

**AGENDA**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, April 19, 2018, 8:30 a.m.**  
Denver Central Library  
7th Floor Training Room

1. Call to order.
2. Introductions.
3. Approval of Minutes from March 15, 2018, 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. Financial report: Year-End 2017. Ron Miller
8. Discussion. Recognition Policy revision
9. GO Bond update. Michelle Jeske
10. Virtual tour of library field trips. Michelle Jeske
11. Report of the City Librarian.
12. Other Business.

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

Present: Mike King, Rosemary Marshall, Laurie Mathews, Sonya Ulibarri

Excused: Greg Hatcher, Alice Kelly, Carlos Martinez, Cathy Lucas

Staff: Rebecca Czarnecki, Dana Franklin (SC), Michelle Jeske, Bob Knowles, Elaine Langeberg, Zeth Lietzau, Amber Lindberg, Erika Martinez, Ron Miller, Joe Mills (SC), James Vallejos, Bria Ward, Beth Warren, Katie Wheeler (SC)

Guests: Anthony Ross, customer; Pam Jewett, Laurie Romer, Dawn Schipper, Friends Foundation; Lisa Carpenter, Mayor's Office

1. Call to order.

President Mike King called the meeting to order at 8:34 a.m.

2. Introductions.

Commissioners, staff and guests present introduced themselves.

3. Approval of Minutes from February 15, 2017, Regular Library Commission Meeting.

Commission

The minutes were not approved because a quorum was not present.

4. Public Comment Period.

Customer Anthony Ross made a complaint about being harassed at the Blair-Caldwell African American Research Library. He noted he believes he is being targeted as a person who is experiencing homelessness and that staff at the library tries to make him look like he is engaged in behavior he is not. Mr. Ross had a statement with him and copies were made. President King noted that commitment to the community at DPL is paramount and told Mr. Ross they would look into the matter.

5. Report of the President and Members.

President King took a moment to acknowledge the passing of former City Librarian Shirley Amore and the tremendous work she did for Denver Public Library. King mentioned the library is planning a memorial for Amore.

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

The Friends Foundation has entered into a contract with a search firm for an Executive Director. The Booklovers Ball will be on October 6 and the theme is banned as in banned books. Commissioners will receive an invitation. Jewett also wanted to pass on a

comment, she attended a Western History and Genealogy event and heard that the staff at Ross Broadway Branch is very friendly.

The Friends and Commission retreat is on May 31st and a meeting is being set-up to plan the retreat.

7. Review of 2017 Friends Foundation endowment and fundraising funds.

Ron Miller

a. *Report of 2017 endowment distribution and fundraising funds*

Miller reported that the library received \$270,000 from the endowment last year and it was spent primarily on the collection, Western History and Genealogy, technology, and community awards.

b. *Approval of 2018 endowment request*

DPL is requesting a distribution from the Friends in the amount of \$270,000. DPL intends to use these funds for the same primary areas as 2017. The money will be received in two distributions. The Friends Foundation board will vote on the distribution on March 21. The first distribution will be for \$135,000. Unrestricted funds will go this year to support the construction of the ideaLAB at the Gonzales branch library. Additionally, there was almost a 20% increase in the fundraising distribution.

The 2018 endowment request was not approved because a quorum was not present.

8. Donor Recognition Policy revision to 2013 Commission approved Naming Policy.

Discussion and approval.

Before the discussion got started President King asked to get a redline document to highlight the changes at the next meeting. It was agreed that this would be provided for the next meeting.

Jeske reviewed the changes with the Commission, noting that the policy was last changed in 2013. We have run these changes past the city attorney and they are mostly wordsmithing. It was formerly called a 'naming policy.' DPL has to be careful about naming spaces because of certain IRS regulations, hence the change to calling it a donor recognition policy. The other aspect that changed is differentiating between an individual donor and corporate donor. We have gotten some good guidance from some of the other cultural institutions about how to be very clear in the donor agreements. We're not offering naming in perpetuity anymore. It's more about the useful life of a space.

The Friends are also working on a new gift acceptance policy. These two documents go hand-in-hand. They are going to defer sending that policy to their board until May - so that Commission can have time to review both policies.

Questions:

- How can we revoke an agreement or naming for bad behavior? For example: Going bankrupt, if the name wasn't conducive anymore, etc. Maybe add another phrase around lack of alignment around core values of the entity. Want to ensure we have some latitude and discretion.
- Is this policy Exclusive to donors? There are other naming parameters for people we are recognizing, so where does that fit in? For example: Naming for community members or staff leaders.

9. Report About Library Community Engagement. Tara Bannon, Erika Martinez, James Vallejos, Beth Warren, Leslie Williams

*See attached presentation*

The presenters introduced themselves: Tara Bannon, senior librarian at Park Hill, Erika Martinez, director of communications and community engagement, James Vallejos, manager of the Southwest region, Beth Warren, manager of strategic partnerships and community engagement, and Leslie Williams, senior librarian at Pauline Robinson. The group presented on the actions that have been taken to engage our communities in a variety of ways.

*Community Conversations:* Asked about community aspirations and actions that could propel their community forward.

- Questions:
  - Is the library included with other government as not being well trusted?
    - No, the library is highly trusted.
  - When people refer to not trusting government to which level are they referring?
    - This was really talking about local, pretty hyper local, government
  - Who is facilitating these meetings?
    - Finding best roles for people on the CE team. Michelle will send out information around Harwood model. DPL is continuing to receive coaching from Harwood.

*Moving to action:* Overall community assessment of how prepared communities are to make positive change. Some at an impasse, others needed help, and other are ready to enact change.

*Incubator Branches:* This is to take a deeper dive into certain communities. These branches will lead the way to figure out how other libraries can use these techniques.

- Shifting norms, building community capacity, and looking for ripples
- As one action happens what are the subsequent actions? How do we build a feeling of unity in our community?
- Everything happens on Thursday night - lots of community meetings.
- Civil dialogue - different perspectives.
- Did a gentrification program. Very powerful and complex. Packed program.
- Rosemary went to civil dialogue. Very good and helpful, lots of people feel like they can't even talk to family.

*CE next steps*

- Working on building community engagement and activation
- Working with other partners who can fill the gap on items we can't take action on.
- Internal efforts, helping to make this part of our onboarding.

10. GO Bond update. Michelle Jeske

There are two areas of work around the GO bond at this time. We have been advocating for our priorities and looking ahead to the first first debt issuance. Jeske has met with the mayor and some of his staff in addition to communicating with Councilmembers Brooks and New.

Jeske has also met with Atkins, the bond management firm, and city leadership about what some of our concerns were and who is responsible for what. Hopefully we will have more information about the first issuance at the beginning of April.

Jeske and staff have also been going on fields trips to other institutions and libraries to look at how they approach donor recognition, signage, etc. There will likely be a report out on these trips in April.

11. Report of the City Librarian. Michelle Jeske

Jeske noted that the memorial service for Shirley Amore will take place on April 11 from 8:30–10 a.m. Commissioners will receive more information and a formal invitation.

Jeske also met with Councilman Lopez and a developer who is doing work in the Westwood neighborhood. DPL is looking for opportunities for a better branch in that area.

Deputy Director candidates have been narrowed to five and Jeske feels good about the pool.

Commissioners congratulated Michelle on 3-year anniversary as city librarian in addition to being named 'broad of the month' in a recent article.

12. Other Business.

N/A

The meeting was adjourned at 9:44 a.m.

Submitted by Rebecca Czarnecki for Cathy Lucas



# DPL Community Engagement

What We've Done, What We're Doing, and What's Next



# Community Conversation Model

- Based on The Harwood Institute's "Turning Outward" model of community engagement
  - Community is point of reference
  - Way to understand our community and be responsive to its wants and needs
- DPL convenes small groups to have facilitated discussions about community life
  - Aspirations
  - Issues
  - Trusted groups
  - Actions
- Trained DPL staff facilitate the discussion and take notes



# Community Conversations Continued

- A total of 30 community conversations at all 25 branch locations in 2016 & 2017
- 275 community members participated in these conversations across Denver
- 19 community conversations will be held in 2018
  - special emphasis on targeted groups:
    - Teens
    - Young families
    - Immigrant and refugee groups
    - Millennials
  - Up to three conversations at Central Library



# What We Heard

- Aspirations and issues centered around:
  - Safety
  - Community connections
  - Affordability
  - Neighborhoods and transition
  - Jobs and education
- Typically trusted groups vs. not trusted
  - RNO's and community organizers-high trust
  - Government- low trust



# Moving To Action

- Important to note stage of community life
- Using community resources
- Connecting to each other
- Outreach
- Personal efforts



A stylized graphic featuring a white silhouette of a city skyline with various building shapes, including a prominent rounded skyscraper. The skyline is positioned behind a large, solid green hill that curves across the bottom of the frame. The background above the hill is a solid light blue color.

OUR DENVER



## Incubator Overview

Trying to shift the whole of the Denver system at once is not realistic. Smaller communities can make changes faster. By using a smaller part of the system, we are able to apply what the practice will look like and the implications to share with others.

Pauline Robinson and Park Hill were selected as incubator sites because we were already doing the work by implementing ideas learned from our community conversations . We are within the same neighborhood, serve the same customers, and see the same concerns.



## 2018 Incubator Actions

- We are both attending more community meetings so we can stay current on what is happening by continuing to listen and be a presence from the library
- We are both involving our staff through collecting Stories of Impact and sharing what we learned
- We are both attending one-on-one meetings with community members who are active in the neighborhood
- We are conducting two deeper dives on concerns we learned about in our first conversation
- A quote from our customer, Helen Thorpe shows the impact of our work, “I love what you’re doing in terms of using the library to help people process all that we are living through right now... We are lucky to have these programs!”

# Community Engagement Next Steps

- Internal Efforts
  - HR/Training
  - Communication
  - Programming
- External
  - Partnership
  - Communication
  - Activation





# Community Engagement

Questions?

