

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, July 20, 2017, 8:30 a.m.
Denver Central Library
L7 Training Room

1. Call to order.
2. Introductions.
3. Approval of Minutes from June 15, 2017, Regular Library Commission Meeting.
Commission
4. Public Comment Period.
5. Report of the Denver Public Library Friends Foundation. Gay Cook and Laurie Romer
6. Report of the President and Members.
 - a. Approval of Resolutions of Appreciation for Rick Garcia and Judy Joseph
7. Election of Officers for 2017–2018. Rosemary Marshall
 - a. Recommendation of the Nominating Committee
 - b. Election of Officers
8. Second Quarter Financial Report. Ron Miller
9. 2017 GO Bond Update and Advocacy. Michelle Jeske
10. Central Safety. Michelle Jeske
11. Digital Experience Team Presentation. Staff
12. Other Business.
13. Adjournment.

Agenda Item 3

Action Requested: Approval

MINUTES
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, June 15, 2017, 8:30 a.m.
Denver Central Library
L7 Training Room

Present: Rick Garcia, Gregory Hatcher¹, Alice Kelly, Mike King, Judy Joseph, Rosemary Marshall

Excused: Cathy Lucas, Carlos Martinez

Staff: Lisa Backman (SC), Rebecca Czarnecki, Rachel Fewell, Dana Franklin, Elissa Hardy, Michelle Jeske, Annie Kemmerling, Bob Knowles, Susan Kotarba, Elaine Langeberg, Zeth Lietzau, Amber Lindberg, Ron Miller, Joe Mills (SC), Michael Murphy, Mark Passman (SC), Sherry Spitsnaugle

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

1. Call to order.
The meeting was called to order at 8:33 AM
2. Introductions.
Commissioners, staff, and guests present introduced themselves.
3. Approval of minutes from May 18, 2017, regular Library Commission meeting.
Commission
The minutes were approved as written.
4. Public comment period.
N/A
5. Report of the President and members.

President Marshall started the meeting and stated that she would need to leave early and that Commissioner Joseph would act as chair after her departure. Marshall stated that she had appointed a nominating committee consisting of Commissioners Martinez, Hatcher, and Joseph. Marshall reminded everyone that being on the nominating committee does not preclude one from being nominated for office. The nominating committee will need to meet before the July meeting and bring back a slate of officers to be approved. New officers will

¹ Greg Hatcher arrived at 8:52 AM during the Friends Foundation Report

begin their terms in August. Officers can serve one term or two and Marshall removed herself from serving again. She said the nominating committee may contact commissioners to speak to them about willingness to serve.

Commissioner Garcia then stated he had an announcement to make. His wife was recruited and appointed to serve as the vice chancellor and legal councilor for City Universities of New York City. He will be moving to New York and has enjoyed his short tenure and regrets not being able to continue to serve. Garcia hopes in some way he can still be connected to the public library world. He mentioned he was also hoping to be a part of the Urban Libraries Council (ULC) Board but is required to be a sitting member on a library board. However, at some point there may be a member at large position open he could fill. Garcia's last meeting will be July. He thanked everyone for their work and effort and noted the role of library commissioner is an important one.

Staff and commissioners expressed their appreciation for his work with the library and the community and noted he will be missed.

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

Gay Cook noted that the Friends Foundation executive committee is meeting immediately following the commission meeting. The executive committee will discuss the GO bond and Mayoral Deputy Chief of Staff, Evan Dreyer has been invited to join the meeting. Jack Finlaw, who chairs the advocacy committee, arranged Dreyer to attend.

The used Book Sale is on the horizon. It starts next week and goes for four days. June 20th at 5:30 PM the presale will start. Peter Pearson with Library Strategies will be out at the end of the month to meet with the Friends and the City Librarian. They are also very busy working on Booklovers Ball.

7. 2018 Budget Approval. Ron Miller

Miller stated that the City communicated that we needed to remain at the same level for the base budget. Miller noted three items that represent an overall increase of about 3%.

- Collection increase - typical.
- IT - We have used other funding sources to help with maintenance and now just need to request more budget to fill that need.
- Custodial supplies - DPL is spending 48% more on paper towels and toilet paper so we need to adjust.

Miller also called attention to a couple of interesting requests noting that we were asking for another chariot vacuum and a mini-street sweeper for Central. DPL is also hoping to get microfilm book scanners that help to prevent damage to books while scanning. We are also requesting a mini skid steer with a trencher attachment for facilities to do landscaping.

Miller also touched on the summary schedule for expansion requests. He talked about requesting staff to help monitor an expanded security system. The second request is for coordinators to develop and provide STEM programming, and who would also help supervise high school students. Garcia asked if Council Members in the appropriate districts knew these requests are being developed. Miller and Jeske noted that is a good point for advocacy.

King brought up the Commission's request to meet with the Mayor and it was responded that there had not been a reply. King noted that the Mayor's office should be aware of the impact the issues we are having are also impacting our budget.

Upon motion by Garcia and second by Joseph the 2018 budget was approved.

8. Central Library Safety Update and Discussion.

At this point President Marshall excused herself from the meeting. Jeske thanked Commander Saunier for attending the meeting and invited him to speak.

Saunier reported that to date, the library had received 106 hours of DPD overtime and that 24 officers had passed through the building (1-2 officers at a time). They also had some successful narcotics operations. In May they ran five operations resulting in 12 arrests - nine for selling and two for possession. In June they ran an additional operation and had no luck finding the dealers. They are still seeing some of the users. There is increased activity at Civic Center Park which could be displacement but it also could be a general increase because of summertime.

Saunier also reported on what had been reported by Channel 9 as sex assaults. Those incidents were not assaults but mostly indecent exposure. DPD also now has a parking spot in front of the building. DPD is trying to rotate times when officers will be here. Saunier noted the library security team has been great - giving officers a tour and helping them get acquainted with the building. The collaboration is going well. There were two additional halo cameras added outside. Saunier is not sure if they are working yet and should have an answer by this afternoon.

King asked how the crackdown on dealers is going. Commander Saunier responded that they are becoming more and more apprehensive. He noted the last dealer they had to track from the Central Library up to the Wendy's on Colfax. He is also participating in an opioid summit planning and feels the communication has been great. He suggested an ornamental chain and signs to help prevent people from hanging out on the arcade.

King replied that he is hoping the word of mouth will help deter dealers from the library. Saunier replied that we think that is happening. Jeske noted we are seeing the difference and that the types of calls for service have already shifted.

Kelly asked if since anecdotally the behavior seems to have diminished will DPD scale back their presence at the library? Saunier responded that no, comparing the library to the Cherry Creek Bike Path, DPD had to put in a lot of labor intensive effort to eradicate drug use and dealing along Cherry Creek before sliding into maintenance. He believes it will go similarly here.

Kelly noted she has not seen a correction or follow-up to this story in the media. Until they do so she is worried people may still be fearful to come here. Everyone agrees it would be good to see an officer presence at Central for awhile.

Jeske also noted that Channel 9 has done one report since then, about what we're doing and is coming back June 29.

Garcia brought up seasonal changes and that in colder months the issues may proliferate again. Commander Saunier reiterated that communication is the key. The earlier these issues can be addressed the better.

Miller asked Commander Saunier if DPD has used any of this activity to request a budget expansion for more officers and noted that if that's a possibility DPL would love to partner with them on a request. Commander Saunier did not know what had been requested but thought that was a possibility.

Commission and staff thanked Commander Saunier for his time and Jeske thanked him for his support.

Jeske went on to say that we are working on pulling our own data and that people are noticing a difference. We want to corroborate that feeling with data and this is obviously not over. There were two overdoses at the same time Saturday; this is still a huge problem for our City. While things are getting better here we are also seeing an uptick at Broadway, Gonzales, and Blair-Caldwell. At Blair people are finding needles out in the lawn. Other branches are noticing more people experiencing homelessness. There are a number of people who have camping at the Hampden branch. This is not just an inner city issue.

Jeske talked about the Civic Center Conservancy meeting. She indicated that they've seen increased activity since there has been more police attention here. She has been invited to attend bi-weekly meetings with that group.

We have put out a response on our website about what we're doing and allowed an opportunity for customers to comment. Most people are very supportive of the work we are doing and the changes we are making.

There have been two school groups cancel their trips to the library but we've also had many more attend. One group attended because a family member insisted on bringing them here. There has also been no drop in visits to the library to date. If you look at the numbers for May we had more visitors this year than last year and are tracking to do the same in June.

The library has been taking a conservative approach in communicating to the public as there are a lot of people who don't know about these issues and we would rather not scare people who don't know since we believe it is a safe place to visit. However, we are working with Channel 9 to straighten out some facts, like the fact that there have been no sexual assaults. It can be acknowledged however that the story has generated great City response.

Jeske handed out a packet of supplemental materials (attached at the end of the minutes) and noted that we are keeping a document that shows items we are working on with the City, that are both pending and ongoing, and noted we have a detailed project plan. She also shared a spreadsheet showing budget approval for our security needs. DPL has gotten permission to use vacancy savings from this year to fund these items. Typically we are not allowed to use personnel money to fund non-personnel items. This is a very special case and if we need personnel later the City will help us.

Garcia commented that DPL has done great work between this meeting in the last. There is no doubt to the Commission or the community that we've moved quickly. He congratulated the work that has been done and Hatcher agreed. King also stated that he is proud of the efforts. This has been a steady issue over a long time and hopes we can leverage this opportunity for a more permanent solution. He does not want to see the police presence dry up. King thinks the Commission should push again to meet with the Mayor as we are a long way from done. Jeske thanked King for his support. The approach of ongoing funding support from the City is the best solution we can ask for. Jeske noted that she was rebuked for saying at the last Commission meeting the City was moving the problem around because of the homeless sweeps. King interjected to clarify that it was him who said that, not Jeske.

Garcia commented that King made a good point. The narrative on the homeless issue is hypersensitive. No one wants to talk about people being relocated, and yet the reality is they have moved elsewhere now. How we talk about it is important, and we need to be

sensitive how we talk to the Mayor's office. While we want to solve the safety issues in the building, this is a public building, so we will always have some challenges.

King returned to the new budget line items. He highlighted the need for more paper products, security, and social workers, and stated we need to avoid mission creep. He said there is such a fine line between becoming a de facto shelter and is not sure where that line is. He wants the City to provide more services.

Jeske responded that we had many people experiencing homelessness here before the social workers. The social workers are very much like librarians; they are referring people to resources and information. We do not have case workers, which Jeske thinks is the line. The City is working towards solutions to the bigger public health issues. Joseph noted another part of the issue is related to PR - good news doesn't make headlines. Hopefully through our PR we can get rid of this perception that we are a homeless shelter.

Community Resource Specialist Elissa Hardy spoke about how she participated in a vision mapping with several providers in the community to talk about the opiate crisis in Colorado. DPD, Probation, Denver Health, homeless service providers and others discussed the barriers for people to access services and how to streamline treatment options. The process is currently cumbersome and difficult.

Hardy talked about the Law Enforcement Assisted Diversion program in which officers help connect people to treatment. This is already happening in other cities. When the police encounter people with paraphernalia or drugs they call a case manager, who then help the individual navigate the system to get help. It's been very successful. People are hoping this can start in Denver at the end of this year. The vision mapping group also promoted a safe injection facility where people can be prescribed the drugs and safely use them there. This can help people move towards a better quality of life; they are also not using public bathrooms. Hardy also met with the substance use service coordinator from Environmental Health. They are developing a needs assessment to interview active users and see what they feel the barriers are.

Hatcher asked about the possibility of having a satellite DPD station here on the first floor. Jeske responded that we asked DPD about that at the first meeting and the response was that they typically do that when there is not a station nearby.

Garcia asked about the dedicated parking spot for DPD out front. Jeske replied yes, that is happening and it was great because on Saturday officers were right on hand to help break up a fight. Joseph asked if we could just always have a DPD car parked here as a deterrent. Security Manager Bob Knowles responded that he had brought it up but did not get much of a response. The issue is that people get used to seeing it and know it is likely unmanned.

King said the idea of having a 'cop shop' at Central would merit a bigger policy discussion. Jeske agreed stating this is the route we wanted to go for now.

It was noted some school districts across the state have their own armed security force. If DPD is not able to invest the resources maybe we should consider having at least a couple of armed officers. That is a longer conversation but potentially worth thinking about.

9. 2017 GO Bond update and discussion.

Currently \$31 million, of the proposed \$41 million, has been recommended for the renovation of the Central Library. Eugene Field, Blair-Caldwell and a new Westwood Branch have all been excluded from the bond recommendations by the Mayor's Executive Committee which is now done with its work. The Mayor's team is reviewing the proposal and looking for opportunities to add or change projects. Then it will be referred to City Council in

August before it goes on the ballot. Not all of the money has been accounted for; there is still some left some for 'pet projects.' It also means there is still room for advocacy, which we need to do. DPL had staff at the last two committee meetings. The amount of money they gave DPL seemed somewhat arbitrary. The subcommittee had initially recommended \$25 million for Central and we insisted we needed \$50 million. DPL was told that we needed to come back with a smaller ask or we risked getting cut. DPL worked to revise our proposal down to \$41 million. \$31 million was proposed and staff were not given an opportunity to comment.

Jeske spoke with the Mayor who asked what had been recommended for DPL and she told him, reiterating that \$31 million is not enough for Central. He asked what \$31 million could do and Jeske said she could not answer as it was a figure we were unprepared for. The Mayor also asked what branches were not included and Jeske advocated for Field, Blair-Caldwell and Westwood. The Mayor agreed it was a reasonable request. He also reiterated that he liked the idea of a new hybrid recreation center and library for Westwood. At Central, \$31 million would replace bathrooms, elevators, fix the HVAC, and allow us to replace escalators with stairs. We really need \$50 million to move forward on our big vision. \$41 million is out there because we had to come up with a smaller ask. \$31 million is simply not enough to help us rebrand and invigorate the building. It would be a bandaid on this building.

Jeske is talking to Councilman Lopez about Westwood, New about Central and Brooks about Blair-Caldwell. Mike King is discussing with Kashmann.

Happily, all of the other branches are recommended to be fully funded.

Garcia asked who we can we get to advocate to the Mayor directly and what does \$41 million do for Central? Jeske replied it would be enough to do the first floor, including the event center and children's area. The teen center and other changes to the second floor are sacrificed at \$41 million. Some groups got what they asked for without compromising at all. Denver Art Museum only came down 2.5 million. It's a little unclear about why some of the cuts are happening.

Gay Cook mentioned again that Deputy Chief of Staff Evan Dreyer is meeting with the Executive Committee of the Friends Foundation. Jack Finlaw was approached by someone in the Mayor's office about how much the Friends Foundation could contribute to a campaign. If we end up without Westwood that's unfortunate but that is the message for Dreyer today. Cook went on to say that in discussion with the city librarian she realized there are other ways to help Westwood. If we don't get funding for a new building, then the City can help us find a new lease space. The other political reality is looking at bond turnout, people come out for the library.

Cook wants to let Dreyer know succinctly what \$31 million does and to emphasize that it won't be enough to enhance the library experience. The library community will not be energized by \$31 million and we need them in order to help drive the bond. Jeske agrees. The entire project is \$100 million, and we asked for \$50 million to get started. It will be another 10 years before we get the other \$50 million. The hope is not to pit us against other agencies but get some money from the pet project fund.

Garcia said that the Commission needs to align with the Foundation and asked what do we need to move in lockstep in the remaining time. Joseph asked what is the best way to have a campaign to engage people; is it writing emails, sending letters, or phone calls? It was agreed that all of those methods are sound.

Jeske noted that the other opportunity is if the Commission can get a meeting with the Mayor to focus on safety issues and the bond. Jeske did ask Chief of Staff, Alan Salazar,

at the request of President Marshall, why the meeting had not been scheduled and has not gotten a response. King said he would take on the follow-up.

