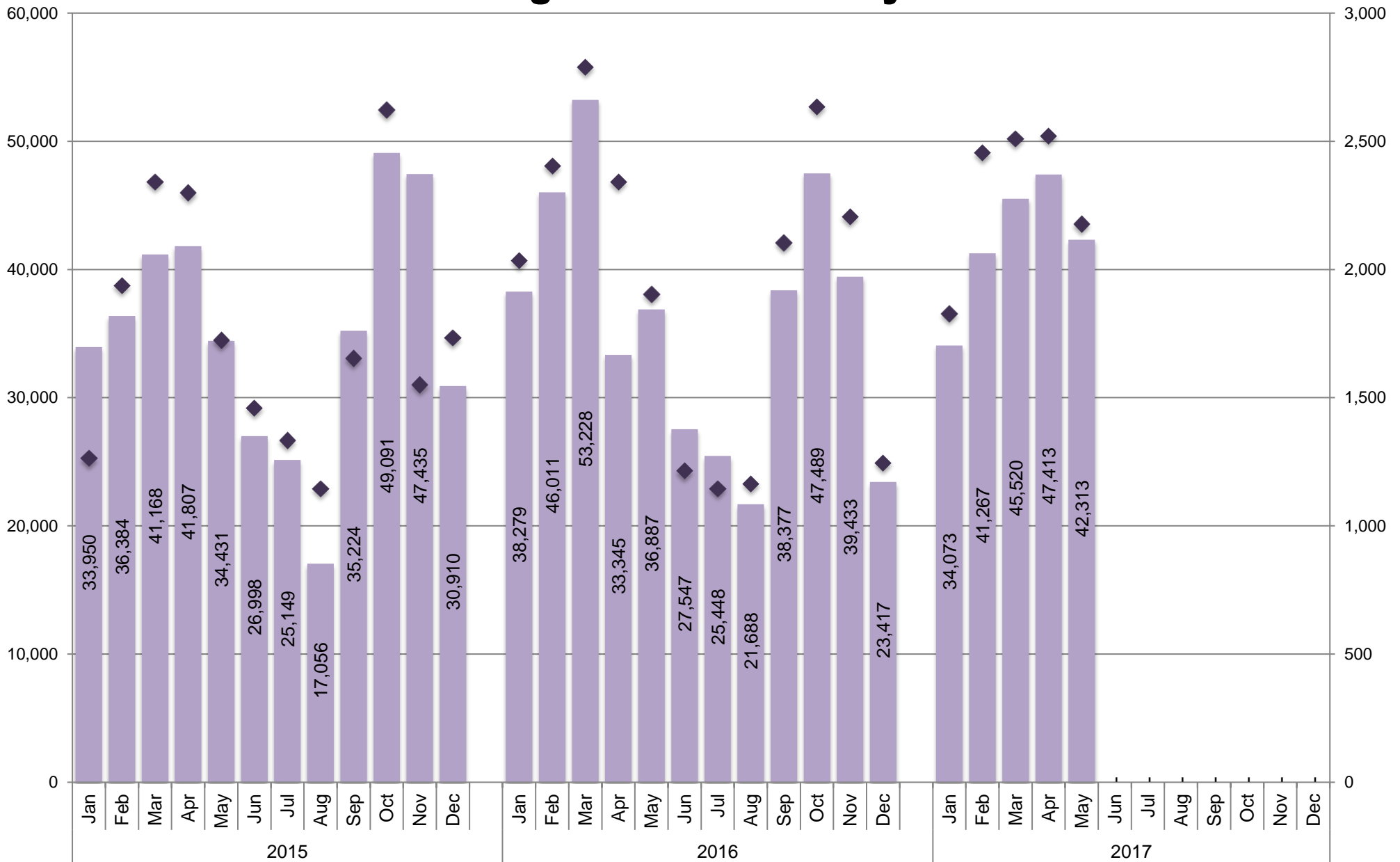
**Outreach Signups** - total number of new library card signups occurring at Outreach events in the community, as submitted to TrackVia Program & Outreach Tracking application. (Note: 2014 data includes some estimates, as our tracking system did not capture this information before 2015.)

# 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

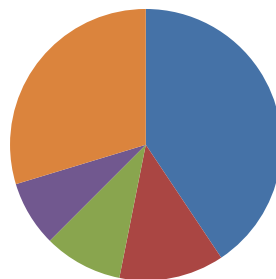
# Denver Public Library Human Resources Dashboard

June 2017

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

## Open Leave Cases as of May 2017

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

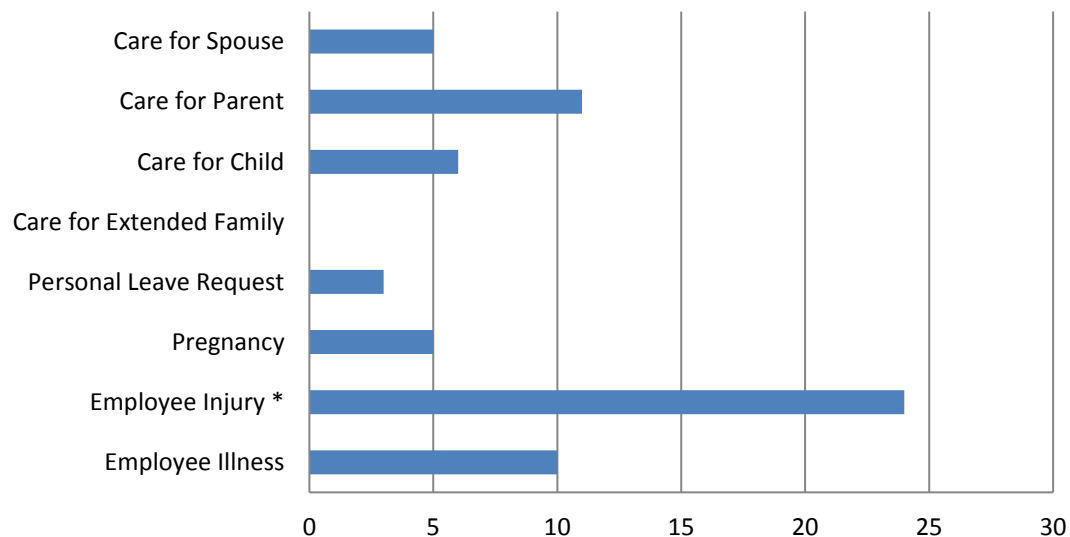


## Percentage of Staff on Leave

10%

Leave Cases	
FMLA - Intermittent	26
FMLA - Continuous	8
Leave of Absence	6
Interactive Process (ADA)	5
Medical Disqualification	0
Workers' Compensation	19

## Type of Leave Taken



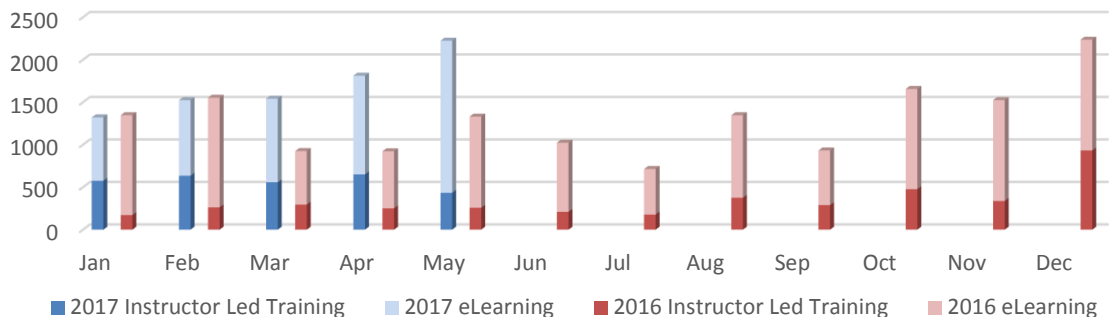
Type of Leave Taken	
Employee Illness	10
Employee Injury *	24
Pregnancy	5
Personal Leave Request	3
Care for Extended Family	0
Care for Child	6
Care for Parent	11
Care for Spouse	5

\* Employee injuries are a combination of on-the-job injuries (19) and off-the-job injuries (5).

# Denver Public Library Human Resources Dashboard

June 2017

## Completed Learning - Year-to-Year Comparison

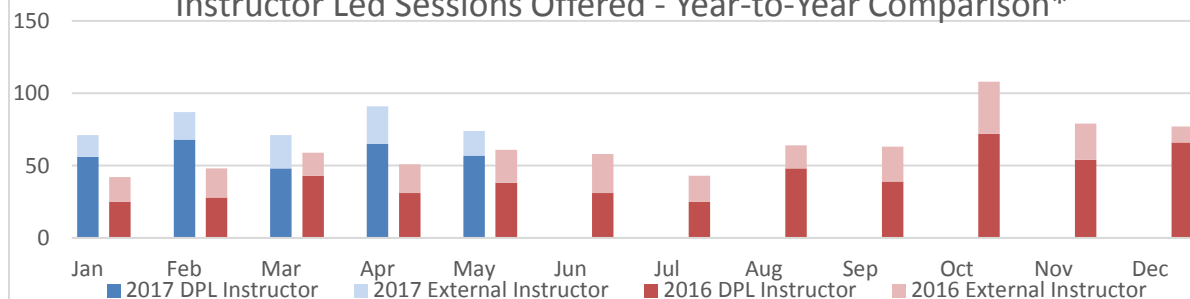


### Last Month:

#### Staff Learning Completions

eLearning	1790
Instructor Led Training	434

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

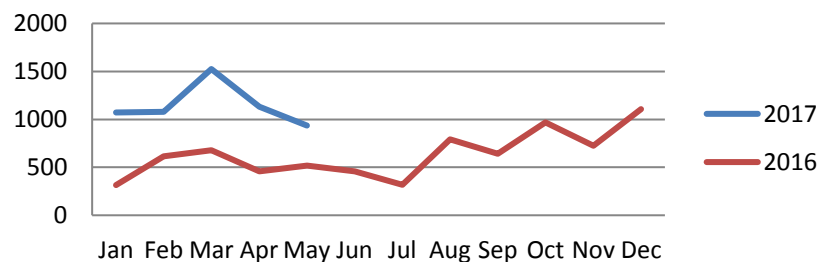


### Last Month:

#### Instructor Led Training

Sessions Offered	74
Percentage Taught by DPL Staff	77%

## Instructor Led Training Hours Completed by Staff



## Top 5 Training Items Last Month

Title	Type	Rank
Summer of Adventure 2017	Curriculum	1
HR Policy Guidebook Changes	Material	2
Acknowledgment	Material	2
CRM Volunteers: Create New Person	Material	3
CRM Volunteers: Entry of Volunteer Hours	Material	4
Lead Clerk Required Learning	Curriculum	5



A **TEGNA** Company

May 16, 2017

# Undercover Investigation: Overdoses and crime skyrocket at downtown library

DENVER'S MAIN LIBRARY IS NOW A HUB FOR  
CRIME AND DRUG ABUSE, RESULTING IN  
SIGNIFICANT SPIKES IN EMERGENCY CALLS FOR  
OVERDOSES, FIGHTS AND SEXUAL ASSAULTS.

*Jeremy Jojola, Katie Wilcox, Nicole Vap*

The city's main library has become a centralized hub for crime and drug abuse, resulting in significant spikes in emergency calls for overdoses, fights and sexual assaults, a 9Wants to Know investigation found.

A review of city records revealed that in the first four months of this year, emergency dispatchers received 44 calls for overdoses at the Denver Public Library's central branch, located at 10 W. 14th Ave. There were no such calls in that category during the same time frame last year.



9Wants to Know recorded this individual dealing drugs – what he said was methamphetamine – in the library.

Calls about fights and assaults were 350 percent over this same time last year, and 911 calls about trespassing or “unwanted persons” increased 783 percent. Overall, 911 operators have received more than twice as many calls through April 2017 as they did during the same period in 2016.

“It’s a real shame and an embarrassment for the city, really,” said city councilman Wayne New. He represents District 10, which includes the Denver Public Library.

“We’ve got to do a better job, and we have to have a sense of urgency,” New said. “This problem is getting worse.”

### UNDERCOVER VIDEO

Reporter Jeremy Jojola spent three days undercover at the library where he used a camera to document people injecting heroin and conducting drug deals in and around the library.

In one video, a security officer is seen walking through an area just outside on the south end of the library. A few minutes later a woman is seen attempting to inject herself with heroin.

In another video, Jojola captured a methamphetamine deal inside the library next to the teen use area.



Jojola documented liquor bottles in the bathrooms and witnessed multiple other drug deals with children in the vicinity (Photo: Jeremy Jojola, KUSA)

“Whatcha got there, man? What you got?” Jojola asked the drug dealer while recording the exchange. A white rock substance was captured in a hand-off.

The man told Jojola him it was “Crys” -- or crystal meth.

Jojola also documented liquor bottles in the bathrooms and witnessed multiple other drug deals with children in the vicinity.

“I’m horrified by it. It’s really sad that it’s happening here,” said Denver Librarian Michelle Jeske. “And I’m sad for those people who have that drug addiction at the same time.”

The library maintains its own book of individuals who have been banned from the premises called the “Ban Book.” Page after page show the pictures of men and women who have been caught breaking the law.

Some were seen injecting drugs inside the building. Others were caught starting fights, getting drunk, or even masturbating in the children’s area.

“We are doing everything we can to prevent it,” Jeske said. “But it doesn’t surprise me. In fact... we’ve seen it ourselves.”