## **Agenda Item 7**

Requested Action: Receive Report

### **Denver Public Library (DPL) Financial Report – 4th 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 2017 budget, 2017 expenditures through 12/31/17 and remaining 2017 budget.
- Statement 2 shows the year-to-date expenditures by function for 2016 and 2017.
- Statement 3 shows the Special Revenue Fund (SRF) revenue for 2017 and 2016. SRF expenditures are included in statements 1 and 2.

The focus of this report is to disclose significant variances between the approved budget and actual expenditures. Expenditures that are relatively close to the approved budget are not commented on, but can be discussed upon request. This report does not include a detailed comparison of 2016 and 2017 expenditures (Statement 1 in prior reports) because the new software that was implemented last year summarizes transactions very differently than the old software used by the library.

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".



<b>Budget and Expenditures by Type</b>	<b><u>2017 Budget *</u></b>	<b><u>Expenditures</u> <u>as of 12/31/17</u></b>	<b><u>Amount</u> <u>Remaining</u></b>	
<b>Employee Expenditures</b>				
Personnel	\$36,526,741	\$36,469,883	\$56,858	<i>n</i>
Staff Recognition	27,780	24,530	\$3,250	
Training & Workshops	248,913	251,992	(\$3,079)	
<b>Total Employee Expenditures</b>	<b>36,803,434</b>	<b>36,746,405</b>	<b>57,029</b>	
<b>Collection and Programs</b>				
Books & Materials	6,115,693	6,151,775	(\$36,082)	
Central & Branch Programming	213,325	212,778	\$547	
<b>Total Collections and Programs</b>	<b>6,329,018</b>	<b>6,364,553</b>	<b>(35,535)</b>	
<b>Furniture, Fixtures, &amp; Equipment</b>				
Technology Services & Equipment	2,269,998	2,298,673	(\$28,675)	
Office Furniture & Equipment	410,816	404,963	\$5,853	
Leases - Buildings & Equipment	272,061	245,965	\$26,096	
Building Maintenance & Supplies	919,476	585,266	\$334,210	<i>n</i>
Equipment Maintenance & Supplies	438,793	433,245	\$5,548	
Custodial Supplies & Services	207,181	209,219	(\$2,038)	
Safety & Security	253,384	162,307	\$91,077	<i>n</i>
<b>Total FF&amp;E</b>	<b>4,771,709</b>	<b>4,339,638</b>	<b>432,071</b>	
<b>Administrative and Other Expenditures</b>				
Office & Misc Supplies	475,000	414,172	\$60,828	<i>n</i>
Administrative	219,470	222,141	(\$2,671)	
Travel & Conferences	105,657	114,702	(\$9,045)	
Official Functions	31,872	30,718	\$1,154	
Postage	155,976	155,076	\$900	
Printing	57,652	51,523	\$6,129	
Advertising	120,930	114,360	\$6,570	
<b>Total Admin. &amp; Other Expenditures</b>	<b>1,166,557</b>	<b>1,102,692</b>	<b>63,865</b>	
<b>Total Expenditures by Type</b>	<b>\$49,070,718</b>	<b>\$48,553,288</b>	<b>\$517,430</b>	

\* The 12/31/17 budget of \$49,070,718 is comprised of \$2,720,847 from the DPL Special Revenue Fund and \$46,349,871 from the City General Fund.

## Statement 2

### Expenditures by Function

	<u>Twelve Months Ended</u>	
	<u>December 31, 2017</u>	<u>December 31, 2016</u>
Public Services	\$24,967,225	\$23,700,625
Collections	7,857,920	7,603,170
Technology Services	5,230,234	4,293,798
Community Relations	1,177,824	1,207,299
Facilities Management	6,118,497	5,529,806
Administration	3,201,587	3,110,022
<b>Total Expenditures by Function</b>	<b>\$48,553,288</b>	<b>\$45,444,719</b>

## Statement 3

### Special Revenue Fund Revenue

	<u>Twelve Months Ended</u>	
	<u>December 31, 2017</u>	<u>December 31, 2016</u>
<b>Operational Activity</b>		
Equipment (copiers, printouts)	210,235	473,739 <i>n</i>
Branch and Central Meeting Rooms	59,503	60,752
WHG Photographic Services	43,933	49,497
Lost Books	140,418	120,347
Vending and Café	29,608	21,208
<b>Total Operational Activity</b>	<b>483,697</b>	<b>725,545</b>
<b>Distributions</b>		
Caroline Bancroft Trust	30,297	22,353
Frederick R. Ross Library Trust	29,446	29,446
<b>Total Distributions</b>	<b>59,743</b>	<b>51,799</b>
<b>Friends Foundation Transfers</b>		
Special Use Fund	1,200,143	870,150
Endowment	270,000	270,000
Fundraising Events	197,254	192,189
Others	22,990	42,850
<b>Total Friends Foundation Transfers</b>	<b>1,690,387</b>	<b>1,375,189</b>
<b>Other Revenue</b>		
Investment Earnings	21,951	
Grants	77,804	
Miscellaneous Revenue	3,960	
<b>Total Other Revenue</b>	<b>103,715</b>	<b>111,001 <i>n</i></b>
<b>Total Special Revenue Fund Revenue</b>	<b>\$2,337,542</b>	<b>\$2,152,533</b>

## **Notes**

### **Statement 1**

At the end of the year, 99% of the budget was spent. Of the remaining \$517,430, the City Budget Office allowed us to roll \$314,000 into 2018 to complete the first phase of the shelving project at the Central Library. Certain accounts (Books-overspent .6%, Technology-overspent 1.3%, Conferences – overspent 8.6%) were overspent at year-end. These amounts were offset by underspending in other areas.

Personnel Budget - The library had an unusually large excess of payroll budget in 2017. The excess budget was mostly due to vacancy savings and lower than expected health insurance costs. In 2017 there were several high-level vacancies that resulted in savings of around \$375,000. The health insurance savings of around \$325,000 was due to the addition of a high-deductible health insurance plan as an option for City employees. The City Budget Office underestimated the number of staff that would select this plan which has a much lower employer cost than the traditional HMO plans. When the drug issues at the Central Library became public, we were able to transfer over \$715,000 of this excess to fund expansions and upgrades to the video surveillance system as well as lowering shelves to improve sightlines to improve safety at Central. We ended the year with a surplus payroll budget of \$57,029.

Building Maintenance & Supplies – As mentioned above, \$314,000 of this balance was rolled into the 2018 budget for lowering shelving at the Central Library.

Safety & Security – This budget was designated for the way finding project at Central. We were not able to spend this in 2017 and the City Budget Office did not approve our request to roll this into 2018.

Office & Misc. Supplies – The unspent budget of \$60,828 is the result of consolidating this budget under Purchasing. In prior years this budget was spread over 35 departments making it hard to manage. This unspent budget should be available again this year to reallocate to other needs.

### **Statement 3**

Equipment - The large 2016 amount in the Equipment category is due to a \$282,000 refund from the E-Rate program for internet equipment purchased in 2015.

Other Revenue – This is the first report that has additional detail in this section showing investment earnings and grant revenue. This detail is not included in the 2016 amount.

**Agenda Item 8**

Requested Action: Review and discuss changes to the Recognition Policy

There are three documents that show the evolution of the changes to this policy. There is the document in its current state and two iterations of revisions. They are included as follows:

- The recommended Recognition Policy with the suggested changes
- A document that shows the revisions from the March Library Commission meeting to today's meeting.
- A document that shows the first revisions from the 2013 Commission approved Naming Policy to the version presented in March.

## **Recognition Policy for Denver Public Library - 2018 (Revision to 2013 Commission Approved Naming Policy)**

### **Purpose**

The purpose of this policy is to establish the authority and process for donor or distinguished person or service recognition in Denver Public Library Branches as well as interior and exterior spaces associated with the branches and the Central Library, and major programs and collections. Consistent with this policy the specific recognition given to donors to commemorate a significant gift may include recognition in specific library spaces, furnishings or fixtures within the library, placement on a donor wall, or in other areas deemed appropriate by the Library Commission.

### **Authority**

The Library Commission has authority over naming pursuant to City Charter Section 11.1.2 which gives the Commission exclusive control over the library and its branches, all property and funds, all administration of gifts and trusts, and all things necessary or expedient in connection with library purposes.

All donor recognition proposals shall be reviewed by the City Librarian prior to discussing the proposal with a prospective donor. The City Librarian will refer recognition proposals for an entire Branch, significant area or collection within the Central Library or major system-wide programs to the Library Commission for its consideration and approval.

The Library Commission delegates authority to the City Librarian to approve any recognition proposal acknowledging a significant gift within branches and report them to the Library Commission.

### **Guidelines for Recognition in Library Interior and Exterior Spaces**

A branch or significant area within the Central Library may include recognition for individuals, families or entities meeting one or more of the following criteria:

- Staff member who has provided extraordinary service to the Denver Public Library;
- Distinguished person who has provided extraordinary service to the library or who otherwise merits special recognition;
- Donors who have made a significant financial contribution to the library.

Branches or significant areas within the Central Library shall not include:

- Recognition for individuals currently employed by the library, the City of Denver, the State of Colorado or elected officials.
- Recognition for an individual earlier than five years following the departure or retirement of the person from the library or the end of an elected official's service in office.

There shall be a due diligence review of each recognition proposal to carefully consider the overall benefit of such recognition to the library, including whether recognition in library space(s) is and will continue to be a positive reflection on the library. Such due diligence shall include the following:

- Review of any possible conflict of interest issues affecting the library;
- Evaluation of the impact on future giving by the donor and others;

- Any other factors that could reflect on the library.

In order to avoid any appearance of commercial influence or conflict of interest, or any other potentially adverse consequence, additional due diligence shall be undertaken before recommending any recognition opportunities that includes a commercial enterprise. Recognition may be given to a commercial enterprise only if recognition of the commercial enterprise's name is appropriate in the public setting of the library.

### **Duration of Gift Recognition**

The scope of gift recognition in Denver Public Library spaces and its duration should correspond to the scale of the financial assistance provided by the donor. Each recognition opportunity will include specific duration of recognition based on gift value and benefit to the Denver Public Library. In the case of an extraordinary gift, typically capital or endowment, recognition will extend to the useful life of the space where recognized or be moved to another space of similar value.