Jeske has one letter for City Council and the Mayor on behalf of the Commission advocating for Central, Field, Blair-Caldwell and Westwood that will be sent and any personal advocacy from the Commissioners will be great.

Hatcher said it would be helpful if Jeske could send out what the money we're getting does for each branch, and confirmed that we really want \$50 million for Central. Jeske affirmed yes.

Cook will mobilize the Friends around the GO Bond. \$31 million is not an inspiring number. She noted their donors need more around which to mobilize.

As the meeting was winding down Jeske noted a few other quick items of interest:

- The Hadley Branch has been closed for renovation from the last bond funds.
- Summer of Adventure is off to a great start. There are already 15,000 kids signed up.
- Makers in residents are here creating a game called Circles.
- Michelle and DPL will be marching in the Pride parade.
- DPL published a comic newspaper. All entries are from local comics who received a small stipend. It will debut at Comic Con and will be available for free at all the branch libraries.

10. Other business.

N/A

The meeting was adjourned at 10:03 AM

Submitted by Rebecca Czarnecki for Alice Kelly

Denver Public Library Security - Actions

June 2017

Completed Actions

Communications

- Regular staff updates via Intranet posts and emails
- Held all staff meeting for Q&A and to receive suggestions
- Requested meeting with Mayor for Commission
- Held meeting with Mayor and staff
- Posted written and video response to safety concerns to DPL website & social media
- Meeting bi-weekly with staff from Mayor's Office, DPD, Public Works and others
- Meeting weekly internally to review progress and make decisions
- Meeting with Civic Center and Golden Triangle partners
- Meeting with Central staff departments
- Shared banned customer data with Denver's Road Home

Security & Facilities

- DPD patrolling regularly, temporarily using first parking spot on Broadway
- Hired 2 additional security officers and 1 vacant on call security officer
- Added Halo cameras at 13th & Acoma and 13th & Broadway
- 2017 special budget request approved for security, custodian, cameras and shelving project
- Temporarily closed public restrooms on floors 2 & 7
- Turned off outside power for outlets
- Public Works regularly power washing 13th Avenue arcade
- Awarded grant funds for additional peer navigator
- Social workers doing drop in visits at Blair, Broadway and Gonzales

Trainings

- Updated resiliency training for staff
- Expanded security staff defensive tactics class

Pending & Ongoing Actions

Communications

- Working with DPD to clarify data discrepancy about sexual assaults and overdoses
- Reporting progress to Channel 9 News and other media
- Meeting with treatment providers to be able to provide more options
- Participating in monthly City sharps meetings and needle tracking

Security & Facilities

- Adding “This area is closed 10p-6a” signage throughout Central Library grounds and branch library properties
- Exploring long-term architectural solutions to closing 13th Avenue Arcade
- Adding “See Something, Say Something” signs in restrooms
- Upgrading lighting in public restrooms and vestibules
- Exploring how we can add bathroom monitors
- Interviewing for 2 additional security positions
- Recruiting for 2 additional custodian positions
- Planning for changing collections/spaces to improve site lines throughout the building
- Working with Denver’s Peak Performance team to review security
- Working with Environmental Health and Governmental Entrepreneurial Leadership Accelerator (GELA) team on a needs assessment and solutions
- Designing Blair surveillance system upgrade
- Completing surveillance system upgrade or addition in multiple branches
- Installing sharps containers in additional branches
- Advocating for GO Bond funding

Training

- Continuing to train staff in the use of Narcan
- Updating Customer Service and other training to include setting appropriate boundaries with customers
- Reviewing bloodborne pathogens training provided by Environmental Health
- Reminding staff to take mandatory safety class and staff teams to review safety procedures

Policy


- Reviewing and potentially updating Library Use Policy and Child Safety Policy
- City exploring possibility of Colorado public libraries becoming designated drug-free zones
- Helping plan major Denver opioid summit

DPL request to use excess 2017 payroll budget to fund Central security needs			
Priority 1 - Central Security and Custodians			
	2017 6 Mos		
Position	Total Cost		
Security Officers, LN1926, 609N - positions approved in May - 4 FTE	86,570		
Custodians, LJ1878, 606J - 2 FTE	37,356		
Total Central Security and Custodians	123,925		
Priority 2 - Central Cameras and Monitors			
Item	Cost		
Replace 47 existing analog cameras w/digital	117,500		
Install 30 new digital cameras	75,000		
Install CAT-6 structured cabling backbone	29,500		
Install video montitor wall in Central Dispatch	18,000		
Reconfigure Security Dispatch for video wall	25,000		
Data storage and hardware	35,000		
Construction contingency (17%)	51,000		
Total for monitor project	351,000		
Existing 2017 funding	(75,000)		
Total 2017 one-time costs for Central cameras and monitors	276,000		
Ongoing costs - 1.5 FTE Security Officers for 3 months	16,232		
Total funding request for Central cameras	292,232		
Priority 3 - Improve Sight-Lines by lowering shelves			
Staff			
Replace 1,800 linear feet of 8 foot shelving with 5 foot shelving	300,000		
2 half-time limited term Librarians, 807A, for six months	36,063		
Total one-time costs for lowering 1,800 linear feet of shelving	336,063		
Total for all three priorities	752,220		

2017 GO Bond Executive Committee Recommendations

Date: June 2, 2017

The contents of this summary are based upon Executive Committee deliberations. The Executive Committee worked toward a target of \$750M for this portion of the process. The next part of the process will consist of the Executive Committee presenting recommendations to the Mayor. Subsequently, the Mayor will then work with City Council on the final recommendations which will be within the current bond capacity of \$800M - \$900M. As a result, through this process, the project list, project scopes, and cost estimates are expected to be further refined to continue to help balance citywide needs.

		Council District	Source of Project			Executive Committee Proposed Funding Level (6/2/17)
Project Name			Six-Year Plan	Council	Public	

City-Owned Public Facilities

ADA Projects/Corrections mandated per Department of Justice	Citywide	X			\$10,000,000
Deferred Maintenance Correction (Facilities Condition Assessment Program)	Citywide	X			\$7,441,000
Central Library Renovation (including conveyance)	10	X		X	\$31,000,000
Smiley Branch Library Renovation	1	X	X	X	\$1,533,340
Byers Branch Library Renovation	3	X	X	X	\$1,473,478
Ross-Broadway Branch Library Renovation	7	X	X	X	\$2,385,069
Athmar Park Branch Library Renovation	7	X	X	X	\$2,415,627
Ross-University Hills Branch Library Renovation	4	X	X	X	\$2,171,032
Pauline Robinson Branch Library Renovation	8	X	X	X	\$1,523,185
Ross Barnum Branch Library Renovation	3	X	X	X	\$1,543,515
Schlessman Family Branch Library Renovation	5	X	X	X	\$3,004,043
Denver Health and Hospital Authority (DHHA) Ambulatory Care Center	3			X	\$75,000,000

Subtotal	\$139,490,289
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Safety Facilities

County Jail Improvements	8	X			\$1,500,000
Police District 5 Replacement	8	X	X	X	\$24,800,000
Fire Station at 72nd & Tower Road	11	X	X	X	\$15,900,000
Fire Station Restrooms and Kitchen Upgrades	Citywide	X			\$4,600,000

Subtotal	\$46,800,000
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Parks and Recreation

Civic Center - Greek Theater Improvements (FKA - Civic Center Master Plan Completion)	10	X		X	\$4,000,000
Mountain Parks Conservation Camp Facility Restoration (FKA - Morrison Conservation Camp Improvements & Renovations)	Citywide	X			\$2,000,000
Neighborhood Park Improvements (Playgrounds/courts/walks/picnic sites)	Citywide	X		X	\$15,000,000
Recreation Center Renovations and Improvements	Citywide	X	X	X	\$8,000,000
Swansea Recreation Center Indoor Pool	9	X		X	\$12,000,000
Westwood Recreation Center (FKA - West Denver Recreation Center)	3	X	X	X	\$37,500,000
Sun Valley Park Development - Phase I	3	X		X	\$2,000,000

Subtotal	\$80,500,000
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Transportation and Mobility

8th Avenue Bridge (Over Platte) Reconstruction	3	X	X		\$8,600,000
47th and York - Bike Pedestrian Bridge	9	X	X	X	\$9,400,000
Broadway Corridor Multi-Modal Improvements: Colfax to I-25	7,10	X	X	X	\$12,000,000
Citywide Bike Infrastructure (aka Protected Bike Lanes)	Citywide	X	X	X	\$18,000,000
Colfax Corridor Improvements	3,5,8,9,10	X	X	X	\$6,000,000
Colfax Transit Implementation (Auraria to Yosemite Street) - Bus Rapid Transit	5,8,9,10	X	X	X	\$55,000,000
Globeville Elyria-Swansea Pedestrian Connectivity Improvements	9	X	X	X	\$17,000,000
Morrison Road Improvements	3		X	X	\$8,042,500
Sidewalk Construction	Citywide	X	X	X	\$29,700,000
W. 13th Avenue Multimodal Reconstruction/Realignment (Osage to Federal) - Federal to River Segment	3	X	X	X	\$16,700,000
16th Street Mall Plan Implementation	9	X		X	\$13,000,000
Jewell/Evans Station Bike/Pedestrian Bridge	7	X	X	X	\$13,300,000
Additional Corridor Transit Implementation	Citywide	X	X	X	\$9,800,000
Sheridan Boulevard Sidewalks	1, 3	X	X		\$2,500,000
Deferred Maintenance (including Arterial/Collector Repaving, Curb and Gutter, Major Bridge Rehabilitation)	Citywide	X	X	X	\$101,000,000
56th Avenue, Peoria to Pena	11	X	X	X	\$27,000,000
Washington Street - 47th - 52nd Reconstruction	9	X	X	X	\$23,000,000

Subtotal	\$370,042,500
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Arts and Culture

Denver Art Museum - North Building Renovation and Transportation Improvements	10				\$35,500,000
Denver Arts & Venues - Improvements to Red Rocks Amphitheatre and Buell Theatre	9 / Mtn				\$6,800,000
Denver Botanic Gardens - Center for Science, Art & Education	10				\$16,000,000
Denver Center for the Performing Arts - Bonfils Theatre Complex Upgrades	9				\$19,000,000
Denver Museum of Nature & Science - Critical Deferred Maintenance	9				\$17,606,880
Denver Zoo - Phase One Master Plan Improvements	9				\$17,500,000

Subtotal	\$112,406,880
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Total \$ 749,239,669

Responses from website Re: Safety at DPL, May 2017

Thank you for your work to provide equal access to the library for patrons. While I understand the illegal activity is alarming for patrons and observers, it is true we are in the midst of an opioid epidemic. I appreciate the Commission's efforts to understand the issue, to train staff to administer Naloxone, to increase staffing of resource officers and to collaborate with other city agencies and non-profits. I believe this must be a tremendously difficult time for library staff. I doubt staff went into this line of work with the idea they would also be serving as part time social workers/resource officers. But please know these efforts to serve all of the library's patrons with compassion and understanding does not go unnoticed. Thank you to the Commission and library staff for what you do to serve ALL Denver library patrons and for your ongoing work to address this difficult Issue.

DPL, you are amazing! Thank you for your commitment to serving underserved populations, no matter what message of hate and fear politicians Send.

Dear Librarians:
Please be careful. None of this is your fault.
Lin

Hi,
Can you tell me how many security officers are on duty at any given time?
And, are they armed?
Thank you,
Karen

The library is no place for drug consumers or drug sellers. It does NOT make me feel better that you have installed sharps containers in the bathroom. They should not be shooting up in there. The problems there demand action. There should AIRPORT TYPE SECURITY, where EVERY BAG AND BACK PACK are searched for illegal drugs. All entrances except the main should be blocked. Anyone trying to enter with illegal drugs should be permanently banned from the library. You need to take more steps to insure the law abiding public is safe. You can bet your security people know for the most part who the main cast of characters are. THESE PEOPLE HAVE NO RIGHT TO TAKE THIS RESOURCE FROM THE PUBLIC.

Thank you for all that you do in our community. I love the library! I am hoping one of the new cameras covers the bike parking on the west side of the library. I am always nervous about leaving my bike parked next to the skeletons of other bikes when I visit the library. Keep up the good work!

"We have installed metal and more secure sharps containers in all public bathrooms at the Central Library. Sharps containers are used for the safe disposal of syringes and keep staff and customers safe." Is this really necessary in the bathrooms? Doesn't this installation in bathrooms encourage rather than deter drug users? I always wonder this when I use the bathrooms that, by the way, are really run down and seem to provide dressing rooms for homeless people. I am frankly disgusted what I see sometimes when I use these bathrooms. I am glad you are taking steps to make the library a safer place. Things have gotten out of hand, indeed.

We LOVE the Central Library. We've lived in Capitol Hill for over 20 years, and I've walked my kids to the library more times than I can count. We'd fill the stroller with books and movies, and walk back home happy. My daughter, son, and I have all taken classes at the library, attended summer presentations, and both kids pester me to sign up for the Summer Reading program as soon as it's available. The librarians are so patient and helpful, digging up as much information as possible in whatever weird area the kids are currently obsessed with - including colugos, infinite mass, and all things reptile. But visiting the library has become an intimidating experience. I feel I am running a gauntlet just to get to the door. I am worried my daughter will be harassed walking into the library, even though I drop her off at the curb on 13th and Broadway, and I am nervous walking with my son past all the people camped out on 13th with ever-increasing amounts of trash, food smeared on the sidewalk, and broken bottles. Again, I have lived in Cap Hill for decades, and I walk everywhere.

The block around the library should not be the most frightening block to navigate. I am grateful that the library is taking steps to address these issues, and once again making the library a place where everyone feels safe.

Thank you for everything you are doing & for such a detailed & thoughtful response. There are no easy answers here & you are clearly striving to balance accessibility, safety, compassion, & reality. I'll be honest - I still won't feel comfortable bringing my toddler to storytime at Central Branch until the situation has improved, but will continue to enjoy the services at the other branches. We don't have a ton of money & our kid goes to the library 3 times per week. DPL is special & we value you!

It's unfortunate that you have to enlist the help of the department that is creating the problem. Since the criminalization of homelessness in Denver I too have noticed the increase of people using the library as a space for centralizing themselves. When will this end? Do you think the new policies are meant to drive people insane to the point of death? What good would incarcerating people do? When will it end? In slaughterhouses. Homelessness is not the libraries burden but Denver is showing its true colors in how we are treating people without homes.

Thank you for providing this information. I mostly use DPL's on-line services and occasionally attend Genealogical events. Relying only on media reports, I get a bit nervous about going downtown. After reading this article, I feel comfortable going to Denver's Central Public Library. I appreciate all the steps you are taking to keep visitors safe while providing free and equal access to buildings, collections and services and willfully do so as long as customers and visitors abide by our Library Use Policy.

Thanks you for your efforts on this issue. As a frequent user of the 7th floor conference rooms and also the Western History department I feel better knowing you are working on the safety issues. It's unfortunate the M. Graves building design did not consider security. I've been solicited by homeless men lurking in the shadowy recesses of the hallway to the 7th floor ladies room on one occasion. They disappeared by the time I exited the restroom, but it's unnerving to find men loitering near the restrooms since the restrooms are a dead-end with no alternate escape and far from the traffic flow so calls for help might not be heard. I do rarely visit the central library voluntarily. But sometimes a visit to Western History is required.

I am a retired librarian and worked many years in urban public libraries. I am fully aware of the security issues that public libraries have struggled with for decades. In my era, it was patrolling for voyeurs & exhibitionists or strangers approaching unaccompanied children. It's unfortunate that Central Library and many urban libraries across the nation now have become the day room for homeless some of whom are unpredictable due to mental illness. So glad you have the social workers. A visible police presence in the building would probably be very helpful. Better lighting in the restrooms would also be welcome. The ladies rooms I have visited have been very dim. Keep trying -- there must be a solution somewhere.

