

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, February 15, 2018, 8:30 a.m.
Denver Central Library
7th Floor Training Room

1. Call to order.
2. Introductions.
3. Approval of Minutes from January 18, 2017, Regular Library Commission Meeting.
Commission
4. Public Comment Period.
5. Report of the President and Members.
6. Report of the Friends Foundation. Laurie Romer and/or Pam Jewett
7. Presentation of Potential Fine Elimination. Jennifer Hoffman and Rebecca Czarnecki
8. Approval of Fine Elimination. Library Commission
9. Report on the Library Academy. Anne Kemmerling
10. GO Bond update. Michelle Jeske
11. Report of the City Librarian.
12. Other Business.

Agenda Item 3

Action requested: Approve

MINUTES
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, January 18, 2018, 8:30 a.m.
Denver Central Library
7th Floor Training Room

Present: Greg Hatcher¹, Alice Kelly, Mike King², Rosemary Marshall, Carlos Martinez, Laurie Mathews, Sonya Ulibarri

Excused: Cathy Lucas

Staff: Rebecca Czarnecki, Rachel Fewell, Michelle Jeske, Susan Kotarba, Zeth Lietzau, Erika Martinez, Joe Mills (SC), Michael Murphy, Seana O'Grady, Bria Ward

Guests: Laurie Romer, Friends Foundation; Sam Hosfelt, Swinerton

1. Call to order.
President Mike King called the meeting to order at 8:31 a.m.
2. Introductions.
Commissioners, staff and guests present introduced themselves.
3. Approval of Minutes from December 21, 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.
King discussed the possibility of having a Commission retreat in the spring and combining that with a gathering with the Friends Foundation. This would likely be held in lieu of a regular commission meeting.

¹ Gregory Hatcher arrived at 8:36 AM during the report of the President and Members

² Mike King excused himself at 9:30 AM and turned the meeting over to VP Carlos Martinez

6. Report of the Friends Foundation. Laurie Romer and/or Pam Jewett.

Laurie Romer noted the Friends had their first board meeting of 2018 and welcomed three new board members. Carlos Martinez is the Commission liaison to the Friends Foundation.

They are making progress in their search for an executive director and have sent out the RFP for search firms. Two out of state firms have declined and they are still waiting on responses from three in-state firms.

Alice Kelly asked Romer if their fundraising strategy will focus on additional events or targeting different donors. Romer replied that the focus would be on donors.

7. GO Bond Discussion. Tykus Holloway, Laura Perry, Michael Sheehan from the City's Bond team (See attached presentation)

The team reviewed the three main phases that began in 2016.

- Public process 2016
- Project selection 2017. Transportation showed as priority.
- Implementation 2018

There is more than \$937 million going towards more than 460 projects. Half of the projects are new projects and the other half are to fix and repair current issues. The projects are distributed across the city.

The team also recapped what the \$69.3 million dollars will do for the library system before discussing what the program implementation phase will look like. They outlined the next steps for February/March and through the second quarter.

Atkins North America has been selected as the bond manager and there will be a City Council hearing on January 30 about that contract.

The team advised the Commission that the GO Bond website is still active with up to date information.

Questions:

- Commission has a fiduciary responsibility to manage library dollars responsibly. As we move forward will the library be submitting timelines (how long projects will take) for what needs to be done.
 - Those timelines are already done and the scope is understood. Atkins program management needs to provide technical review next. They help with delivery strategy and how to bundle projects together.
- Do they help negotiate with general contractors?
 - That is typically done by project staff. Atkins will be looking at feasibility. If we deviate from any scope of works there will have to be a strong reason since the voters approved the funds for specific uses.
- Does Atkins manage accounts payable?
 - What they provide is overview but the project management component will be done in combination by city staff and consultants. Most projects will have a procurement process.
- How much consultation is there between the library and the bond committee?
 - Once the process gets underway the library and the committee will be working very closely together with a lot of collaboration.
- Ten years is a long time. What is the level of contingency?
 - There are two levels. Project level contingency so each project has contingency and escalation built in. The program level has \$50 million

contingency in case project contingency is not enough. About \$8 million in contingency for the library. The goal is to deliver the projects voters voted on.

- If you can find efficiencies can you get more work done?
 - Yes, that's typical. We just make sure the dollars are there. The earlier those things can be identified the better in order to coordinate.
- How are projects laid out in regards to timeline? Is there a lot of competition for who goes first?
 - There will be a process to designate the order of projects and the team noted Jeske has been clear about the library's priorities. Jeske noted that DPL has advocated for Central, Smiley, and Byers to get started as quickly as possible.

The team concluded by mentioning that Atkins could come to talk to the Commission about when funding is available and how long it takes for projects to be completed. This can help manage expectations as well as know how to engage other donors, etc.

8. Data roadmap and warehouse. Seana O'Grady

Seana O'Grady introduced herself as DPL's Senior Business Process & Data Specialist. In the last year we have developed a data warehouse and have more powerful software, Power BI, to put the data to work. There are three to four dozen data sources to analyze our activities and make decisions and this warehouse aggregates them in one place. The data that is pulled from the warehouse updates automatically so that it is live information that staff can access and O'Grady no longer has to act as a gatekeeper. Data can be easily viewed in dashboards to help with decision making. Accessible information includes information such as:

- The ability to see what activities are occurring at a location over 24 hours. Seniors can see this and understand traffic flow.
- Access to detailed information about programs.
- Circulation trends.

Questions:

- How are you collecting data on programs? A staff person takes a headcount and then enters that information.
- Do you collect qualitative data? Yes. For example: class respondent surveys in the Community Technology Center. The program administrator for the ideaLAB has started to put together some of that qualitative data using Likert scale responses.
- Does the Friends have access to this information? Yes. It is also used for grant writing and for our annual reports.

O'Grady concluded asking Commissioners to let Jeske or Czarnecki know if they would like electronic access to the Commission reports they currently receive in their packet.

9. Report of the City Librarian.

City Librarian Jeske introduced Bria Ward as the new Human Resources director. Ward has been with DPL for six months and has a background with non-profit organizations. She has already hired three new people. Two of those staff members will really help develop an overarching strategy for learning and development as well as performance management.

Jeske also introduced Erika Martinez as the new director of Communications and Community Engagement. She has been at DPL since November and previously worked at the City with the North Denver Cornerstone Collaborative and National Western Center. Martinez wants to develop the department's role of sharing the stories of DPL as well as making sure to connect with other agencies.

DPL has started selling DPL branded items in the Red Chair Bookstore and Jeske told Commissioners to let Czarnecki know if there was something they would like.

The 4th Annual Winter of Reading will kick off soon with prizes of a DPL mug or pint glass.

The Hadley Branch Library will have a grand reopening February 10th. Jeske invited the Commissioners to attend. It was the last branch to be renovated with the 2007 bond money.

DPL has received some attention for its participation in the Denver Day Works program, a mayoral initiative that has helped employ people experiencing homelessness.

The Juanita Gray Awards and Blacks in Colorado Hall of Fame will be held at the Blair-Caldwell African American Research Library on February 3 at 1:30 PM. Representative Leslie Herod will also be recognized for advancing a resolution to continue funding for libraries.

DPL will be collecting items from the 2018 Women's March. There were about 1,500 items donated last year ranging from signs to pink hats. We will also collect digital items and you can go online to see what was donated last year.

The deputy director position will post tomorrow and Jeske hopes to have someone hired in March.

10. Other Business.

N/A

The meeting was adjourned by Vice President Carlos Martinez at 9:46 am

Submitted by Rebecca Czarnecki for Cathy Lucas



DENVER
THE MILE HIGH CITY

2017 General Obligation Bond Program Update

The Denver Public Library Commission



DENVER
THE MILE HIGH CITY

GENERAL
OBLIGATION BOND
2017

FOR CITY SERVICES VISIT | CALL
DenverGov.org | **311**

- **Summary of GO Bond Process and Program**
 - Phases
 - Program Highlights
 - Program Projects
- **Program Implementation Process**
 - Key Next Steps
- **Questions**

Summary of GO Bond Process and Program

Phase 1 – Project Input (2016)

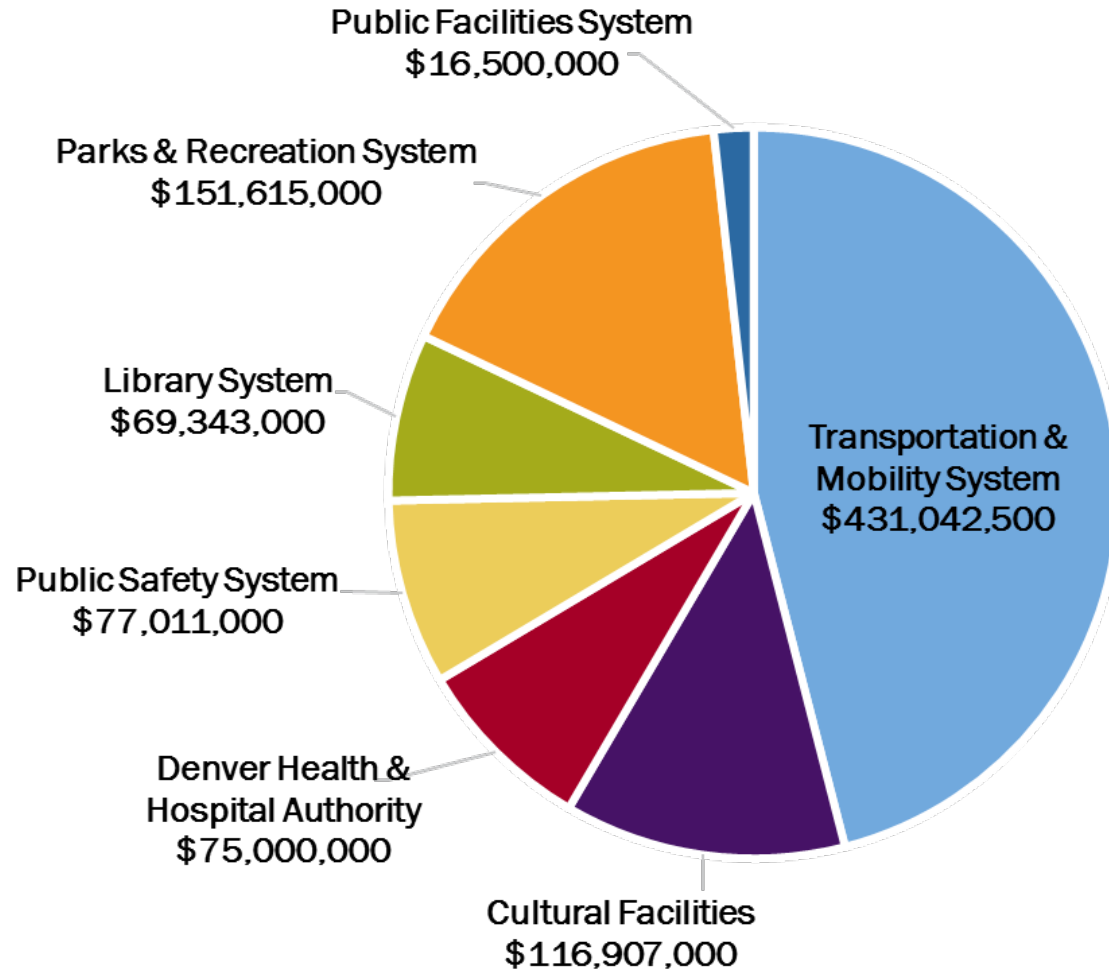
- Elevate 2020
- Six public meeting co-hosted with City Council
- Over 3,000 comments received during public engagement

Phase 2 – Project Selection (2017)

- External stakeholder committee evaluation & recommendations
- Mayor and Council review & recommendations
- 1,000 additional comments received during this phase
- November 2017 vote – all 7 ballot questions strongly approved!