## EMERGENCY DISPATCH RECORDS REVEAL SPIKE IN CRIME

Calls for service from 911 records also reflect a sharp increase in crime and drug abuse in the Denver library.

In the first four months of 2017, Denver 911 received 18 calls to the police, fire department and emergency medical services for assaults and fights, up from just four calls during the same time period last year.

Similarly, the calls for sexual assaults at the library increased 83 percent; from six calls in the first four months of 2016 to 11 calls through April of this year.

One of the largest increases in 911 calls was for drug overdoses.



Thus far, the library has increased security and trained security guards on how to use NARCAN, an overdose-reversal drug. (Photo: KUSA)

Through April 2017, there have been 44 calls for “overdose/poisoning.” There were zero during the same time last year.

Thus far, the library has increased security and trained security guards on how to use NARCAN, an overdose-reversal drug.

“I recognize in our society, this opioid epidemic is huge. And it’s everywhere.” said Bob Knowles, who is the head of security for the city’s library system.

He’s used NARCAN on someone experiencing an overdose -- one of six times it has been used so far at the library this year.

“I don’t know if I ever thought I’d have to administer it,” Knowles said.

### THE HOMELESS "SWEEPS" MOVING PEOPLE INTO THE CITY?

City officials, including councilman Wayne New, believe that part of the reason the library is experiencing an increase in crime and overdoses is because more people are being moved off the streets due to the city’s urban camping ban, or so-called “homeless sweeps.”

“That’s not a solution,” councilman New said. “We all know some kind of housing or emergency housing, transitional housing, must be available to solve this problem.”

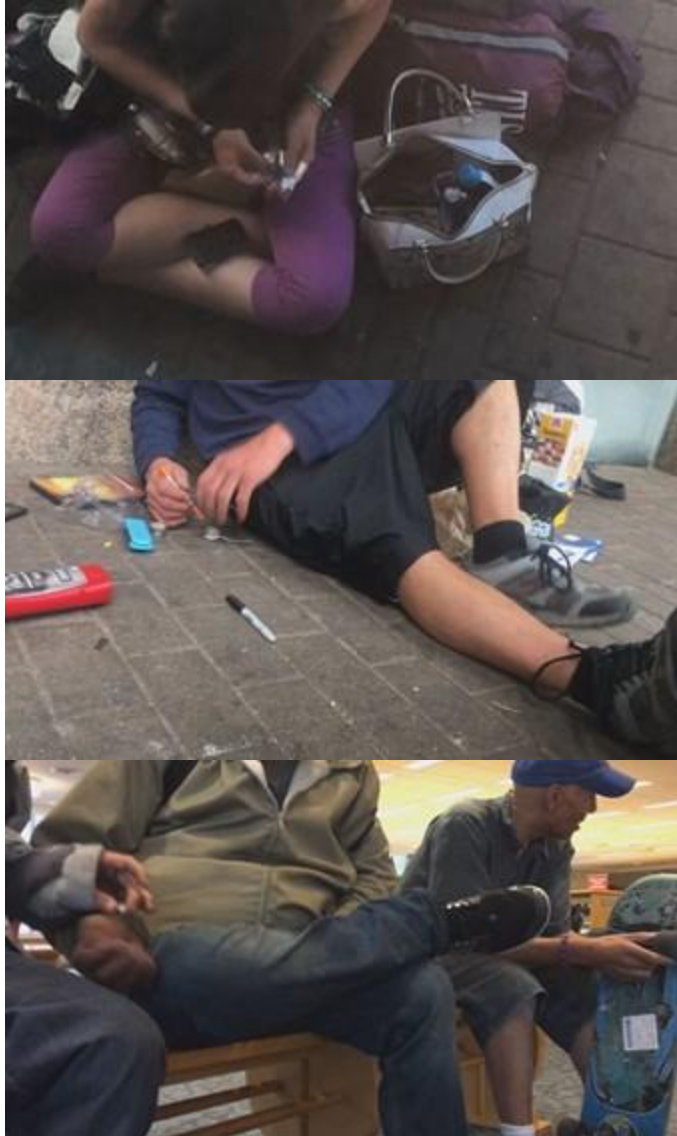


"I think that some of the enforcement by the city is definitely responsible for moving people into other spaces," said Cathy Alderman, spokesperson for the Colorado Coalition for the Homeless. "I really believe we are at a crisis right now -- with the number of people who are being forced to live on the streets.

"But moving people along and putting them in different places, doesn't solve the problem."

Many in the city believe that the library has become a defacto day shelter -- providing services it wasn't designed to handle.





Denver Mayor Michael Hancock declined a request for an interview from 9NEWS, citing logistical reasons.

Instead, the Mayor's Office deferred to Reggie Huerter, who is the director of the Behavioral Health Strategies.

Huerter said the city working on a number of plans to combat the opioid epidemic in Denver. One plan includes contracting with a an "opioid treatment specialist" who would visit parks and other public places like libraries to help people get help.

"My life actually circulates around this place," said Marvin Gnad, a homeless man who says he's currently trying to secure housing. "You know you've got bathrooms. The people are nice to you. I mean they don't treat you like you're subhuman or something like that. They really care."

The library has long provided services to homeless individuals, including hiring two full time social workers -- but the increase in crime and drug abuse has caused a shift in the security protocol.

“You’re in a tough spot here. Is this fair for the library to deal with?” 9Wants to Know reporter Jeremy Jojola asked.

“That’s a tough question. Is it fair? I would prefer not to be doing this,” the librarian, Michelle Jeske, said. “Absolutely. I would prefer to be sitting here talking to you about the important work we are doing to help kids enter kindergarten ready to learn and read.”

***What are YOUR thoughts about the state of the library? [Leave your comments below](#)***



May 17, 2017

## How Denver Public Library Balances Books And Being A Homeless Shelter

BY MICHAEL SAKAS

A visit to the library likely means checking out **a book or movie**. But the Denver Public Library says its central location has another job these days — it's somewhat of a homeless shelter

"That is a role that we have not asked to play, but are playing," says Michelle Jeske, the **city librarian** for Denver.

When the doors of the library open at 10 a.m. a mix of people usually wait outside to be let in. Some have materials to return or pickup, and others are seeking shelter.

James Short, who describes himself as residentially challenged, is one of the group waiting to get in. He's a writer, and says he comes to the library nearly every day to work. Without a home, "I'd be drinking a lot more Starbucks coffee and using their internet," Short says.

Of the crowd gathered at the Central Library on this day, Short was the only one willing to be interviewed. One man said he was too high to talk. Another didn't want the plasma center to know he was homeless or he wouldn't be able to donate.

Elissa Hardy, one of the Denver Public Library's social workers, points out that the library is one of the **few public bathrooms** in the city. "We don't open until 10 a.m. [weekdays]. So as you can imagine, if you're leaving shelter at 5 or 6 in the morning, that's five to six hours that you don't have access to the bathroom."

Two years ago, the Denver library didn't have a **social worker on staff**. Before Hardy, she says that the Denver Library was doing the best it could. Now it's becoming a lot more common position for libraries.

"When I started, this was the third city to get a social worker in the library," Hardy says. "And now they are dozens around the country."

Hardy admits she never saw herself working for a library, simply because she knew it as the place "where I could come to get my books." But she's here, saying hello to patrons as she walks the seven floors of magazines, newspapers, and (yes) books. The building is huge — 540,000 square-feet. In 1990, **Denver voters approved** a \$91.6 million ballot measure to build the central library and other branch locations.

Today, Hardy says this multi-million dollar building is basically serving as Denver's largest day shelter.

“I think that, the reason people often come here though, even though there are some other day shelter spaces, is because there are things to do. And there's resources, you can be another human in the community,” she says.

Hardy finds that most of the people who wait outside in the morning head straight to the computers on the fourth floor. That's where some of them, like Short, do their work. Sleeping in the library isn't allowed, but a few people appear to be nodding off at tables with their belongings tucked under their seats.

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

Jeske, Denver's head librarian, says the social workers were necessary to both better serve the homeless population and to help out the library staff.

“Those of us who went to grad school to be librarians didn't go to grad school to be social workers,” she says. “And were in fact, kind of bridging that role a little bit in ways that were not necessarily comfortable for us.”

The specialized help from the library's social workers has been beneficial, but it's difficult to find a balance between being a library for everyone, Jeske says, and helping the homeless. They don't want priorities, like children's learning, to suffer. Hardy's position is seen as a way toward finding balance.

It wasn't seen that way at first though. When Hardy started, she “certainly heard some staff having concerns that this isn't a social service setting” or worries that more people would be invited in. That pushback has softened, and she's now seen as a resource.

Mary Stansbury, the head of the Library and Information Science Program at the University of Denver, says a social worker role is a natural fit for a library setting.



“Public libraries have for decades have been essential organizations, not just for homeless people but also as a conduit for connecting the agencies in whatever community that library might be in, that serve the homeless,” Stansbury says.

As Stansbury sees it, libraries provide a safe place. There are security guards, places to sit where you won't be asked to leave and you're off the streets. She admits, universities could better prepare librarians for that environment. She hasn't found a library science program that has a class just on how to serve the homeless. The topic is explored in an existing DU class, and faculty are considering making it a requirement.

“It's certainly one that helps students dig pretty deeply into understanding, how do I empathize with this other person that may smell bad or, won't look me in the eye?” Stansbury says.

DPL social worker Elissa Hardy gets exactly where Stansbury is coming from.

*Elissa Hardy, above, is one of two social workers at the Denver Public Library. She started the position two years ago, to better serve the homeless community at the library. Mary Stansbury, bottom left, is the head of the Library and Information Science Program at the University of Denver. Michelle Jeske, bottom right, is the city librarian for Denver.*

Michael Sakas/CPR News

“People don't go into the field of library science thinking they're going to be working in a homeless shelter essentially,” Hardy says.

In the summer, Hardy says many people without a home travel through Denver. Often the first place they go is the library. It could be to find a book. But maybe it's to ask, where are the food lines? Where can I find a shelter? And she says, the library is here to connect people to the resources they need.



# THE DAILY CALLER

May 17, 2017

## Denver Library Turns Into A Den For Drug Deals And Heroin Use

STEVE BIRR



Heroin overdose. [Shutterstock - SanchaiRat]

Dealers and addicts are turning Denver's largest public library into a drug den, resulting in multiple overdoses and reports of sexual assaults.

Police dispatchers received 44 calls from the Denver Public Library's central branch for drug overdoses on the premises between January and April of 2017. The problem is getting so bad that library security workers are now [trained to administer Narcan](#), the overdose reversal drug. Eleven emergency calls regarding sexual assault came from the library over the same period, an increase of 83 percent from 2016, according to an investigation by reporters with 9News.

A reporter who stayed in the library for three days undercover witnessed multiple drug deals, many with children in the vicinity, and addicts injecting heroin. He also saw a man dealing crystal meth near the section of the library designated for teenagers.

"I'm horrified by it," Denver librarian Michelle Jeske told 9News. "It's really sad that it's happening here. And I'm sad for those people who have that drug addiction."

Security at the library keeps an updated "Ban Book" of individuals barred from the premises for various violations. In addition to the regular drug deals and abuse going on in the library, security has also dealt with drunken brawls and cases of indecent exposure in the children's section.

Officials blame the national opioid epidemic for fueling addiction in the community.

"It's a real shame and an embarrassment for the city, really," city council member Wayne New told 9News. "We've got to do a better job, and we have to have a sense of urgency. This problem is getting worse."

Colorado lost 259 residents to opioid overdoses in 2015, and that figure nearly doubled in 2016. The death rate is relatively small compared to fatality statistics in states like Ohio, where painkiller and heroin abuse are rampant, but officials stress that abuse among residents is more widespread than ever.

Despite the rise in heroin deaths, medical professionals say there is still widespread ignorance throughout Colorado about the toll that opioid abuse is having on communities in the state.

A record 33,000 Americans died from opioid related overdoses in 2015, according to the Centers For Disease Control and Prevention. Opioid deaths contributed to the first drop in U.S. life expectancy since 1993 and eclipsed deaths from motor vehicle accidents in 2015.

[Follow Steve on Twitter](#)

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A **TEGNA** Company

May 19, 2017

DENVER - Mayor Michael Hancock says he doesn't blame parents who refuse to take their children to the downtown library after 9Wants to Know's undercover investigation exposed meth deals and heroin use taking place out in the open.

"What do you say to parents who are going to say, 'I am not going to go down there? I am not going to take my kids down there because of what I see,'" investigative reporter Jeremy Jojola asked the mayor.



*Mayor Hancock sits with Jeremy Jojola after his investigative report*

"I don't blame them," Mayor Hancock said. "You know, if my children were small and still going in and out of that library, I wouldn't want to take them down there either. I certainly get it. But our job is to fix it."

**RELATED:** [Undercover Investigation: Overdoses and crime skyrocket at downtown library](#)

**RELATED:** [Viewers respond to undercover library crime investigation](#)

Hundreds of viewers have shared their concerns over the current amount of blatant drug use and crime occurring at Denver's main public library, many of them expressing fears of taking children to the location.

"We love the library," one viewer email began. "Which is why it pains me that I have asked (our child-care provider) not to take our library-loving kids to the central branch."



A 9Wants to Know analysis of emergency dispatch calls to the downtown library showed that all calls have more than doubled during the first four months of 2017 compared to the same time last year. Some of the most notable spikes in crime were calls for assaults or fights, and drug overdose.

"We know that in this city and all over this country we have an opioid epidemic that's taken place -- there's no need to hide from it," Mayor Hancock told 9Wants to Know. "We know for some reason -- probably the uniqueness of the library - that these individuals are attracted to the library."