Recognition in honor of an individual, family or entity that has either provided extraordinary service to the Denver Public Library as a staff member, or a distinguished person who has provided extraordinary service to the library or who otherwise merits special recognition, shall have recognition that will extend to the useful life of the space where recognized or be moved to another space of similar value.

If a Branch or area within the Central Library is substantially renovated (providing new useful life equivalent to a new building), or if there is a significant addition to a Branch or the Central Library, recognition may be altered or removed.

Recognition in honor of a commercial enterprise will have a set number of years attached, which will be determined on a case-by-case basis and included in a signed gift agreement associated with the recognition opportunity. The duration of commercial enterprise recognition shall normally remain the same notwithstanding future changes in the commercial enterprise name; provided, however, in the event of a name change in the commercial enterprise, the Library Commission may in the exercise of its sole discretion elect to remove the established commercial enterprise recognition, if either such action is determined to be in the best interest of the library.

### **Prior Procedures and Named Spaces**

Gift or distinguished person or service recognition in branches or interior/exterior spaces in existence at the time of the adoption of this policy shall remain in effect, subject to future renaming consistent with this policy and subject to restrictions in any gift agreements related to prior naming action. If no gift agreement exists, the City Librarian and Library Commission, in coordination with the Denver Public Library Friends Foundation, will consult with the donor, or donor's descendants, to reach a mutual agreement regarding new recognition opportunities within branches, interior or exterior spaces.

Nothing herein shall preclude or prevent the Commission from modifying, changing, renovating or disposing of any library facility.

### **Removal or Change of Name**

Gift or distinguished person or service recognition is provided to individuals, families and entities that exemplify the attributes of integrity and civic leadership. If an individual, family or entity for whom recognition has been made violates these standards, the library may elect to remove the individual, family or entities recognition from any branch, interior or exterior space, furnishings or fixtures within the library, or donor wall. Before taking such action, the library shall undertake due diligence, including consultation with counsel, as to any legal ramifications that the library may have under any pre-existing agreement(s) related to gift recognition or in regard to any other matter that may have legal bearing upon a proposed change in name. Any recognition authorized by the Library Commission can only be revoked by a vote of that body.

Alternatively, unforeseen circumstances may make it impossible for a donor to complete a gift commitment after that commitment has been recognized by placing a name on a Branch, interior/exterior space or major program. The Commission will make reasonable efforts to work with the donor to create a plan for completion of the commitment. However, in certain circumstances it may be necessary in the best interests of the library to remove the donor's name from the naming opportunity.

Gift recognition within a library, including branches, interior and exterior spaces, furnishings or fixtures within the Library, or donor wall, shall be finalized only after the financial commitment by the donor has been honored in full and not on the basis of a pledge for future funds.

April 2018

## **~~Donor~~ Recognition Policy for Denver Public Library - 2018 (Revision to 2013 Commission Approved Naming Policy)**

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The Library Commission delegates authority to the City Librarian to approve any recognition proposal acknowledging a significant gift within branches and report them to the Library Commission.

### **Guidelines for ~~Donor~~ Recognition in Library Interior and Exterior Spaces**

A ~~Branch~~branch or significant area within the Central Library may include recognition for individuals, families or entities meeting one or more of the following criteria:

- ~~Extraordinary~~Staff member who has provided extraordinary service to the Denver Public Library ~~as a staff member~~;
- Distinguished person who has provided extraordinary service to the library or who otherwise merits special recognition;
- Donors who have made a significant financial contribution to the library.

Branches or significant areas within the Central Library shall not include:

- ~~recognition~~Recognition for individuals currently employed by the library, the City of Denver, the State of Colorado or elected officials.
- ~~recognition~~Recognition for an individual earlier than five years following the departure or retirement of the person from the library or the end of an elected official's service in office.

There shall be a due diligence review of each ~~significant gift~~ recognition proposal to carefully consider the overall benefit of such recognition to the library, including whether recognition in library space(s) is and will continue to be a positive reflection on the library. Such due diligence shall include the following:

- ~~Review of any possible conflict of interest issues affecting the library;~~
- ~~Evaluation of the impact on future giving by the donor and others;~~
- ~~Any other factors that could reflect on the library.~~

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Recognition in honor of a commercial enterprise will have a set number of years attached, which will be determined on a case-by-case basis and included in a signed gift agreement associated with the recognition opportunity. The duration of commercial enterprise recognition shall normally remain the same notwithstanding future changes in the commercial enterprise name; provided, however, in the event of a name change in the commercial enterprise, the Library Commission may in the exercise of its sole discretion elect to remove the established commercial enterprise recognition, if either such action is determined to be in the best interest of the library.

#### **Prior Procedures and Named Spaces**

~~Gift~~Gift or distinguished person or service recognition in branches or interior/exterior spaces in existence at the time of the adoption of this policy shall remain in effect, subject to future renaming consistent with this policy and subject to restrictions in any gift agreements related to prior naming action. If no gift agreement exists, the City Librarian and Library Commission, in coordination with the Denver Public Library Friends Foundation, will consult with the donor, or donor's descendants, to reach a mutual agreement regarding new recognition opportunities within branches, interior or exterior spaces.

Nothing herein shall preclude or prevent the Commission from modifying, changing, renovating or disposing of any library facility.

#### **Removal or Change of Name**

~~Gift~~Gift or distinguished person or service recognition is provided to individuals, families and entities that exemplify the attributes of integrity and civic leadership. If an individual, family or entity for whom recognition has been made violates these standards, the library may elect to remove the individual, family or entities recognition from any branch, interior or

| exterior space, furnishings or fixtures within the library, or donor wall-. Before taking such action, the library shall undertake due diligence, including consultation with counsel, as to any legal ramifications that the library may have under any pre-existing agreement(s) related to gift recognition or in regard to any other matter that may have legal bearing upon a proposed change in name. Any recognition authorized by the Library Commission can only be revoked by a vote of that body.

Alternatively, unforeseen circumstances may make it impossible for a donor to complete a gift commitment after that commitment has been recognized by placing a name on a Branch, interior/exterior space or major program. The Commission will make reasonable efforts to work with the donor to create a plan for completion of the commitment. However, in certain circumstances it may be necessary in the best interests of the library to remove the donor's name from the naming opportunity.

Gift recognition within a library, including branches, interior and exterior spaces, furnishings or fixtures within the Library, or donor wall, shall be finalized only after the financial commitment by the donor has been honored in full and not on the basis of a pledge for future funds.

| ~~March~~April 2018

## **Naming Donor Recognition Policy for Denver Public Library - 2018** **(Revision to 2013 Commission Approved Naming Policy)**

### **Purpose**

The purpose of this policy is to establish the authority and process for ~~naming and renaming donor recognition in~~ Denver Public Library Branches as well as interior and exterior spaces associated with the branches and the Central Library, and major programs and collections. Consistent with this policy the specific recognition given to donors ~~to commemorate a significant gift~~ may include ~~named recognition in specific library~~ spaces, furnishings or fixtures within the ~~Library library~~, placement on a donor wall, ~~and/or in other items that commemorate a gift~~ areas deemed appropriate by the Library Commission.

### **Authority**

The Library Commission has authority over naming pursuant to City Charter Section 11.1.2 which gives the Commission exclusive control over the ~~Library library~~ and its branches, all property and funds, all administration of gifts and trusts, and all things necessary or expedient in connection with library purposes.

All ~~commemorative naming donor recognition~~ proposals shall be reviewed by the City Librarian prior to discussing the proposal with a prospective donor. ~~The City Librarian will refer naming recognition proposals for an entire Branch, significant area or collection within the Central Library or major system-wide programs to the Library Commission for its consideration and approval.~~

The Library Commission delegates authority to the City Librarian to approve any ~~commemorative naming recognition~~ proposal ~~for spaces, programs and collections acknowledging a significant gift~~ within branches and report them to the Library Commission.

### **Guidelines for ~~Naming Branches and Donor Recognition in Library Interior/ and Exterior Spaces~~**

A Branch or significant area within the Central Library may ~~be named~~ include recognition for individuals, families or entities meeting one or more of the following criteria:

- ~~Extraordinary service to the Denver Public Library as a staff member;~~
- ~~Distinguished person who has provided extraordinary service to the Library library or who otherwise merits special recognition;~~
- ~~Donors who have made a significant financial contribution to the Library library.~~

Branches or significant areas within the Central Library shall not ~~be named~~ include:

- ~~recognition~~ for individuals currently employed by the ~~Library library~~, the City of Denver, the State of Colorado or elected officials. ~~A Branch or significant area within the Central Library shall not be named~~

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- recognition for an individual earlier than five years following the departure or retirement of the person from the Librarylibrary or the end of an elected official's service in office.

There shall be a due diligence review of each namingsignificant gift recognition proposal to carefully consider the overall benefit of such namingrecognition to the Librarylibrary, including whether the name is recognition in library space(s) is and will continue to be a positive reflection on the Librarylibrary. Such due diligence shall include the following:

- Review of any possible conflict of interest issues affecting the Librarylibrary;
- Evaluation of the impact on future giving by the donor and others;
- Any other factors that could reflect on the Librarylibrary.

In order to avoid any appearance of commercial influence or conflict of interest, or any other potentially adverse consequence, additional due diligence shall be undertaken before recommending any recognition opportunities that includes a commercial enterprise. Recognition may be given to a commercial enterprise only if recognition of the commercial enterprise's name is appropriate in the public setting of the library.

#### **Duration of NamesGift Recognition**

The scope of gift recognition in Denver Public Library spaces and Name Changesits duration should correspond to the scale of the financial assistance provided by the donor. Each recognition opportunity will include specific duration of recognition based on gift value and benefit to the Denver Public Library. In the case of an extraordinary gift, typically capital or endowment, recognition will extend to the useful life of the space where recognized or be moved to another space of similar value.

Naming rights in honor of an individual or individuals, family or non-commercial entity are generally expected to last for the useful life of the Branch, Interior/Exterior space or program.