Phase 3 – Implementation (2018)

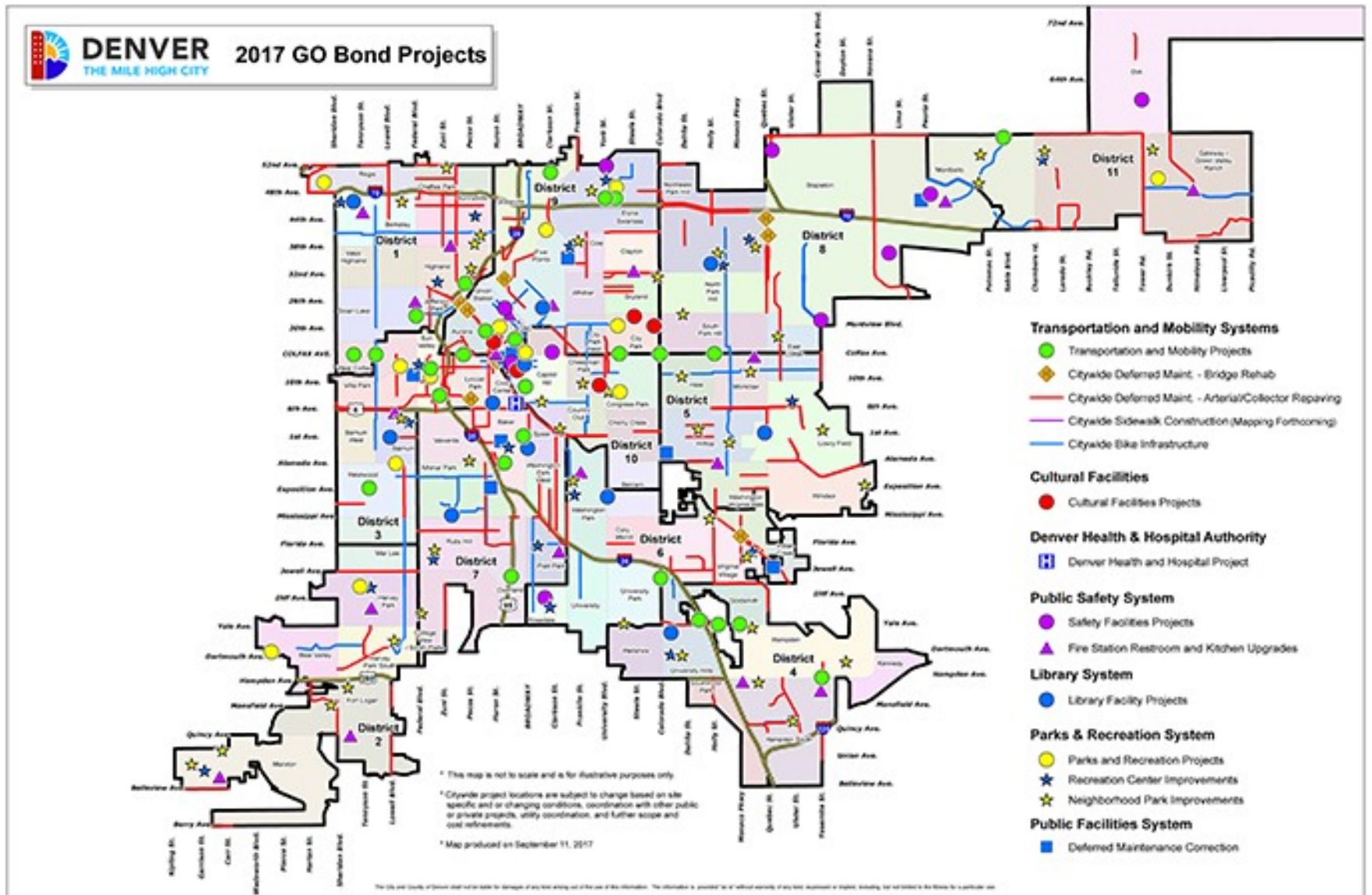
- **Total = \$937,418,500**
- **Over 460 distinct projects**
- **More than half of all projects fix/repair existing assets**
- **Transportation & Mobility projects are greater 60% (290) of all projects**
- **Projects leverage over \$400,000,000 in funds from other entities**





DENVER
THE MILE HIGH CITY

Summary of Approved Program



Summary of Approved Program

272K
SQUARE FOOT FACILITY

DENVER HEALTH
OUTPATIENT MEDICAL CENTER

**DENVER
HEALTH**

THE NEW BUILDING WILL ALLOW DENVER HEALTH TO MEET THE GROWING HEALTH CARE NEEDS OF THE CITY BY INCREASING PATIENT CAPACITY UP TO 50%.



7 PROJECTS AT
ARTS & CULTURAL CENTERS



DENVER
ART MUSEUM



DENVER BOTANIC
GARDENS



97 PROJECTS
IN MORE THAN 50 PARKS



MORE THAN 24 RECREATION CENTER IMPROVEMENT PROJECTS INCLUDING:

- A new recreational center in West Denver
- New pools
- Improvements to playgrounds, courts, walkways, and picnic sites

32 PUBLIC SAFETY PROJECTS



INCLUDING UPGRADING
POLICE AND FIRE
STATIONS CITYWIDE



290 TRANSPORTATION PROJECTS

\$55 MILLION
BUS TRANSIT



50 MILES
BIKEWAYS



375 MILES
ROAD REPAIRS



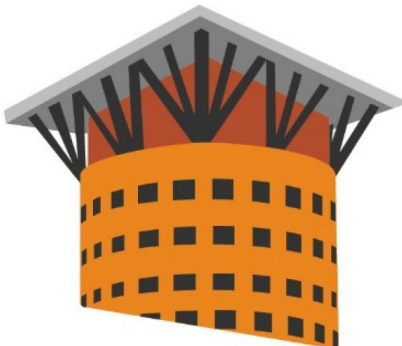
33 MILES
SIDEWALK REPAIRS



Library System = \$69,343,000

39 Athmar Park Branch Library Renovati
40 Blair-Caldwell African American Res
41 Byers Branch Library Renovat
42 Central Library Renovat
43 Eugene Field Branch Library Renovat

11 LIBRARY PROJECTS INCLUDING THE CENTRAL LIBRARY



IMPROVEMENTS INCLUDE:

- Safety and security
- Walkways and exterior lighting
- Updated bathrooms
- New and improved community & learning spaces
- Updated children spaces
- Energy efficiencies
- Improved air conditioning and heating systems
- Upgraded elevator systems

Program Implementation Process

- City is in the process of hiring a Program Manager
 - *City Council hearing process January/February*
- Evaluate the cadence of projects and determine timing of first issuance and projects
- Evaluate the potential procurement methods/options for each project or package of projects
- Continue to evaluate and monitor market conditions

- **February/March**

- Finance & Governance Committee on January 30th
 - Program Management contract and 2018 budget supplemental
- Program Mobilization and Organization
- Early project review

- **Second Quarter 2018**

- Program Governance including Bond Executive Committee
- Cultural & Denver Health Project Funding and Assignment Agreements
- Early project selection
- First debt issuance (June)
- Early staff training programs

For more information on the GO Bond Process and Project Descriptions: <http://www.denvergov.org/2017gobond>

The background of the top section is a photograph of the Denver Public Library building, a modern structure with a mix of green, orange, and grey facades and a prominent circular tower. The sky is a clear blue.

DENVER PUBLIC LIBRARY Eliminating Fines at DPL

Fine Facts @ DPL

- ✓ In 2017 DPL collected \$110,339 in fines. The fines go to the City General Fund which funds 40 departments, agencies, and offices.
- ✓ The 2017 City General Fund was \$1.3 billion
- ✓ Fees, which are replacement costs for lost items, come to DPL and would still be collected
- ✓ We do not collect fines for children's materials or YA materials
- ✓ We do not collect fines from seniors
- ✓ The amount collected from fines between 2012–2017 has decreased significantly because of new customer friendly practices such as decreasing maximum fines and automatically renewing items

Behavioral Insights

GETTING CUSTOMERS TO ENGAGE IN THE BEHAVIOR YOU WANT

STUDIES HAVE SHOWN

- ✓ Small fines are not shown to have any impact on return rates
- ✓ Large fines improve return rates but disproportionately impact low-income populations
- ✓ Incentives also do not have a lasting effect
- ✓ Changing messaging can influence returns

National Trends

Currently, about 30 systems across 13 states have eliminated fines. While many are smaller libraries where the cost of collecting fines was greater than the amount they were collecting, about 20% are classified as large libraries and serve more than 100,000 people. Salt Lake City Library and Columbus Metropolitan Library are two of DPL's near peer libraries that have eliminated fines. Additionally, several Front Range Libraries have eliminated fines including: High Plains, Arapahoe, and Anythink.

HOW IT WORKS AND REPORTED IMPACTS

BLOCKING ACCOUNTS AND REPLACEMENT FEES

There is still accountability for borrowers at fine free libraries. Accounts are blocked from additional checkouts once items have been overdue for an extended period of time or once a customer has lost items. The account is reactivated once the materials are returned. Customers are still expected to pay for lost items.

CUSTOMER AND STAFF EXPERIENCE, CIRCULATION, AND OVERDUE ITEMS

Libraries that have eliminated fines have not reported any negative impacts. There is no increase in library abusers and some libraries have reported increases in circulation or fewer overdue items. All libraries have reported a savings in staff time and the ability for staff to focus on building more positive customer interactions. Customer reaction has also been very positive and they have noted that fines have been a barrier to library use.

Eliminating Fines at DPL

Stories of Impact

"My Lyft Driver in Atlanta told me she grew up walking to the library with her siblings. Her kids are 7, 11, 15. She doesn't let her kids use the library because of the "deadlines" that we have. It's like having to pay another credit card bill at the end of the month that I can't afford."

Peter Bromberg, ED of SLCPL

Treating all library patrons equally by assessing a fine for late materials is inequitable: it disproportionately affects low-income families.

Colorado State Library Report

A young mother tried to check out a wi-fi hotspot so her daughter could do her homework. Homeless, the family couldn't afford internet, and her daughter's grades suffered. Unfortunately, her library card was blocked because one night, they were abruptly moved from one shelter to another, and in their haste to leave, they left behind a library book and DVD. The fines accumulated quickly, and without a way to pay them, their only hope for internet access was no longer available.