*Denver Public Library*

On Friday, the Mayor announced a new city initiative to tackle affordable housing and homelessness. The plan includes a 30 -part list of ideas and pilot programs to help reduce homelessness.

Some of the city's suggestions online include "develop and pilot foreclosure assistance," and "improve and expand renter eviction assistance."

### **FULL INTERVIEW: Mayor says he wouldn't take his kids to Denver Public Library**

The plan does not specifically address drug use and assaults at the Denver downtown library, but the mayor says police are already tackling that problem.

"Our police department is already on it," the mayor said. "My administration has already had conversations with the library about how do we increase patrols inside the library."

A spokesperson for the library also told 9Wants to Know that police have agreed to increase patrols inside and outside the building. Police arrested two people for drug related crimes at the library on Friday.

The mayor says that those who are suffering from addiction are turning to the library because the social workers and employees there are helpful and offer more services.

In order to see a dramatic change, he says, individuals need better alternatives.

"How soon can we see an improvement there at the library then?" Jojola asked.

"Well, as soon as we can convince people that there are better opportunities than to be around there," Hancock said. "But again we are dealing with very sick people."



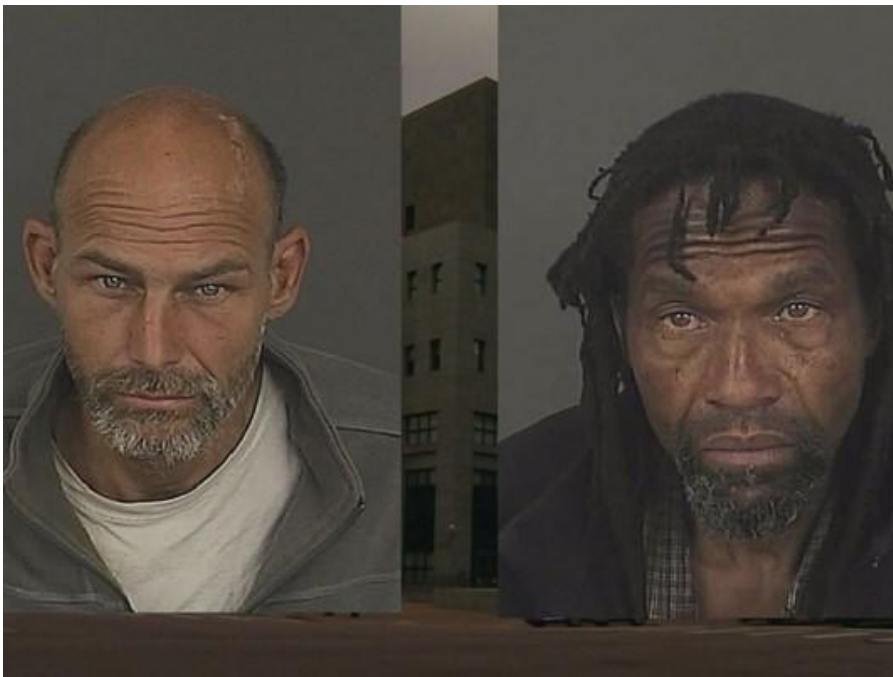
A **TEGNA** Company

May 22, 2017

## Days after 9NEWS report on Denver Public Library crime, police make an undercover drug bust there

Two people doing business in the main Denver library are now out of business. Police say there were dealing meth.

By Jeremy Jojola, KUSA



DENVER - Three days after 9Wants to Know exposed rising crime and drug deals inside the city's main library, city police arrested two men for dealing meth.

Jason Smith, 43, and Leroy Jackson, 60, were arrested on Friday after police used an undercover confidential informant during a drug sting operation at the library.

According to police reports, the informant walked up to Smith and asked where someone could buy meth. Smith directed the informant to Jackson who made the \$60 exchange in a bus stop shelter next to the library's front door, the police report said.

RELATED: [Mayor acknowledges crime at Denver Public Library, as police increase patrols](#)

RELATED: [Undercover Investigation: Overdoses and crime skyrocket at downtown library](#)

RELATED: [Viewers respond to undercover library crime investigation](#)

Another police report from April reveals investigators arrested a heroin dealer at the library earlier that month.

After 9Wants to Know aired undercover footage showing open drug use and meth transactions inside the library last week, Mayor Michael Hancock said the police department is planning to step up patrols in the area.

The library is also planning on hiring more security officers and is seeking funding for more surveillance cameras and renovations that would make illegal activity easier to spot. Denver's City librarian has addressed the security concerns [in an online post](#).

Mayor Michael Hancock uploaded a video to his own [Facebook page](#), as he answered some of the hundred viewer comments 9Wants to Know dropped off at his office.





**May 23, 2017**

## **Denver Public Library announces changes to improve safety**

Library cites "unprecedented" illegal activity

Nicole Brady



DENVER -- The Denver Public Library has announced efforts to improve security in response to what it calls an "unprecedented rise in security related incidents and illegal behavior" at the central library location on 14th and Broadway.

In a [message posted online](#), the library details changes coming immediately, including the addition of four security guards and more patrols by Denver police. The library will also add more surveillance cameras in the coming weeks.

These efforts are a response to growing drug use and drug trafficking at the library. In March, library officials told Denver7 they [had seen 6 drug overdoses in 2017](#). Library staffers were trained to carry Narcan kits to respond to heroin overdoses.

The Denver Public Library has also proposed some major changes to the central library as part of the general obligation bond. These include enclosing the north lawn area, refreshing bathrooms, enhancing lighting and lowering shelving throughout the library to provide better sight lines in public areas.

Voters will be asked to approve the bond in November.

# THE DENVER POST

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## denverpost.com

May 23, 2017

### Around Denver's Central Library, crime and no punishment



*Folks, mostly homeless men and women, line up and wait to enter the Denver Central Library to warm up and to use their resources this winter.*

Denver's flagship Central Library needs some love and attention. And soon.

Regular users know this. Sadly, those who regularly walk or drive by the famous Michael Graves structure at the edge of Civic Center know it also. Now that [9News investigators went undercover](#) to record stomach-turning videos of crowds of street people and the homeless sprawled along the grand arcade — some of them shooting up heroin — the depressing fact has been vividly documented for the world to see.

Reporter Jeremy Jojola reports that emergency calls for fights and sexual assaults are spiking at the library. Also worrisome is that, while there were no calls for overdoses during the first four months of last year, there were 44 this year.

The findings showcase Denver's overall problem with opioid addiction, a problem not isolated to our city. Not only does it challenge users of the library, it drains money from library budgets. As City Librarian Michelle Jeske tells us, the library is shifting resources that could be spent beefing up library staff to hiring additional security forces and equipment meant to protect it.

“I’m horrified by it,” Jeske told Jojola. “And I’m sad for those people who have that drug addiction at the same time.”

The report horrifies us as well. Count us as fans of the library’s mission.

What a shame it would be if one of the city’s crown jewels were left to its own defenses, and to the degradation that we’ve seen in so many other areas, like the 16th Street Mall and the Cherry Creek trail. While Jeske is right to add security personnel and equipment, her guards aren’t empowered to make arrests. And banning bad actors, which the library does, is but a Band-Aid solution.

City Hall and the Denver Police Department must step up protection of this valuable resource. While the massive building is no doubt difficult to patrol, its public areas are hardly as welcoming to illegal actors as the above-mentioned outdoor amenities. It’s time for a crackdown, with a visible and undercover police presence in the area around the library, the Denver Art Museum, and, as always, Civic Center.

Hancock’s spokeswoman, Amber Miller, tells us that police will upgrade patrols. Miller rightly notes that the real problem is the dealers and pimps who move among the addicted and the struggling. Police should make them feel completely unwelcome.

A critical point that all of us should keep top-of-mind as officials work to bring order to this situation: The mission of the library and the city is to serve all members of the public. A backlash of negativity would be a regrettable and unhelpful result indeed. The Denver Public Library helps those down on their luck. Its many resources and experts offer those in poverty with the means to improve their education and skills and find jobs. Social workers among the stacks guide those with mental illnesses and addiction to assistance.

That mission isn’t just altruistic, it is also the law. Advocates for the homeless vigorously pursue legal challenges when rights and freedoms are curtailed.

We get it that addressing the problem won’t be easy, and in some ways can never be solved. But making the library safe, for both the downtrodden and the comfortable, is what residents of a great city should expect, and deserve.

*(Editor’s note: Editorial page editor Chuck Plunkett, a member of The Denver Post’s editorial board, is married to a Denver Public Library official.)*

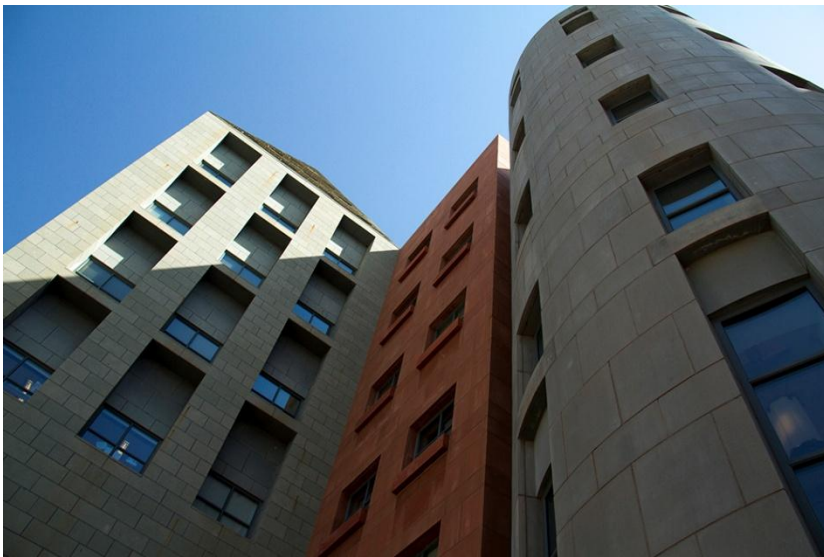
*To send a letter to the editor about this article, submit [online](#) or check out our [guidelines](#) for how to submit by email or mail.*



# Denverite

May 23, 2017

## Denver Public Library wants \$51 million for surveillance, safety and other renovations at central branch



The Denver Central Library. (Kevin J. Beaty/Denverite)

Following a number of reports of drug use and violence at Denver Central Library, the institution has announced a number of short-term changes for its central facility.

The library also requested \$50 million earlier this year for renovations in part to address similar concerns.

We'll review the short- and long-term plans in this post.

The library is one of the largest free and publicly accessible indoor spaces in Denver.

It's a natural spot for people to seek refuge — and some bring with them addictions to heroin, methamphetamine and other drugs.

This year, [after an overdose death](#), library staff began stocking the anti-overdose medication Naloxone. Attention on the library continued with a [9News investigation](#) that reported a significant spike in fights, assaults, trespassing calls and overdoses at the central branch.

Now the library's leadership is responding with [a letter](#) outlining a series of actions.

### **In the short term:**

Library staff will continue to expel people who violate library policies or engages in illegal activity in a library. They already maintain a book of photos and names of people who have been banned, as 9News reported.

Meanwhile, the Denver Police Department will increase patrols of the central library, while the library itself will hire four new security guards.

The library also will install “several new cameras” and replace older equipment, a project that will continue “as budget allows.”

The library already has enacted limits on the number and size of bags that people can bring into the building, installed containers for safe needle disposal, and hired five people who focus on helping people with “behavior concerns.”

“The library will continue to address these challenges to quickly and appropriately return customer and public trust. We want you to feel safe here,” wrote city library Michelle Jeske and library commission president Rosemary Marshall.



*In the stacks at the Denver Central Library. (Kevin J. Beaty/Denverite)*

### **The \$51 million plan:**

Earlier this year, the library proposed a major renovation plan to, in part, make it easier to watch visitors to the library.

Library leadership is asking for \$50 million for the project, which potentially would come from the [\\$900 million bond package](#) that's expected to go before voters for approval this fall. However, the distribution of those funds still isn't decided, so none of this is even remotely guaranteed.

Anyway, the plan is meant to address “significant safety and security issues, correcting deferred maintenance,” while allowing for “modern library programs, services and resources” in the 540,000-square-foot building. To be clear, this was in the works before the latest wave of news reports.



The proposal includes the “lowering of shelving,” which should make it easier to see around the library. “Sightlines and visibility are compromised throughout the building, placing customers and staff at risk,” [the proposal states](#).

The library also wants to enclose its North Lawn, near 14th Avenue, to create “secure learning and play spaces.”

Meanwhile, the security office could move to the first floor to allow for quicker responses, and the children’s area would be moved to a “larger, more secure and visible area” on the first floor.

Other changes include the modernization of “(s)urveillance, electricity and technology infrastructures,” as well as the replacement of elevators and the installation of “enhanced” lighting.

The library also wants to move its event center to the first floor, and to create a new center for teenagers. The proposal is based off the Central Library Vision Plan created in 2016.

The library also is requesting money for renovations at a number of its other facilities and a potential new library in Westwood. Again, I’d expect these funding numbers and the proposal to change. We should see a final proposal for [the citywide spending plan this summer](#).