I have felt unsafe going to the Main Library here in Denver ever since I returned to Denver in 2013. I don't even go to the Main Library anymore because it's dangerous. One time at the Main Library on the

computers on the 4th floor, there was a girl next to me who started rolling around in her chair and swinging her arms at me. I went to the customer service counter and told the lady about it. She had me move to another computer instead of removing that dangerous girl from the library. You have problems because you don't take action against the trouble-makers. Just like that lady at the 4th floor customer service desk didn't do anything about the trouble-maker, instead she had me move to another computer.

I Appreciate every single employee in the Denver Public Library. I think it is a good step to educate the public regarding your challenges. You are not alone. We stand with you, and cannot thank you enough for your expertise, kindness and service.

Sincerely,
Tracy Meighan
Bailey, CO

I just want to thank you for your help and concern in handling these difficult problems. I have witnessed the social workers helping a young man who was having a mental health crisis and was very impressed with their skillfulness and knowledge. I will be coming to the library this afternoon knowing that there will be people there who are in need of help of all kinds and knowing they will be treated with care and respect. This is a difficult period, I know, but we will all look back on it as one that was handled well. Thank you for all you are doing.

that's great that you're lowering the shelves. it also very difficult to read titles on items on lower shelves. i have had to sit on floor to read titles and reach books. it is then very difficult to get up. i'm sure many older people, and as you may know, that population is rather large.

thanks for your help.

Wow. The state of things. Thanks for you candor and honesty.

From Questionpoint:

Patron: Very glad to hear about increased security and police presence in the library!! Safety needs to remain a first priority for all library users to help themselves and one another. It certainly is for me when I want to take my

daughter. I hope some money can be put to cleaning since the outside is so littered. Thank you for all your work!

Thank you for addressing these issues, and also allowing the library to be open to all. That's an extremely hard balance, but I feel that the new teen area is a great idea, along with the new bag rule. Also, strongly support the meeting with local police, and hope they do make a presence.

I've worked at DRCOG, Dept of Corrections, and now Denver Health (Cares). All three are within a block of the library, and I know how important it is for the homeless (or soon to be) to utilize the services the library provides. I still go to the library regularly, and noticed that mostly everyone keeps to themselves. The only complaint/issue that I face, is that most of the good reading nooks/crannies are taken by someone who is sleeping in it. Or blaring music on their phone. Is this something I should notify staff about? Or is it first come first serve? If somehow this could be resolved, or at least monitored, then I'd feel comfortable studying/working at the library. Continue doing all you can, and I wish I could help more!

You guys are doing a GREAT job responding to this.

I love the library (I consider it an Oasis on so many levels).

I understand the Opioid Epidemic + the influx of new residents in the city has caused so major issues not just for the public library system but for the city as a whole but I wanted to applaud you for your balanced, decisive and I think ultimately effective approach.

It's not enough to condemn drug users but its not correct to just look the other way either.

I hope the rest of the city takes note and follows your example.

Warm regards,
Juan F Cañas

Thank you for your message. I have openly gushed about Denver's

libraries and my Woodbury branch (the teamiest team!) for years. However, the recent news reports on local radio and TV gave me pause in whether I should bring my 7-year-old son to the book sale this month.

Your message quashes my worries. You're not promising 100% safety, but you're guaranteeing 100% effort in security, safety and communication.

The humanity and focused leadership you show, Michelle and Rosemary, are not taken for granted. I was surprised to learn this year that DPL employs social workers. This fact is just another piece of evidence of what a critical, human-focused role library leadership, staff and volunteers play in our city.

Please continue to do your important work with your obvious resolve.

With admiration,

Fairlight Baer-Gutierrez

I'm glad to see this serious issue addressed. Frankly I stopped going to the downtown library because of the drugs and trash left around our wonderful library. I've lived in Denver over 40 yrs and the library has always been an important part of my son life growing up and my life for fun and for learning. I was so upset to see the problem get worse downtown, I hope you can work with the mayor and other leaders to clean up and restore our wonderful library to the people of Denver and their children. Thank you

Agenda Item 5a

Requested Action: Approval

A RESOLUTION OF APPRECIATION FOR JUDY JOSEPH

The Denver Public Library Commission wishes to recognize our colleague and friend Judy Joseph, whose service as a member is now concluding. Judy joined the Commission in August 2013 and has performed her duties with success and style.

Even before Judy was appointed to the Library Commission, she served on the Friends Foundation Board for five years, chairing the Booklovers Ball in 2009. Judy advocates for the library effectively and eloquently, donating time, talent and resources. Her strong connections to the community helped establish collaborative and productive relationships.

During her tenure, we opened the long-awaited Rodolfo "Corky" Gonzales Branch Library, set records for kids participating in Summer of Reading and increased our hours and resources to better serve the community.

Charming us with her positive attitude and smile, Judy attended meetings, events, book sales, author presentations, kickoff parties and staff celebrations, always lending support and enthusiasm to all things library-related.

We extend heartfelt thanks and appreciation to Judy Joseph for exemplary service to the Commission, the Denver Public Library and the people of Denver.

Unanimously approved, _____ 2017.

Agenda Item 5a

Requested Action: Approval

A RESOLUTION OF APPRECIATION FOR RICK GARCIA

The Denver Public Library Commission wishes to thank and acknowledge Rick Garcia for his extraordinary service.

Appointed by Denver Mayor Michael B. Hancock in August 2016, Rick provided leadership in many roles, helping to guide policy for the library and the Commission, and helping to shape the overall direction of our organization.

As an astute political strategist and with strong connections in our community, Rick supported the library in all its endeavors. During Rick's time as a Commissioner, he helped open the beautiful Rodolfo "Corky" Gonzales Branch Library, in West Denver. He also served on many committees, including the Latino Awards Committee, to honor Latino men and women who have gone above and beyond to serve the library and community.

Ever the trailblazer and engaged citizen, Rick strengthened the library's ties with leaders in government and business, improving support for great library service.

We are grateful to Rick Garcia, for the enthusiasm and skill with which he has served the Library Commission and the community. Job well done.

Unanimously approved, _____2017.

Agenda Item 7

Requested Action: Approval

Election of Officers for 2017-2018

The members of the Commission Nominating Committee are Gregory Hatcher, Judy Joseph and Carlos Martinez

The recommendation of the Nominating Committee is as follows:

- Mike King, President
- Carlos Martinez, Vice President
- Cathy Lucas, Secretary

Agenda Item 8

Requested Action: Receive Report

Denver Public Library (DPL) Financial Report – 2nd Quarter 2017

Introduction

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

This report includes four statements:

- Statement 1 shows the year-to-date expenditures for the first two quarters of 2016 and 2017.
- Statement 2 shows the original and revised 2017 budget, 2017 expenditures through 6/30/17 and remaining 2017 budget. This statement includes a bar chart showing the total 2017 budget as well as the second quarter expenditures for 2017 and 2016.
- Statement 3 shows the year-to-date expenditures by function for 2017 and 2016. This statement includes a bar chart showing the relationship between the 2017 and 2016 expenditures by functional area as of 6/30.
- Statement 4 shows the Special Revenue Fund (SRF) revenue for the first two quarters of 2017 and 2016. SRF expenditures are included in statements 1, 2 and 3.

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

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

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

Statement 1

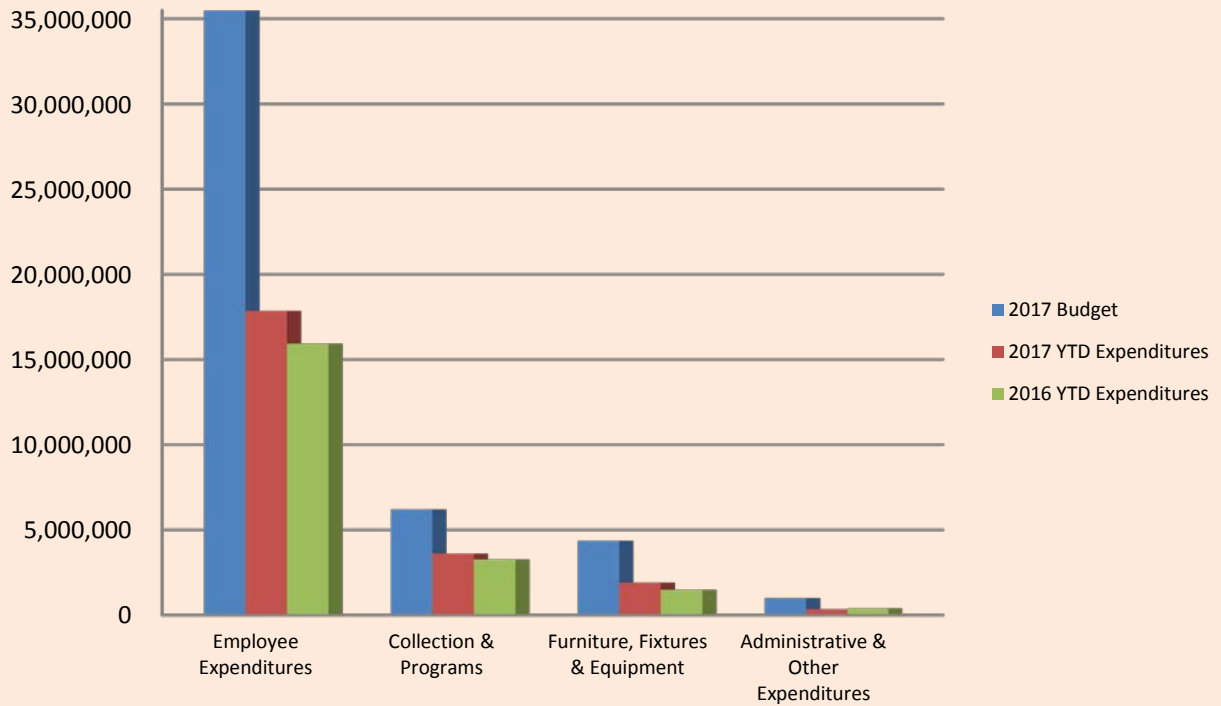
	<u>June 30, 2017</u>	<u>June 30, 2016</u>	
Employee Expenditures			
Personnel	\$17,736,699	\$15,852,383	
Staff Recognition	21,336	17,315	
Training & Workshops	97,354	55,852	<i>n</i>
Total Employee Expenditures	17,855,389	15,925,550	
 Collection and Programs			
Books & Materials	3,360,257	3,093,536	
Central & Branch Programming	250,496	169,842	
Total Collections and Programs	3,610,753	3,263,378	
 Furniture, Fixtures, & Equipment			
Technology Services & Equipment	1,045,852	771,013	<i>n</i>
Office Furniture & Equipment	93,634	155,434	<i>n</i>
Leases - Buildings & Equipment	176,254	172,744	
Building Maintenance & Supplies	333,559	169,537	<i>n</i>
Equipment Maintenance & Supplies	123,538	109,008	
Custodial Supplies & Services	116,599	85,322	<i>n</i>
Safety & Security	12,723	26,502	
Total FF&E	1,902,159	1,489,560	
 Administrative and Other Expenditures			
Office & Misc Supplies	155,834	177,682	
Administrative	25,375	28,374	
Travel & Conferences	48,179	63,084	
Official Functions	12,362	21,366	
Postage	48,975	55,139	
Printing	41,032	41,228	
Advertising	20,010	17,731	
Total Admin. & Other Expenditures	351,767	404,604	
 Total Expenditures by Type	\$23,720,068	\$21,083,092	

Statement 2

Budget and Expenditures by Type	2017 Budget *		Expenditures	Budget Amount
	Original	Revised	as of 6/30/17	Remaining
Employee Expenditures				
Personnel	\$37,011,953	\$37,107,876	\$17,736,699	\$19,371,177
Staff Recognition	68,504	89,436	21,336	68,100
Training & Workshops	109,593	219,295	97,354	121,941
Total Employee Expenditures	37,190,050	37,416,607	17,855,389	19,561,218
Collection and Programs				
Books & Materials	5,733,375	5,784,651	3,360,257	2,424,394
Central & Branch Programming	415,610	415,868	250,496	165,372
Total Collections and Programs	6,148,985	6,200,519	3,610,753	2,589,766
Furniture, Fixtures, & Equipment				
Technology Services & Equipment	2,060,872	2,296,272	1,045,852	1,250,420
Office Furniture & Equipment	453,200	482,929	93,634	389,295
Leases - Buildings & Equipment	276,950	277,450	176,254	101,196
Building Maintenance & Supplies	475,675	679,147	333,559	345,588
Equipment Maintenance & Supplies	222,675	228,175	123,538	104,637
Custodial Supplies & Services	152,950	153,478	116,599	36,879
Safety & Security	237,719	245,402	12,723	232,679
Total FF&E	3,880,041	4,362,853	1,902,159	2,460,694
Administrative and Other Expenditures				
Office & Misc Supplies	438,379	473,232	155,834	317,398
Administrative	101,000	111,919	25,375	86,544
Travel & Conferences	149,070	159,758	48,179	111,579
Official Functions	31,072	32,750	12,362	20,388
Postage	69,000	68,000	48,975	19,025
Printing	90,000	92,400	41,032	51,368
Advertising	69,610	65,931	20,010	45,921
Undesignated Budget	160,605	1,455	n/a	1,455
Total Admin. & Other Expenditures	1,108,736	1,005,445	351,767	653,678
Total Expenditures by Type	\$48,327,812	\$48,985,424	\$23,720,068	\$25,265,356

* The 6/30/17 revised budget of \$48,985,424 is comprised of \$2,550,143 from the Special Revenue Fund and \$46,426,281 from the City General Fund.

2017 Annual Budget and Expenditures



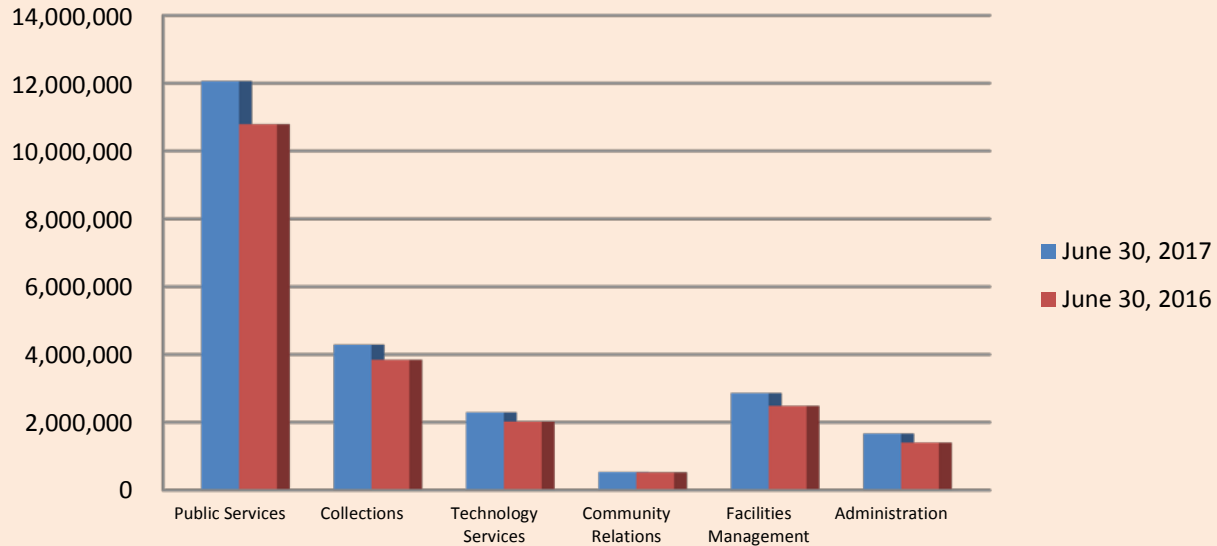
Statement 3

Expenditures by Function

Six Months Ended

	June 30, 2017	June 30, 2016
Public Services	\$12,062,668	\$10,794,330
Collections	4,291,682	3,847,168
Technology Services	2,295,015	2,023,801
Community Relations	535,898	526,761
Facilities Management	2,864,128	2,486,305
Administration	1,670,677	1,404,727
Total Expenditures by Function	\$23,720,068	\$21,083,092

2016 & 2017 YTD Expenditures by Function



Statement 4

Special Trust Fund Revenue *

Six Months Ended

June 30, 2017

June 30, 2016

Operational Activity

Equipment (copiers, printouts)	\$96,716	\$374,637
Branch and Central Meeting Rooms	27,707	27,727
WHG Photographic Services	19,732	28,986
Lost Books	51,221	61,522
Vending and Café	10,813	9,440
Total Operational Activity	206,189	502,312

Distributions

Caroline Bancroft Trust	15,369	7,495
Frederick R. Ross Library Trust	29,446	29,446
Total Distributions	44,815	36,941

Friends Foundation Transfers

Special Use Fund	6,818	357,000
Endowment	0	67,500
Fundraising Events	0	180,000
Others	26,786	42,850
Total Friends Foundation Transfers	33,604	647,350

Miscellaneous Revenue

42,104 79,300

Total Special Revenue Fund Revenue *

\$326,712 \$1,265,903

* Total 2017 estimated Special Trust Fund Revenue as of 6/30/17 = \$2,098,160

Notes

Statement 1

Total 2017 expenditures were \$2,637,000 greater than in 2016. This is primarily due to annual increases in employee salary and benefit expenditures, as well as smaller differences in the other budget categories as explained below.