Anthony W Marx, CEO NYPL

High Plains Executive Director Janine Reid says the overall financial impact has been neutral. Meanwhile, circulation rose, including a 16 percent rise within the children's department. Staff members are happy, because they no longer spend time locked in awkward exchanges with patrons who are angry, distraught, or indignant about their overdue fines. And the fear that fines were the only thing between civilization and chaos has proved unfounded: 95 percent of materials are returned within a week of their due date.

Slate, Long Overdue - Why public libraries are finally eliminating the late-return fine.

A mother of three, owes \$30 for 15 books that she said she dropped off late on a Friday. she said the library incorrectly charged for being three days late. Now, she no longer borrows books and is teaching her daughter not to borrow, either. "I try to explain to her: 'Don't take books out. It's so expensive.'"

New York Times, In San Jose, Poor Find Doors to Library Closed

Savage wrote that the library staff averaged 22 hours each week on overdue-fine bookkeeping. She and Fuerst noted all the haggling borrowers tried to engage in to get out of a fine: The staff keeps a record of what it speaks with users about, and Savage wrote that 44 percent of front-desk discussions were about penalties. "They felt it was petty," Fuerst added. "We would have people get upset with us over 10 cents. For some people, those overdue fines became a barrier to service. That 10- or 15-cent fine was enough that it caused them to not use the library."

Chicago Tribune, Library sees little change after eliminating late fees

"A patron came to the desk with a hot book due that day. She had forty pages to go and was hoping to return her copy and get another one, but there were none on the shelf. I told her with no fines, she could keep it until Monday and return it on her way to work that morning. The smile was priceless."

Gary Christopherson, Access Services Administrator Algonquin Area Public Library District

"Having a "fine-free" policy was in keeping with the library's mission: "What role do fines play in a library? I want to encourage people of all ages to read, to discover, to be curious, and it doesn't make sense to put up any barriers that might prevent that."

Angela Mollet, Director Gleason Public Library

Agenda Item 9

Requested Action: Receive Report

Denver Public Library Academy

In fall of 2017 we held the the first ever Denver Public Library Academy! Over 25 community members joined us to learn how the library's programs and services contribute to our community and promote an inspired and engaged Denver. The nine-week course was a unique opportunity for community members to get an inside look at our work, our staff and our customers, and came away with the knowledge to advocate for the library within our community.

February 2018



BY THE NUMBERS

9

Weeks

21

Hours

50

Applicants

33

Invitees

26

Regular attendees

45

Calls to Action

204

Actions completed

WHAT WE LEARNED

- Word of mouth is a powerful tool
- We have so many advocates to activate
- Tapping into our customers as lifelong learners is invaluable
- People want to connect
- Exposure to different communities and neighborhoods is important
- Relationships between customers and staff are vital
- Community engagement can take a variety of forms



DENVER PUBLIC LIBRARY ACADEMY STORIES

This past Tuesday I took a lyft downtown and in conversing with my driver I found out that she was really into discovering her family's **genealogy**..Explaining that not only are there databases that she can access for free, but there are also **staff members deeply practiced in the field who would love to assist her!**

Not everything we learn about fits my specific interests, but it does empower me to share information or resources with those in my life, whether long-term or in a passing moment, that might help them with a passion project or other personal need.

I have **joined the Friends Foundation** and have offered to volunteer at their book sales!

This program has **taken me to neighborhoods** that would probably take me a long time to find. Every week I've been sharing something I've learned on my social media pages.

I have also **shared with my book club, information** on the resources available to book lovers

I signed up for a lesson to **convert media in the Recording Studio**.

Every week I am **amazed and impressed by the dedicated people who are doing really great things for the citizens of our city**. I love how library employees are looking out for every portion of our city.

I will use: **Global Music Online and Culturegrams for my geography classes**

But more than any one specific thing, the academy has given me great pride in our library and **increased dedication to supporting their efforts**.

I have decided to include the **Denver Public Library Friends Foundation as one of the charitable beneficiaries of my estate**.... I support public radio and television but I never really considered supporting the public library in the same way until this year.

After attending the Immigration related session, I signed up to **volunteer at the Plaza's Legal nights**.

After the session on **early childhood development**, I forwarded the description of programs offered by the library as well as the number for **the 24-hour story time line to my friend who is a kindergarten teacher to share with the parents and guardians of her students**.

After receiving my book recommendations from my **personalized assessment at our session on Finding books**, I **proudly posted my letter on Instagram** where my friend asked where I did that. I was able to share with him where and he completed his own assessment!

I also told my school's art and **tech teachers about the Hampden Branch library's ideaLab and how cool it is**.

Met a guy who was **starting up his own electrician business**. Told him about the **small businesses program at the library (biz boost)** and he said he would definitely check it out.

My gf and I had no idea that the **Blair-Caldwell African American Research Library** was one of five African American libraries in the country. **We have plans to visit the library in the future to check out the historical publications related to African American history**.

Agenda Item 10

Requested Action: Receive Report

City Librarian Report

Juanita Gray Community Service Awards and Blacks in Colorado Hall of Fame



On February 3, the library honored four African-American community leaders at the Juanita Gray Community Service Awards and the Blacks in Colorado Hall of Fame induction ceremony. The event was held at the Blair-Caldwell African American Research Library in Five Points and kicked off the library's celebration of Black History Month. Special thanks to TaRhonda Thomas of KUSA Channel 9 for emceeding the

event and Library Commissioner Rosemary Marshall for her participation on the committee and in the event. Honored at the ceremony were:

2018 Juanita Ross Gray Award Recipients

Youth Award Recipient:

Lauryn Lenae Bradley: Lauryn Lenae Bradley is a junior at Rangeview High School and excels not only at academics, but volunteering as well. While maintaining a 3.71 GPA, Lauren is an active member of the National Honor Society and has participated in several community service and volunteer outreach programs, including raising money for Make a Wish foundation. Lauryn has a passion for studying law and is a member of the City of Aurora's Teen Court. She will graduate in 2019 and has expressed interest in the University of Miami, University of Colorado and Florida A&M University. Lauryn exemplifies the ideals and spirit of Juanita Gray.

Adult Award Recipients:

Beverly Grant: Beverly Grant has shown outstanding leadership to shape, lobby for and create urban agribusiness initiatives in communities around Colorado. In 2015, 5280 Magazine writer Bill Giebler described Ms. Grant as, "Part activist, part community leader and part food fanatic." Ms. Grant grew up in Denver's North Park Hill neighborhood which did not provide access to affordable and healthy foods. She once

said, "I had this epiphany about starting a farmer's market." She began to build relationships with local farmers, neighborhood food co-ops and urban hydroponic gardens, and in 2011, she launched Mo' Betta Green MarketPlace. By helping to provide access to healthy food, Ms. Grant's commitment improves many people's lives.

Purnell LeVant Steen: Purnell LeVant Steen was born in Denver in 1941, and throughout his life has focused on making a difference. Based on his personal experiences with racial segregation, he became involved in American civil disobedience while enrolled at the University of Colorado and served as chairman of the Boulder chapter of Congress of Racial Equality (C.O.R.E.). Mr. Steen served in Germany with the prestigious 7th Armed Soldiers Chorus and went on to become a full-time musician in the 1980s. He founded his jazz group, Purnell Steen and LeJazz Machine, which has been a mainstay on the festival and club scene for nearly thirty years. Through it all, he has always found time to serve his community, including working with Carolyn Ash of Colorado Academy to teach students Black History through music and playing Christmas music each weekend for patients at Presbyterian St. Luke's. His talents and belief in giving back have brought joy to many.

Blacks in Colorado Hall of Fame Inductee

Denise Burgess: In September 2017, Denise Burgess was named Board Chair of the Denver Metro Chamber of Commerce which marked the first time in the Chamber's 150 year history that an African-American held the top post. At the Chamber's annual meeting, Ms. Burgess told the more than 1,000 people gathered, "We are committed to ensuring opportunities are available to everyone in Colorado." Ms. Burgess's introduction to business came through her parents, Clyde and Lucille, who started Burgess Heating and Air Conditioning, and in 1994, she joined the family business. Ms. Burgess earned her certificate in construction management from the University of Denver, and when her father died unexpectedly in 2002, she took control and shifted the focus to construction management. The projects the company worked on during her tenure include the City and County of Denver Justice Center, the U.S. Army Corp of Engineers' Southeastern headquarters in Miami and the Westin Hotel at the Denver International Airport. Ms. Burgess also volunteers with many groups across the city. Mayor Michael B. Hancock proclaimed November 1, 2017 as Denise Burgess Day noting she will lead the Chamber in redefining its focus on people, place and prosperity, and on valuing diversity and ensuring Colorado is a state where all residents can build wealth.

Diversity and Inclusion Initiative

At the end of 2017, the Diversity & Inclusion Initiative Team leads put out a call for participants and received 24 staff applications. From this strong pool of applicants, they've put together a team of 16 that will help lead our efforts this year. The team consists of staff who either spend their free time organizing and acting on diversity, inclusion, and equity issues and some who have incorporated it into their roles at the

library. We also have a few members who have past diversity and inclusion work experience, having helped other organizations ensure their workforce lives up to diversity and inclusion values. Team members range from managers to clerks to shelvers to senior librarians, working in library locations across the city. And, if the applications are any indication, team members represent a diverse set of backgrounds, mindsets, life experiences and tenure at the library. We'll invite the team to present as their work unfolds.



Annual Staff Art Show

Stop by and check out an eclectic selection of artwork from the library's employees, volunteers and retirees. In its 14th consecutive year, the exhibit is an eclectic mix, ranging from an idyllic, cross-stitched village scene to a purple cow, to a mosaic crafted by the City Librarian... The show will run through February 13 in the Level 7 Vida Ellison Gallery at the Central Library.

New Catalog

We recently upgraded our online catalog with several new exciting features. If you haven't checked it out, you might want to!

Bulk Holds

Want to place multiple holds at once? You can do this by creating a list, adding items to the list as you find them, signing in, checking the boxes by the items you want to place holds on and then click Place request. It's still a little awkward but at least you can do it.

Limit by Availability and Location

To see items available right now, perform your search, then select the "Available Now" checkbox (located in the left column on larger screens and below search results on smaller screens) to see items that are currently on the shelf.

Responsive Design

In addition to a fresh look, the catalog is now responsive. That means it will resize automatically to fit whatever device you are using (phone, tablet, laptop or desktop computer). All the features of the full catalog will be available regardless of your device size, no need to use a separate mobile site on smaller screens.

Also Available to You with Your Library Card

I'll begin featuring an electronic resource each month to remind you of the many additional resources available to you with your library card. Spread the word! This month it's [Mango Languages](#). To access it, click on Research on the [denverlibrary.org](#) site and then Databases A-Z and go to M. Learn one of 72 languages through conversation including English, Spanish, French, Japanese, Brazilian Portuguese, German, Mandarin Chinese, Greek, Italian and Russian. You can use this on your computer, iPhone or Android. It's fun and easy!