If a Branch or area within the Central Library is substantially renovated (providing new useful life equivalent to a new building), or if there is a significant addition to a Branch or the Central Library, itrecognition may be renamedaltered or removed.

Recognition in honor of a commercial enterprise will have a set number of years attached, which will be determined on a case-by-case basis and included in a signed gift agreement associated with the recognition opportunity. The duration of commercial enterprise recognition shall normally remain the same notwithstanding future changes in the commercial enterprise name; provided, however, in the event of a name change in the commercial enterprise, the Library Commission may in the exercise of its sole discretion elect to remove the established commercial enterprise recognition, if either such action is determined to be in the best interest of the library.

#### **Prior Procedures and Named Spaces**

Branch names or names ofGift recognition in branches or interior/exterior spaces in existence at the time of the adoption of this policy shall remain in effect, subject to future renaming consistent with this policy and subject to restrictions in any gift agreements

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related to prior naming action. If no gift agreement exists, the City Librarian and Library Commission, in coordination with the Denver Public Library Friends Foundation, will consult with the donor, or donor's descendants, to reach a mutual agreement regarding new recognition opportunities within branches, interior or exterior spaces.

Nothing herein shall preclude or prevent the Commission from modifying, changing, renovating or disposing of any library facility.

#### **Removal or Change of Name**

~~Naming~~Gift recognition is provided to individuals, families and entities that exemplify the attributes of integrity and civic leadership. If an individual, family or entity for whom ~~a naming commitment~~recognition has been made violates these standards, the ~~Library~~library may elect to remove the individual, family or entities ~~name~~recognition from any branch, interior or exterior space, furnishings or fixtures within the naming opportunity-library, or donor wall. Before taking such action, the ~~Library~~library shall undertake due diligence, including consultation with counsel, as to any legal ramifications that the ~~Library~~library may have under any pre-existing agreement(s) related to ~~naming opportunities~~gift recognition or in regard to any other matter that may have legal bearing upon a proposed change in name. Any ~~naming~~recognition authorized by the Library Commission can only be revoked by a vote of that body.

Alternatively, unforeseen circumstances may make it impossible for a donor to complete a gift commitment after that commitment has been recognized by placing a name on a Branch, interior/exterior space or major program. The Commission will make reasonable efforts to work with the donor to create a plan for completion of the commitment. However, in certain circumstances it may be necessary in the best interests of the ~~Library~~library to remove the donor's name from the naming opportunity.

Approved by the

Denver Public~~Gift~~ recognition within a library, including branches, interior and exterior spaces, furnishings or fixtures within the ~~Library~~Library~~Commission~~

September 16, 2010

~~Revised 10-28-13~~

#### **For Sponsorship Agreement procedures:**

~~In order to avoid any appearance of commercial influence or conflict of interest, or any other potentially adverse consequence, additional due diligence~~donor wall, shall be ~~undertaken~~ before recommending the naming opportunities that includes a commercial enterprise. Naming opportunities may be assigned that include a commercial enterprise ~~finalized~~ only if ~~the~~after the financial commitment by the proposed name is appropriated~~donor has been honored in the public setting of the Library and will full and not detract from the Library's use or the Library's reputation as a public entity.~~

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*Duration*

Naming in honor of a commercial enterprise will have a set number of years attached to the naming, which will be determined on a case-by-case-the basis and included in a signed gift agreement associated with the naming opportunity. The duration of a commercial enterprise name shall normally remain the same notwithstanding of a pledge for future changes in the commercial enterprise name; provided, however, in the event of a name change in the commercial enterprise, the Library Commission may in the exercise of its sole discretion elect to remove the established commercial enterprise name or to change the name, if either such action is determined to be in the best interest of the Library funds.

March 2018

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## Agenda Item 11

Requested Action: Receive Report

### City Librarian Report



**The 11th Annual Athmar Park Art Show** was held on March 28. This year's theme was "Light My Universe." The art was created by the children in the After School is Cool program and the art installation was aided by Athmar Park Branch Library's Teen Advisory Board teens. Always a community and staff favorite, it was packed with fans there to celebrate the creative and industrious work of these amazing kids.

After School is Cool, or ASIC, is held Monday-Friday at five DPL branches for up to 20 youth per location. The program aims to make the vulnerable after-school time safer for youth ages 8-12. Varied activities include arts and crafts, games, STEM and performances. Locations tailor programs to their communities.

Relationship-building is a key component. A goal is regular attendance since research shows consistent involvement in quality after-school programs can impact school success and self-esteem. This is a program funded by a generous family in Denver.

### **Shakespeare in the Parking Lot with Denver Center for the Performing Arts**

On April 7 people were able to enjoy a bit of the bard with the Denver Center for the Performing Arts Shakespeare in the Library's Parking Lot (Acoma Plaza). Six actors performed a 45 minute abridged version of A Midsummer Night's Dream in and around a pickup truck "set" on Acoma Plaza.

### **15th Anniversary of Blair-Caldwell African American Research Library**

Thursday, April 26 Blair-Caldwell Library will be 15 years old! Help us celebrate this milestone with refreshments, tours and a session about the archives.

**11 a.m.** Guided museum tour, **1 p.m.**

Preserving the Stories of a Community: The

Purpose of an Archive and **3 p.m.** Guided museum tour







### **2018 Naturalization Ceremony**

On Thursday, April 12, we hosted a ceremony for 80 people from 36 different countries who became naturalized citizens. This is always an inspirational, emotional event.

This is a photo of Binh who works at the Ross-Barnum Branch Library during the Plaza program serving immigrants and refugees. Binh recently became a U.S. citizen himself! During Plaza he helps participants study for the citizenship test. Binh said Plaza helped him prepare for his own civics test. One of the things Binh is excited about is to be able to vote in the upcoming election and to travel to other countries.

### **National Library Week**

We are sharing stories and spreading library love on social media during National Library Week, April 8-14. We've asked customers, staff, partners and City agencies to post on Facebook, Twitter and Instagram using our "What's in it for you?" campaign

as a backdrop. We've encouraged people to post a photo of themselves, their favorite branch library or a book and include what's in the library for them and the hashtag #WhatsInItForYou and #NationalLibraryWeek. We'll curate and share these posts on social media and on our website as well as use them in select publications all year.

Here are a few sample posts:

### **Día del Niño (Day of the Child) ~ Sunday, April 29, 1-4 p.m.**

Celebrate children worldwide at the Central Library while creating art from recycled children's books and enjoying special performances:



**2 p.m.** Grupo Folkloriko Mexico en la Piel

**2:30 p.m.** Colorado Mestizo Dancers

**3 p.m.** Aspen Santa Fe Ballet Folklorico

Plus, attend free family-friendly programs and enjoy live music and dances at our museum neighbors from 10 a.m. - 5 p.m.



### **Denise Bryant - New Deputy Director**

We're pleased to announce that Denise Bryant has accepted the new Deputy Director position and will start on May 2. Denise is currently the Director of Workforce Development for the City and County of Denver. Prior to that, she was the Director of Family Works and Workforce Development with the Chicago Housing Authority and the Manager of Workforce Partnerships at Skills for Chicagoland's Future. Denise has a Masters of Arts Degree in Industrial/Organizational Psychology and a Bachelors of Science Degree in Human Services Management & Administration. Denise's career has focused on change management and positive organizational culture in large multi-facility organizations. Denise has worked with our library in multiple ways in her role at Denver's Workforce Development and has been an admirer and user of public libraries as a child and a parent. She gets us!

### **Equity, Diversity and Inclusion Committee Update**

After receiving applications from across the organization and selecting 16 of the strongest candidates (including two committee co-leads), the Equity, Diversity & Inclusion (EDI) Committee began its work in mid-February 2018. The group consists of staff from a variety of branch locations with backgrounds diverse in factors such as tenure at DPL, position, race/ethnicity, age, gender, sexual orientation, religion, and beyond. In our first three meetings, EDI Committee members have shown themselves to be strong, active, and involved. The group's efforts thus far have included getting to know one another and establishing group norms. We are also in the process of finalizing our group's Priority Statement, which describes our purpose and what we hope we can bring to DPL. In order to ensure that all staff have a similar understanding of the group's work we are also drafting definitions of equity, diversity, and inclusion to share with staff. These definitions will build on the work of other organizations, libraries and otherwise, who are further along in their EDI journey. At our most recent meeting the Committee met with Dr. Brenda Allen, Vice Chancellor for Diversity and Inclusion and Professor of Communication at the University of Colorado, Denver. Dr. Allen shared her experiences and insights with us around the topic of EDI and also offered to serve as an ongoing mentor to the committee. The next steps for the Committee include finalizing and disseminating our Priority Statement and EDI definitions, as well as hiring a consultant to support us in our efforts.

### **Available with Your Library Card**

#### ***Volume: A Local Music Project***

<https://volumedenver.org/>

Volume is a local music website that allows Denver Public Library card holders to download and stream music from local bands and musicians, DRM-free. Three to four times per year we put out a call for submissions to the local music community. Any Colorado artist is encouraged to submit their music. We offer unique content that is not available in big box stores, support the local music and connect the people of Denver with that vibrant scene.

### **Stories of Impact**

This month's story comes from Ross-University Hills:

One of our regular customers used to come to Active Minds programs here with his wife. He's retired, and his wife passed away about four months ago. Since then, he is still coming to

technology classes and also to technology appointments with one of our volunteers. Recently he asked the librarians if they had any other ideas for staying engaged socially. The technology volunteer he's been working with has developed a relationship with this customer, and they greet each other in Arabic before appointments. The customer shared with our volunteer that in Baghdad, where he's from, Thursday nights were movie nights and date nights for him and his wife. I'm excited that our customer is getting technology help and having his advisory and reference questions answered, but I'm even more pleased that we are able to support him during this difficult time, and that our staff members and volunteers have found new meaning in their work because of their interactions with him.

### **Highlights from the Finance, Facilities and Security Division by Ron Miller**

*Dangerous Substances:* We continue to be proactive in addressing the opioid epidemic. Over 400 staff have been trained in using Narcan to reverse an overdose. Since we started using Narcan at the library we have reversed 14 overdoses and have not had a single customer fatality in any of our buildings. The efforts of the past 15 months are having a positive impact. IV drug and other street drug use is trending down at the Central Library.