As explained in the first quarter report, expenditures for employee training and workshops was \$41,500 greater this year than in 2016 due to the Harwood training and leadership academy.

Expenditures for Technology Services & Equipment are \$274,800 higher than 2016. This is due to \$100,000 spent on the first phase of the Data Warehouse project that was completed at the end of June.

Expenditures for Office Furniture & Equipment are \$61,800 less than 2016 due to the timing of furniture purchases. As reported in statement 2, the budget is only 20% spent as of 6/10/17.

Building Maintenance and Supplies expenditures are \$164,000 greater than 2016. \$80,000 of this is due to purchasing the LED replacement lamps for the Central Library. This amount will be reimbursed this month from the City's Office of Sustainability who is funding this part of the project. Another \$60,000 of the increase is due to equipment failures.

The \$31,300 increase for Custodial Supplies is due to the increase use of paper supplies and cleaning products for the customer restrooms. They need to be cleaned four times per day compared to two times per day in 2016.

Statement 2

In addition to the original and revised budget, statement 2 shows the actual expenditures for the year and the remaining 2017 budget. So far, 48% of the annual revised budget has been spent.

As explained in the first quarter report, the unused budget in Safety & Security is mostly planned for the completion of the Central Wayfinding project.

Statement 4

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

General Notes

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

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

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

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

City Librarian Report

New Library Academy



The library is starting a [Library Academy](#) which may be a first in the country. This is a program similar to Citizen Academies that exist in police, fire and other departments across the nation where participants can learn how the library's programs and services contribute to the community. This nine-week course is a unique opportunity for people to get an inside look at the library's work, staff and customers, and come

away with the knowledge to advocate for the library within our community. Topics range from an overview of DPL's mission, values and guiding principles to library services for immigrants and refugees.

- Program open to applicants age 14 and up
- Applicants under the age of 16 must apply and attend the program with an adult
- Sessions are Tuesdays 6-8 p.m., September 12 - November 14 (excluding October 31)
- Application will be open July 1-August 15 with notification of acceptance by August 25
- There is no cost to attend

New Audio eBook Service

The new RBdigital App will combine digital library magazines (formerly Zinio) with a [new collection of audio eBooks](#). Most of these new audio eBooks are not available from Overdrive. They will check out for 21 days. Most of them will be unlimited simultaneous use. That means no hold lists! The RBdigital App is available from the Apple store for iOS devices and from Google Play for Android devices. The Kindle app is coming soon.

It's worth exploring all the options on our [Downloads](#) page. In addition to the new RBdigital audio eBooks and digital magazines, we also offer Flipster digital magazines and Overdrive eBooks, audio eBooks and streaming video.

How to Spot Fake News

Recently, the Reference Department has had a display up in Schlessman Hall about spotting fake news and now it's launching a new class on August 1 from 6:30-7:45 in the Large Classroom in the Community Technology Center. Join savvy researchers Robin Filipczak and Ross Mays and learn the tricks and tools reference librarians use to evaluate the credibility of sources.



Hana Zittel: A Star is Born

A photo of our very own Hana Zittel from the Central Library's Books and Borrowing Department was selected to be included in a traveling exhibit as part of a city project called Delivering a World Class City with a Mile High Smile. The Project Denver Delivers committee selects photos taken of city employees at their jobs, and most importantly, smiling as they are doing their job! The exhibit, which includes photos of city employees from agencies ranging from DIA to Parks and Rec, was on display in the main atrium of the Wellington E. Webb

Municipal Building. Now the exhibit has moved to other city facilities for the next six months.

Housing Firsty Award!

At a recent Metro Denver Homeless Initiative stakeholder meeting, a "Housing Firsty" award was given to Denver Public Library "for stepping up to acknowledge and meet the needs of the homeless community; and for treating all people with dignity and equality."

Employee Engagement Trophy

The library won the trophy in the heavyweight championship for the second time in a row for the highest participation (83%) in the City's employee engagement survey. The heavyweight category is agencies over 500 employees and includes Parks and Recreation, Human Services, Police, Airport, Public Works, Fire and Sheriff. Human Services was in second place at 80%.

The City is working with the consultant PwC to tally the results and prepare the analysis for reporting trends and recommendations. The City expects to have the citywide and department/agency reports available in mid to late August and release results to employees in September.

Highlights from Central, Collections, Technology and Strategy

by Zeth Lietzau

Central:

We have all had much discussion recently about the steps we have taken to increase safety at the Central Library, but the more traditional work of the library has continued as well. Our Books & Borrowing department has made numerous back-of-house improvements, including reorganizing the unit's supervision structure for improved balance and oversight, and changing how our intransit and hold slips are printed, which will save time and reduce paper costs.

Our Reference Services team has also increased efficiency from the customer end, working with our Digital User Experience Team to create one universal email question form to make it easier for customers to contact us - we receive roughly 400 contacts per month. They've seen increased usage in nearly all of their services, and created a popular "Fake News" display at the Information Desk in Schlessman Hall. They will be offering a related public program - How to Spot Fake News - on August 1.

Western History and Genealogy purchased the archival and research papers and photographs from Dan Flores, a retired professor from the University of Montana. Dr. Flores is well known for his pioneering studies on the history of wolves in the West. The Blair/Caldwell staff successfully hosted four jazz concerts under the title Harmony Street and funded through a donation from Jaren and Bruce Ducker.

The three part-time peer navigators that started in January have allowed our Community Resource Specialists to see a dramatic increase in contacts, from 532 in the first half of 2016 to 1430 this year. Thanks to additional grant funding, we will be adding two more part time peer navigators by August 1.

Collections:

Denver Center for the Performing Arts is the newest addition to our museum and cultural pass offerings, joining DMNS, History Colorado, and the Museum of Contemporary Art as cultural institutions we are working with to provide free day passes for our customers (<https://www.denverlibrary.org/museum-passes>). DCPA's offering consists of expertly guided tours, which are 90 minutes long and take visitors beyond the stage to explore costume shops, design studios, and Denver Performing Arts Complex venues.

Technology:

The Hampden ideaLAB is on track to open in late fall. Staff has been hired, equipment and furniture ordered, and much of the construction work has been

completed. Doors, windows, and flooring are scheduled to be installed in the next couple of weeks.

We are offering 4 devCamps this summer. The first was at the Montbello Library the week of June 26, and saw 13 kids complete, and the second was at Gonzales the week of 7/10. Upcoming camps will be at Robinson (7/24) and Central (8/7).

Strategy:

DPL is in the process of launching our first ever Denver Public Library Academy (<https://www.denverlibrary.org/blog/annie/announcing-first-ever-denver-public-library-academy>). This nine-week course for members of the public is a unique opportunity to get an inside look at our work, our staff and our customers, and come away with the knowledge to advocate for the library within our community. Applications are being accepted through August 15, with sessions running Tuesday nights, September 12 - November 14.

Dates to Remember

- 7/29-7/30, 10 a.m.–5 p.m., Denver Public Library @ Jackalope Arts Fair, McNichols Building, Civic Center Park
- 8/4, 10 a.m.–12 p.m., Summer of Adventure Family Event, Bellco Credit Union, 3890 N. Quebec Street, Unit C
- 8/4, 3–5:45 p.m. Denver Days Launch Party, Pauline Robinson Branch, 5575 E. 33rd Avenue
- 8/4, 6–9 p.m., First Friday-Kitten Therapy, RiNo Arts District HQ, 2901 Blake Street
- 8/5, 10 a.m.–12 p.m., Summer of Adventure Family Event, Bellco Credit Union, 1075 S. Havana Street

City Librarian Select Activities

Mayor/City Council

- Presented 2018 budget request to Mayor's Chief Financial Officer and Budget Director
- Participated in Mayor's emergency management tabletop exercise
- Met with Councilmembers Lopez and Brooks regarding GO Bond
- Attended City Council Committee GO Bond meeting
- Attended Mayor's press conference about GO Bond package
- Attended Mayor's State of the City address
- Participated in Mayor's Children's Cabinet meeting and presented about Summer of Adventure pilot
- Participated in Mayor's Education Compact

Facilities Master Plan

- Met with RiNo Arts Director about RiNo Park
- Met with RiNo developers about potential collaboration
- Submitted revised Central Library renovation information to City

Library Safety

- Interviewed by Denver Post, 9News and Library Journal
- Met with internal staff team to strategize and track progress (weekly)
- Met with City staff team to strategize and track progress (biweekly)
- Attended Government Entrepreneurial Leadership Accelerator Pitch Night to hear and react to opioid team's recommendation
- Met with District 6 Commander and Police Public Relations Director

Community Engagement

- Worked with internal team and Harwood Public Innovators Lab coaching team on DPL plan
- Performed outreach at the library booth at the Colorado Black Arts Festival
- Presented to Denver Rotary Club
- Participated in All America City Awards/Campaign for Grade Level Reading Campaign gathering

Library Commission

- Met with multiple potential new Library Commission candidates

Staff

- Met with staff at Athmar, Smiley, Woodbury
- Met with Staff Council
- Met with DPS student interns
- Led Leadership Academy business acumen session on library governance and strategic plan
- Accepted trophy for DPL winning the highest participation (83%) in the City's employee engagement survey for the heavyweight category (500+ employees)

Friends Foundation

- Participated in Friends Foundation transition activities including working with Friends staff, library development staff, Library Strategies consultant and Friends Board Chair and Vice Chair
- Participated in Friends Foundation Board meeting
- Spoke to the Friends' Loyalty Circle luncheon about current events at the library
- Participated in Advocacy Committee meeting

Professional

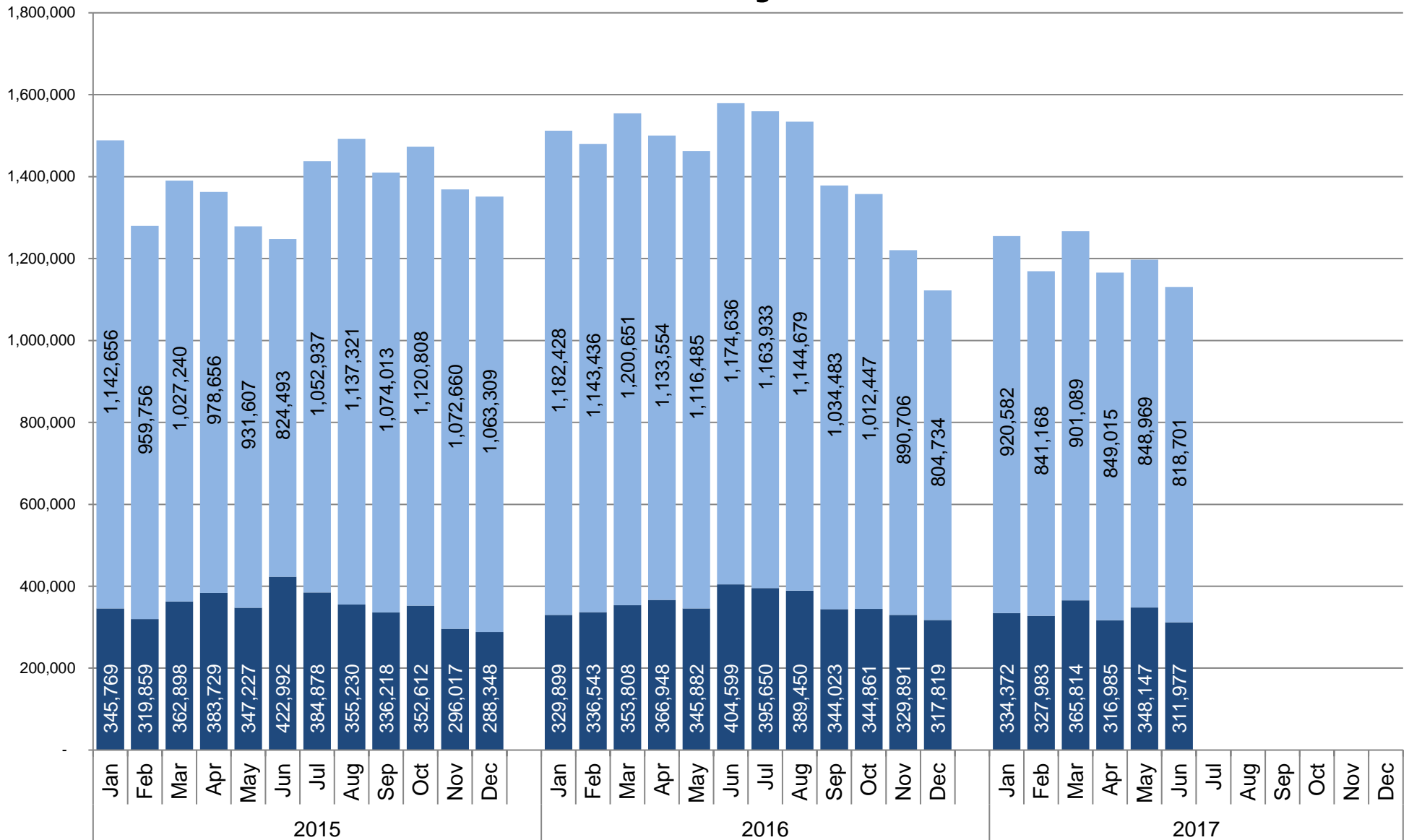
- Began 3-year term as Public Library Association (PLA) Director at Large
- Attended American Library Association (ALA) Annual conference in Chicago
 - Led ALA Nominating Committee meeting
 - Participated in PLA 2018 Conference Program Committee meeting
 - Participated in PLA Family Engagement Task Force meeting

July 2017

Denver Public Library

Total Visits By Month

■ Online
■ In Person



➔ Gonzales Branch opened February 23, 2015

➔ Overdrive changed how site 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