Central Library Teen Space Grand Opening

Sunday, February 11, 2-4 p.m.
Central Library, Floor 1,
Burnham Hoyt

We'll be celebrating our new Teen Space at the Central Library. We're thrilled to have many outstanding teen authors and illustrators attending:
Donna Cooner (Skinny),
Brenna Yovanoff (Places No

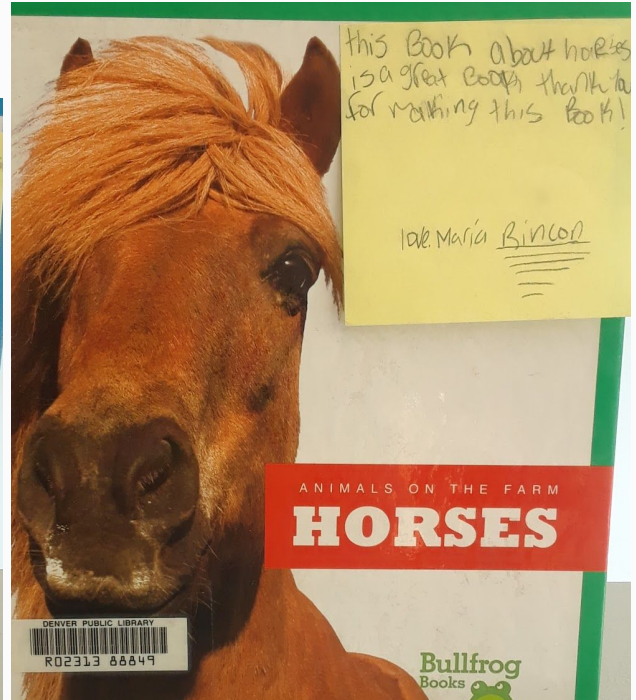
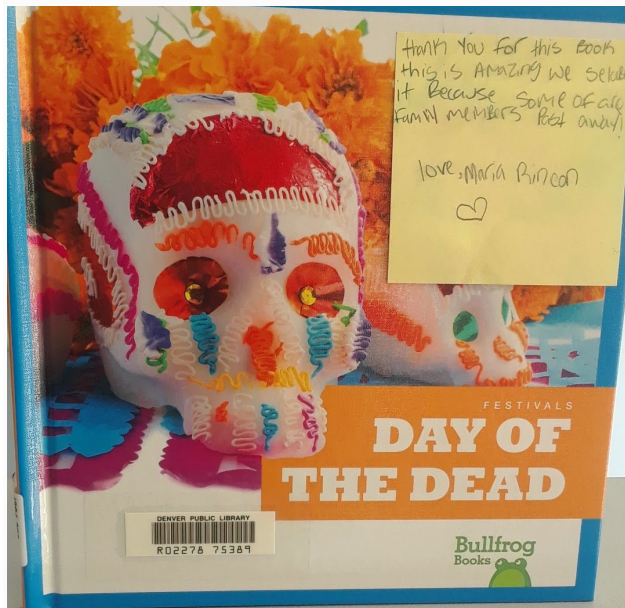
One Knows), Denise Vega (Rock On), Jenny Parks (Star Trek Cats) and many more! There will also be yard games, videogames, a button making craft, creative face-offs and refreshments. No registration required, but adults must be accompanied by a teen.

Stories of Impact

This month's stories come from Valdez-Perry, Bear Valley and Central Reference:

A customer came in looking for a QuickBooks class, because the class was a prerequisite for a job for which he was applying. We told him about a class offered at Central. He went to the class and told us he learned a lot. Best of all, he has a second interview!

"This book about horses is a great book. Thank you for making this book! Love, Maria"
"Thank you for this book. This is amazing we selected it because some of our family members past (sic) away." Love, Maria



A customer came in to Reference with a list of articles from architectural magazines from the 60s because she was helping someone who was to give a presentation on the building of the Air Force Academy Chapel, and they needed resources. They were going to visit Western History as well but wanted to see if we had the articles from four different architectural magazines. We had them all and I showed her how to also research Readers Guide and the New Your Times Historical databases. She was impressed that she was able to find everything on her list and more, and said, "It's so nice to be able to come to a 'real' library!"

Highlights from Neighborhood Services by Susan Kotarba

The Wonderful Teen and Adult Volunteers Working at Central East Neighborhood Branches

This month staff at the Sam Gary, Pauline Robinson, Schlessman Family and Ross Cherry Creek branches are highlighting the wonderful teen and adult volunteers they rely on for lots of important work.

At the Sam Gary Branch Library, teen volunteers assist with the Summer of Adventure program from May through August. For the summer of 2017, 25 teen volunteers helped with registration and distribution of prizes. Sam Gary participated for the first time in the City of Denver's Summer Youth Employment Program in 2017. The SYEP teen was a wonderful addition to our staff and worked as a shelper for the summer. A neighborhood teenager was also hired as a Youth Assistant working part time

throughout the year to help coordinate the teen volunteers in the summer and then assists with STEAM programming throughout the school year. A group of teen volunteers serve on the Sam Gary Teen Advisory Board. The TAB meets regularly and plans events for teens at our branch. The TAB recently ran a successful interactive Murder Mystery dinner event and is currently working on a Harry Potter themed after-hours event for teens.

The Ross-Cherry Creek Branch Library teen volunteer group can explode in the summer to as many as 20 to 25 teens. Teens help throughout the year with special programs and events for kids and families such as Holiday Open House, Summer of Adventure Kick off Party, Noon Year's Eve and many of the Saturday concerts. The branch has 5 adult long-time volunteers that help with pulling router requests every morning. John, Bix and Sue have been volunteering for more than 10 years and Joni and Michael have for over 5 years.

In 2017 the Pauline Robinson Branch Library had 2 teen volunteers and 2 adult volunteers. They were instrumental in helping with a variety of assignments including maintenance of the collection, Black History Bingo, Computer 101 classes for adults on Wednesday afternoons, Denver Days Meet Your Neighbors block party last August, and fun and entertaining programming for teens during the summer.

Schlessman Family Branch Library has 22 adult volunteers and 1 teen volunteer. They pull router requests and shelve DVDs.

The Grand Total 2017 collective volunteer hours is 108,230 according to Veletta Hopes our Program Administrator for Volunteer Services.

Hadley Branch Library Reopening

The Hadley Branch Library successfully opened to the public on January 29! If you could not attend the grand opening celebration on Saturday, February 10 at 9:00 a.m. with remarks beginning at 9:30. Photos below:



Dates to Remember

- Grand Re-opening of the Hadley Branch Library, February 10, 9a-10:30a
- Career Online High School Graduation, Rodolfo "Corky" Gonzales Branch Library, February 24, 10a-12p

City Librarian Select Activities

Activate!Denver Facilities Master Plan

- Welcomed everyone to grand opening of the renovated Hadley Branch Library
- Met with Art Museum leadership regarding renovation plans and Acoma Plaza
- Visited Museum of Nature & Science to learn about naming and donor strategies
- Met with former Mayor Wellington Webb regarding Blair-Caldwell
- Met with staff from Parks & Recreation to discuss Central Library north lawn
- Met with potential partner in RiNo

Early Learning/Out of School Learning

- Participated in the Birth to Eight Advisory Council
- Participated in multiple Denver Afterschool Alliance Board meetings

- Participated in the Mayor's Children's Cabinet meeting

Community Engagement

- Participated in Juanita Gray & Blacks in Colorado Hall of Fame awards celebration
- Spoke to Lady Killas professional women's group

Diversity and Inclusion

- Met with potential consultant and trainer

Friends Foundation

- Participated in Friends Foundation Executive Director Search Committee meetings and search firm interviews
- Participated in Friends Foundation Development Committee meetings

Staff

- Participated in a community program at the Cherry Creek Branch Library
- Visited with Blair-Caldwell Branch staff
- Participated in "Let's Talk about Gentrification" hosted by Park Hill Branch Library (Mayor attended as well)
- Prepared and served lunch to Schlessman Family Branch staff with E-Team
- Attended the staff art show reception

Professional

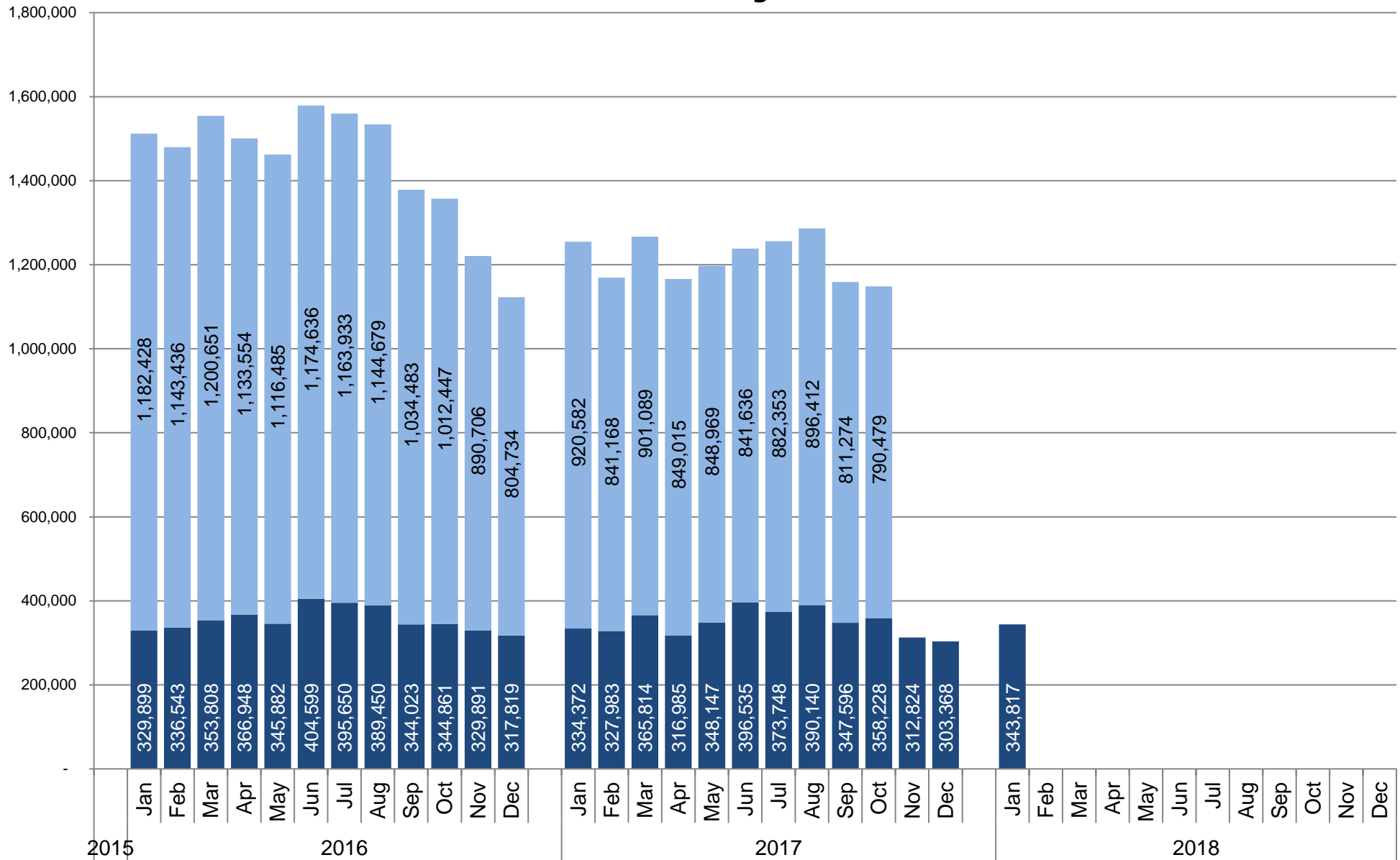
- Participated in the American Library Association Midwinter meeting in Denver:
 - Gave keynote address "Libraries Improving Access: Policies, Programs, and Promotion" at the Association for Library Collections and Technical Services Symposium
 - Panelist in the Library Leadership and Management Association Career Institute: *Moving into Leadership: Transitioning into a New Role*
 - Public Library Association (PLA) Board meeting
 - PLA 2018 Conference Planning Committee
 - PLA Family Engagement Task Force
 - Libraries Foster Community Engagement Membership Initiative
 - Hosted the Urban Libraries Council at a reception at the Central Library
- Participated in the Colorado Alliance of Research Libraries (CARL) Joint Board and Member Council meeting
- Participated in the CARL Finance Committee meeting
- Hosted the Front Range Public Library Directors at Central