**Author: Andrew Kenney**

Andrew Kenney writes about public spaces, Denver phenomena and whatever else. He previously worked for six years as a reporter at The News & Observer in Raleigh, N.C. His most prized possession is his collection of bizarre voicemail. Leave him one at 303-502-2803, or email [akenney@denverite.com](mailto:akenney@denverite.com). [View all posts by Andrew Kenney](#)



May 24, 2017

## This Is Globeville: Student Podcast Digs Into North Denver's Legacy and Future

Audio: Jenny Brundin Checks Out Denver Montessori's Student Podcast On Globeville



Jose Rocha, left, and Christian Lobo-Lafore, 10th-graders at Denver Montessori Junior/Senior High School, record their podcast scripts at the studios inside the Rodolfo "Corky" Gonzales branch of the Denver Public Library.

Jenny Brundin/CPR News

There are three defining characteristics of the longtime North Denver neighborhood of Globeville. The most notable are "The Mousetrap" — where Interstates 25 and 70 meet — and a legacy of industrial pollution. The third, and most recent, is something the rest of Denver is intimately familiar with: Gentrification.

For Rachel Balkcom, the forces that define and change a neighborhood are gold to a teacher looking for opportunities to bust out of the classroom. After all, as she told her students at the Denver Montessori Junior/Senior High School in Sunnyside, Globeville is "relevant, immediate, it's right next door, it's your neighborhood."

Balkcom's students turned their learning and discovery into a podcast, another 21st century force that many are just now starting to grapple with (think Serial, S-Town or Radiolab). The Rodolfo "Corky" Gonzales branch of the Denver

Public Library, which has a [digital arts and media studio](#), helped the students out. Audio engineers devoted hours with the students to recording their scripts and teaching them audio editing.

As a matter of disclosure, this reporter also offered some pointers to the students on the art of radio.

Balkcom's class has been studying environmental justice and resource use throughout U.S. history, how money, land, water and oil are all distributed. It can be hard for students to see the connection between what happened a hundred years ago and now. So why not study Globeville's history and present as a way to connect the dots?

"It's so accessible for them to be able to research, engage in discourse and present and be provocative, in ways that hopefully generate expansion of ideas and of community and of change," Balkcom said.



Teacher Rachel Balkcom instructs her students on what to listen for prior to the students hearing the finished Globeville podcast. The students also gave her feedback on learning by producing a podcast as opposed to writing an essay.

Jenny Brundin/CPR News

The students toured Globeville with a community group, [Groundwork Denver](#). Some studied the [old Asarco smelter](#), how the area became a [Superfund site](#) because of lead, arsenic, cadmium and zinc pollution. Globeville's immigrant background and gentrification was assigned to another group. Still others focused on the government [response to issues in the area](#).

#### More Central 70 & Globeville:

- [Feds Side With CDOT Over I-70 Expansion Civil Rights Complaint](#)
- [North Denver Residents Argue I-70 Widening Could Doom Their Community](#)

The project did more than teach them about one of Denver's older neighborhoods, students began noticing gentrification happening around their own homes. It's made them think about race and power.

Beth Sanchez lives in the strongly Hispanic, but changing, [Athmar Park neighborhood](#). One night she said, she saw some joggers running and "they're white and with their dogs and everything." Laughing, she said she wasn't used to seeing people out at night.

The students noticed other signs of a gentrifying neighborhood. There's no dispensaries, said Jose Rocha. A laughing Christian Lobo-Lafore pointed out you can get "healthy foods, you get kombucha."

They also talked about how they'd feel if **gentrification** pushed their families out. Lobo-Lafore doesn't want to leave, "cause in my neighborhood, literally my uncle lives on the corner, my cousins live down the block, my grandma lives two houses down."

As the class listens to the finished product together, they giggle at the sometimes awkward, stilted nature of their podcast. They say the individual student study groups should have worked more closely together to stitch the whole story up. On the other hand, they say they learned a lot about pollution and about how community design and health are connected.



Students Alan Erives, who did much of the audio editing, Jose Rocha, Beth Sanchez, and Christian Lobo-Lafore take a break in the Rodolfo "Corky" Gonzales library recording studio. The project made the kids think about gentrification in their own neighborhoods in central Denver.

Jenny Brundin/CPR News

Rather than an essay or other traditional assignment, Balkcom wanted to know if they'd try another podcast. Most liked it, yet others would like to stick to the classics.

"Me personally, I'd rather do an essay but I noticed that students who normally don't do essays were actually participating in the podcast," Christian Lobo-Lafore said.

Another student, Taylor Brooks, lives right next to Globeville. She liked the project because it gave her context to where she lives.

"I can walk in Globeville and be like, it does smell bad because of this and this and this, and does it look bad because there's trash here and I don't see any stores," Brooks said. "It's better than just learning about stuff that you can't really relate to."

The connections students made to their own lives thrilled teacher Rachel Balkcom.

"That spark is what we really want as educators, as Montessori educators, we want that spark," she said.

That spark has also encouraged two girls from the school to start their own podcast.



May 25, 2017

COLORADO MATTERS

## Denver Mayor Michael Hancock On Affordable Housing And Immigration Enforcement



BY STEPHANIE WOLF



*Denver Mayor Michael Hancock at the CPR studios Thursday, April 21, 2016. (Hart Van Denburg/CPR News)*

Denver's economy is booming. But not all residents benefit. During his "[State of the City](#)" address last summer, Mayor Michael B. Hancock said he hopes to change that.

"Opportunity is the right of everyone," Hancock said. "Progress does not have to leave anyone behind, it should bring everyone along. And this I commit to you, we will take action to make this vision a reality."



In that speech, Hancock called for new initiatives around affordable housing and homelessness. And last week, the mayor [unveiled how his administration will address those issues](#).

Hancock spoke with Colorado Matters host Ryan Warner about affordable housing and immigration enforcement in the city, and how the Trump administration's proposed 2018 budget could affect Denver's ability to provide services.

### Read The Transcript

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**Ryan Warner:** This is Colorado Matters. From CPR News, I'm Ryan Warner. Denver's economy is booming, but not all residents benefit. Mayor Michael Hancock hopes to change that.

**Mayor Michael Hancock:** Opportunity is the right of everyone. Progress doesn't have to leave anyone behind. It should bring everyone along. And this I commit to you, we will take action to make this vision a reality.

**RW:** That is from Hancock's last "State of the City" address in which he called for new initiatives around affordable housing and homelessness. He has just unveiled how his administration will address some of those issues. Mayor Hancock joins me from his office in downtown Denver. We're also going to talk about immigration enforcement in the city, questions of public safety at the Central Library, and how the next federal budget could affect Denver's ability to provide services. Mayor, welcome back to the show.

**MH:** Ryan, thank you. Good to be with you.

**RW:** Denver's housing authority says there need to be at least 21,000 additional affordable units to meet demand, and I'll say that last September the city created its first affordable housing fund. It's expected to bring \$150 million over the next decade to fund about 6,000 new affordable units, so a fraction of the need spelled out there. You've said yourself that Denver can't build its way out of this challenge. So what are some specific ways, creative ways besides building that Denver is trying to keep low- and middle-income people in the city?

**MH:** Well Ryan, first of all, thanks for talking about this issue. It's a very important issue for us to be addressing and a very timely one. Let me just set the stage. First, we see this as a regional challenge, that the challenges of homelessness to housing or across that spectrum is one that is best addressed across the region. Secondly, we, in 2013 I challenged really my administration, the city, and our stakeholder partners around affordable housing to build 3,000 new units within five years. We will actually meet that

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goal this year, one year early, because it did exactly what we expected it would do. And this is the same type of objective or at least the attitude we're going to bring toward the \$150 million effort, the housing fund. And that is that it really incentivized and it really kind of jump-started and energized the market to try to respond to this challenge of affordable housing. Though we would only target 6,000 affordable housing under this fund, we expect that we are going to be able to do much more because of the kind of energy and excitement that's been ignited as a result of our commitment and the fact that we will leverage those dollars to help leverage other people's investments around affordable housing.

**RW:** Okay, so that it's not just public dollars paying for this. So you think that you can break the 6,000 number. But you have said that it's not just a question of building new housing, and as part of a 30-point plan, actually, that was released just last week, you have some other ideas that could ease the housing crunch that don't involve building. For instance, eviction assistance and foreclosure assistance. Say more about those.

**MH:** It's very important that we preserve those opportunities for folks to live in affordable housing, as important as building or creating new affordable housing. The reality is that today we are seeing many people who receive very urgent notices from their landlords or major jumps in their rent. I've heard stories, people going from as low as \$5-600 a month to \$1,400 to \$2,000 a month within a matter of 30 days in terms of their rent increasing, or being told to get out because they are going to convert the affordable units to more market rate units. We have to have a market that demonstrates a little more compassion and a little understanding to the plight of individuals in our city.

What we are seeing is that 30 percent of the people who are coming in and out of our shelters today are people who are working every day but yet cannot afford basic housing expenses in our city. That's not okay. We are also beginning to see more active, older adults moving into our shelters, particularly senior women who are now homeless as a result of things that I just talked about, a dramatic, quick increases in rent. So these efforts to help provide eviction assistance, help begin to really advocate for changes in the laws in the State of Colorado, as well as provide mortgage assistance is going to be very critical for us to help give people that sense of security and predictability with regards to their housing in our city.

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**RW:** Talk to me about the eviction assistance. So you would provide money from this affordable housing fund to help people meet the difference, or what?

**MH:** That's potentially one of the options that we look at is if, how we, if there is a major or dramatic jump, how do we provide that type of assistance until we are able to get them into certain programs that are certainly much more flush and available to them, whether it's federal dollars or state dollars. We also must look at state laws to give people more of a notice and also require landlords to play a greater role when they want to convert without dramatically putting people on the streets. That burden is something that we as a society must share, and people, if they are trying to adjust to the market, I certainly appreciate that as property owners, but we must address this with some compassion. So I think the reality, Ryan, is that the table has to be set with all different types of options for us to play, but the \$150 million dollar fund is certainly a tool that we might deploy as a way to support and to provide some assistance to those individuals.

**RW:** You said that Colorado law might need to change as well. Is the subtext of what I hear you saying, Mayor Hancock, that you'd like rent control of some sort?

**MH:** Absolutely not. I didn't say that. I think the reality is that the state controls the really the kind of landlord-renter relationship in terms of the laws. So when I talk about that, what kind of notice do people deserve before you put them on the street or dramatically increase their rents? I think we need to be able to set that table to say, "You know what? These are individuals, and if you are going to dramatically shift on them, I think there are some rights they should have in terms of the type of notice they receive."

**RW:** Okay. Earlier this week I spoke with Diana Elliott of the Urban Institute. It's a D.C. based think tank. They have a new report on workforce housing in Denver, and with that new affordable housing fund, Elliott calls Denver a national leader on this issue. But she is still concerned about the housing gap, and one recommendation she had are accessory dwelling units.

**Diana Elliott:** These are sometimes called mother-in-law additions, or they are known as being sort of a separate outbuilding, perhaps on someone's property. This has the potential to be a really important avenue for exploration. But there is a risk also, that if you create these units, it could



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perhaps amplify gentrification.

**RW:** Now I know, Mayor, that the city in some parts is exploring accessory dwelling units, that is, making housing out of what is not currently housing. What potential do you see there?

**MH:** Well I think in a broader context, Ryan, if we want to think about how zoning lends itself to the challenge of access to affordable housing, that's where we start. What laws do we have in the City of Denver that will allow for families to think differently about how they take care of one another and maybe provide opportunity and sources of maybe revenue or additional income for themselves with regards to the property that they own? So in that context, if you look at accessory dwelling units, that is an opportunity to provide additional housing for maybe your children who may be just out of college, starting their careers for the first time. Or, if you have a great lot of land or a garage that could be converted, our zoning laws can lend themselves to allowing you to convert that to a safe dwelling unit so that you could create income but also provide affordable housing.

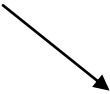
I think it's a huge opportunity. I'll tell you it's one of the things I worked on when I was on City Counsel. I had neighborhoods that actually had zoning eligibility for accessory dwelling units. I made sure that we were able to complete that. People turn it into their offices, they turn it into housing for their mothers, aging parents and so on and so forth. So, I think it's a huge opportunity.

**RW:** Are you generally trying to prevent displacement, the idea that Denver loses, I don't know, its teachers and its retail workers, to the suburbs?

**MH:** You know what? Listen. I want to say again that I think it's a regional approach. I think it's if people choose to live in our surrounding communities; Aurora, Lakewood, Littleton, Boulder, Longmont, Northglenn, wherever, and still work in Denver, I think that's fine. And certainly mobility and that's the right and freedom that people should have. However, if a teacher or police officer wants to live in the city that they serve, I have the audacity to believe that we should make sure there's ability to accommodate that. And in recognizing that those incomes may be limited based on what the market demands, we gotta find a way to keep those great public servants in our city if they want to live here. I think it lends itself to our issues of mobility. I think it lends itself to our issues of health as well as the environment and

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sustainability. So I think it's a combination and quite frankly just a good policy.



**RW:** Affordable housing no doubt connects to homelessness and on that topic, I'd like to talk about the cities libraries, the central location in particular, which has become in some ways a day shelter for the homeless. After the death of a person who was homeless, the library started carrying a drug to treat overdoses. And there are reports of fights and assaults on the rise. You have said elsewhere that you wouldn't take your kids to the library if they were still little today. What should be done?

**MH:** Let me just clarify that Ryan. When you deal with television, of course, just as you can if we were recording this, you can clip what I say. I was responding very honestly and candidly with the reporter who asked the question, "What would you say to family members or individuals who say I would be fearful to take my children to the library?". And, I'm an honest guy. I don't any other way to be other than to say, "You know what? If I was a parent of small children, I would probably be fearful as well."