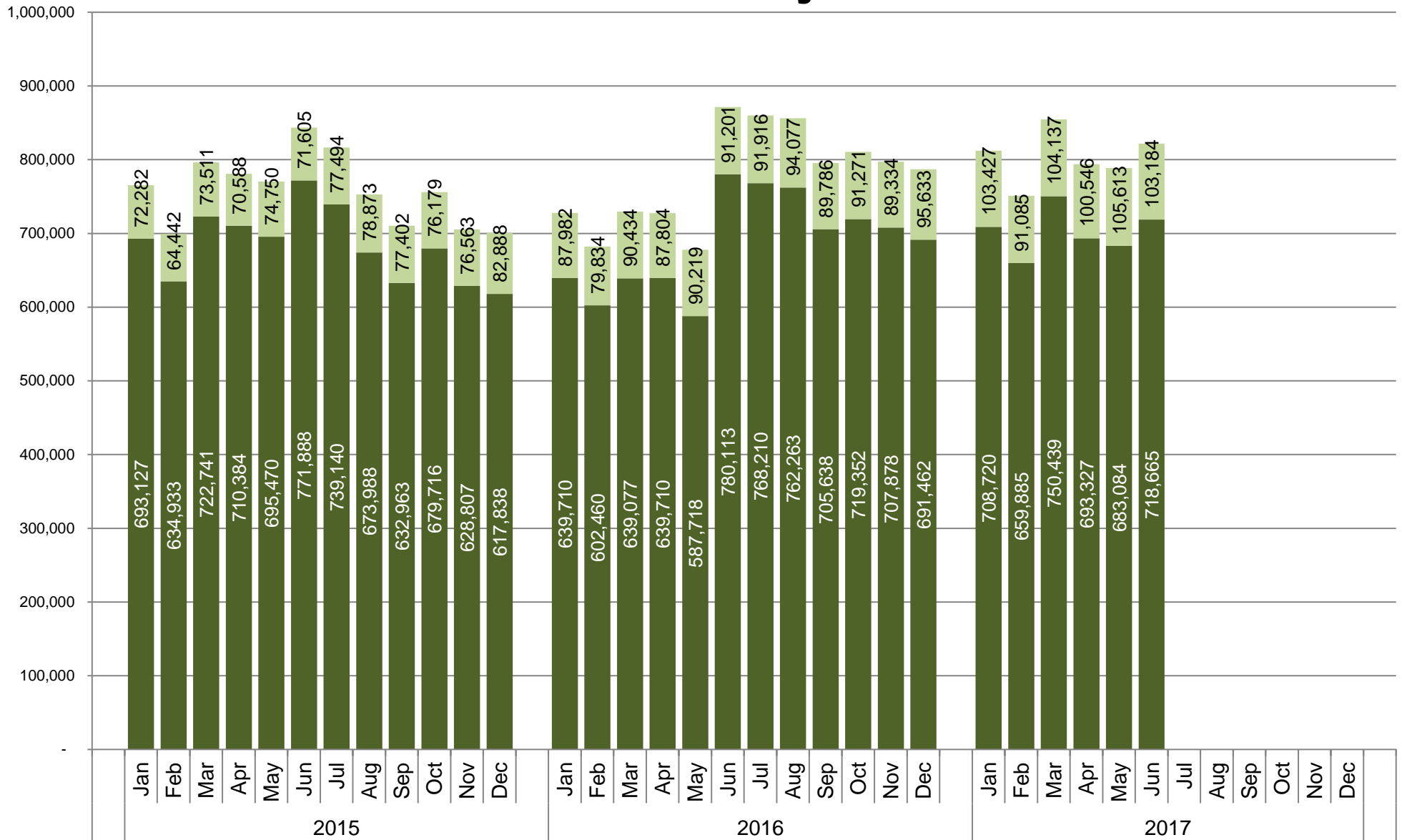
In Person visits - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

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

June 2017

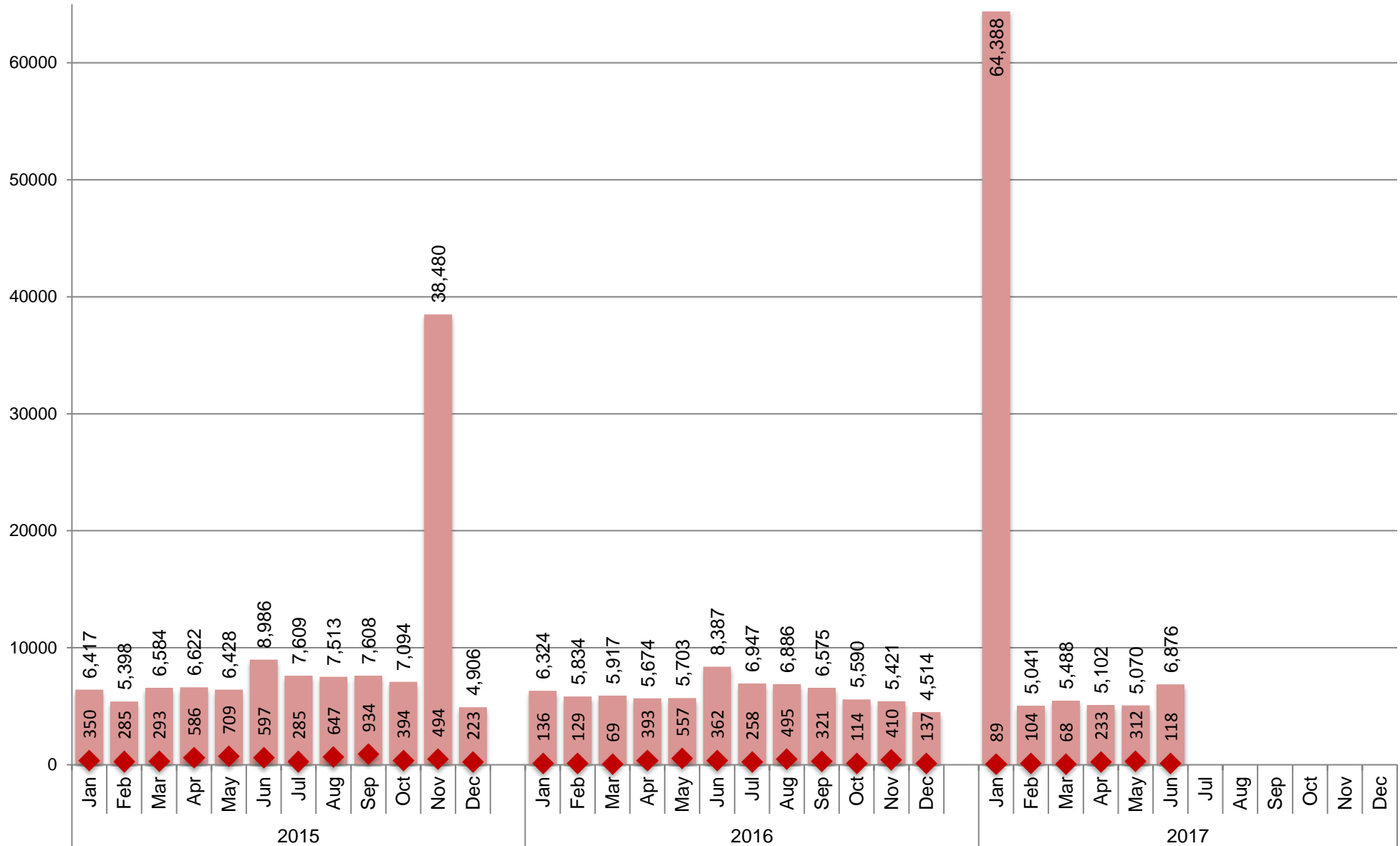
Location	Total Circulation	+/- Previous Month	2017/2016 Year/Year
Athmar Park	11,163	↑ 1,794	↑ 269
Bear Valley	37,800	↑ 4,024	↑ 26
Blair-Caldwell African American Research Library	10,051	↑ 553	→ (466)
Bookmobile	5,365	↓ (4,208)	↓ (730)
Byers	3,850	↑ 160	→ (307)
Central Library	99,407	↓ (3,767)	↓ (7,792)
Decker	15,639	↑ 610	→ (412)
Eugene Field	28,103	↑ 1,948	↓ (1,494)
Ford-Warren	14,329	↑ 1,157	↓ (1,585)
Green Valley Ranch	29,344	↑ 2,924	↓ (6,372)
Hadley	7,007	↓ (4,885)	↓ (8,786)
Hampden	36,564	↑ 2,130	↓ (4,715)
Montbello	12,401	↑ 1,136	↓ (2,655)
Park Hill	34,671	↑ 2,267	↓ (582)
Pauline Robinson	6,578	→ (107)	→ (147)
Rodolfo "Corky" Gonzales	26,388	↑ 692	↓ (6,597)
Ross-Barnum	10,017	↑ 2,569	↓ (2,995)
Ross-Broadway	15,202	→ (392)	↓ (676)
Ross-Cherry Creek	29,286	↑ 1,433	↓ (2,272)
Ross-University Hills	60,822	↑ 2,940	↓ (645)
Sam Gary	70,592	↑ 10,445	↓ (1,536)
Schlessman Family	61,365	↑ 3,903	↓ (4,667)
Smiley	23,631	↑ 1,507	↓ (2,476)
Valdez-Perry	4,363	↑ 105	→ (425)
Virginia Village	33,508	↑ 3,682	↓ (3,134)
Westwood	4,404	↑ 524	→ (496)
Woodbury	26,745	↑ 2,367	↑ 149
Denverlibrary.org Downloadables	103,184	↓ (2,429)	↑ 11,983
Total	821,779	↑ 33,082	↓ (49,535)

→ Hadley Branch closed for renovation on June 12, 2017.

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

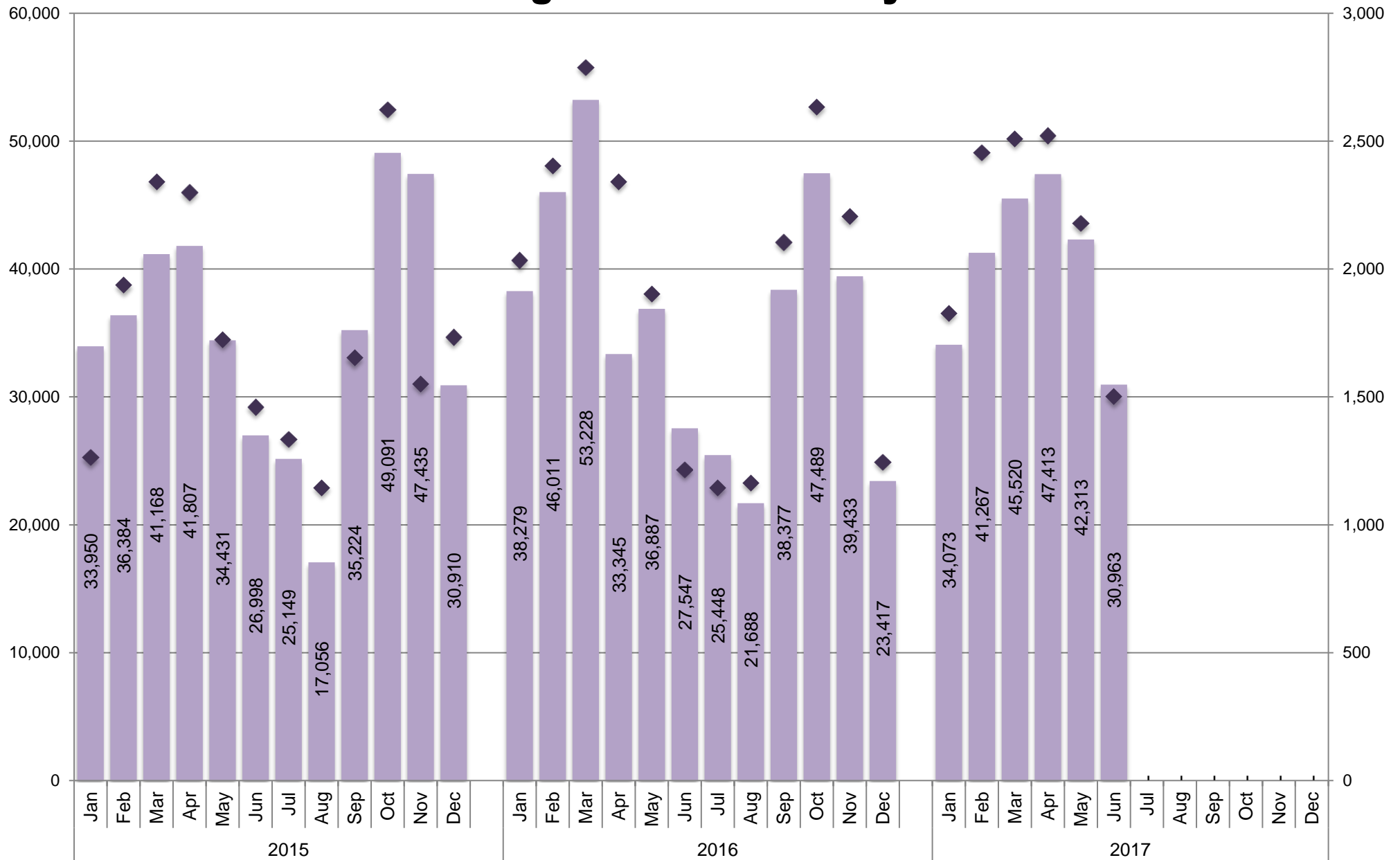
Outreach Signups - total number of new library card signups occurring at Outreach events in the community, as submitted to TrackVia Program & Outreach Tracking application. (Note: 2014 data includes some estimates, as our tracking system did not capture this information before 2015.)

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

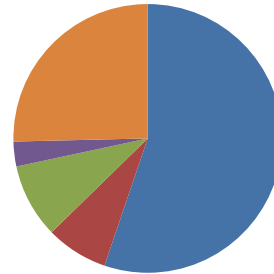
Denver Public Library Human Resources Dashboard

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 June 2017

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

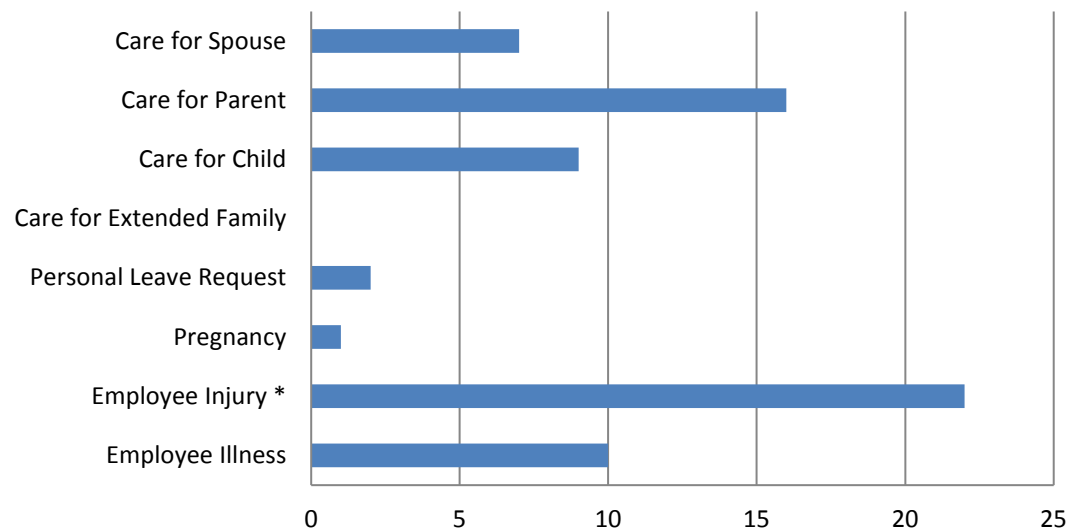


Percentage of Staff on Leave

11%

Leave Cases	
FMLA - Intermittent	37
FMLA - Continuous	5
Leave of Absence	6
Interactive Process (ADA)	2
Medical Disqualification	0
Workers' Compensation	17

Type of Leave Taken



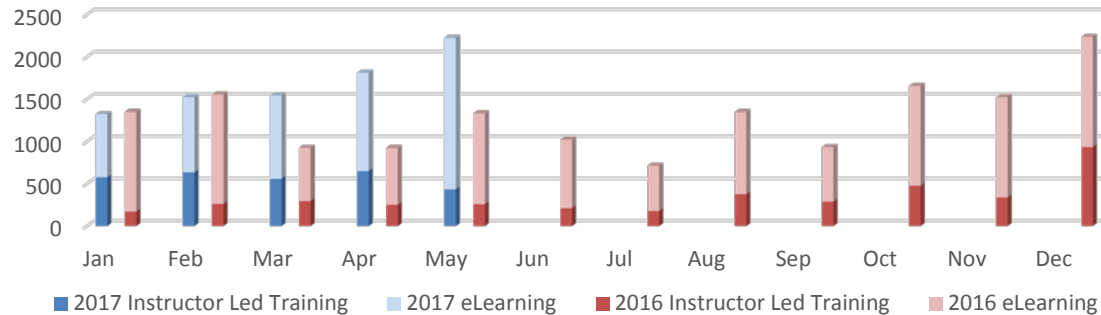
Type of Leave Taken	
Employee Illness	10
Employee Injury *	22
Pregnancy	1
Personal Leave Request	2
Care for Extended Family	0
Care for Child	9
Care for Parent	16
Care for Spouse	7

* Employee injuries are a combination of on-the-job injuries (17) and off-the-job injuries (5).