February 2018

Denver Public Library

Total Visits By Month

Online
In Person



➔ November & December 2017, and January 2018 Online visits reporting currently unavailable

➔ 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

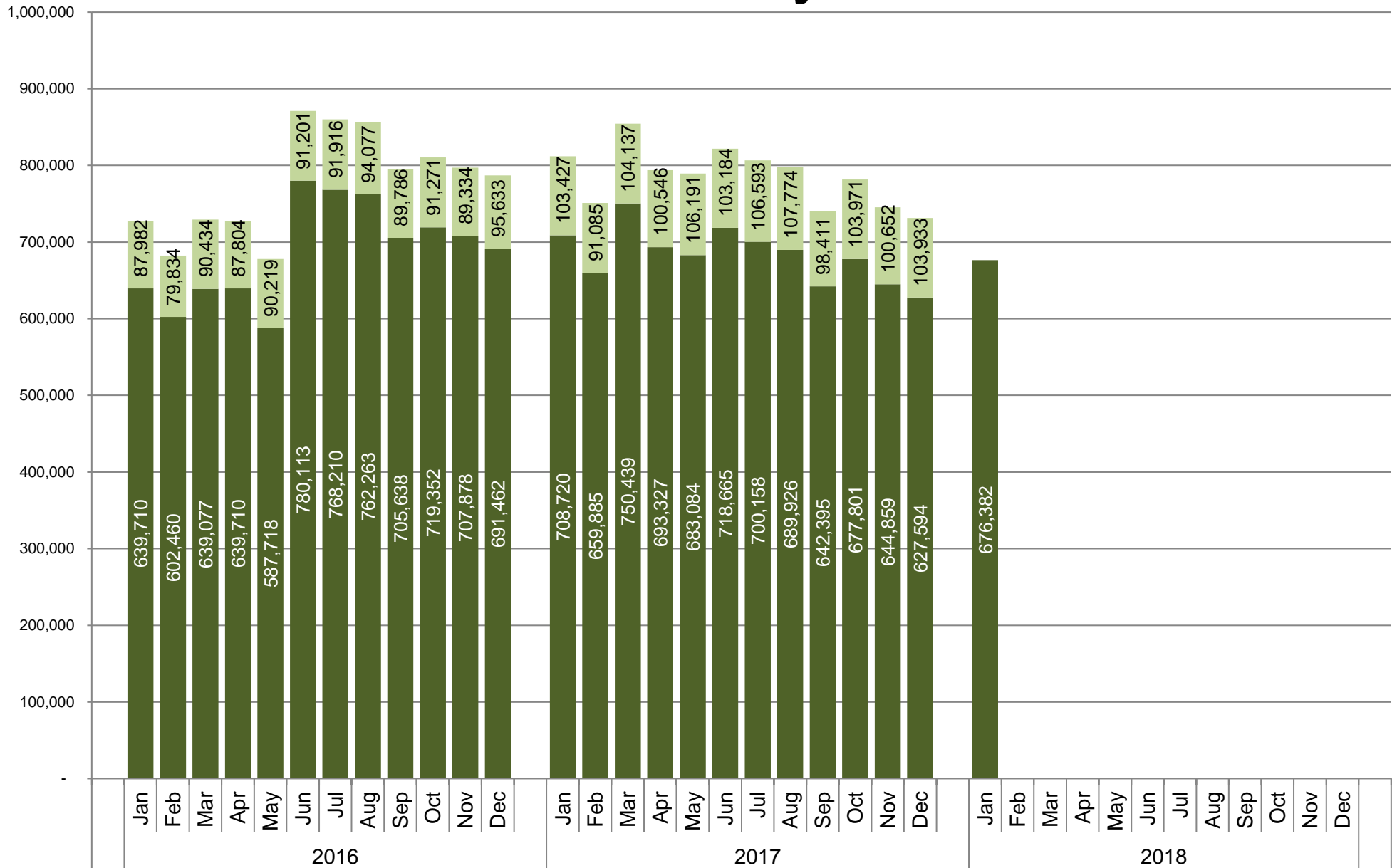
In Person visits - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

Denver Public Library

Total Circulation By Month

Downloads

Materials



➔ January 2018 Download totals currently unavailable.

➔ Auto-renewals began on June 1, 2016.

Downloads - total downloads, including electronic books, movies, magazines, and music, as reported by DUX

Materials - total circulation of physical materials at all locations, from Polaris ILS

Denver Public Library

Monthly Circulation by Branch

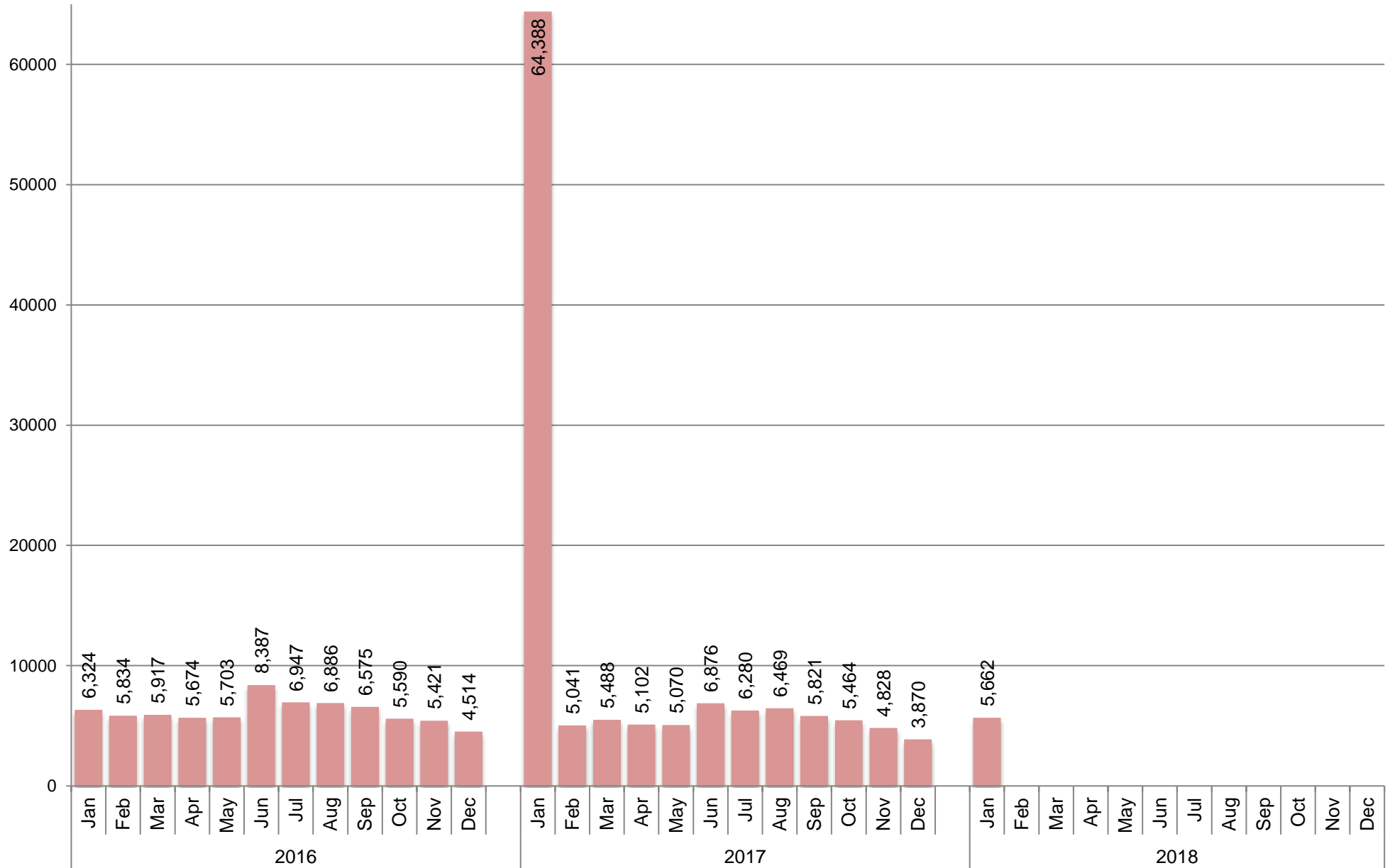
January 2018

Location	Total Circulation	+/- Previous Month	2018/2017 Year/Year
Athmar Park	12,691	↑ 948	↑ 3,253
Bear Valley	34,525	↑ 2,710	↑ 1,332
Blair-Caldwell African American Research Library	10,261	↑ 1,199	↑ 1,368
Bookmobile	8,571	↑ 1,587	↓ (3,252)
Byers	4,221	↑ 956	↑ 149
Central Library	99,736	↑ 3,028	↓ (8,715)
Decker	15,639	↑ 1,351	→ (418)
Eugene Field	25,300	↑ 1,175	↑ 22
Ford-Warren	14,846	↑ 1,329	↑ 1,354
Green Valley Ranch	29,129	↑ 2,647	↑ 1,229
Hadley	372	↑ 356	↓ (12,258)
Hampden	30,783	↑ 1,125	↓ (5,497)
Montbello	9,886	↑ 458	↓ (1,911)
Park Hill	33,532	↑ 3,661	↑ 309
Pauline Robinson	6,555	↑ 1,146	↑ 223
Rodolfo "Corky" Gonzales	26,497	↑ 1,983	→ (73)
Ross-Barnum	9,537	↑ 101	↓ (539)
Ross-Broadway	16,646	↑ 1,462	↑ 7
Ross-Cherry Creek	26,726	↑ 2,144	→ (290)
Ross-University Hills	56,023	↑ 6,114	↑ 840
Sam Gary	62,200	↑ 5,095	↑ 277
Schlessman Family	56,056	↑ 949	↓ (4,186)
Smiley	22,158	↑ 1,441	↓ (2,180)
Valdez-Perry	3,606	↑ 112	↓ (645)
Virginia Village	31,966	↑ 2,926	↓ (2,768)
Westwood	4,265	↑ 687	→ (87)
Woodbury	24,655	↑ 1,308	↑ 118
Denverlibrary.org Downloadables		↓ (103,933)	↓ (103,427)
Total	676,382	↓ (55,935)	↓ (135,765)

Denver Public Library

Total New Library Cards By Month

■ New Cards



➔ MyDenver card program large DPS database upload in January 2017.