The reality is this, our library has done a phenomenal job trying to respond to every demographic that walks through the door. Libraries are a very unique space. They are open and accessible to everyone who wants to be there and they have noticed, of course, we've had some of our homeless come through the doors and not only did they respond by saying you're welcome, they also responded by making sure there were services available to them. They've been hiring, they're requesting from their budget social workers. I have funded those social workers and peer navigators to be there to provide those services.

They've helped to try to provide job training, or not job training but access to jobs through the internet and to computers for the homeless to do searches. I've walked through the library where I've seen individuals who were homeless sitting there looking through, looking for jobs on the internet as well as watching television during inclement weather. So the library has done a tremendous job trying to step up and be a service provider to whoever walked through the door.

And so what we need to do is to work with the library to make sure that one, they have the resources to provide patrols inside the library as well as outside the library and make sure that everyone who goes through the doors

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understand the expectations of their behavior and what will be tolerated and not tolerated. And so we have to draw those lines very clearly that drugs will not be tolerated and certain actions or activity in the library and in the restrooms will not be tolerated. We're going to help them with that and our police department has already moved in to do just that.

**RW:** I'll say that the library has asked for \$50 million for renovations. This is before lots of the reports of the drug use and violence surfaced. They'd like \$50 million for renovations and part of that would go to making it a safer place. Like lowering the height of the bookshelves because there are a lot of places that aren't very visible in the library.

This is part of a \$900 million bond package that may go before voters this fall. So a piece of a much larger pie. And it's your job to winnow down what projects would benefit. There's a long list; libraries might benefit, parks, roads, upgrades at the zoo, Botanic Gardens. What do you want to see the money pay for most, if voters agree that the city should take on that debt?

**MH:** Well listen, the reality is this city is growing exponentially. We are seeing a thousand new people move to Denver per month. It's been about that pace for about five years now. And so the reality is that we are a new Denver in terms of our population and the desire of people to call Denver home, as well as to work in the city. The other thing is the city grows by 23% per day, net, in terms of people who come in and do business in our city, who work here, and then of course we see them leave during the day, leave during the evening.

So the reality is that this is a very vibrant city and so we've seen the pressures on not only our housing, but also on our roads and our other infrastructure, our mobility infrastructure in the city. I can bet you that a majority or at least half of these resources will go toward how do we fix our roads, how do we make them more multi-modal, under the value of moving people and not just cars, so that we can try to ease some of the congestion in our city and people don't have as great an impact on the quality of life that we've seen.

But outside of that, we have a very robust community engagement process that has been going on since November of last year where we've asked and we've received thousands of recommendations, over 3,000, from citizens of Denver. They help us think through what are priorities. We know that mobility and transportation infrastructure's leading that engagement or at least in

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terms of recommendations. And the rest include things like libraries and cultural and art facilities and health and hospitals and our parks. And so we'll do the very difficult task of winnowing them down and identifying what would make sense to the people of Denver for us to make investments.

**RW:** Okay, but roads and mobility sound like they're at the top of the list. Let's take a break and we'll continue with Denver's Mayor Michael Hancock in just a bit. This is Colorado Matters from CPR News.

You're back with Colorado Matters from CPR News. I'm Ryan Warner and I'm joined by Denver's Mayor Michael Hancock. He's at his offices downtown. Mayor, I want to talk about immigration enforcement in the city under this new administration in Washington. As for ICE enforcement, there's a list of what's known as sensitive locations. So these are places like churches and schools where agents say they try to avoid going into to arrest immigrants in the country illegally. Court houses are not on that list and so you asked ICE to consider adding them. Shortly after though, ICE agents arrested two men at the Denver County Court. Did that feel like a direct rebuke of your request?

**MH:** Yeah. What we've seen, first of all I think it's important to give an overall foundational thought here. I think the administration, since day one, has missed numerous opportunities. But on immigration, this is clearly one of the opportunities they missed. They had an opportunity to lead on this issue and work with the states and cities to say, "Let's develop a sensible immigration strategy for this nation. Our immigration system in this nation is broken and as a result, people are living in fear, uncertainty, and it threatens all of us with our sense of safety and our sense of community all over the nation. As a result of the President's actions, there is a lot of anxiety, we are finding, throughout Denver and around the country.

With regards to our sensitive locations, on April 6, I sent the letter to ICE, our regional office here in Colorado and said listen, acknowledge and respect the sensitive locations. We've seen arrests occur at schools and yes, they've been outside churches and, of course, in our courthouses, and we have seen that well-documented here in Denver and that makes every one of us unsafe.

One, we never received a response to that letter. What we saw was a doubling-down and the presence and what you saw in the video of them making the arrest at the courthouse. This is unfortunate because it's also directly contradictory to what the Secretary of Homeland Security has shared

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with our Members of Congress. And I've talked to both of our US Senators and both of them are disappointed, as I am, that ICE has taken this step. So the reality is this, we've got some cowboys in ICE patrolling our streets and are just absolutely provoking fear and throughout our communities, all over this nation, and it's not okay. It simply is not okay.

**RW:** Are you calling them rogue agents within ICE? You're saying-

**MH:** I don't think they're rogue agent but I'll tell you this Ryan, what leadership has not provided are boundaries and guardrails for ICE. And when you don't do that and you tell them simply, "Here's what we want. Go do it, and you can do it by any means necessary," that's what they're doing. When they don't receive, when they receive a letter from the mayor and all members of city council and members of our judicial branch, asking them to honor, listen, we have already, we can document nine-

**RW:** Let me-

**MH:** Wait, wait. Let me finish. We can document today, nine witnesses, victims of domestic violence who backed out because of their fear walking into courthouses. That makes you and me more unsafe, everyone who calls this city home. And I gotta ask you, what good does that do when people refuse to, who have now don't trust law enforcement and our courts and will not do what's necessary to keep themselves safe, and now we have perpetrators of these crimes who will not be held accountable.

**RW:** You've suggested that there could be some remote testimony. That is, if there are people who then see the courthouse as a dangerous place for them but must be a part of the judicial process, that perhaps they could testify remotely but let me push back here. Of the two men arrested recently, one had received final orders of deportation from an immigration judge in 2012, according to ICE. The other had 2 DUI convictions. Why shouldn't those individuals be made to get off the streets no matter where they are, courthouse or not?

**MH:** None of these policies, Ryan, are meant to shield violent criminals. We must have a legal reason, and ICE knows this, to hold individuals. In other words, they must have warrants for us to detain someone beyond the time in which they have been adjudicated or at least have settled the issue with the County of Denver. And so they must issue to us, not just a detainer order,

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they must actually issue a warrant. Federal courts have held that and said to us we cannot hold them past those times just on detainers. And so we have an effective communication system with ICE. The reality is, is that they know the rules. They have to give us a warrant, otherwise we'll be in violation of federal laws.

Not only, let me just go back to your point about virtual testimony and being able to come before the courts. We are looking at that. Our City Attorney's Office is looking at that as well as with our courts, and there are some things they've gotta work through on that. But we did announce this week, or earlier this month I believe, we wrote out the plea by mail, which, if you're charged with a misdemeanor, if you have a traffic violation, you can actually, primarily traffic violations, you can deal with that through mail very easily. That's gonna help keep people from having to come downtown. Not only does that help our undocumented, but it helps any resident of Denver because now you can just save time by doing the plea by mail. And then of course, the sentencing reform that city council passed recently is very important because people who are subject to a year automatically become exposed to potential deportation. These laws change and allow for folks to kinda, well, really allow for the penalties to be proportionate with the crime.

**RW:** Yeah. So let me say just a little bit more about that to ground the listener in what happened. Some sentencing reform on low-level misdemeanors, public urination, panhandling, so that they don't trigger an ICE notification. You have made those a year or under, in terms of the sentences.

**MH:** Right.

**RW:** And that's true for immigrants who are in the country legally or illegally and of course-

**MH:** Right.

**RW:** -for any other type of citizen. There has been some pushback though. Urinating in public or violating curfew is one thing, but this change means that in first and second cases of domestic abuse, if there isn't bodily harm, the sentence might be a year in jail or under, again, so as not to trigger ICE notification. Is that a good idea?

**MH:** You know what? The reality is you won't find anyone who will defend

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and pursue domestic violent offenders more than I will. As you may know the story around, I lost my sister to it so there's not much bend. The reality is, this has been the practice of the City of Denver, our county, for a while. What we've done is codified, and we also changed it so that if there is evidence of physical injury, it changes and it goes into the bucket where it automatically is to the 365-day potential of a sentencing. So it's not much changing with regards to that, that's the way we practice. First offense, we have a certain way of addressing, second, same. But when we get to the third and/or bodily injury, then it's a different story.

**RW:** Well, "Sanctuary City", I think you know, has become a rather politicized term. There's no real definition for it but the general idea is that local authorities detain people here if they're charged with something, not for their immigration status, only if they're charged with something. Mayor, you've been asked many times whether Denver is a sanctuary city and you've been both reluctant to embrace the term but also defiant when it comes to the Trump Administration on this issue. So rather than ask about sanctuary city, I wanna ask about a specific policy. The White House has proposed requiring local police to detain suspects for up to 48 hours, giving ICE time to look into their immigration status. If that changes, would you comply? Would Denver comply?

**MH:** Listen, we'll work with ICE and with the federal law. The reality is that today, the federal government has said, "When someone has settled their case with you, you must release them unless there is a warrant." And so I think the key to this is effective communication and being directed by what the federal law allows us to do or requires us to do.

**RW:** All right. So if there were a change in federal law, it's something that you'd abide by?

**MH:** Absolutely. Today is, this is not about the City of Denver breaking the law. We comply with the law and our communication with that, I mean with ICE, is very important. The other thing that I wanna be very clear about is that we're not here to shield or protect violent criminals. What we've seen ICE do recently is move in on people who may have violated a law that means no harm to any individual, whether it's a traffic violation or, again, something that doesn't make us, any of us unsafe but just simply, we got them because they're undocumented. But when we know that someone who has caused bodily harm or means everyone and it means that we might be unsafe

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because of their freedom in the city. We're going to hold them accountable. We will not shield violent criminals.

**RW:** Mayor Hancock, Mayor of Denver, in about the last minute, I'd like to ask about the proposed federal budget as the President sees it. It obviously has to be dealt with by Congress, but when you look at housing, when you look at community development block grants, when you look at the kind of federal money that comes to the city, what concerns do you have about Denver's own budget in connection to the federal one?

**MH:** Well Ryan, you can go back to the early part of our conversation and we're looking at the issues of mobility. Both housing and mobility are equalizers. We're really concerned about the President's budget. The draconian cuts in the President's proposed budget are nothing short of senseless, irresponsible, and incomprehensible at a time when we must find ways to reach our most vulnerable, people who are, quite frankly, feeling left behind.

The President was elected by many of these people, quite frankly, who are blue collar people who are struggling along the margins, who simply are saying, "In all the conversation about this nation and the progress we're making, no one's talking about us. What about us?" And now he is turning his backs on those very people, saying, "We're going to cut the very programs that you are needing to have a sustainable life."

For example, he wants to cut SNAP benefits. This is food benefits for families that are struggling. You're talking about children whose parents may be working 40 hours a week, but yet are not able to both keep a roof over the head and provide healthy meals for their children. And now they want to cut that.

**RW:** The White House budget director, Mick Mulvaney, has said that if you are on food stamps, and you are able-bodied, we need you to go to work. If you are on disability insurance and not supposed to be, if you are not truly disabled, we need you to go back to work. Do you have concerns about growing a system that people could take advantage of?

**MH:** Let me say, Ryan, let me be very clear. We are seeing an increase in people who are seeking SNAP benefits and we are seeing that a large percentage of those individuals are actually working every day. They're able-



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bodied and they're working. They're just not making the wages necessary that allow them to cover all of their costs, and so one of the things that I think that this administration has done is they put these blinders on in thinking that all of the people who are on SNAP benefits or on public assistance are lazy people who don't want to work, who are playing they're disabled and that's not the reality. Maybe if they came out to some of the, if they visited some of the urban cores of this nation, and even some of the rural areas, they'll find people who are working hard every day.

**RW:** We'll have to leave it there.

**MH:** But yet are struggling.

**RW:** Mayor Hancock, I appreciate your time. Thank you so much.

**MH:** You bet, man. Thank you for the time.

**RW:** Michael Hancock is Denver's mayor.



**MAY 25, 2017**

## **BUSINESS PULSE**

**SURVEY**

# **Is it safe to go to the Denver Central Library?**

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**Survey Complete.** Thanks for your responses!