One risk we are working on is exposure to fentanyl: this is a powder that is sometimes added to heroine and is extremely toxic. Experts from the Denver Fire Department will provide training for key staff from Security, Facilities and other departments on April 19th. Based on this training, we will develop a protocol for all staff to safely follow in case they see an unknown substance in one of our buildings.

*Facilities:* We have finished two large projects. The Central Library camera upgrade is complete. We now have 77 high-resolution cameras and a second monitoring station in the Security Office to provide a more secure environment for our staff and customers.

The Central lighting project is also complete. We have replaced over 15,000 lights with energy efficient LED lights. The labor for this project was done by three workers from the Denver Day Works program. One of these workers has accepted a Custodial position. The other two are working as limited-term Utility Workers in Facilities. We hope to bring them on as unlimited-term staff in 2019 through a budget expansion.

Facilities is also implementing Service Level Agreements with our internal customers as part of an initiative to improve services and communication. We will be meeting with branch and other department managers in the next two months to execute these agreements.

*Finance:* We have started the 2019 budget process. The City Budget Office had the kick-off meeting for buildings and improvements on April 2 and the kick-off meetings for the operating budget will be on April 16th and 17th. The timeline for the various budget tasks is included below.

## 2019 Budget Timeline

	Budget Year	
	2018	2019
E-Team review of project priorities		
BMO Kickoff meeting	4/3	4/2
Project Management Plan (PMP) and Questica training (Training Lab 4,F.3) Time = 10 - noon	As needed	
Conceptual PMP deadline for Discretionary Construction Projects	5/12	
Capital Budget Submittals due to BMO - Proposed maintenance programs and conceptual work plan. CIP Disc. Project Requests	6/21	
BMO Submits budget requests to City Council	6/30	
E-Team review of project priorities	3/15-4/25	
BMO Kickoff meeting	3/22	4/2
FIT requests due to Public Works	5/12	
BMO Budget Kickoff Meeting	4/17 & 4/19	4/16 or 4/17
<b>Base Budget</b>		
Manager Budget workbooks and instructions posted on Finance shared drive	4/24	4/9
Managers develop department-level budget packages	4/24 - 5/3	4/9 - 4/25
Department budgets submitted to Division Directors and Finance	5/3	4/25
Finance meets with managers to review budget request	5/3 - 5/9	4/30 - 5/4
Finance presents General Fund Base Budget E-Team approval	5/9 - 5/12	5/16
<b>Replacement Capital Equipment</b>		
Replacement capital equipment items due to finance	5/3	4/25
Finance works with departments to estimate cost of equipment		5/11
E-Team prioritizes list and approves		5/16
<b>Base Budget, Replacement Capital Equipment &amp; Non Grant SRF Budget due to BMO</b>	5/26	5/25
<b>Expansion Change Requests</b>		

E-Team develops & prioritizes initial list	3/29	3/14
Sponsors complete staff and other funding needs for each request		4/4
Finance completes estimated cost for each request		4/11
E-Team does final prioritization & approves the requests		4/25
Sponsors complete the initial narrative & metrics for the requests	5/5	5/11
Finance completes review of the change requests		5/18
City Librarian/Deputy completes review of the change requests		5/25
BMO Analyst reviews the change requests for improvements		5/31
<b>Finance submits the requests to BMO</b>	5/26	6/8
Finance prepares Budget package for LC Finance Committee	5/12	5/9
Distribution of Budget package to LC Finance Committee	5/12	5/11
LC Finance Committee approves budget	5/19	5/16
Distribute Budget proposal to Library Commission	6/9	6/15
Library Commission meeting to approve Budget	6/15	6/21
Budget meeting with CFO	7/17	7/13 @ 9:30
BMO/Agencies present budget proposals to Mayor's Office	7/20-8/2 1	
Mayor submits draft budget to City Council	Mid Oct	
City Council Hearings	Mid Oct	
BMO files Long Bill, 1st reading on 11/xx & 2nd reading on 11/xx	Mid Nov	
BMO sends narrative to DPL for review	5/15	5/18
E-Team reviews and finalizes narrative	5/24	5/30
Narrative due to BMO	5/26	6/8

### **Dates to Remember**

- April 17, 5:30 pm–7:30 pm, An Evening with Dick & Dottie Lamm, Denver Central Library, Western History & Genealogy, Floor 5
- April 28, 10 am–4 pm, 15th Anniversary of Blair-Caldwell
- April 29, 1–4 pm, Día del Niño, Central Library, Children's Library (Performances in Vida Ellison Gallery)
- May 24, 11:30 am–1:30 pm, Loyalty Circle Luncheon, Denver Central Library, Conference Center, Lower Level

## **City Librarian Select Activities**

### **Mayor/City Council**

- Attended 2019 budget kickoff meeting
- Presented to Mayor and Cabinet regarding early childhood challenges and solutions

### **Activate!Denver Facilities Master Plan**

- Met with RiNo Arts District leaders regarding RiNo Park plans
- Met with landscape architects, City staff and others regarding Central Library exterior master plan
- Visited several libraries including Pikes Peak Library District's 21c, Douglas County Libraries' Lone Tree Branch, Free Library of Philadelphia's Culinary Literacy Center and South Philadelphia Health and Literacy Center, and Boulder Public Library's Main Library

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

- Met with Denver Preschool Program CEO
- Participated in Road to Reading Advisory Council
- Attended 11th annual Athmar After School is Cool Art Show
- Participated in Mayor's Children's Cabinet meetings

### **Services for Immigrants and Refugees**

- Welcomed everyone to the naturalization ceremony

### **Services for People Experiencing Life Challenges**

- Interviewed by Westword regarding social workers and peer navigators

### **Community Engagement**

- Attended Park Hill volunteer appreciation party
- Spoke at Shirley Amore memorial service
- Invited to join Women's Forum of Colorado

### **Friends Foundation**

- Met with Friends Foundation Advocacy Committee Chair
- Met with Search Committee and search firm

### **Staff**

- Met with Youth Services leadership team
- Interviewed Deputy Director finalists, selected and hired Denise!
- Attended several staff retirement parties
- Attended multiple MLS graduation celebrations

### **Professional**

- Attended biennial Public Library Association (PLA) conference in Philadelphia including work as part of PLA Board and PLA Program Committee
- Moderated panel on Opioids in Libraries
- Attended Front Range Public Library Directors meeting at the MLK, Jr. Library in Aurora
- Interviewed financial investment firms as part of Colorado Alliance of Research Libraries Finance Committee

# Commission Brief - Online Visits

The Denver Public Library Commission Statistics Report for March 2018 reflects an updated data definition for Online Visits. For ease of use and to make valid comparisons possible, the new definition has been applied to all time periods represented in the report (January 2016-March 2018).

The update brings DPL's public reporting in line with industry best practices and state reporting guidelines and is part of our ongoing efforts to improve the quality of our organizational data. It is important to note that the new monthly Online Visit totals show a significant change - more than 50% lower - over numbers previously reported.

## Background

On April 4, 2018, the E-Team approved a recommendation to realign Denver Public Library's internal data definition for Online Visits to match the state and federal definition. Previously, the measure used internally for Online Visits, including on the monthly Commission Statistics Report reflected a data point that combined a variety of counts from our websites, catalog and subscription services:

*"Online Visits - total website, Overdrive, catalog, and database visits by session, as reported by Digital User Experience (DUX) department."* (Commission Report Data Definitions)

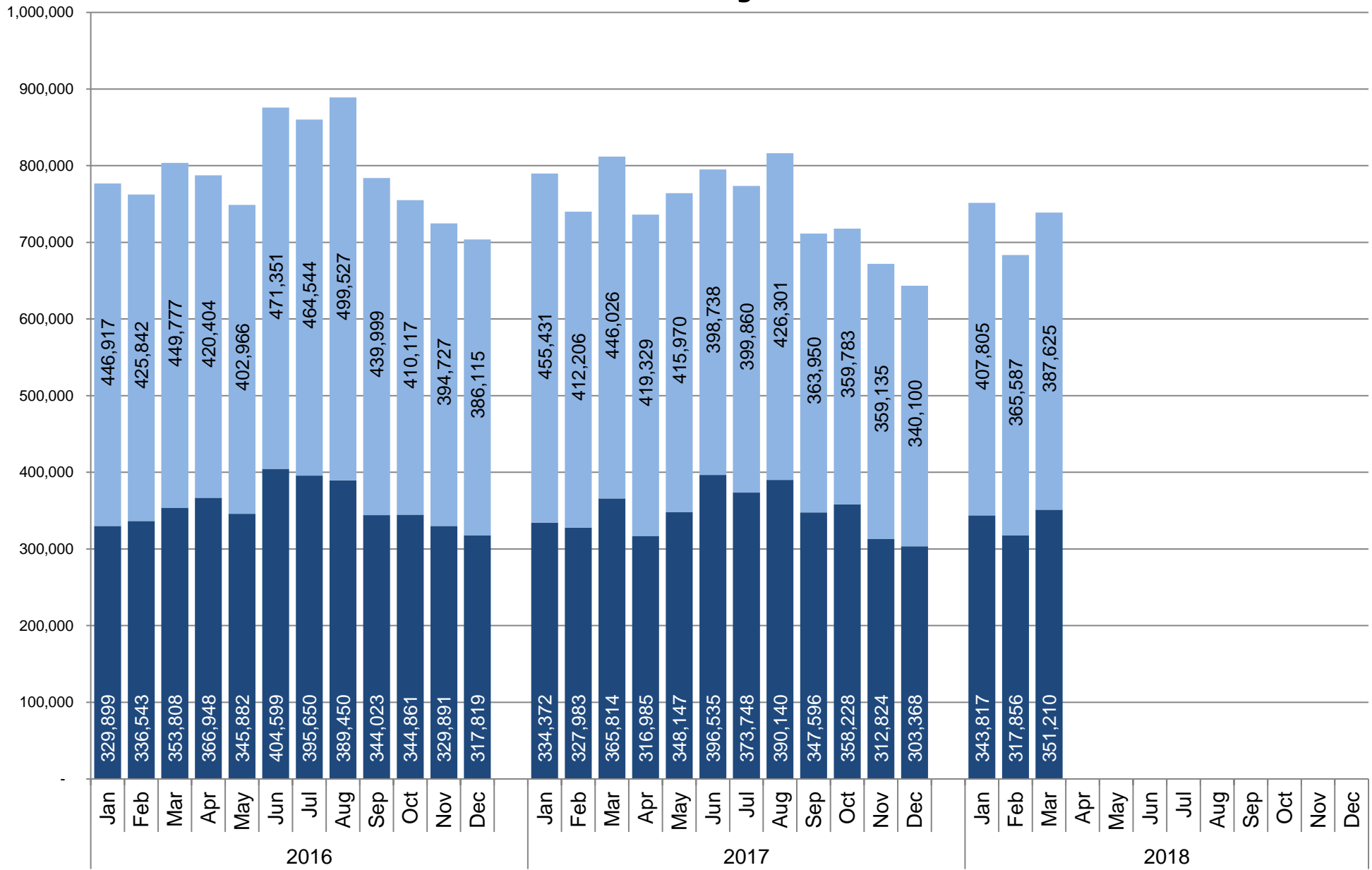
This data point was inherited from previous versions of the Commission report and balanced scorecards, and was collected by DUX staff on a complex spreadsheet of database and website statistics. Last year, the process of adapting the information kept in this spreadsheet to the data warehouse was initiated. During the course of that process, it became apparent that some of the elements feeding into that Online Visit data point were inconsistent and challenging to automate. This work also highlighted that our internal definition did not align with the State/Federal data definition for Online Visits, as documented in the Public Library Annual Report (PLAR):