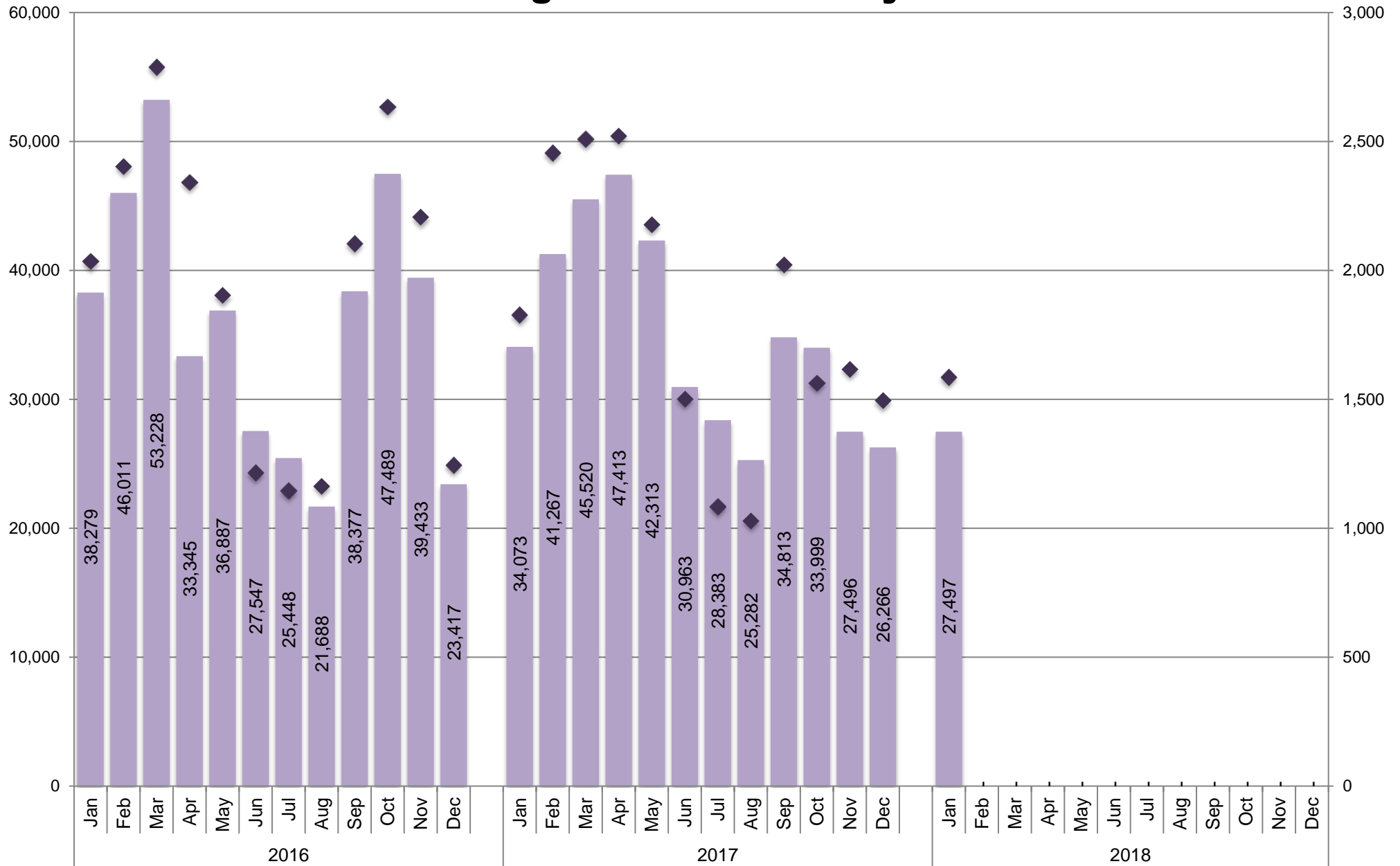
New Cards - total number of new library card registrations (including computer user only cards), as reported by IT

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



The Week in Libraries: January 12, 2018

Among the headlines this week: what Michael Wolff's 'Fire and Fury' tells us about the library e-book market; Sally Yates will keynote the upcoming PLA Conference; and next steps in the net neutrality debate.

by Andrew Albanese | Jan 12, 2018

***Fire and Fury* Tells Us About the Library E-Book Market?**

What Does

On Monday, Michael Wolff, author of the blockbuster book *Fire and Fury: Inside the Trump White House* appeared on The Last Hour with Lawrence O'Donnell for an interview. At the very end of a rollicking opening segment, O'Donnell asked Wolff a cringe-worthy question: "When will people be able to buy this?" Wolff didn't have an answer.

As PW reported earlier this week, the book remains largely out of stock, and has caused holds lists at public libraries across the country to hit levels not seen since the days of *Harry Potter* and *Fifty Shades of Grey*. Macmillan CEO John Sargent told reporters this week that the initial print run was 150,000 copies but that the publisher has received over a million orders. Yeah, that's not exactly how you draw it up in the boardroom—a point I am sure Wolff's agent has made to Macmillan executives.

Indeed, the initial publication of *Fire and Fury* has been a perfect storm of dissatisfaction. Because it was embargoed, many libraries and booksellers were largely unaware of it and were thus caught flat-footed when headlines thrust the book to popularity. And because libraries and bookstores were largely unaware of it, the publisher, based on orders, underestimated demand and quickly ran out of stock. Wolff, meanwhile, was out there dutifully doing his publicity (a window that likely won't stay open much longer) as libraries and booksellers were turning away readers in droves.

Except of course, for e-book readers. Last weekend, my local bookstore had no print copies, and no real idea when they would have them (Macmillan officials said today that it has now shipped 700,000 copies with about 1.4 million total on order). When I looked to buy the print book on Amazon, I was told my copy was expected to arrive between Jan. 26 and Feb. 2. But, the Amazon page implored, *don't wait*—buy the Kindle edition now! And it appears many readers have done just that.

For libraries, however, the e-book option is more complicated. Under the library e-book model currently used by Wolff's publisher, an e-book license costs \$60 and must be repurchased after 52 lends or two years. That cost, as you can imagine, is prohibitive for any library, thus leading to limited e-book copies and long wait times.

I am currently on the holds list at the New York Public Library, and my current wait time is about three months. Which, of course, is absurd for a book that in three months could very well be old news. In fact, I'll eat my hat if we're still talking about

“

this book in April.

In a recent survey of member libraries, the ReadersFirst collective delivered a clear message to publishers: please give us more flexibility when it comes to licensing e-books. And it seems to me that with *Fire and Fury*, such flexibility could have made a difference.

For example, what if Holt had enabled libraries to utilize a streaming, pay-per-read model like hoopla? Or, what if Holt enabled libraries to use all of its 52 lends for a licensed copy simultaneously, rather than one user at a time (as HarperCollins now does on some backlist e-book titles) even if just for a short, limited window, while demand was peaking and there was no print stock available?

Sure, budgets would still come in to play for libraries. But such flexibility would at least ensure that Holt was capturing every reader and every dollar available to be spent while the book was hot, and would help libraries ensure they wouldn't be stuck this summer with 500 licenses of a \$60 e-book that is no longer of interest.

I understand that in some sense, Holt (and publishers in general) may not want libraries to work *too* well—after all, they want users to buy the book, not borrow it. But in Wolff's case, the current delays are serving to drive readers to their Kindles (as if Amazon needs more power in the e-book market), to one of those pirated PDFs so easily found online, or to give up on the book altogether. After all, there is no guarantee that someone who walked into a store or a library two weeks ago after hearing about the book will come back.

On the other hand, with a little flexibility, libraries could have helped mitigate some of the damage done by having the book go immediately out of stock, just as the author is burning through his 15 minutes.

When the media frenzy over *Fire and Fury* dies down, I hope the postmortem will include a serious look at how the library e-book market worked—or did not work—in the case of *Fire and Fury*, and what that might mean for the library e-book market overall.

Association of Research Libraries Names Mary Lee Kennedy Executive Director

The Association of Research Libraries (ARL) Board of Directors has appointed Mary Lee Kennedy executive director of the Association, effective April 1, 2018.

Most recently, Kennedy served at the New York Public Library (NYPL), where she held the position of chief library officer (2013–2016). Prior to NYPL, she served at Harvard University as senior associate provost for the Harvard Library (2011–2013) and executive director of Knowledge and Library Services, Harvard Business School (2004–2011). Before going to Harvard, she was director of the Knowledge Network Group at Microsoft (1998–2004).

"I am thrilled to have been selected to be the next ARL executive director, particularly given the significant moment in history in which we find ourselves, and the many opportunities for research libraries to make a difference," Kennedy in a statement.

IMLS Presents Its New Strategic Plan

The Institute of Museum and Library Services this week released its new Strategic Plan for 2018-2022. Dubbed *Transforming Communities*, the document "frames how IMLS will advance, support, and empower America's libraries, museums, and the communities they serve."

The new plan outlines four strategic goals that will underpin the agency's programs and services:

- **Promote lifelong learning.**
- **Building the capacity of museums and libraries to improve the well-being of their communities.**

When the media frenzy over 'Fire and Fury' dies down, I hope the post-mortem will include a serious look at how the library e-book market worked—or did not work.

”

- **Increasing public access to information, ideas, and networks through libraries and museums.**
- **Achieving excellence.**

Agency officials now want to hear from you. You can offer feedback on the plan in a variety of ways, including three Twitter chats (January 17, 24, and 31). Please see the IMLS website for more details.

The mere release of the new plan, meanwhile, is encouraging. Earlier this year, the Trump Administration had proposed eliminating the agency entirely, and cutting all federal library funding.

Sally Yates Will Keynote the Opening Session at the Public Library Association Conference

Now this should be good: the Public Library Association has confirmed that former Deputy Attorney General Sally Yates will keynote the upcoming Public Library Association conference, set for March 20-24, in Philadelphia.

Yates of course shot to national prominence as a symbol of resistance to the Trump administration, after she was fired by Donald Trump last year, for refusing to enforce Trump's travel ban. She also was the lawyer who informed the White House that then-National Security Adviser Mike Flynn was compromised.

If you haven't made plans to attend PLA, you can do so here. Yates will speak at 3:30 on March 21 in the main auditorium.

Hey Churlish Librarians: This Is Why Elsevier is Good for You

Over at the Scholarly Kitchen, Joe Esposito has a provocative post on why Elsevier is great for libraries, and why the publisher's infamous 30% profit margins are well deserved.

"This is the basic trade-off: libraries have won administrative efficiencies in exchange for the negotiating leverage of the largest publishers," he writes. "...Elsevier has saved libraries millions of dollars, perhaps more. It is churlish to resent them for being good at what they do." As you might expect, there is a bit of pushback in the comments.