Denver Public Library Human Resources Dashboard

June 2017

Completed Learning - Year-to-Year Comparison

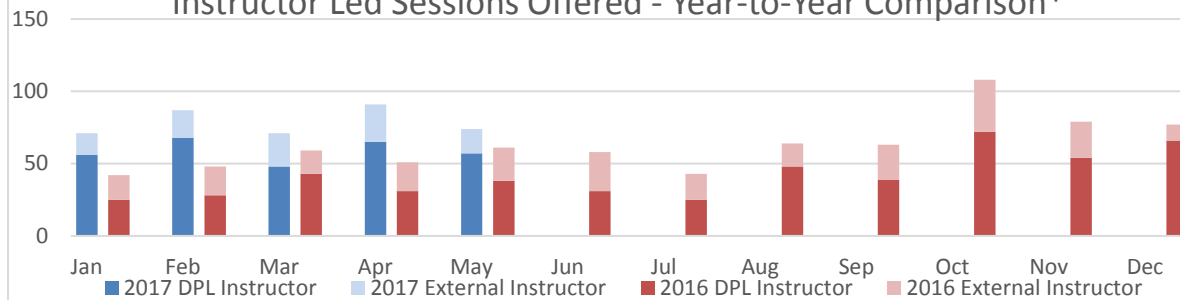


Last Month:

Staff Learning Completions

eLearning	1171
Instructor Led Training	550

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

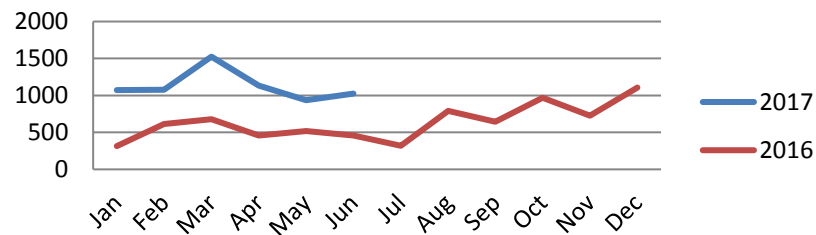


Last Month:

Instructor Led Training

Sessions Offered	76
Percentage Taught by DPL Staff	74%

Instructor Led Training Hours Completed by Staff



Top 5 Training Items Last Month

Title	Type	Rank
Bloodborne Pathogens: The Unexpected Hazard 15:00	Material	1
Conditional Weeding Overview	Document	2
Summer of Adventure 2017	Curriculum	3
Safety at DPL	Session	4
Empowered Employee: Informed Judgment & DPL	Session	5



June 5, 2017

by Courtney Pankrat

My work at the [Denver Public Library](#) over the past year and a half has opened my eyes to the innovative ways in which libraries can play a role in addressing the needs of a city's homeless population. The rate of homelessness in Colorado is staggering, and it is unfortunately on the rise. Last year the number of homeless people in the state rose by [13 percent](#), according to a report by the U.S. Department of Housing and Urban Development.

In 2012, the Denver City Council voted to [ban homeless camping](#) on public and private property. Since then, police have been "sweeping" out urban encampments and forcing out people living in makeshift camps — even though most of them have nowhere else to go. The homeless population of the city is currently part of a [class action lawsuit](#) against the city for constitutional rights violations because of these sweeps.

Since the last major sweep in December 2016, many homeless people have converged in front of City Hall and the main branch of Denver Public Library. It quickly became obvious that there was a need for the library to step in and help. Here are some of the programs that the library has implemented that are geared towards the homeless:

1. Hard Times Workshop - The library has partnered with the [Lighthouse Writer's Workshop](#), a local literary arts center, to host a weekly writers' workshop for anyone going through a hard time. Since its inception in May 2016, the program has been one of the better attended initiatives at the library, with a core group of 20 people attending consistently. Many of the members have been paid for pieces published in the Denver Voice, a street newspaper in the city.

These workshops are evolving into a series funded by the Institute of Museum and Library Services (IMLS) grants. They have expanded from just the writing workshop to include programs in arts education, hard times meditation, and yoga for stress reduction.

2. The Laundry Truck - The library has partnered with [Bayaud Enterprises](#), a nonprofit organization working to help people find and maintain employment in Denver. Bayaud Enterprises' [laundry truck](#) helps people maintain positive hygiene. Starting in May 2017, the laundry truck will be stopping at the main branch of Denver's library twice a month.

3. Training in Anti-Overdose Medicine Administration - Heroin-related deaths in Denver increased by 933 percent since 2002, the Denver alternative weekly Westword [reported](#) earlier this year. In a two week period at the beginning of 2017, six people overdosed at the library. As a result, the library started to keep Narcan, an anti-overdose nasal spray, in stock. The spray was used on the very first day it was available at the library. Security guards and other staff members at the library have been trained on administering the spray.

4. Community Resource Specialist and Peer Navigators - In 2016, the library hired two community resource specialists — social workers — and most recently, three part-time peer navigators.

The community resource specialists have drop-in hours every day. Hardy states that during the drop-in sessions, she meets with people and helps them with various needs, including finding affordable housing and registering for benefits. Because of the hundreds of people in need of help, Hardy says they are not set up to do case management. Instead, she works to connect people with existing programs outside the library. The social workers also offer free bus passes, socks, snacks, and water bottles to patrons who need them.

Hardy and her colleague Kristy Schaefer are also responsible for offering assistance at the 26 branches of the Denver Public Library system. Due to their limited availability, they currently go to other branches only as needed, although Hardy acknowledges the growing need at other branches.

5. Coffee Connections - On the fourth Wednesday of every month, library staff is encouraged to spend some time with patrons at the Coffee Connections program. "We offer snacks, crafts, and games at coffee connections," says Elissa Hardy, community resource specialist at the library. "We are looking to bridge the relationship between library staff and customers."

All these programs have been highly successful in helping homeless people meet their immediate needs and find resources that could change their lives in the long term.

THE DENVER POST

denverpost.com

June 13, 2017

Blair-Caldwell Library in Five Points helps preserve city's African-American history

Branch has one of four African-American Research Libraries in the U.S. and is need of upgrades

Former Denver Mayor Wellington Webb is a huge supporter of Black History Month and lessons that introduce young people to the lives and work of national black innovators and leaders such as Martin Luther King Jr. But he also believes people should learn about Barney Ford, an escaped slave who became a businessman and civil rights pioneer in Colorado and who opposed statehood in the 1860s until African-Americans were allowed to vote.

The place to go in Denver to learn about Ford and many other African-Americans who have had an impact on the history and culture of Colorado and the West is the Blair-Caldwell branch of the Denver Public Library in the Five Points neighborhood. The library boasts an African-American museum on the third floor and is one of only four African-American Research Libraries in the country.

Blair-Caldwell is a great place to bring children to learn about the influence of African-Americans in Denver "because much of that history is located within the four walls of this building," Webb said.

The branch opened in 2003, but is already in need of improvements such as a new heating and cooling system as well as materials and hardware. The Denver Public Library is working to secure about \$3 million in taxpayer funds in the 2017 General Obligation Bond that will go to voters in November. [The branch library is not on the list of recommendations that would be presented to voters in 2017](#), but that list can be amended before the election.

Several other branch libraries as well as the central library are included on the list of recommendations. If Blair-Caldwell isn't included as part of the bond, Denver Public Library could seek capital improvement funds through the city's yearly budget, but that would likely mean a more piecemeal approach to sprucing things up.

"I am 100 percent committed to making sure Blair-Caldwell receives the improvements it needs, but also that it continues to have black heritage and culture," Denver City Councilman Albus Brooks said.

The library and Webb have hosted informational meetings to share what the improvements and changes could bring to the library. Webb said some community members were concerned the library might reduce its focus on African-American heritage in the Five Points community, but city librarian Michelle Jeske said that is not the case.

"It's a historic neighborhood where we will continue to celebrate the heritage of African-Americans," Jeske said of the library — named for Omar Blair, a Tuskegee airman who was the first African-American president of the Denver Public Schools board, and Elvin Caldwell, Denver's first African-American city councilor. "It really is an amazing hub of activities for the African-American community throughout the metro area."

Concern about any changes in the library's cultural direction stem from a changing community. Five Points is undergoing robust development and the percentage of black residents is dropping.

In the early to mid-20th century, Five Points was a hub of black culture in Denver and boasted a top-flight jazz scene that produced several talented musicians and attracted the likes of Count Basie and Duke Ellington. Many believe the library can help preserve that culture.

"(Development is) good, positive social growth, but what it does is eliminate the history, and the library keeps that there," said Pastor Robert Woolfork, who has been a leader at Agape Christian Church in the neighborhood for 40 years. "If we tear things down and rebuild, people can easily forget what was, but the library is a way to substantiate the other kinds of things that were there."

John Hayden, president of Curtis Park Neighbors within Five Points, agrees and notes that the library may provide some of the most important services of any branch in the city, particularly in regards to its work with the local homeless community.

"It serves a far greater function than a standard library would be expected to serve. It goes above and beyond," Hayden said. "It creates a level of respect and helps ensure that the people who are moving here understand the importance of African-American heritage in this neighborhood. Hopefully it encourages African-Americans to stay or move to the neighborhood."

The library sees about 135,000 visitors per year, including groups of school children who focus on the third-floor museum that gives a glimpse of African-American life in the West in the late 19th and early 20th centuries. The museum also chronicles the history and growth of Denver from the early settlements through the election of Webb as Denver's first African-American mayor.

Webb donated much of his personal library to the archives at Blair-Caldwell as well as furniture from Mayor Robert Speer's office that Webb preserved during his tenure. Webb and his wife, Wilma, remain the branch's biggest supporters with the Friends of Blair-Caldwell African-American Research Library and he hopes to see the library and its collection grow.

"I think a lot of people who come here from other cities for conventions, it's on everyone's list. They come by here," Webb said. "What we need to do is generate that same kind of enthusiasm and support for those that live in other parts of the city. That's not to suggest that they don't have a great library in their community in their neighborhood as well. What they don't have is a national African-American research library."

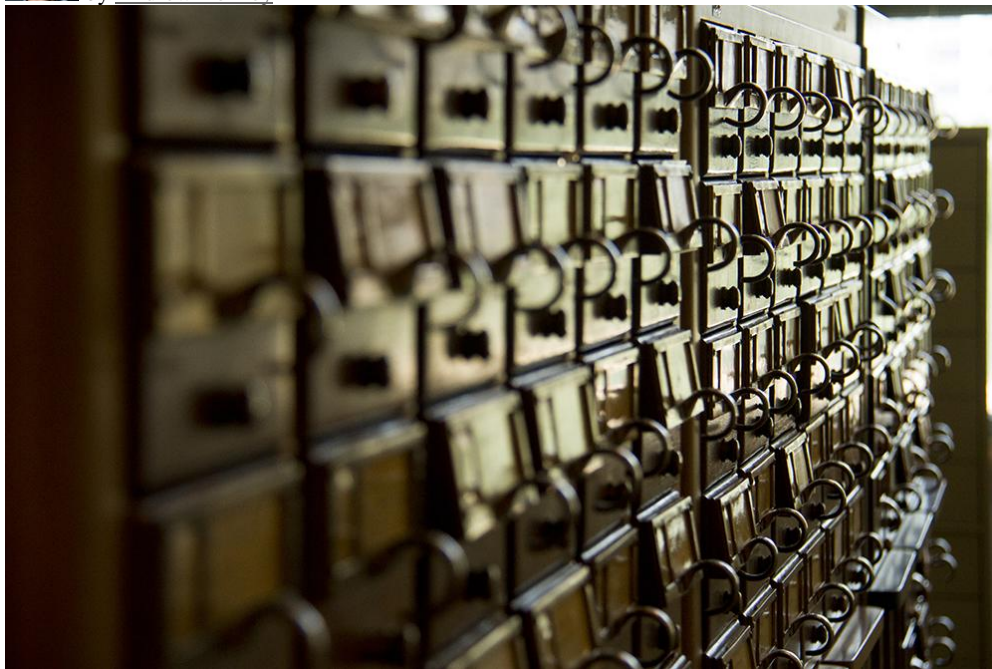
Denverite

June 15, 2017

All the e-books are on hold: the new economics of the Denver Public Library



by Andrew Kenney



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

Borrowing an e-book from the library is a wonderful thing. A tap of the finger can deliver a digital title straight to a Kindle. But it only works if you can find a book to borrow, and that's more difficult than you might expect in the information age.

At one recent check, all the new releases on the homepage of [the e-books catalogue](#) were running a wait-list. Only a portion of them are available for Kindle. And the waitlists on popular e-books never quite die down, unlike their print versions, Hansen said.

“The waiting lists are really frustrating,” says Joan Hansen, who supervises the development of Denver Public Library’s circulating collections.

But this isn't an article about waitlists. This is an article about how the rise of e-books is changing the core philosophy and purchasing power of American libraries.

The popularity problem:

Don't get me wrong: Denver Public Library has a convenient and lovely e-book system, especially if you have some patience. (The catalogue is at denver.overdrive.com.)

In fact, the surface-level issue is that it's a little too good. People are devouring e-books.

Originally, Hansen and her fellow librarians expected that e-books would only be popular as textbooks that we read on our desktop computers. Funnily enough, it was romance publishers that first really figured out their potential. (Stephen King also had an early smash with a digital-only release in 2000.)

The other genres eventually followed suit, and the introduction of the Kindle in 2007 opened the floodgates.

Last year, Denver's patrons for the first time logged more than a million check-outs of digital titles, making up more than 10 percent of circulation. Considering the library only has about 40,000 e-book titles, you can see how supply is running ahead of demand.

Yet there's also something deeper at play here.

E-books are changing the economics and the philosophy of libraries.

"E-books are sort of fundamentally different for libraries than book-books," Hansen explained. Physical books run under a century-old precedent that says that if you own a book or other title, you're free to give it away, lend it or sell it. That's the "first sale" doctrine, established by both the Supreme Court and Congress.

But that freedom doesn't apply to digital information, for the simple reason that in lending the book, "a copy would exist on both the library's system and the user's system," as Matthew Chiarizio explained in [Vanderbilt Law Review](#). Trippy.

Anyway, the net result is that the library can't just buy one e-book and make it available to everyone simultaneously. That's probably good, since unlimited distribution would destroy the publishing market.

"If they want to sell e-books, they need to create some friction," Hansen said.

However, the rules allow publishers to get a *lot* more demanding about how e-books are used.