**2.6** A visit or session is an interaction, by an individual, with a website consisting of one or more page views. Do not include ILS, database, or other resources that are not unique to the library's website. In Google Analytics, website visits are "sessions". (2017 Colorado PLAR - Colorado Public Library Technology Inventory)

With both the PLAR and our Commission Reports being a matter of public record, this also created the potential impression that we had a discrepancy regarding our measure of Online Visits.

# Denver Public Library Total Visits By Month

Online  
In Person



➔ Effective April 2018 Online visits have been updated to align with state and federal reporting guidelines and now only reflect visits to DPL's various websites.

**Online visits** - total website visits by session, as reported by DUX

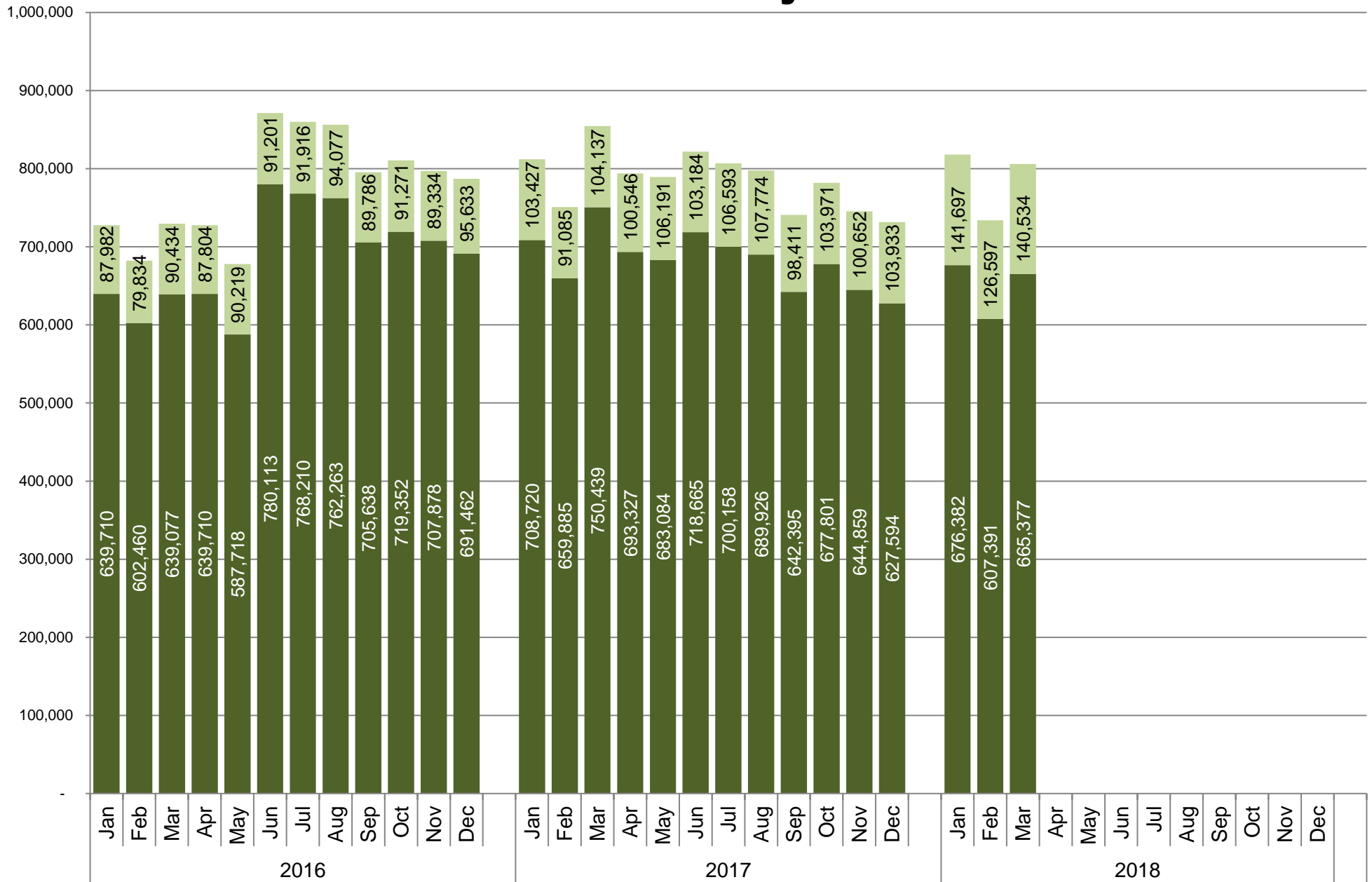
**In Person visits** - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