What are your thoughts? Bonus points for anyone who can explain what "efficiencies" Elsevier delivered to the LSU libraries when the publisher reportedly blocked IP addresses at the LSU Vet School library last year.

As Senate Support For Net Neutrality Builds, Will Congress Move to Block FCC Repeal?

A report in The Hill this week noted an important milestone in the Net Neutrality debate: A Senate bill to reverse the Federal Communications Commission's (FCC) repeal of net neutrality received its 30th co-sponsor this week, ensuring it will receive a vote on the Senate floor.

The bill, which is being pushed by Sen. Ed Markey (D-Mass.), would use Congress's authority under the Congressional Review Act (CRA) to reverse the FCC's rollback of its popular net neutrality rules. However, observers tell PW, it is not clear whether the Congress will actually pursue a repeal, or whether the bill is an effort to pin down lawmakers' positions on the issue ahead of the 2018 midterm elections.

Meanwhile, the ALA Washington Office reports that ALA is "working with allies to encourage Congress to overturn the FCC's egregious action. At the end of last week, the report notes, the FCC released its final 539-page order. "We will continue to update you on the activities and other developments as we continue to work to preserve a neutral internet," ALA officials said. "For now, you can email your members of Congress today and ask them to support the CRA to repeal the recent FCC action and restore the 2015 Open Internet Order protections."

LC Approves "Gender-nonconforming people" as Subject Heading

In these fraught political times we often focus on the big battles, but the small battles matter. And this week, via Jessamyn West, comes news of a small but important victory. The term “Gender-nonconforming people” has been officially approved as a Library of Congress subject heading. West congratulates Minnesota-based librarian Violet Fox for her work on the issue.

***American Libraries* Lists Its Top Library Stories of 2017**

Yes, 2017 was quite a year. If you need a reminder, check out this fascinating list of the year’s top library stories from *American Libraries*, the ALA’s member magazine.

At PW, we have our own list each year of the top stories in the library world, which often cut more toward the publishing side (for obvious reasons). There is some crossover between our two lists, of course, but the *American Libraries* list includes a lot of fascinating topics that fall out of our purview—such as libraries efforts to battle the opioid crisis. Check it out.



A **TEGNA** Company

January 19, 2018

Colorado & Company



Denver Public Library "Winter of Reading"



January 22, 2018

Book It: The Five Best Literary Events This Week



Donate: Your Women's March Signage

Western History and Genealogy Department Through January 27

Central Denver Public Library

10 West 14th Avenue Parkway

If you participated in the Women's March on Denver last week, the Denver Public Library wants you to help record the signs, the buttons, the banners and the various paraphernalia carried that day. Donate your items so they can be memorialized in the library's archives.

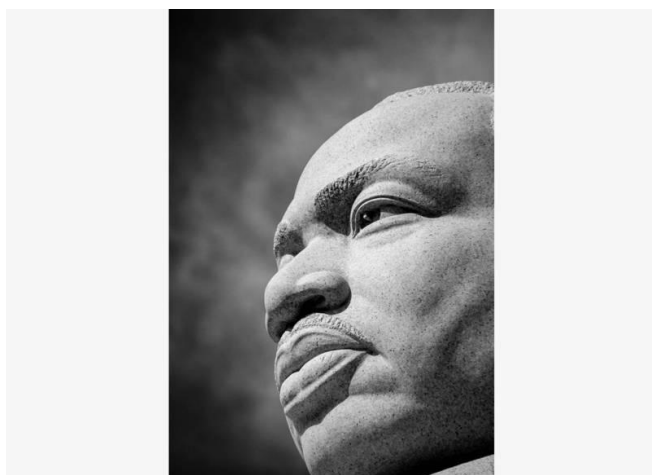


February 1, 2018

Kids & Family

Black History Month Events at Denver Public Library

Free events and activities for kids and families



From Denver Public Library:

The Denver Public Library celebrates Black History Month with free family-friendly events and programs throughout the month of February. For full details, visit the library's website at denverlibrary.org.

Some highlights include:

Juanita Gray Community Service Award & Blacks in Colorado Hall of Fame
Saturday, Feb. 3, 1:30 p.m.

Blair-Caldwell African American Research Library, [2401 Welton Street, Denver, CO 80205](#)

Community leaders will be honored at the annual Juanita Gray Community Service Award and the biennial Blacks in Colorado Hall of Fame induction ceremony. Light refreshments will be served.

*Please note venue change.

Whittier Neighborhood Walking Tour with Black American West Museum

Saturday, Feb. 3, 2 p.m.

Ford-Warren Branch Library, [2825 High Street, Denver, CO 80205](#)

Discover the rich history of the neighborhood surrounding Ford-Warren Branch Library.

Sankofa Storytime

Thursday, Feb. 15, 5:30 p.m.

Pauline Robinson Branch Library, [5575 E. 33rd Avenue, Denver, CO 80207](#)

The word Sankofa comes from the Akan people of Ghana. It means, "to go back and get it." One of the Adinkra symbols for Sankofa depicts a mythical bird flying forward with its head turned backward. Sankofa Storytime brings the African American tradition of storytelling to life. A collaboration of local artists, authors, community organizations and local librarians.

The Pillars of African American Art Song: Compositions of Strength, Love and Justice

Saturday, Feb. 10, 6-8:30 p.m.

Blair-Caldwell African American Branch Library, [2401 Welton Street, Denver, CO 80205](#)

Denver Art Song Project presents a performance of African American Art Songs curated by soprano, Stephanie Ann Ball. Experience a moving journey through art songs written by some of history's most influential African American composers and the texts of America's most prominent African American wordsmiths. The melodies will be enhanced by the powerful words of Langston Hughes, Rev. Dr. Martin Luther King Jr. and others. Light refreshments to follow program.

Medicines of the African American Captive 2: The Tree Whisperers

Wednesday, Feb. 21, 6 p.m.

Green Valley Ranch Branch Library, [4856 N. Andes Ct., Denver, CO 80249](#)

Monday, Feb. 26, 6 p.m.

Blair-Caldwell African American Research Library, [2401 Welton Street, Denver, CO 80205](#)

African American slaves were forced to endure harsh conditions without many resources. How did they survive? Plants! People within slave communities had knowledge of the medical and spiritual healing powers of plants. Herbalist Monticue Connally will focus on the medicinal connections between African captives and the trees around them.

Meet Malcolm X

Saturday, Feb. 24, 3 p.m. at Rodolfo "Corky" Gonzales Branch Library
Malcolm X (1925-1965) was a Black Muslim minister and National Spokesman for the Nation of Islam. After rising from an early life of drug abuse and petty criminal behavior, this respected yet controversial political figure confronts a personal moral crisis: his own human bigotry. His driving quest for knowledge, self-critique and conversion to Islam changes him into a spokesman for the cause of universal human rights. Colorado Humanities presents, as part of our Black History Live Tour 2018, a portrayal of Malcolm X by eminent national humanities and Chautauqua scholar Charles Everett Pace.

Colorado Jazz Workshop

Wednesday, Feb. 28, 6:30 p.m.

Park Hill Branch Library, [4705 Montview Blvd., Denver, CO 80207](#)

Enjoy classic jazz standards from the Colorado Jazz Workshop featuring a three-piece-horn section and three piece rhythm section. The Colorado Jazz Workshop was founded in 1987 and recently performed at the 6th Annual Colorado Jazz Workshop Festival.



February 6, 2018

MEET 2018'S INDUCTEE TO THE BLACK'S IN COLORADO HALL OF FAME

Denver based CEO and businesswoman Denise Burgess is this year's inductee for the biennial Black's in Colorado Hall of Fame award. The nomination is meant to recognize an African American who has become the first to accomplish a professional goal in their trade or has supported the African American community whilst achieving success.



Denise Burgess sits in her office at Burgess Services.

Burgess is not only the first African American board chair of the Denver Metro Chamber of Commerce but has remained CEO of her construction management company,

Burgess Services, exemplifying the criteria of such a nomination.

"It's an honor, it also means leaving a legacy behind," said Burgess.

The CEO and mother is well known for her tenacious nature and simultaneously attributes her success to the accomplishments of the inductee's that came before her. "I stand on their shoulders, there would be no Denise Burgess without them first making that trail for me to go behind." She believes their struggle paved the way for her success.

Burgess is a third-generation college graduate and a staunch supporter of education. In 2013, she launched the Burgess Family Fund Foundation, an organization created to fund programs for girls of color interested in the STEM (Science, Technology, Engineering and Mathematics) fields. The sixth and seventh-grade girls from the Laredo Middle School in Aurora, are among many of the foundation's recipients. Burgess optimizes her support for the girls by assigning projects, organizing public speaker events and attending receptions hosted at the school. Burgess shed some light on her upcoming project with the girls.

"They're going to design their dream home by dimension. I'm going to give them all the equipment they need to design, what does your dream home look like?"

The Burgess Family Fund Foundation also supports the Colorado Association of Black Engineers and Science School Program, however, Burgess plans to distribute services provided by the foundation to more institutions across the state. "We have expanded criteria to fund organizations which have a positive impact within the Colorado community including donations to the Women's Foundation of Colorado, Inner City Health Center, Urban Peak and University of Northern Colorado Foundation," she said.

Burgess admits that aside from her family, she did not receive the same support pursuing her professional goals, especially in high school. She emphasizes the importance of providing this support to the younger generation, as they may not understand their capability due to sexist or racist social standards. "There shouldn't be a limit of what you can and can't do, sometimes we try to put girls and girls of color in certain categories," she stated. Born into a generation that attempted to marginalize women pursuing the sciences, Burgess plans to capitalize on the growing number of women, especially black women in her field today.

Even so, there is still a level of prejudice that exists within the workforce. Burgess spoke about the girl test, a series of entry-level questions men in her field constantly ask women to analyze their knowledge. "The girl test is when you go on a walk and they say, do you know this equipment, do you know what this is," said Burgess. Despite these instances, Burgess ultimately educates colleagues on her qualifications and experience. "When I first started, I'd be offended or angry and now I just think like, okay I now have an opportunity for you to learn that anyone can do this work and they can do it well," she said.

Burgess owes her awareness to the way that she was raised, learning values that flourished her confidence whilst instilling an openness to learn. "I come from a family of very strong women, so it's very; I know who I am and I know what I know," she went on to say, "I'm also humble enough to tell you I may not know everything."

Despite these incidents, Burgess recognizes and celebrates the diversity within the Denver business community. "The one thing I love about being chair of the chamber ... I get to see people that don't look like me have a different idea, and that could be gender race, ethnicity, immigrant everything," she said. However, the CEO believes that there needs to

be more inclusiveness amongst each industries resources, in order to maintain the bold and unique nature of Denver's architecture. "I just want to make sure we don't lose our sense of bold ideas, we include everybody in those bold ideas and make sure everybody's voices are heard," she stated.

Burgess has worked on multiple projects across the country, including managing the construction of the Westin Terminal of the DIA airport to which Burgess Services provided subcontracts for the construction work to be carried out by other companies. Critics claim she did not subcontract enough work to minority firms as she claimed she would. To this Burgess responded, "It was a lack of communication."