In fact, the library rarely "owns" a digital title.

"We're really purchasing licenses," Hansen said. And those licenses come with restrictions. Generally, she only gets to lend the book so many times before the publishers want another payment. A typical license from HarperCollins grants 26 lends for about \$12 to \$25, Hansen said.

(Frustratingly, she can't lend it out to all 26 people at once, which is part of why the waitlists happen. And, frustratingly for me, you can't keep an e-book past its due date if others are waiting, meaning you're SOL if you don't finish in time.)

If Hansen wants to buy permanent rights to an e-book, it might cost about \$60, she says. A physical copy would cost only \$14 with her library discount. The result is that DPL constantly has to ask whether it's worth keeping a title in the collection, limiting the overall supply of e-books.

"We pay lots of money each year for access to tens of thousands of books but we don't own anything. We cancel our subscription and those books are gone," [wrote librarian blogger Meredith Farkas](#). (That's how I feel about Spotify, too.)

Overall, Denver spends about \$850,000 a year on e-books and \$1 million on books, but the gap's far from closed. "We still have a lot more circulation in print," Hansen said. "I think we keep the e-book circulation kind of artificially low because of budget."

And, moreover, the publishers can simply take away access to books and other digital titles. Amazon, for example, has pulled audio that the library once could access through the service Brilliance Audio, which Amazon bought.

Amazon also hasn't given libraries access to some of the digital materials it publishes directly, Hansen said.



The Denver Public Library's mighty media collection. (Kevin J. Beaty/Denverite)

Now, in fairness, e-books come with some benefits for the library.

You don't have to pay for physical space to store them, and you don't have to pay staff to rack them, though the library does pay the vendor OverDrive to maintain its collection. They also don't fall apart, which is another reason that publishers don't like to sell permanent copies.

And the licensing system also allows the library to quickly get hold of and later get rid of excess copies of popular new books.

Still, the increasing popularity of e-books will put more and more power into publishers' hands, creating an ongoing dilemma for libraries. Hansen anticipates that acquisition costs will stay high for e-books.

And despite decades of efforts, including a couple of proposals in the U.S. Congress, there's no sign that the current interpretation of the law on lending will change.

But Hansen is optimistic about e-books.

"I think as long as we can keep the dialogue open with vendors and publishers about what will work with us — hopefully they see some benefit to this relationship too and we can keep it reasonable," she said.

"We're a physical space where people can come and discover content. There aren't that many bookstores anymore. So hopefully they realize it's mutually beneficial."

Oh, and one more thing: While e-books are gaining in popularity, Hansen said, demand for print in Denver is holding steady. In conclusion, go to the library.

Correction: This article originally included an incorrect name for the first sale doctrine.

POLITICO



The library provides refuge during the day to some of Denver's chronically homeless. | AP Photo

Denver's homeless find a new place for care — the library

By **BRIANNA EHLEY** | 06/19/2017 02:42 PM EDT

DENVER — The city of Denver is deploying teams of people who have recovered from mental illness and drug addiction to provide help to the city's most vulnerable populations. And they're doing it right out of the local library.

Every day, so-called peer specialists take back-to-back walk-in appointments at the Denver Central Library, which has become a safe place for homeless people to congregate during the day.

These workers help Denver's more than 860 chronically homeless — many of whom struggle with mental health and substance-abuse issues — sign up for Medicaid, schedule and arrange transportation to doctor appointments and find affordable or temporary housing. They work alongside licensed social workers to provide counseling, make sure patients are taking prescribed medications and prevent them from cycling through

emergency rooms — all critically important tasks mental health professionals often don't have the bandwidth to take on.

Denver is among a growing list of cities — including San Francisco, New York and Seattle — looking for creative ways to bridge the gap between sky-high housing costs, growing numbers of homeless residents and a shrinking professional mental health workforce to address the population's needs. Employing peer specialists is one way to help people who lack access to traditional medical care tap into behavioral and social services at familiar community locations, such as libraries, gyms, churches and shelters.

Despite their growing prevalence, these workers face funding threats under the Trump administration. Detractors say peers are no replacement for medical professionals and that evidence of their effectiveness is lacking, a position shared by President Donald Trump's pick for a lead role with the Substance Abuse and Mental Health Administration. And they worry that federal funds supporting peer groups come at the expense of medication-focused treatment programs for the seriously mentally ill.

Still, cities like Denver are employing this workforce as part of their efforts to address a range of thorny social and economic issues.

Denver has seen an influx of people on the streets as affordable housing becomes further out of reach for many low-income residents. Rent prices for one-bedroom apartments have doubled in the past decade, and the city lacks enough housing assistance for low-income families to go around. The Denver Housing Authority in 2016 received more than 21,000 lottery entries for Section 8 housing. Of those, only 300 households were selected, according to city figures.

The library provides refuge during the day to some of Denver's chronically homeless, more than half of whom have disabilities; about the same number suffer serious mental illness or chronic substance-abuse issues, according to 2016 figures from the Metro Denver Homeless Initiative.

"Peers have created a safe place for people at the library," said Amanda Kearney-Smith, a peer specialist living with bi-polar disorder, who runs the Colorado Mental Wellness Network, a group funded by the city and a Justice Department grant. "They don't have to worry about getting harassed or being arrested. They know they can come in and talk about an issue and the peers can help connect them to things."

Peer specialists have increasingly become a fixture in the behavioral health workforce across the country. In the past decade, the federal government has worked to integrate

them into the health care system to fill in gaps when medical providers can't deliver all the services that many chronically ill patients demand.

SAMHSA provides roughly \$10 million annually in grants to prop up the peer workforce. And in 31 states and the District of Columbia, Medicaid pays for counseling services provided by peers in a medical facility. Although payment for peer services historically has been confined to inpatient settings, there's recently been a shift toward reaching people in their communities.

Major insurers are also looking to include coverage for these workers as part of their benefit packages in an effort to hold down costs associated with patients' poor adherence to treatment and high use of emergency departments, according to Mental Health America's president Paul Gionfriddo.

In Denver, peers are also playing a growing role in addressing the city's widespread heroin use, which like so many communities around the country has spiked in recent years. In Colorado, the number of heroin deaths doubled from 79 in 2011 to 160 in 2015, according to state figures released in April. The majority of those deaths occurred in and around Denver.

This year alone, there have been half a dozen drug overdoses at the Denver Central Library, one of which was fatal. Peers and library staff now carry naloxone, an overdose-reversal drug, in case of emergencies.

But some mental health advocates have been critical of the increasing shift toward the use of peer programs, saying it has come at the expense of funding programs for serious mental illness.

D.J. Jaffe, executive director of Mental Illness Policy Org, is a staunch opponent of peer support and says SAMHSA should focus on programs for the seriously mentally ill.

"There is no evidence that a peer providing a support service does any better than a non-peer providing those services. In other words, the thought that peers have some 'special sauce' and can perform certain jobs better has no basis in research," he said.

Paolo del Vecchio, the director of the Center for Mental Health Services at SAMHSA, sees things differently. As a peer living with a mental illness, del Vecchio is a major advocate of expanding the peer workforce and has played a role in SAMHSA's increased adoption of peers as a strategy to meet challenges associated with the nationwide shortage of behavioral health care providers. He says peers' experience with addiction or mental illness can be extremely valuable to someone seeking treatment.

"Peers can serve as role models for individuals demonstrating that people can recover. People can overcome mental health disorders," del Vecchio said.

But the future of the program is unclear.

Trump's nominee for the assistant secretary for mental health, Elinore McCance-Katz, suggested in an op-ed in the National Review that SAMHSA should re-prioritize funding and specifically mentioned grants for the peer workforce as a place she may look to cut.

She has since told multiple mental health groups privately that she is supportive of the peer workforce if it works in conjunction with the medical world and not as a replacement for medical providers.

Still, because of her past comments, her nomination has caused a stir in the peer community. Groups are fearful they may lose their federal funding in the coming years, and that vulnerable populations will be left without needed services.

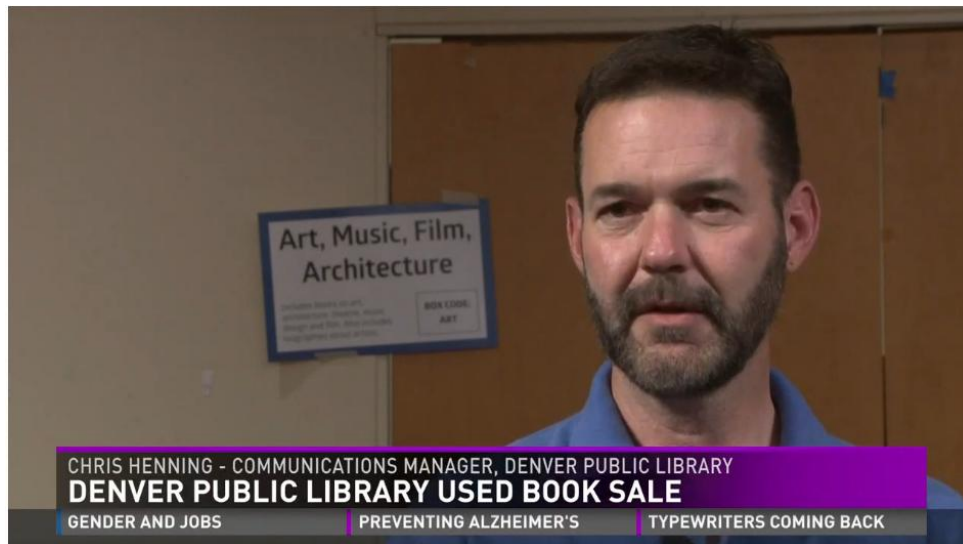
"It's been on our radar. It's been a concern. I don't see a lot of support for the kinds of things that we do," Kearney-Smith of the Colorado Mental Wellness Network said. "We've already been trying to come up with funding strategies that don't involve federal money."



A **TEGNA** Company

June 22, 2017

Where to get a steep bargain on used books, CDs, DVDs this weekend



KUSA - More than 60,000 books, CDs and DVDs are up for sale right now at bargain prices at the Denver Public Library.

The library's annual used books sale is being held at its [14th Avenue and Broadway location](#) this week.

From children's books, to cook books, to music sheets -- there's a lot to look through at the big sale.

Prices for items range from 50 cents to \$4.

If you're a teacher with a school ID, you can get 25 percent off your purchase. "All the money that we get, and we usually raise about \$70,000, goes back into the library," said Chris Henning, the marketing and communications manager for the Denver Public Library. "It can show up in a number of different areas. We use it to buy more materials books, CDs, DVDs. It helps support some of our programming for adults children and families throughout Denver."

The sale is in the conference room of the Denver Central Library. It runs from 10 a.m. to 4 p.m. through Saturday, June 24.

Shoppers who check out the sale mean business.

"People bring boxes, and bags, and reusable bags, which is great we like to be as green as possible," Henning said. "People who have been regulars to the sale for years and years they know they are going to get a lot of great bargains so they just come in load up everything, they'll bring carts and wheels."

Money made at the sale is eventually going to help the Denver Public library.

COLORADO Library Trustee



COLORADO
Department of Education
Colorado State Library

NEWSLETTER • Volume 1, Issue 2 | Summer 2017
www.coloradostatelibrary.org

IN THIS ISSUE:

Colorado Dialogue on Public Libraries:

Colorado was selected by the Aspen Institute as one of 5 locations to hold a dialogue on the future of public libraries. Over 30 high-level statewide civic and business leaders gathered in late May for the purpose of discussing how to leverage public libraries to build more resilient communities throughout Colorado.

This dialogue raised the profile of public libraries with the non-library leaders, and pointed to new



directions for partnership and leadership." Governor Hickenlooper was on hand to share his views about the role of libraries and he identified state issues, in a "mini state of the state" address. The dialogue generated three distinct directions for public libraries:

- 1) Fully leveraging libraries' capacity to act as a civic convener in an increasingly polarized political climate in the U.S.;
- 2) Finding ways to give youth a voice through collaborative efforts between libraries and other partners (including state initiatives such as, Take Note Colorado: takenotecolorado.org and the Apprenticeship program); and
- 3) Exploring the development of workforce training modules, and connecting with COIN: www.coloradoinnovationnetwork.com.

The State Library has begun work to move these 3 goal areas forward. Please contact Jacqueline Murphy if you have any questions about the event, or this work.

Unfriendly Friends:

At the State Library, we get many questions about how library trustees can work effectively with their friends of the library counterparts for the good of the whole library system. This can be challenging, so we'd like to point you to body of resources compiled by United for Libraries: www.ala.org/united/friends. Here you'll also find information on how to start a friends

foundation or to revive a dormant friends' group. We are also here to answer any questions you have about friends and foundations, including connecting you to a network of library fundraising professionals in Colorado. Please contact Jacqueline Murphy for more information.



Board Turnover:

Library boards experience constant turnover. We provide board training on request and are evaluating other ways get you the information you need on good governance. The Wyoming State Library takes a different approach on this training.

Here is their link for your Summer viewing pleasure!
library.wyo.gov/services/ldo/trustees

Save the Institute of Museum & Library Services (IMLS):

Did you know.... IMLS is the main funding source for more than 40 different library services and programs including: Library Research, Digital Collection & Technology Solutions, Literacy Programs, and Public Library Leadership.

Colorado receives \$2.7 million from IMLS. This is roughly 2/3 of the State Library's operational total. State funds make up the other 1/3.

The President's proposed 2018 budget calls for the elimination of IMLS.

Towards September, you will see a call to action for contacting your congressional representatives to save IMLS. Stay tuned.

Ask Jacqueline



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



July 6, 2017

Denver Central Library steps up security measures after spike in 911 calls

DENVER — Illegal and suspicious activity at Denver's Central Library branch spurred security enhancement that seems to have yielded positive results.

The action comes after library administrators noticed an uptick in service calls to 911 in 2016.

By the end of the year, callers placed emergency calls seeking help for undesirable behaviors such as trespassing and overdoses.

A total of 262 calls were placed to the Denver Police Department in 2016, a 30 percent increase from 2015.

Midyear data show new security measures and officers regularly patrolling the area at the flagship branch have resulted in a 1.53 percent decrease in emergency calls.

The focus on instituting changes that crack down on unwanted behavior have only been in place for eight months, but officials say the hard work is reflected in the positive statistics.

"Our work with the Denver Police Department and agencies throughout the city is beginning to pay off," city librarian Michelle Jeske said. "We are seeing positive changes that are making our facilities safer for all as we expand our efforts. We have more work to do and we're confident we're on the right track."

Police stepped up patrols inside and outside the library, providing 219 hours of service between May 11 and June 16. Off-duty officers were also deployed to the building, putting in 109 hours during the same time period

In addition to officers regularly patrolling the building at 14th Avenue and Broadway, safety measures include the installation of new HALO cameras, facility modifications and comprehensive staff training.

Police made 40 arrests at the library between January and May, a 33 percent increase from 2016.

Data indicate 17 arrests were made for trespassing, six for warrants, four for assault and six for drug violations.

Since Jan. 1, 61 calls have been made for trespassing, the most common of all violations.

Officials said the measures will continue to be evaluated and tweaked to remain relevant to changing safety concerns.

Denverite

July 7, 2017

Denver found long-term jobs for 70 homeless people at auto shops, grocery stores and the library

By [Andrew Kenney](#)



Michael Brodsky carries a ladder through the Denver Public Library (Andrew Kenney/Denverite) Denver Day Works

The city of Denver is more than halfway through its plan to test an idea that is [surprisingly rare](#) for how simple it sounds. Since November, the city has worked to find and create decent-paying jobs for people experiencing homelessness.

The results of Denver Day Works are promising so far, according to city staff. The city and its nonprofit partner, Bayaud Enterprises, have placed 70 people into longer-term positions at 42 different employers, including the city itself.