# Denver Public Library

## Total Circulation By Month

Downloads

Materials



➔ 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

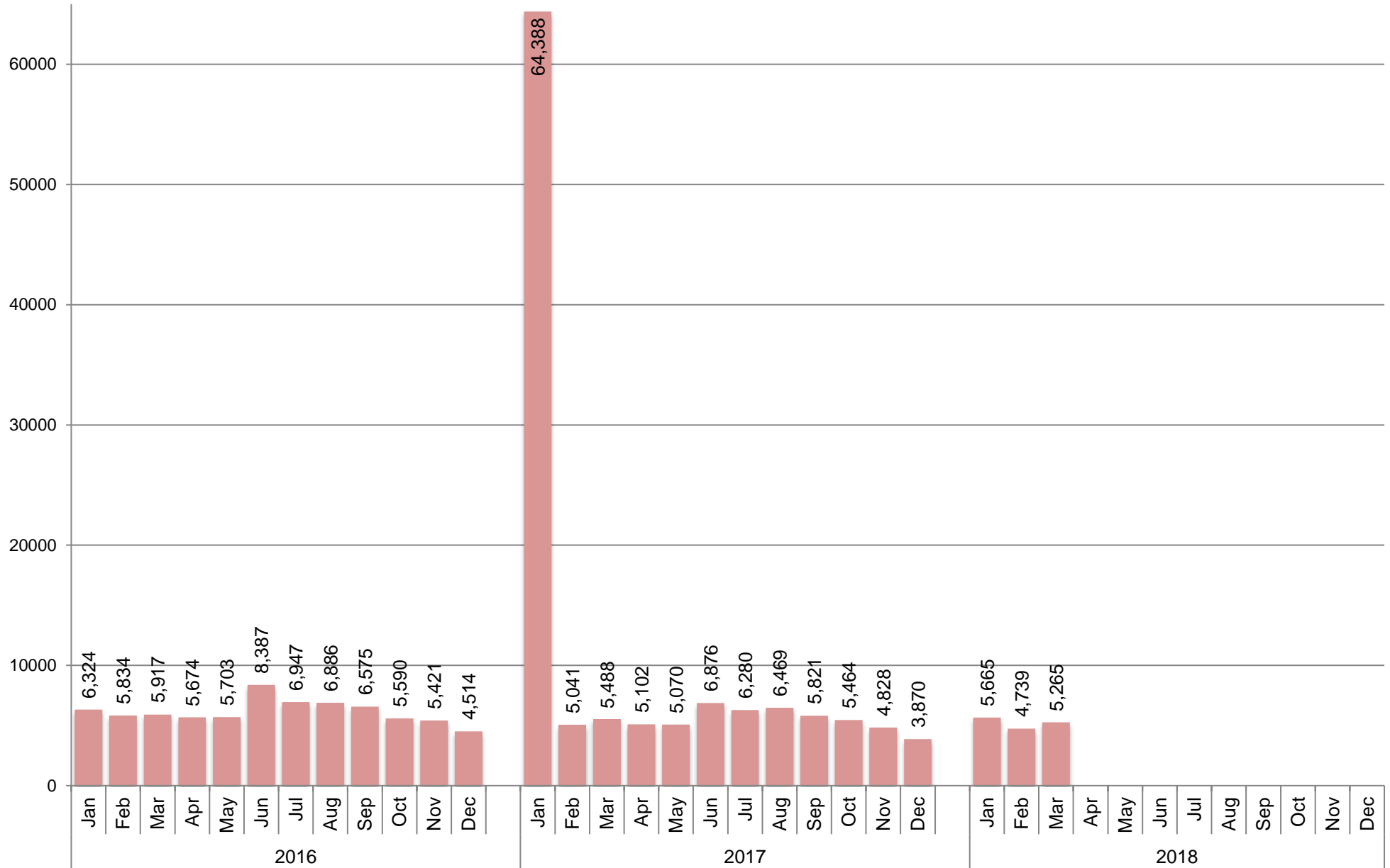
### March 2018

Location	Total Circulation	+/- Previous Month	2018/2017 Year/Year
Athmar Park	10,304	➡ (39)	⬆ 548
Bear Valley	31,455	⬆ 1,680	⬇ (4,185)
Blair-Caldwell African American Research Library	9,575	⬆ 533	➡ (362)
Bookmobile	8,115	⬆ 528	⬇ (4,041)
Byers	3,656	⬆ 283	➡ (103)
Central Library	97,710	⬆ 9,206	⬇ (16,116)
Decker	15,385	⬆ 1,623	⬇ (993)
Eugene Field	25,802	⬆ 1,871	⬇ (998)
Ford-Warren	13,997	⬆ 1,030	➡ (120)
Green Valley Ranch	29,408	⬆ 1,790	⬇ (3,308)
Hadley	7,223	⬆ 2,678	⬇ (5,551)
Hampden	29,566	⬆ 2,903	⬇ (7,808)
Montbello	9,474	⬆ 430	⬇ (2,981)
Park Hill	32,522	⬆ 2,475	⬇ (3,157)
Pauline Robinson	6,672	⬆ 349	➡ (191)
Rodolfo "Corky" Gonzales	26,158	⬆ 1,827	⬇ (1,005)
Ross-Barnum	9,361	⬆ 508	⬆ 1,301
Ross-Broadway	16,213	⬆ 1,676	⬇ (1,290)
Ross-Cherry Creek	26,763	⬆ 2,880	⬇ (2,580)
Ross-University Hills	54,511	⬆ 3,719	⬇ (4,628)
Sam Gary	61,995	⬆ 6,856	⬇ (4,981)
Schlessman Family	55,054	⬆ 5,626	⬇ (8,393)
Smiley	22,453	⬆ 2,164	⬇ (3,320)
Valdez-Perry	2,999	➡ (315)	⬇ (1,820)
Virginia Village	32,599	⬆ 4,644	⬇ (4,273)
Westwood	4,202	➡ (159)	⬆ 37
Woodbury	22,205	⬆ 1,220	⬇ (4,744)
Denverlibrary.org Downloadables	139,873	⬆ 13,346	⬆ 35,736
<b>Total</b>	<b>805,250</b>	<b>⬆ 71,332</b>	<b>⬇ (49,326)</b>

# Denver Public Library

## Total New Library Cards By Month

■ New Cards



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

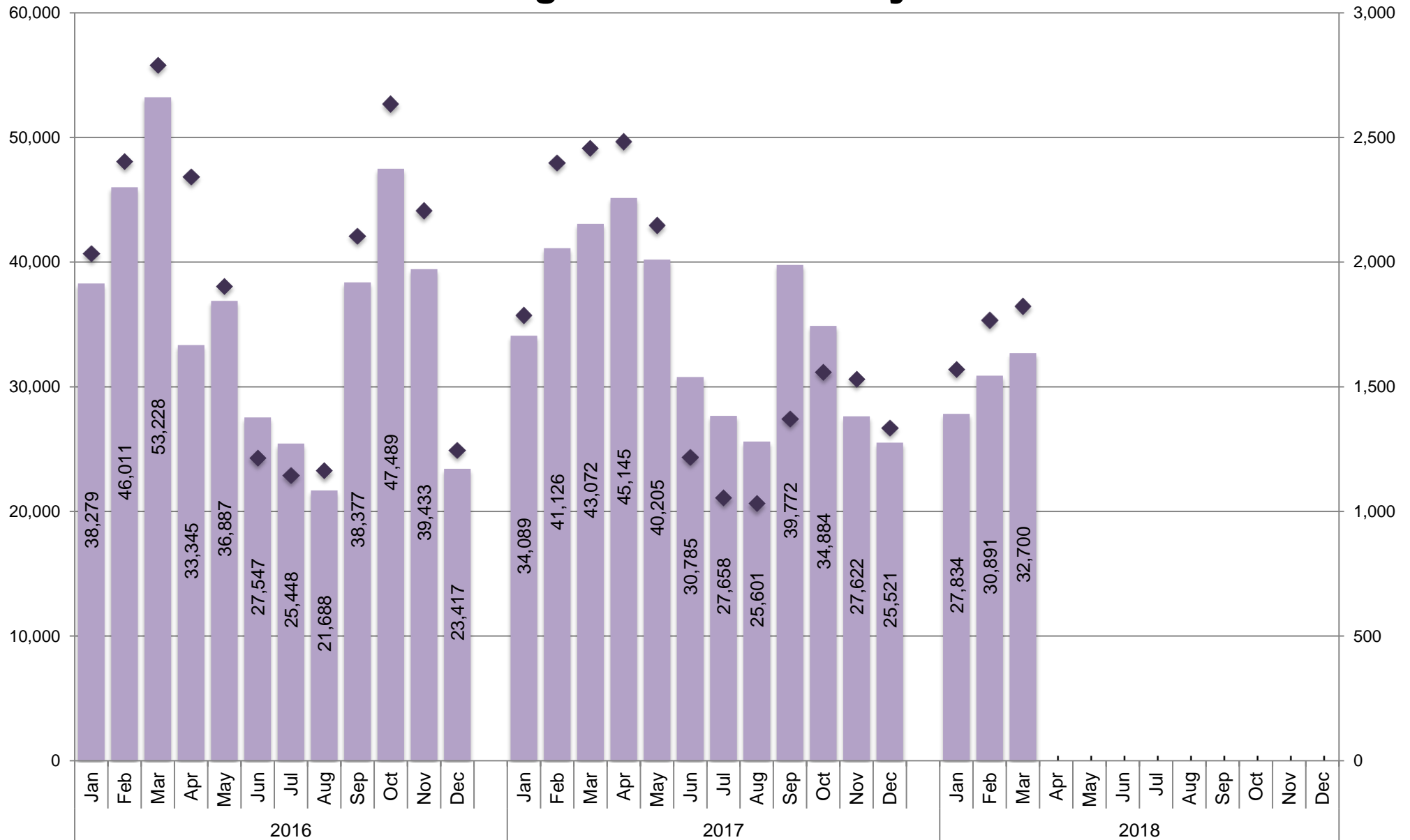
**New Cards** - total number of new library card registrations (including computer user only cards), as reported by IT

# Denver Public Library

## Total Program Attendance By Month

■ Attendance

◆ Sessions



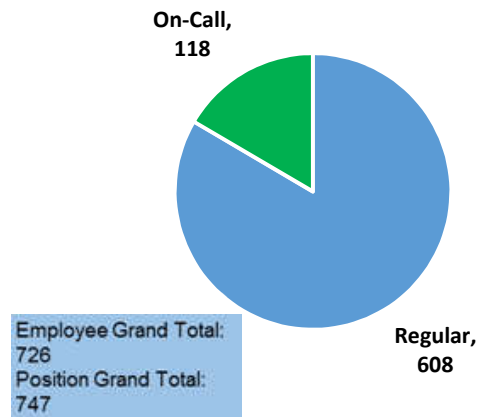
➔ Read Aloud program attendance tracking is in transition since the switch to our new Events Management system. Not all RDA storytimes are being captured properly. A solution is in the works.

**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 January – March, 2018

## Employee Breakdown



### Recruiting

Positions Posted	44
Positions View Count	27,310
Submitted Applications	2,960

### Movement

Internal Transfers	65
New Hires	20
Promotions	6

### Separations

Total Separations	37
Voluntary	26
Retirements	9
Dismissals	2

**Turnover Rate** 5%

## Learning & Development

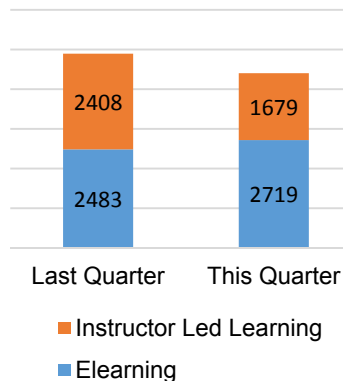
One of our most highly attended learning opportunities of the first quarter was our **Understanding & Welcoming Our Aging Community** presentation offered in February by the Alzheimer's Association in conjunction with Metropolitan State University.

This ties to our 2018 Strategic Initiative:  
[Community Engagement](#)

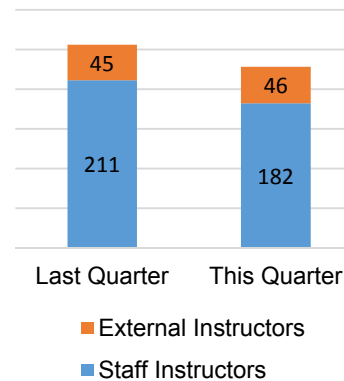
### What staff are saying:

"I still gained new insights... I think we're on the right track... Making the library and its resources more accessible... I will present what I learned at a staff meeting."