**Have you visited the Denver Central Library at Civic Center recently?**

**Yes, often.** 31% chose this

**Yes, sometimes.** 17% chose this

**Only once in a while.** 15% chose this

**No, not recently.** 35% chose this

**Other (leave a comment below).** 2% chose this

**If you have been to the Central Library recently, have you seen any drug activity or other crimes?**

**Yes, a lot.** 11% chose this

**Yes, a little.** 21% chose this

**No.** 54% chose this

**Other (leave a comment below).** 15% chose this

# Based on what you've seen yourself or heard about, do you think it's safe to go to the Denver Central Library?

Yes. 51% chose this

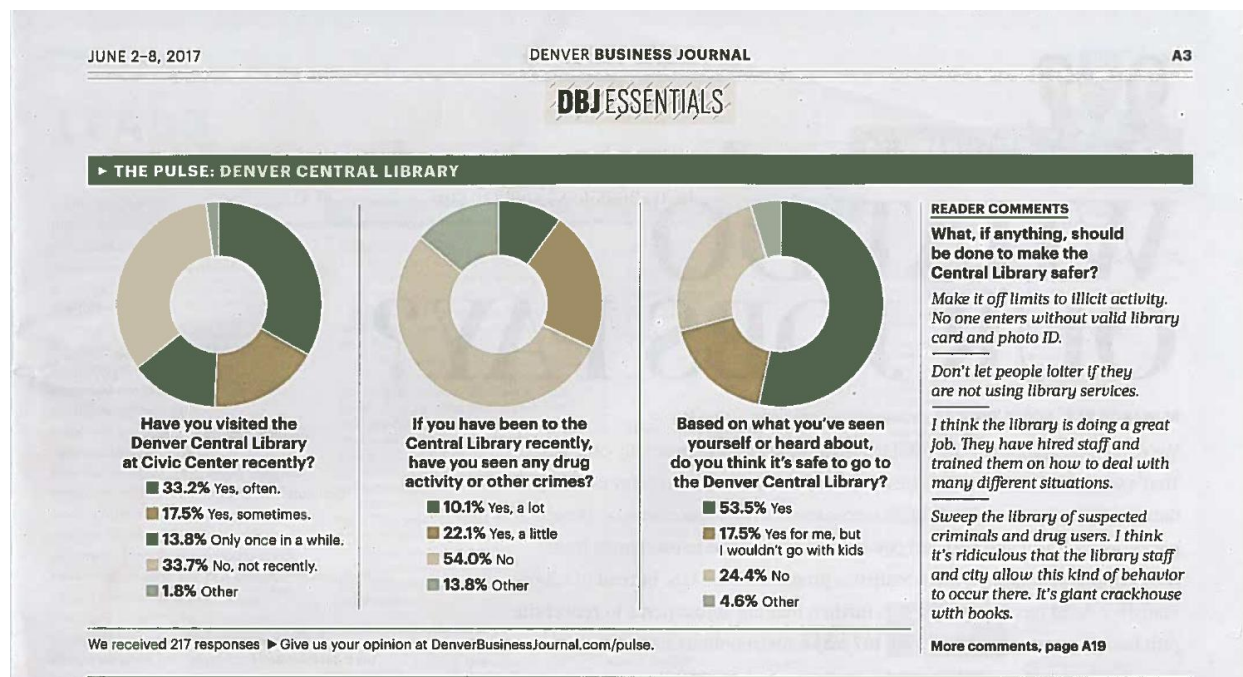
Yes for me, but I wouldn't go with kids. 18% chose this

No. 26% chose this

Other (leave a comment below). 5% chose this

Total number of responses: 231

*This survey is not a scientific sampling. It offers a quick view of what readers are thinking.*





May 30, 2017

## With Crime There Rising, Denver's Central Library Seeks Ways To Serve Patrons Safely

BY MICHAEL SAKAS



*Linda Campelo of Denver uses a computer at the Denver Central Library to play a game on Thursday, June 25, 2017. Others nearby were watching movies, reading emails and browsing the web. (Nathaniel Minor/CPR News)*

The Denver Public Library says its **Central branch** location has seen an "**unprecedented rise**" in crime, including drug use, violence and sanitation issues. In response, officials are taking steps to improve security.

As CPR News has previously reported, the Central Library has responded to the **overdose death** of a

homeless man who was found in the bathroom, and how the branch is playing the **unofficial role of a homeless shelter**.

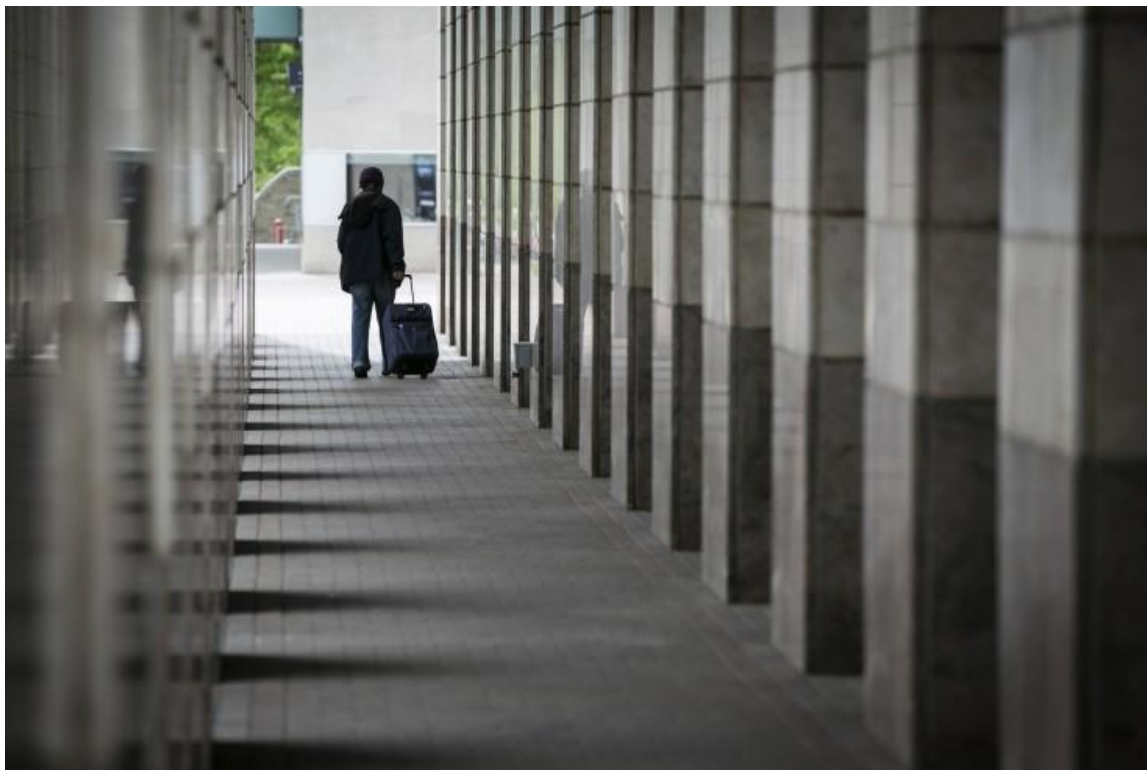
The library's immediate plans now include boosting the presence of Denver Police with regular patrols inside and outside of the building, and hiring four additional security guards for a total of 25 for the Central location.

If funds can be found, the library hopes to add more than 70 security cameras to the building. Library officials have also asked that \$50 million of the \$900 million **general obligation bond** on the November 2017 ballot go toward structural changes to the Central Library branch.

The goal of the changes are to increase security, like lowering shelves for a better view between the stacks. The library also wants to fence off the north lawn facing Civic Center Park, to make it a kids-only zone.

- [How The Library Balances Books, Being A Homeless Shelter](#)
- [Opioid Death Prompts Library To Keep Narcan On Hand](#)

"A lot of the root causes of the behaviors that are finding their way through our doors are happening throughout Denver, and that's daunting," said Chris Henning, communications manager for the Denver Public Library. "We're trying to do what we can do specifically for our facilities to make sure they're safe. And at the same time, help the city address these bigger problems."



*Lorry White, who's currently homeless, walks away from the Denver Central Library on Thursday, May 25, 2017. White says she hangs out near the library to use the free wi-fi. (Nathaniel Minor/CPR News)*

The library, in an official statement, said in part, "Denver — along with the rest of the country — is in the middle of a narcotic and [opioid epidemic](#). Denver currently ranks third in the nation for drug abuse and the associated crime is infiltrating the city at an alarming rate. Additionally, our above-average population growth is fueling problems for public spaces like the library, parks and other downtown locations."

Jenna McKnight, a PhD student who lives in Denver, said she's stopped using the Denver Central Library because it feels unsafe. She cites the multiple heroin overdoses at the library, and how the library now carries Narcan — a medication used to reverse opioid overdoses.

“I understand that the library is in a very difficult situation,” McKnight says. “And I appreciate that they are trying to help our homeless population. The city needs to find other solutions to this significant humanitarian problem. A public library should be a place that feels safe and welcoming for every member of the community.”

We reached out to people who commented both in support of and against the library’s growing role as a homeless shelter, on both the [CPR News](#) and [NPR News](#) Facebook pages.



**Tara Nicole** This is a beautiful building. I don't mind sharing it with the homeless. I care how disrespected it is. This building is no longer about books and learning but instead showcases how we are failing in Denver and how we deal with the homeless and addicted. Come on Denver, get it together. We're making millions off the pot industry, there is no excuse for our libraries to be used as shelters

Like · Reply · 16 · May 23 at 5:03pm



**Brooke McCullough** I took my then 2-year-old to this library and felt very uncomfortable. We won't be back. "One man didn't want to be interviewed because he was to high to talk." Case in point.

Like · Reply · 8 · May 23 at 10:31am



**Carolyn Spadaccini** I take my kids there all the time. The children's section is wonderful and the librarians are fantastic.

Like · Reply · May 23 at 11:24pm



**Karen Pitzer** I drive by this library everyday and every few days or so, there's always an ambulance or cops there.

Like · Reply · 2 · May 23 at 12:48pm



**Jessica Slattery** Often times libraries and their staff are the first line in serving vulnerable populations within communities. I worked in a library just north of Denver, and I was asked about emergency shelters and for a list of local food banks more times than I can count. Thank you to every library staff member who goes out of their way to help all members of our community find access to assistance, all while providing an environment of learning and creativity. Librarians are super heroes!

Like · Reply · 107 · May 23 at 10:30am



**Amanda Schroeder** I love this, there really is no better place for the homeless if you are concerned with their welfare, as the library can provide both education & inspiration. I know it makes some people uncomfortable but thats life...one of the best ways I can think of to combat the naysayers is to have people sign up to share their stories with others....the library is all about stories after all, & everyone could use a better understanding of the circumstances leading up to homelessness

Like · Reply · Message · 7 · May 19 at 3:35pm · Edited

The second comment down is from Brooke McCullough, a student and mom who lives in the Lowry neighborhood.



“Usually when I go to the library, I let my daughter run around a little bit at least,” McCullough said. “I’m not like hawk-eyed, keep her right in my line of sight, because I want her to be able to get some independence and be in a place where she can be around the corner for me, or she doesn’t have to be right by me.”

She and her daughter visited the Central library after a trip to the Denver Art Museum. It was their first time there.

“I kind of looked up at one point and realized wow, there’s a lot of homeless people in here,” McCullough said. “There’s a lot of men who you don’t know, you don’t know what kind of issues they have. You don’t know if they have mental health issues, you don’t know if they’re going to take your daughter and run with her. So I felt very unsafe. I wanted my daughter in my line of sight at all times. So it was a very different experience.”

McCullough left after a homeless man wouldn’t take his eyes off her daughter.

"She was a little bit away from me, and he was just watching her," McCullough said. "And that was kind of the moment for me where I felt like, 'and we're done.' "

McCullough found the building to be beautiful, and she was impressed by the collection. But she won’t be back.

"Me walking into the bathroom with my child and possibly witnessing like a meth deal or a heroine deal going down? Like, no thanks. We'll just use a different library."

The numerous homeless people seemed to be a sign the city needs to improve is resources for the homeless community, McCullough said. She doesn't feel a library should be taking on the shelter role.



*Brett Normandin of Denver peruses the audio book section of the Denver Central Library on Thursday, May 25, 2017.*

*(Nathaniel Minor/CPR News)*

In an [interview with 9News](#), Denver Mayor Michael Hancock said those struggling with addiction go to the library because of its resources. There are two full-time social workers on staff, to help with the hundreds of homeless who use the facility each day.

When told some parents avoid taking their children to the Central library, Hancock said he doesn't blame them.

"You know, if my children were small and still going in and out of that library, I wouldn't want to take them down there either. I certainly got it. But our job is to fix it," Hancock said.

In an [interview with CPR's Colorado Matters](#), Hancock said the library is doing "a phenomenal job trying to respond to every demographic that walks through the door." And he said his response to 9News was honest and candid.

"You know what? If I was a parent of small children, I would probably be fearful as well," Hancock said.

Denver Public Library's Chris Henning disagrees.

"We think the central library is still definitely a safe place for families to come, and especially for children," Henning said. "Our children's library is a very well protected space within the building."

And Katie Holtz-Russell, who lives in Congress Park, said she's been taking her 5-year-old daughter to the Central library since she was born, even though they live close to two other branch locations.

"I have never once felt unsafe in the library," Holtz-Russell said. "I've never felt that my daughter was unsafe. But I think it has created opportunities for [me and my daughter] to have real honest conversations about the Denver landscape, and just what's happening in our city that are really important for me for her to understand."

Holtz-Russell and her husband got their library cards at the Central location in the early 2000's, and have been loyal ever since. She's disappointed in the mayor's comments.

"I would look toward our mayor to be leading an effort to support our neighbors who are experiencing homelessness," Holtz-Russell says. "And I think that was a missed opportunity for him to highlight the efforts that the library is undertaking to create a safe place, and encourage our Denver residents to not shy away from attending."

[Colorado Public Radio](#) reserves the right to use the comments we receive, in whole or in part, and to use the commenter's name and location, in any medium. By commenting below, you agree to these terms. For additional information, please consult our [Privacy Policy & Terms of Use](#) as well as our [Community Standards](#).



June 2, 2017

INVESTIGATIONS

## Library takes action after undercover investigation

Jeremy Jojola, KUSA 6 days ago



DENVER - The city's main library is making more immediate short-term changes in an effort to increase safety after a 9Wants to Know undercover investigation exposed open drug deals and skyrocketing crime.