It can be difficult for many to conceptualize the subtle level of racism and sexism that still exists in the workforce today. However, Burgess aims to respond to these beliefs by imploring her knowledge and expertise on every project she works on. She continues to build relationships with those who hold different beliefs, collaborating in such a way that celebrates the diversity of construction in Denver. "Part of my DNA is making sure that people understand African American women can be great in business, can be great in construction, can be great for the community and can leave a legacy for the generation that comes behind us," she said.

Her effort to break barriers is something many people still do not fully appreciate today. However, Burgess personifies a level of understanding and professionalism that speaks to the culture of the Black's in Colorado Hall of Fame.

Hannah Miles, a Denver Public Library staff member and project lead of the Juanita Gray Community Service Awards and Blacks in Colorado Hall of Fame ceremony said, "There is little question that Denise Burgess exemplifies the standards required to be among the great men and women of the Blacks in Colorado Hall of Fame."



February 7, 2018

The 21 Best Events in Denver, February 6-12

Children's-book authors will gather all day on Saturday, February 10, in the children's wing of the Denver Public Library Central Branch, at 10 West 14th Avenue Parkway, to lead **Meet and Make With Children's Authors**, a workshop that will teach kids about bookmaking. Attendees will have the chance to get their hands dirty with crafts and will learn about how award-winning writers and illustrators work together to shape compelling stories. The lineup at this free event is as follows: Jillian Tamaki at 10:30 a.m.; Jewell Parker Rhodes at 12:30 p.m.; Mariko Tamaki and illustrator Brooke Allen at 2:30 p.m.; and Sayantani DasGupta at 3:30 p.m. For more information, call 720-865-1111.



February 6, 2018

Why Denver Library's Central Branch Shouldn't Be Only Heroin Safe-Use Site

MICHAEL ROBERTS



The Denver Library's central branch was the site of at least six overdoses during the first three months of last year.

Yesterday, February 5, Democratic lawmakers reportedly withdrew a bill from a committee in the Colorado general assembly that dealt with safe injection sites for intravenous drug users. That's no doubt a disappointment for Colorado House District 6 Representative Leslie Herod, whose recent tour of North America's first

supervised injection site confirmed her belief that centers like it can be an important way for Denver, and Colorado as a whole, to address the [growing heroin and opioid crises](#), especially given where injection drug users in the Mile High City have been congregating in the absence of such a facility.

"We already have a safe-use site in Denver," Herod told us late last month. "It's operated illegally, and it's operating because of need. That's our Denver Public Library" — specifically the central branch at 10 West 14th Avenue Parkway, where [six people overdosed during the first three months of 2017](#) alone — "and it's a huge problem. We need to move that population away from the library, and away from the bathrooms in coffee shops and restaurants, and move them to a place where they can get connected with services."



Injection booths at Insite, a supervised injection site in Vancouver recently visited by a delegation from Denver

Late last year, we asked the Drug Policy Alliance's Art Way to analyze a series of [six opioid bills proposed for the current legislative session](#),

and he was particularly enthusiastic about one summarized like so: "Create a pilot project for a supervised injection facility in Denver. Like needle-exchange programs, data show that SIFs do not increase the use of illicit drugs, but do reduce the spread of diseases like HIV and hepatitis C while increasing referrals to medical and/or substance abuse treatment."

"Three or four years ago, people would look at you like you were crazy when you'd bring up something like supervised injection facilities," Way told us. "That's one

thing about this epidemic. Because of it, we were able to cut through the BS a lot quicker than we would have if it wasn't for the fact that soccer moms, and their sons and daughters, are now dealing with the opioid issue."

For more information about such centers, Herod traveled in January to Vancouver to visit [Insite](#), which is described on its website as "a supervised drug injection site accessible to street drug users. Insite has injection booths where clients inject pre-obtained illicit drugs under the supervision of nurses and health care staff. Clean injection equipment such as syringes, cookers, filters, water and tourniquets are supplied. If an overdose occurs, the team, led by a nurse, are available to intervene immediately. Nurses also provide other health care services, like wound care and immunizations."

Herod, who was accompanied by fellow representative Brittany Pettersen and a delegation of Denver city officials, health-care professionals and folks from law enforcement, came away impressed by what she saw.

"Vancouver has been particularly hard hit by the opioid crisis, and the city has put in place a lot of interventions to keep overdose deaths down," she said. As for Insite, "the nurses and people on hand are trained on Narcan and other medications to reverse overdoses. We found that very interesting."

She acknowledged, "This was not the first time I have seen someone who was under the influence of heroin and who had maybe just injected — but we weren't on tour to put people on display. There wasn't a lot of watching someone put something in their arm. Instead, we watched people getting access to treatment and access to caseworkers. We spoke to the medical staff, who were doing everything they could to help people in Vancouver who were deep in their addiction, who were a little lost and needed help."

As evidence of Insite's success, Herod noted that "the facility has had over four million visits since its inception, and they've had zero overdose deaths either on site or in transport to hospitals. That's important, because that shows people are living — and they're able to take that next step into recovery."

Denver already has "a [needle-exchange site](#) right across the street from the State Capitol," Herod pointed out, "and they're saving lives. But I believe we need to take that a step further. With safe-use sites, we'll be able to keep people from overdosing and dying. And by tying a facility to one that's already doing needle exchange, we'd have a staff that's already been trained and that's been working with the population we're looking at servicing."

Not everyone on the junket was quite ready to back the immediate opening of a center. Bob McDonald, executive director of Denver's Department of Public Health and Environment, corresponding via email, wrote that the "trip to Vancouver provided an in-depth perspective on how they're dealing with this important issue." He added, "We will continue gathering information and taking a thoughtful look at what's right for Denver in the face of a significant opioid and drug-addiction crisis." And at a [press conference](#) yesterday, state senate president Kevin Grantham described his antipathy toward such facilities like so: "I can't keep my mind wrapped around creating these enclaves of places where illegal activity is brushed under the rug."

For Herod, however, the wisdom of building a safe-use site in Denver is already clear.

"This is a public-health issue and it should be treated in a public-health way," she maintained. "We definitely saw people who needed help and who got access to that help, and here in Denver, we need to do the same thing. This isn't a standalone issue: It's part of a comprehensive effort to address addiction and abuse in Colorado. We're looking at everything from prescriptions to in-patient treatment to outpatient treatment and recovery to prevention and stopping the supply. But this is one major piece. We must treat people like human beings and move them toward recovery."

She stressed that "this is about saving lives, and it could be anyone. Addiction doesn't discriminate on the basis of race or socioeconomic status. It could be your mom, your kid, yourself. It's really affecting us all. So we need to come together as a community to say, 'We must address this. We must address this now.'"



February 7, 2018

Nearly Three Heroin/Opioid Overdoses Per Day in Denver During 2017

As we've reported, [heroin deaths in Denver rose 933 percent](#) over a fourteen-year span beginning in 2002, with at least 31 people dying from overdoses of the substance in 2016. Final numbers for 2017 heroin deaths in Denver aren't yet available, but new figures from assorted local agencies reveal the depth and breadth of the current [opioid crisis in the city](#). Narcan, a nasal spray that quickly counters overdose effects from heroin and similar substances, was used by emergency personnel sent out on OD calls more than 900 times in Denver during 2017, or an average of just under three times per day. And this is only a portion of the actual total, since Narcan is now available without a prescription.

"I think it would be a very safe assumption that because the medication is available over the counter, our numbers have decreased," says Brian Culpepper, clinical education coordinator for American Medical Response (AMR), which provides secondary emergency service in Denver but is the primary 911 responder in several other prominent Colorado communities, including Boulder, Golden, Colorado Springs and Pueblo. "It hasn't necessarily decreased patient contacts, but it's definitely decreased our usage."

We have no idea how many of these patients would have died without Narcan. But the possibility that hundreds of additional deaths could have occurred in Denver alone chills Culpepper and his peers to the bone.

The effectiveness of Narcan, the commercial name for Naloxone, its formal moniker, and ease of dispensing has led to it becoming standard equipment for organizations beyond those that specialize in health care. Narcan is currently being carried by officers with the Denver Police Department and staffers with the Denver Fire Department, in addition to paramedics dispatched by Denver Health Medical Center, the top provider of emergency care in Denver, and AMR staffers, who handle Denver Health overflow.

Denver Health managed the lion's share of Narcan uses in 2017, when its paramedics gave it out 811 times. Next came the Denver Fire Department, whose personnel used it 82 times. In addition, AMR dispensed Narcan thirteen times, and Denver police officers did so on four occasions. That adds up to 910.

According to Rob Borland, a spokesman for Denver Health, corresponding via email, "Narcan is typically administered to a subset of our 'overdose' patients; those who we suspect have acutely ingested opiates in some form and who are displaying immediately life-threatening signs, such as of apnea (not breathing) or respiratory insufficiency."

Borland adds that the 811 uses of Narcan last year actually represents a falloff from the previous year, when it was used 994 times. Because paramedics under the Denver Health umbrella responded to 119,378 calls in 2016 and 124,849 calls in 2017, the rate of Narcan use dipped substantially over that period, from 8.3 per 1,000 patient contacts to 6.5 per thousand.

"There are a number of potential factors involved in that reduction that we would hesitate to speculate on," Borland allows. "But we have noted increased Narcan availability (to both our public safety partners at DPD and DFD and to the wider public)."

Narcan is certainly accessible. Last October, Walgreens [announced](#) that it would begin selling it without prescription in 46 states across the country, including Colorado, following the lead of CVS, which was already doing so in 43 states. [GoodRx.com](#) also lists its availability at Walmart, King Soopers and City Market pharmacies, among others.

Not that it's cheap. The online prices for Narcan at this writing are all in excess of \$130. Moreover, questions remain about whether what the Drug Policy Alliance's Art Way describes as ["the most chaotic" drug users](#) can afford to spend that much money for a medical safety net or if they're so deep into their addictions that they might not be capable of making contingency plans. Nonetheless, Denver Fire Department Captain Jeff Linville believes that "a lot of these people aren't even calling 911 anymore. They're just pushing the Narcan themselves."

At the same time, the Denver Fire Department has other opioid-related issues on its plate. "Fentanyl seemed to start out on the East Coast, and it's trickling west," Linville points out about the extremely powerful narcotic, which contributed to the [overdose death of Eric Bolling Jr., son of ex-Fox News commentator Eric Bolling](#), in Boulder last September. "We've been having conversations with the Denver Public Library about that. They're seeing users going into the building to shoot up in the restrooms, and our question is, what if they find Fentanyl? Because that's a full-fledged hazmat response. And if that's combined with [carfentanyl, which is even more potent](#), it's a full hazmat response, too. So we're prepared for that."

In this space yesterday, by the way, state representative Leslie Herod said the Denver Library's central branch, at 10 West 14th Avenue Parkway, had become a [de facto safe-use injection site](#) in the absence of an official facility offering this service. However, a bill to create a pilot program for such a center was pulled by sponsors earlier this week when Republican lawmakers balked at funding a center at which "illegal activity is brushed under the rug."

Given this development, it's a good thing Denver firefighters are well supplied with Narcan. If they don't need it this minute, they or their emergency-service colleagues probably will a few hours from now.