One crew, for example, is working to replace roughly 30,000 lighting fixtures in the Denver Central Library. The project is expected to deliver \$2.5 million in savings over the life of the new, energy-efficient lights.

And for the three men working the project, it's a chance to earn nearly \$15 an hour, eight hours a day, for six months.

"I was looking for income. I was expecting to show up and to put in a day's work and get compensated," said Michael Brodsky, 53.

He worked for 15 years as a software engineer for a research and development company, but the end of a relationship and a physical injury put him out of housing two years ago.

On Friday morning, before the library opened, he and his teammates were quickly working their way through the fifth floor with drills and step ladders. They've already finished much of the first floor, replacing pale yellow lights with bright, white LEDs.

The idea for the project came from Kevin Gallegos, the facilities maintenance technician for the central branch.

Gallegos had worked on smaller projects with Denver Day Works and figured this long, labor-intensive process would be another good opportunity.

"I'll teach them everything they need to be taught, but I need to know they can use tools," he had told the program's coordinators.



Michael Brodsky swaps a light fixture at Denver Public Library, part of a job he got through Denver Day Works. (Andrew Kenney/Denverite)

The library conducted background checks, but he had “lots of doubts,” he said. “For one, I didn’t know if they would show up to work on time. I didn’t know if after the first paycheck they’d come back.”

Now they’re working smoothly through about 80 fixtures per day.

Brodsky and many of the other participants started the program working in temp crews at Denver Parks, spreading mulch and doing other works.



Michael Brodsky chats with library maintenance technician Kevin Gallegos, in door frame. (Andrew Kenney/Denverite)

Over the months, they’ve worked their way into more and more longer-term jobs. Other employers include King Soopers, Napa Auto Parts, Colorado Petroleum, Revolution Foods, the Denver Zoo and Connections Staffing — a total of 41 private companies in all

“Let’s meet them where they are, literally where they live, and ask them to put themselves out there and look at these employment opportunities,” said Todd Jorgensen, who oversees the project as a deputy director of Denver Human Services.

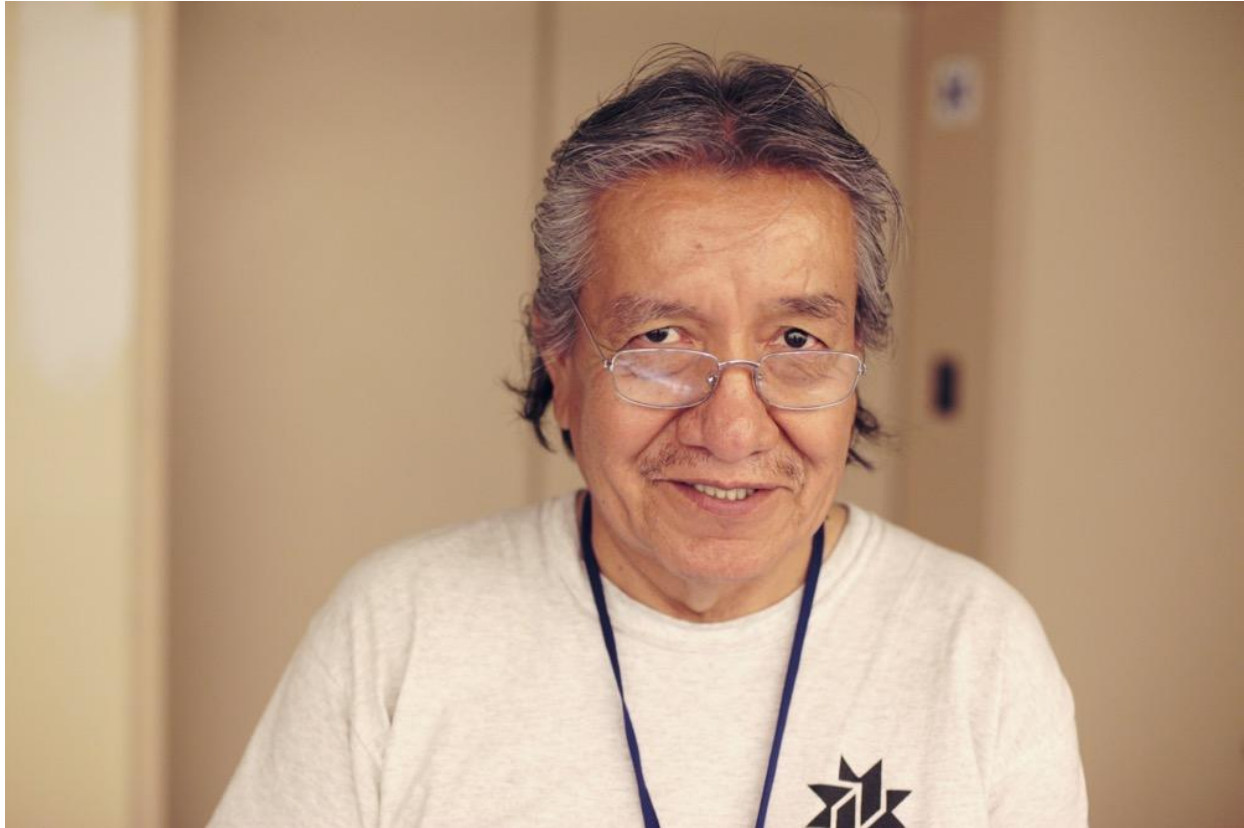
“While doing that, we have the opportunity to provide some other wraparound services ... On the lunch hour, we can have conversations about financial literacy, food, medical needs.”

The program is still in a kind of prototype mode, and the city will decide whether to extend it based on this year’s results. The city is paying about \$400,000 to administer Denver Day Works — [read our analysis of that spending here](#) and [here](#).

So far, they’re almost on track to hit the goal of 150 longer-term job placements. And 19 people to date have stayed with the program for at least three months, while at least two have found housing.

“We’re cautiously optimistic,” Jorgensen said. But a quarterly report notes that the participants have challenging situations.

“The average participant has a serious criminal background, is experiencing homelessness, has not worked a meaningful job in months if not years, is suffering from untreated mental health issues and often is using some kind of substance as a means of self-medicating, and has no means of transportation beyond mass transit,” the managers wrote.



Rick Singer, 59, has found six months of work through Denver Day Works. (Andrew Kenney/Denverite)

For Rick Singer, 59, it was as if a door opened. He had quit drinking on his 57th birthday and felt healthy enough and ready to get back to work, he said.

“I just couldn’t take it anymore, being with the elements and the cold, the wintertime,” he said, a bundle of wires in his hand. “I just started making a better life.”

Singer has recently found housing through the Colorado Coalition for the Homeless, he said. Brodsky currently shares an apartment that he describes as a temporary situation. Bayaud has helped him find permanent housing that he expects to get into soon.

Brodsky warns, though, that Denver Day Works may not be a silver bullet, especially as the housing market continues to price more people out.

“This has been great. I’m blessed that this has happened. ... It’s just that all the resources that have been poured into this, all the PR and attention is great, but we’re just three guys,” he said of his crew.

“What about [the 5,000 other guys?](#)”

Anyone looking for work through the program can call Bayaud Enterprises at 303-830-6885.



Michael Brodsky poses for a photo during a break from a shift through Denver Day Works. (Andrew Kenney/Denverite)

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. [View all posts by Andrew Kenney](#)

<div><div><div><div><div></div><div>DENVER</div><div>THE MILE HIGH CITY</div></div><div>GENERAL OBLIGATION BOND 2017</div></div></div><div>(A) Sum of Recommended Projects = (B) Purpose Contingency = Total Estimated Bond Package (A + B) =</div></div>		\$ 887,418,500 \$ 50,000,000 \$ 937,418,500				
Project #	Project Name	Council District	Six-Year Plan	Council	Public	Estimated Cost of Recommended Projects*
City-Owned Public Facilities						
5	ADA Projects/Corrections mandated per Department of Justice	Citywide	X			\$ 10,000,000
7	Deferred Maintenance Correction (Facilities Condition Assessment Program)	Citywide	X			\$ 7,441,000
8	Central Library Renovation (including conveyance)	10	X		X	\$ 38,000,000
9	Smiley Branch Library Renovation	1	X	X	X	\$ 1,534,000
10	Byers Branch Library Renovation	3	X	X	X	\$ 1,474,000
11	Ross-Broadway Branch Library Renovation	7	X	X	X	\$ 2,386,000
12	Athmar Park Branch Library Renovation	7	X	X	X	\$ 2,416,000
13	Ross-University Hills Branch Library Renovation	4	X	X	X	\$ 3,204,000
14	Pauline Robinson Branch Library Renovation	8	X	X	X	\$ 1,524,000
15	Ross Barnum Branch Library Renovation	3	X	X	X	\$ 2,261,000
16	Schlessman Family Branch Library Renovation	5	X	X	X	\$ 3,508,000
18	Denver Health and Hospital Authority (DHHA) Ambulatory Care Center	3			X	\$ 75,000,000
58	Eugene Field Branch Library Renovation	6	X	X	X	\$ 2,145,000
59	Blair-Caldwell African American Research Library Renovation	9	X	X	X	\$ 2,891,000
Subtotal						\$ 153,784,000
Safety Facilities						
19	County Jail Improvements	8	X			\$ 1,500,000
20	Police District 6 Replacement	10	X	X	X	\$ 25,000,000
21	Police District 5 Replacement	8	X	X	X	\$ 17,300,000
22	Fire Station at 72nd & Tower Road	11	X	X	X	\$ 16,170,000
60	Fire Station Restrooms and Kitchen Upgrades	Citywide	X			\$ 4,600,000
Subtotal						\$ 64,570,000
Parks and Recreation						
27	Civic Center - Greek Theater Improvements (FKA - Civic Center Master Plan Completion)	10	X		X	\$ 4,000,000
28	Downtown Park Acquisition & Existing Park Improvements - Skyline Park	3,9,10	X		X	\$ 2,500,000
29	Mountain Parks Conservation Camp Facility Restoration (FKA - Morrison Conservation Camp Improvements & Renovations)	Citywide	X			\$ 2,000,000
30	Neighborhood Park Improvements (Playgrounds/courts/walks/picnic sites)	Citywide	X		X	\$ 15,000,000
31	Recreation Center Renovations and Improvements	Citywide	X	X	X	\$ 8,000,000
32	Swansea Recreation Center Indoor Pool	9	X		X	\$ 15,225,000
33	Westwood Recreation Center (FKA - West Denver Recreation Center)	3	X	X	X	\$ 37,500,000
62	Arkins Court River North Promenade	9	X		X	\$ 5,000,000
63	Bear Valley Tennis Courts Replacement	2	X		X	\$ 1,800,000
64	City Park Playground Replacement	9	X		X	\$ 2,000,000
66	Congress Park Pool Reconstruction	10	X		X	\$ 8,300,000
68	Green Valley Ranch Indoor Pool	11	X	X	X	\$ 15,600,000
70	Irrigation Renovation Projects	Citywide	X		X	\$ 5,000,000
72	Paco Sanchez Re-imagine Play (Phases II & III)	3	X	X	X	\$ 6,555,000
73	Park Maintenance Facilities Improvements	Citywide	X			\$ 2,000,000
78	Sun Valley Park Development - Phase I	3	X		X	\$ 2,000,000
136	Inspiration Point Playground	1		X	X	\$ 2,135,000
162	Harvey Park Recreation Center Improvements	2		X		\$ 2,000,000
Subtotal						\$ 136,615,000
Transportation and Mobility						
35	8th Avenue Bridge (Over Platte) Reconstruction	3	X	X		\$ 8,600,000
36	47th and York - Bike Pedestrian Bridge	9	X	X	X	\$ 9,400,000
37	Alameda Ave. Underpass Replacement (Santa Fe to Broadway) - Bike/Ped/ADA	7	X	X	X	\$ 7,000,000
38	Broadway Corridor Multi-Modal Improvements: Colfax to I-25	7,10	X	X	X	\$ 12,000,000
39	Buchtel & Colorado Blvd Intersection Improvements (includes Colorado Station Bike/Ped)	4,6		X		\$ 8,400,000
40	Citywide Bike Infrastructure (aka Protected Bike Lanes)	Citywide	X	X	X	\$ 18,000,000
41	Colfax Corridor Improvements	1, 3,5,8,9,10	X	X	X	\$ 20,000,000
42	Colfax Transit Implementation (Auraria to Yosemite Street) - Bus Rapid Transit	5,8,9,10	X	X	X	\$ 55,000,000
44	Globeville Elyria-Swansea Pedestrian Connectivity Improvements	9	X	X	X	\$ 17,000,000
45	Morrison Road Improvements	3		X	X	\$ 8,042,500
47	Sidewalk Construction (includes Sheridan Boulevard Sidewalks #92)	Citywide	X	X	X	\$ 30,700,000
49	W. 13th Avenue Multimodal Reconstruction/Realignment (Federal to River Segment)	3	X	X	X	\$ 16,700,000
79	16th Street Mall Plan Implementation	9	X		X	\$ 13,000,000
80	Jewell/Evans Station Bike/Pedestrian Bridge	7	X	X	X	\$ 13,000,000
83	Additional Corridor Transit Implementation (Federal Boulevard)	3	X	X	X	\$ 9,800,000
88	Connecting Auraria (Auraria Downtown Connection Vision Plan)	9			X	\$ 7,000,000
94	Deferred Maintenance (Arterial/Collector Repaving, Curb & Gutter, Major Bridge Rehab)	Citywide	X	X	X	\$ 101,000,000
113	56th Avenue, Peoria to Pena	11	X	X	X	\$ 27,000,000
114	Washington Street - 47th - 52nd Reconstruction	9	X	X	X	\$ 23,000,000
120	High Line Canal Connections	4		X	X	\$ 3,700,000
125	Yale Avenue Improvements: I-25 to Quebec	4	X	X		\$ 1,000,000
126	Yale Station Pedestrian Safety	4		X	X	\$ 1,200,000
213	Hampden Corridor Multimodal Improvements	4		X	X	\$ 5,000,000
Subtotal						\$ 415,542,500
Arts and Culture						
50	Denver Art Museum - North Building Renovation and Transportation Improvements	10				\$ 35,500,000
51	Denver Arts & Venues - Improvements to Red Rocks Amphitheatre and Buell Theatre	9 / Mtn				\$ 6,800,000
52	Denver Botanic Gardens - Center for Science, Art & Education	10				\$ 18,000,000
53	Denver Center for the Performing Arts - Bonfils Theatre Complex Upgrades	9				\$ 19,000,000
54	Denver Museum of Nature & Science - Critical Deferred Maintenance	9				\$ 17,607,000
55	Denver Zoo - Phase One Master Plan Improvements	9				\$ 20,000,000
Subtotal						\$ 116,907,000

*Cost estimates are based on best available information

Introducing RBdigital Magazines and Audio eBooks



Zinio is now [RBdigital Magazines](#). The website will work the same as it always has, it just has a new name. Your experience from the RBdigital Magazines website and the Zinio for Libraries app will be the same.

RBdigital has also launched a new mobile app. The RBdigital App will combine digital magazines (formerly Zinio) with a [new collection of audio eBooks](#). Most of these new audio eBooks are not available from Overdrive. They will check out for 21 days. Most of them will be unlimited simultaneous use. That means no hold lists!

The RBdigital App is available from the Apple store for iOS devices and from Google Play for Android devices. The Kindle app is coming soon.

You'll be able to search, borrow, download and read magazines and listen to audio eBooks within the RBdigital App. When searching from your computer, there will still be two separate sites:

- [RBdigital Audio eBooks](#)
- [RBdigital Magazines \(formerly Zinio\)](#)

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The Zinio for Libraries app will continue to be available for the time being. If Zinio users are only interested in digital magazines and not audio eBooks, it's fine to stick with the Zinio for Libraries app for now.

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Written by [Janet](#) on July 6, 2017