In May, undercover video showed people openly injecting heroin and drug deals inside and outside the building. The investigation also revealed crimes like assaults and emergency calls for overdoses have skyrocketed.

### PREVIOUS STORIES

[Denver mayor's office fields viewer emails about library investigation](#)

[Days after 9NEWS report on Denver Public Library crime, police make undercover drug bust there](#)

[Undercover Investigation: Overdoses and crime skyrocket at downtown library](#)

A spokesperson for the library revealed the following:

- Police have increased patrols inside and outside the facility and dedicated about 30 hours of patrol time last week. The patrols have resulted in a noticeable decrease in loitering. City records also show five people have been arrested for crimes like drug dealing and possessing dangerous weapons since 9Wants to Know's investigation on May 16.
- Two bathrooms have been shut down temporarily until the library hires more security officers. The 9Wants to Know report highlighted empty liquor bottles in bathrooms and security's "ban book," showing visitors have been caught having sex in some of the restrooms.
- Electricity to outside power outlets has been cut off to discourage gathering outside the building
- The library also replaced plastic sharps containers with prison grade metal containers to stop people from stealing and reusing needles
- The library is also seeking input from staff on ideas how to improve safety

While the library is working on the above short-term plans, a spokesperson said it's working on long-term solutions that are expected to be announced in the near future.

## TheUpshot

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# Drug Deaths in America Are Rising Faster Than Ever

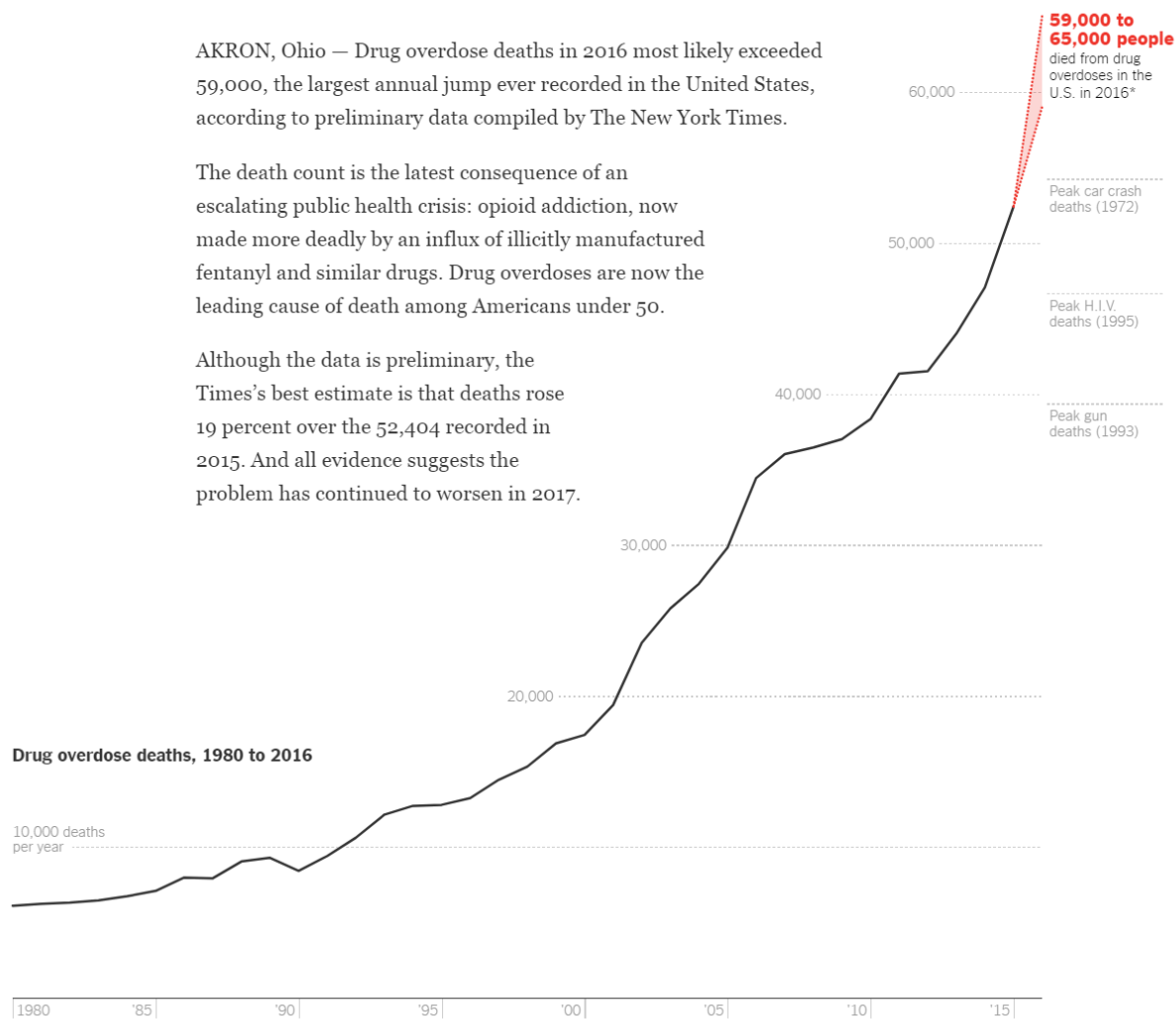
By JOSH KATZ JUNE 5, 2017

New data compiled from hundreds of health agencies reveals the extent of the drug overdose epidemic last year.

AKRON, Ohio — Drug overdose deaths in 2016 most likely exceeded 59,000, the largest annual jump ever recorded in the United States, according to preliminary data compiled by The New York Times.

The death count is the latest consequence of an escalating public health crisis: opioid addiction, now made more deadly by an influx of illicitly manufactured fentanyl and similar drugs. Drug overdoses are now the leading cause of death among Americans under 50.

Although the data is preliminary, the Times's best estimate is that deaths rose 19 percent over the 52,404 recorded in 2015. And all evidence suggests the problem has continued to worsen in 2017.



\*Estimate based on preliminary data

Because drug deaths take a [long time to certify](#), the Centers for Disease Control and Prevention will not be able to calculate final numbers until December. The Times compiled estimates for 2016 from hundreds of state health departments and county coroners and medical examiners. Together they represent data from states and counties that accounted for 76 percent of overdose deaths in 2015. They are a first look at the extent of the drug overdose epidemic last year, a detailed accounting of a modern plague.

The initial data points to large increases in drug overdose deaths in states along the East Coast, particularly Maryland, Florida, Pennsylvania and Maine. In Ohio, which [filed a lawsuit](#) last week accusing five drug companies of abetting the opioid epidemic, we estimate overdose deaths increased by more than 25 percent in 2016.

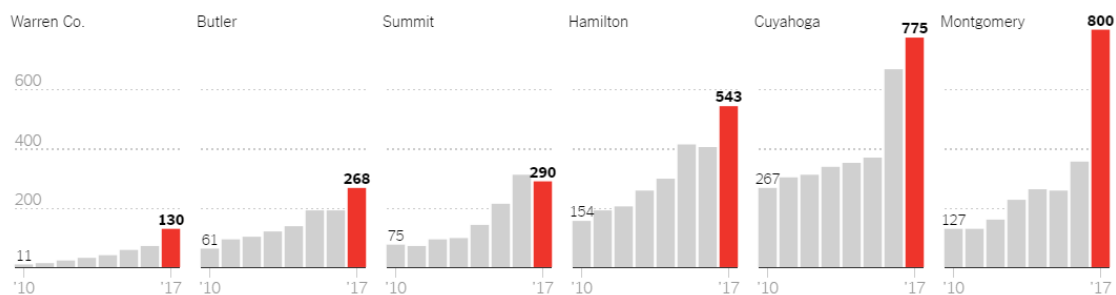
“Heroin is the devil’s drug, man. It is,” Cliff Parker said, sitting on a bench in Grace Park in Akron. Mr. Parker, 24, graduated from high school not too far from here, in nearby Copley, where he was a multisport athlete. In his senior year, he was a varsity wrestler and earned a scholarship to the University of Akron. Like his friends and teammates, he started using prescription painkillers at parties. It was fun, he said. By the time it stopped being fun, it was too late. Pills soon turned to heroin, and his life began slipping away from him.

Mr. Parker's story is familiar in the Akron area. From a distance, it would be easy to paint Akron — “Rubber Capital of the World” — as a stereotypical example of Rust Belt decay. But [that's far](#) from a complete picture. While manufacturing jobs have declined and the recovery from the 2008 recession has been slow, unemployment in Summit County, where Akron sits, is roughly in line with the United States as a whole. The Goodyear factories have been retooled into technology centers for research and polymer science. The city has begun to [rebuild](#). But deaths from drug overdose here have skyrocketed.

In 2016, Summit County had 312 drug deaths, according to Gary Guenther, the county medical examiner's chief investigator — a 46 percent increase from 2015 and more than triple the 99 cases that went through the medical examiner's office just two years before. There were so many last year, Mr. Guenther said, that on three separate occasions the county had to request refrigerated trailers to store the bodies because they'd run out of space in the morgue.

It's not unique to Akron. Coroners' offices throughout the state [are being overwhelmed](#).

Drug overdose deaths in six Ohio counties, 2010 to 2017



Totals for 2017 assume that overdose deaths continue at the same rate through the remainder of the year.

Source: Butler County Coroner's Office; Cuyahoga County Medical Examiner's Office; Hamilton County Coroner; Montgomery County Alcohol, Drug Addiction & Mental Health Service; Montgomery County Sheriff's Office; Summit County Department of the Medical Examiner

In some Ohio counties, deaths from heroin have virtually disappeared. Instead, the culprit is fentanyl or one of its many analogues. In Montgomery County, home to Dayton, of the 100 drug overdose deaths recorded in January and February, only three people tested positive for heroin; 99 tested positive for fentanyl or an analogues.

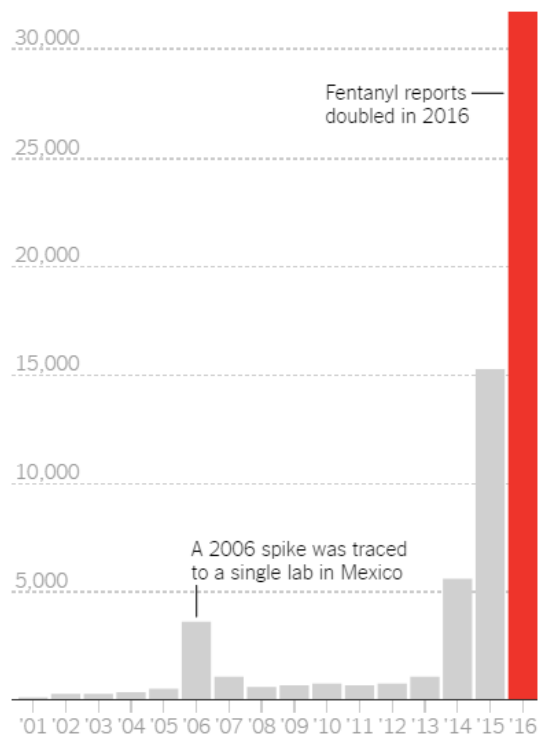
Fentanyl [isn't new](#). But over the past three years, it has been popping up in drug seizures across the country.

Most of the time, it's sold on the street as heroin, or drug traffickers use it to make cheap [counterfeit prescription opioids](#). Fentanyls are showing up in cocaine as well, contributing to an increase in cocaine-related overdoses.

The most deadly of the fentanyl analogues is carfentanil, an elephant tranquilizer [5,000 times](#) stronger than heroin. An amount smaller than a [few grains of salt](#) can be a lethal dose.

"July 5th, 2016 — that's the day [carfentanil](#) hit the streets of Akron," said Capt. Michael Shearer, the commander of the Narcotics Unit for the Akron Police Department. On that day, 17 people overdosed and one person died in a span of nine hours. Over the next six months, the county medical examiner recorded 140 overdose deaths of people testing positive for carfentanil. Just three years earlier, there were fewer than a hundred drug overdose deaths of any kind for the entire year.

**Drug seizures containing fentanyl**



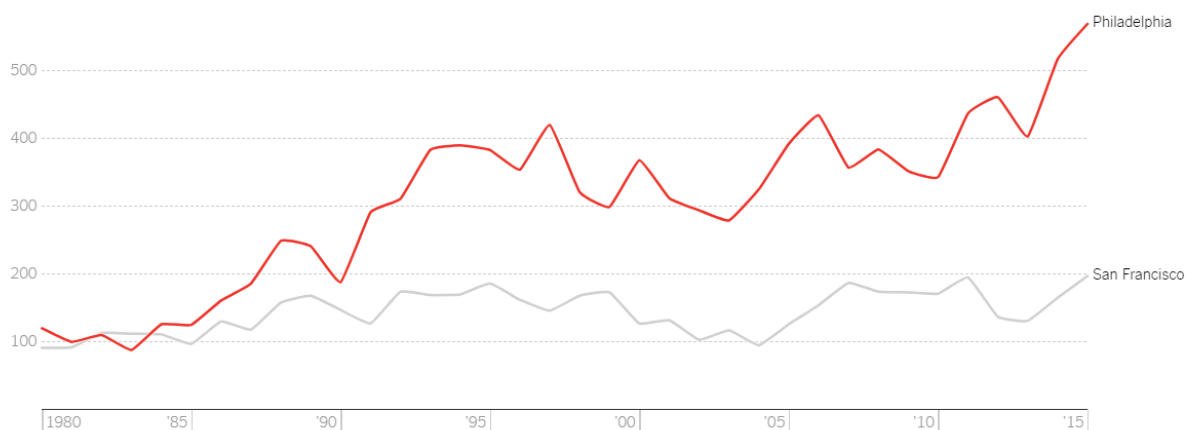
Source: D.E.A. National Forensic Laboratory Information System

This exponential growth in overdose deaths in 2016 didn't extend to all parts of the country. In some states in the western half of the U.S., our data suggests deaths may have leveled off or even declined. According to [Dr. Dan Ciccarone](#), a professor of family and community medicine at the University of California, San Francisco, and an expert in heroin use in the United States, this geographic variation may reflect a historical divide in the nation's [heroin market](#) between the powdered heroin generally found east of the Mississippi River and the Mexican black tar heroin found to the west.

This divide may have kept deaths down in the West for now, but according to Dr. Ciccarone, there is little evidence of differences in the severity of opioid addiction or heroin use. If drug traffickers begin to shift production and distribution in the West from black tar to powdered heroin in large quantities, fentanyl will most likely come along with it, and deaths will rise.

#### Drug overdose deaths in Philadelphia and San Francisco

Drug overdose deaths since 1980 have surged in Philadelphia despite a shrinking population; most heroin there is powdered. They have remained relatively flat in San Francisco, where most heroin is black tar.



Source: [C.D.C. WONDER](#)



First responders are finding that, with fentanyl and carfentanil, the overdoses can be so severe that multiple doses of [naloxone](#) — the anti-overdose medication that often goes by the brand name Narcan — are needed to pull people out. In Warren County in Ohio, Doyle Burke, the chief investigator at the county coroner's office, has been watching the number of drug deaths rise as the effectiveness of Narcan falls. "E.M.S. crews are hitting them with 12, 13, 14 hits of Narcan with no effect," said Mr. Burke, likening a shot of Narcan to "a squirt gun in a house fire."

Early data from 2017 suggests that drug overdose deaths will continue to rise this year. It's the only aspect of American health, said Dr. Tom Frieden, the former director of the C.D.C., that is getting significantly worse. Over [two million Americans](#) are estimated to be dependent on opioids, and an additional 95 million used [prescription painkillers](#) in the past year — more than used tobacco. "This epidemic, it's got no face," said Chris Eisele, the president of the Warren County Fire Chiefs' Association and fire chief of Deerfield Township. The Narcotics Anonymous meetings here are populated by lawyers, accountants, young adults and teenagers who described comfortable middle-class upbringings.

Back in Akron, Mr. Parker has been clean for seven months, though he is still living on the streets. The ground of the park is littered with discarded needles, and many among the homeless here are current or former heroin users. Like most recovering from addiction, Mr. Parker needed several tries to get clean — six, by his count. The severity of opioid withdrawal means users rarely get clean unless they are determined and have treatment readily available. "No one wants their family to find them face down with a needle in their arm," Mr. Parker said. "But no one stops until they're ready."

# About the data

Our count of drug overdoses for 2016 is an estimate. A precise number of drug overdose deaths will not be available until December.

As the chief of the Mortality Statistics Branch of the National Center for Health Statistics at the C.D.C., [Robert Anderson](#) oversees the collection and codification of the nation's mortality data. He noted that toxicology results, which are necessary to assign a cause of death, can take three to six months or longer. "It's frustrating, because we really do want to track this stuff," he said, describing how timely data on cause of death would let public health workers allocate resources in the right places.

To come up with our count, we contacted state health departments in all 50 states, in addition to the District of Columbia, asking for their statistics on drug overdose deaths among residents. In states that didn't have numbers available, we turned to county medical examiners and coroners' offices. In some cases, partial results were extrapolated through the end of the year to get estimates for 2016.

While noting the difficulty of making predictions, Mr. Anderson reviewed The Times's estimates and said they seemed reasonable. The overdose death rate reported by the [N.C.H.S. provisional estimates](#) for the first half of 2016 would imply a total of 59,779 overdose deaths, if the death rate remains flat through the second half of the year. Based on our reporting, we believe this rate increased.



While the process in each state varies slightly, death certificates are usually first filled out by a coroner, medical examiner or attending physician. These death certificates are then collected by state health departments and sent to the N.C.H.S., which assigns what's called an ICD-10 code to each death. This code specifies the underlying cause of death, and it's what determines whether a death is classified as a drug overdose.

Sometimes, the cases are straightforward; other times, it's not so easy. The people in charge of coding each death — called [nosologists](#) — have to differentiate between deaths due to drug overdose and those due to the long-term effects of drug abuse, which get a different code. (There were 2,573 such deaths in 2015.) When alcohol and drugs are both present, they must specify which of the two was the underlying cause. If it's alcohol, it's not a “drug overdose” under the commonly used definition. Ideally, every medical examiner, coroner and attending physician would fill out death certificates with perfect consistency, but there are often variations from jurisdiction to jurisdiction that can introduce inconsistencies to the data.

These inconsistencies are part of the reason there is a delay in drug death reporting, and among the reasons we can still only estimate the number of drug overdoses in 2016. Since we compiled our data from state health departments and county coroners and medical examiners directly, the deaths have not yet been assigned ICD-10 codes by the N.C.H.S. — that is, the official underlying cause of death has not yet been categorized. In addition, the mortality data in official statistics focuses on deaths among residents. But county coroners typically count up whichever deaths come through their office, regardless of residency. When there were large discrepancies between the 2015 counts from the C.D.C. and the state or county, we used the percent change from 2015 to calculate our 2016 estimate.

We can say with confidence that drug deaths rose a great deal in 2016, but it is hard to say precisely how many died or in which places drug deaths rose most steeply. Because of the delay associated with toxicology reports and inconsistencies in the reported data, our exact estimate — 62,497 total drug overdose deaths — could vary from the true number by several thousand.

# Sources

STATE	2015 DEATHS	2016 ESTIMATE BASED ON DATA FROM...
Alaska	122	<a href="#">Alaska Department of Health and Social Services, Alaska Health Analytics</a>
Alabama	736	Alabama Center for Health Statistics
Arkansas	392	Benton County coroner's office
Arizona	1,274	Arizona Department of Health Services; medical examiners covering Maricopa and Pima counties
California	4,659	Coroners and medical examiners covering Fresno, Kern, Riverside, San Diego, San Francisco, San Mateo, Santa Barbara and Santa Clara counties
Colorado	869	Colorado Center for Health and Environmental Data
Connecticut	800	Connecticut Office of the Chief Medical Examiner
Washington, D.C.	125	<a href="#">District of Columbia Office of the Chief Medical Examiner</a>
Delaware	198	<a href="#">Delaware Department of Health</a>
Florida	3,228	Medical examiners covering Brevard, Broward, Clay, Columbia, DeSoto, Duval, Escambia, Glades, Hamilton, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Miami-Dade, Nassau, Okaloosa, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Santa Rosa, Sarasota, Seminole, Volusia and Walton counties
Georgia	1,302	Coroners and medical examiners covering Cobb, Fulton and Gwinnett counties
Hawaii	169	City and County of Honolulu Department of the Medical Examiner
Iowa	309	Iowa Department of Public Health
Idaho	218	none
Illinois	1,835	<a href="#">Illinois Department of Public Health, Division of Health Data and Policy</a>
Indiana	1,245	Indiana State Department of Health
Kansas	329	none

Kentucky	1,273	Kentucky Death Certificate Database, Kentucky Office of Vital Statistics
Louisiana	861	Louisiana Department of Health
Massachusetts	1,724	<a href="#">Massachusetts Department of Public Health</a>
Maryland	1,285	<a href="#">Maryland Department of Health and Mental Hygiene</a>
Maine	269	<a href="#">Expanded Maine Drug Death Report for 2016</a>
Michigan	1,980	Medical examiners covering Barry, Eaton, Ingham, Ionia, Isabella, Kent, Livingston, Macomb, Montcalm, Oakland, Shiawassee and Wayne counties
Minnesota	581	Coroners and medical examiners covering Dakota, Hennepin, Ramsey and Scott counties
Missouri	1,066	Coroners and medical examiners covering Jackson and St. Louis counties, and the city of St. Louis
Mississippi	351	Pearl River County coroner's office
Montana	138	Montana Department of Public Health and Human Services
North Carolina	1,567	North Carolina Office of the Chief Medical Examiner
North Dakota	61	North Dakota State Forensic Examiner's Office
Nebraska	126	Nebraska Department of Health and Human Services
New Hampshire	422	<a href="#">New Hampshire Drug Monitoring Initiative, New Hampshire Information &amp; Analysis Center</a>
New Jersey	1,454	Medical examiners covering Camden, Gloucester and Salem counties
New Mexico	501	none
Nevada	619	Coroners covering Clark and Washoe counties
New York	2,754	<a href="#">New York State Department of Health</a>
Ohio	3,310	Coroners covering Brown, Butler, Clark, Clermont, Clinton, Cuyahoga, Franklin, Greene, Hamilton, Lake, Lawrence, Lorain, Mahoning, Montgomery, Richland, Ross, Scioto, Stark, Summit, Trumbull and Warren counties
Oklahoma	725	Oklahoma Office of the Chief Medical Examiner

Oregon	505	none
Pennsylvania	3,264	Overdose Free PA; coroners and medical examiners covering Allegheny, Bucks, Dauphin, Delaware, Erie, Lackawanna, Lancaster, Lehigh, Luzerne, Montgomery, Northampton, Philadelphia and York counties
Rhode Island	310	<a href="#">Rhode Island Department of Health</a>
South Carolina	761	Coroners and medical examiners covering Charleston, Greenville, Horry and Spartanburg counties
South Dakota	65	South Dakota Department of Health
Tennessee	1,457	Coroners and medical examiners covering Davidson, Hamilton and Shelby counties
Texas	2,588	Center for Health Statistics, Texas Department of State Health Services
Utah	646	<a href="#">Violence &amp; Injury Prevention Program, Utah Department of Health</a>
Virginia	1,039	<a href="#">Fatal Drug Overdose Quarterly Report, Office of the Virginia Chief Medical Examiner</a>
Vermont	99	<a href="#">Vermont Department of Health</a>
Washington	1,094	Washington Department of Health
Wisconsin	878	Wisconsin Department of Health Services
West Virginia	725	West Virginia Department of Health and Human Resources
Wyoming	96	none

June 7, 2017

## Gale and the Colorado State Library Provide Residents Access to Accredited High School Diplomas and Career Certificates

Career Online High School now available at public library systems across the state

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DENVER and FARMINGTON HILLS, Mich., June 7, 2017 /PRNewswire/ -- The Colorado State Library has partnered with Gale, a leading provider of library resources and a Cengage company, to offer accredited high school diplomas and career certificates at public libraries across the state. Qualifying Colorado adults in select communities can enroll in the Career Online High School (COHS) program starting today. Nearly half a million Colorado adults, or 9% of the population, do not have a high school diploma, according to the U.S. Department of Education.

"Libraries have always been an integral part of their local communities for learning and information. The Colorado State Library is pleased to be a partner with them in this effort to help residents who want to complete their high school education and prepare for a career," said Eugene Hainer, Assistant Commissioner, Colorado State Library.

"Career Online High School is a great benefit for the people of Denver," said Michelle Jeske, City Librarian, Denver Public Library, the first library in the state to start offering COHS. "The opportunities provided through COHS have a cumulative effect: helping people better themselves and ultimately their families, neighborhoods and the City as a whole. It is a natural fit for our mission to connect people with information, ideas and resources that strengthen our community."

The participating library systems throughout the state will award scholarships for COHS to qualified learners looking to earn high school diplomas and advance their careers. Each student enrolled in COHS is paired with an academic coach who offers ongoing guidance and encouragement, evaluates performance, and connects the learner with the resources needed to demonstrate mastery of the course material. Classes are supported by state board certified instructors, and students have 24/7 access to the online learning platform. Coursework begins in one of eight high-growth, high-demand career fields (across a wide spectrum, from child care and education to certified transportation) before progressing to the core academic subjects. Students have 18 months to complete the program but many have graduated sooner (10 months on average) by transferring in previously earned high school credits.

"*Career Online High School* will help Colorado residents improve their education, their career opportunities, and their lives," said Paul Gazzolo, senior vice president and general manager at Gale. "It also enables public libraries to demonstrate their impact on local economic and workforce development in a critical time for library funding."

Interested Colorado residents can visit <http://www.careeronlinehs.gale.com/co> to learn more about the program, and see the complete list of libraries offering it. In addition, COHS has been named to the Colorado Eligible Training Provider List. Residents who do not qualify for the library program can apply for federal aid from the Work Force Investment and Opportunity Act to enroll in COHS. More information [here](#).

### **About Career Online High School**

Career Online High School was developed in 2012 through a partnership by ed2go, a division of Cengage that provides students with online continuing education and career training, and Smart Horizons Career Online Education in an effort to provide affordable, career-based online education opportunities for the millions of adults in the United States without high school diplomas. In 2014, the program was adapted for the public library market by Gale, a Cengage company.

### **About Cengage and Gale**

Cengage is the education and technology company built for learners. The company serves the higher education, K-12, professional, library and workforce training markets worldwide. Gale, a Cengage company, provides libraries with original and curated content, as well as the modern research tools and technology that are crucial in connecting libraries to learning, and learners to libraries. For more than 60 years, Gale has partnered with libraries around the world to empower the discovery of knowledge and insights – where, when, and how people need it. Gale has 500 employees globally with its main operations in Farmington Hills, Michigan. For more information, please visit [www.gale.com](http://www.gale.com).