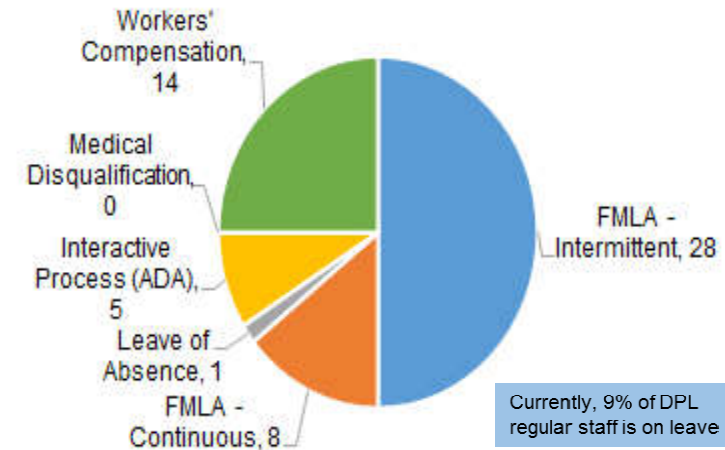
## Total Staff Learning Completions



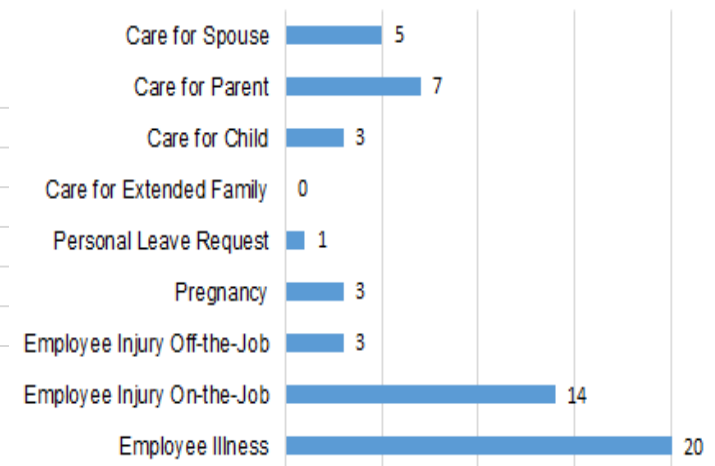
## Total Instructor Led Learning Sessions



## Open Leave Cases

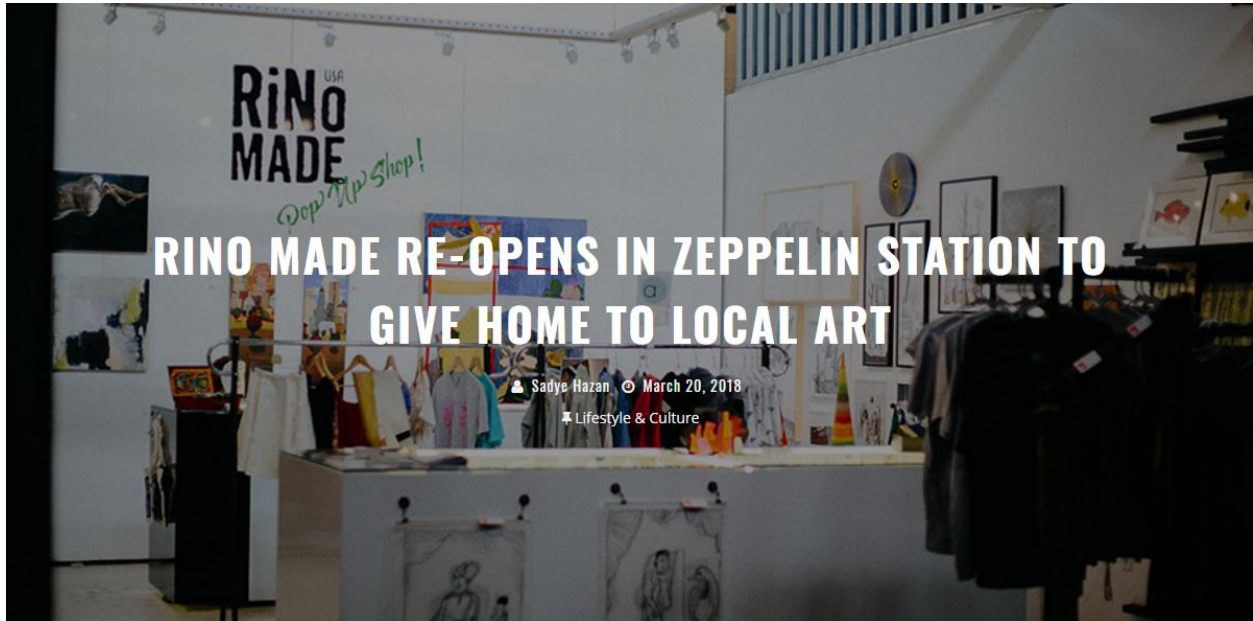


## Type of Leave Taken



# 303MAGAZINE.COM

March 20, 2018



## RINO MADE RE-OPENS IN ZEPPELIN STATION TO GIVE HOME TO LOCAL ART

by Sadye Hazan • March 20, 2018

Lifestyle & Culture

RiNo Art District creatives now have a permanent home at the new Zeppelin Station on Wazee Street. The store, RiNo Made, is the first retail store in the culturally chef-driven food hall and will feature work made only by artists in the RiNo Art District. **The mission of RiNo Made is to encourage people to buy local and to organize a platform for artists to grow their businesses while showing off their creative work.** Artists will receive 60 percent of their art sales with 40 percent going to the RiNo Art District for store operations and other artist initiatives. **The store will sell 2D art, ceramics, sculptures, jewelry, books, stationary and other handmade gifts and home-wares.**

While it now has a new home, RiNo made isn't a new store. Before opening on Wazee Street, the RiNo Made Pop Up opened at The Source in November 2017 where the store made over \$12,000 from artists' work. The pop up remained open until the new store opened at its home at Zeppelin Station.

**The new RiNo Made home will feature a different artist each month on the main gallery wall and will rotate inventory, making it so that there is something new to see every time.** Artist Koko Bayer is the first artist who will have her work on display in the main gallery all throughout April, including First Friday on April 6, 2018, from 6 p.m. to 9 p.m.

"We are thrilled to be able to showcase all the amazing artwork and products created in the RiNo Art District," said Tracy Weil RiNo Art District Creative Director. "Our goal is to tell their stories to our customers, while communicating the importance of buying local art as it helps our artists make a living at what they love to do."

**RiNo Made will also have special programs each month, including special exhibitions, seminars and workshops that will bring the community and entrepreneurs together in learning new creative skills.** The series, RiNo Salons, will be held on the second Tuesday of each month. The district has partnered with the **Denver Public Library** on the series to create programming to educate artists on how to grow their businesses. The first salon, "The Business of Being Creative: How to Create Lifestyle Photo Images for Your Instagram and Still Have Time for Your Actual Business," is on April 10 and will have Amy K. Wright, a local photographer, who will interactively educate people on how to create professional lifestyle photos for their Instagram profiles.

*RiNo Made is located at 3501 Wazee Street Suite 109, Denver. Hours are Monday through Thursday from 11 a.m. to 8 p.m., Friday and Saturday from 11 a.m. to 9 p.m., and Sunday from 11 a.m. to 6 p.m.*

March 21, 2018

## A Social Worker Walks into a Library

Public libraries are using licensed professionals to address homelessness and mental health issues

By [Terra Dankowski](#)



*Panelists at “A Social Worker Walks into a Library,” a preconference of the Public Library Association Conference in Philadelphia on March 20 (from left): Leah Esguerra, Patrick Lloyd, Elissa Hardy, and Jean Badalamenti.*

What does having a staffed social worker look like for a public library? How can libraries provide referrals for customers while maintaining confidentiality and privacy? What can libraries do to train and support frontline employees encountering populations dealing with homelessness and mental health issues?

These were some of the tough questions tackled by embedded social workers at “A Social Worker Walks into a Library,” a preconference of the Public Library Association Conference in Philadelphia on March 20.



The session explored different models and approaches for administering social services, and how social work programs at public libraries began and evolved.

“When I first started, I was told my clients are patrons, the community, and library staff,” said Leah Esguerra, social service team supervisor at San Francisco Public Library (SFPL)—the first library in the nation to appoint a full-time social worker. Without a blueprint, Esguerra began by building relationships, learning the library’s culture, and getting ideas for bringing social work to a nontraditional setting. “In my first six months, I met with every department,” she said.

For many libraries, the late-2000s recession and housing crisis was the impetus behind bringing licensed social workers into their organizations. Jean Badalamenti, health and human services assistant manager at DC Public Library, said that Washington, D.C., lost 50% of its affordable housing between 2003 and 2015. She was hired in 2014 not to do direct outreach or casework, but to devise a systemwide approach to homelessness and leverage the expertise of homelessness service providers.

“I started with a staff survey,” Badalamenti said. “What are people’s daily lives like working in the library? Are they seeing people experiencing homeless all day, every day?”

Elissa Hardy, community resource manager at Denver Public Library, expressed that her city was facing the same types of problems. Denver gains about 10,000 new residents a month, which has increased gentrification and displacement of longtime residents. She stressed that homeless shelters aren’t going to fix institutional problems and a lack of affordable housing. “That’s not the answer, but that’s part of the solution,” Hardy said.

Panelists also spoke about the challenges and assets of creating a library social work program. For Patrick Lloyd, community resources coordinator at the single-branch Georgetown (Texas) Public Library, one of the obstacles is getting his smaller city (population of about 67,000) to acknowledge that the community has homelessness and domestic violence. Another challenge is discretion, as not everyone who could benefit from social services is actively seeking them when they come to the library.

“I don’t have an intake form, I don’t have a script,” said Lloyd. “I’m trying to build trust.”

Tactics for supporting social work in the library ranged among panelists, such as providing Homelessness and Mental Health 101 courses to staffers, recruiting peer navigators who are in recovery or social work students to help administer services, forming partnerships with local organizations (such as SFPL’s partnership with [Lava Mae](#), a service that brings shower buses to the library), and offering opt-in training to staffers on recognizing the symptoms of an opioid overdose and dispensing the drug naloxone.



Paramount to remember, said Badalamenti, is that a social worker cannot eliminate homelessness or poverty from the library. “This is not just a library problem—it’s an entire community problem,” she said.

March 21, 2018

## Library's Plaza Program Brings Together Denver's Immigrants and Refugees

ANA CAMPBELL



*The Rodolfo "Corky" Gonzales Plaza program in action. Courtesy of Nicanor Diaz*

Nicanor Diaz knows how confusing and hard it can be for an immigrant to assimilate in a new country. When his father was accepted at an American university, he moved Diaz and the rest of his family to the United States from Argentina. Diaz regularly served as his mother's interpreter.

The family frequented their local library; his mother had been a librarian in Argentina, so it connected them to their roots and to information about their new home. When Diaz was accepted to the University of Colorado Boulder, he even got a scholarship through the [Denver Public Library](#).

Diaz now serves as the DPL's Immigrant Services Manager. He manages the Ross-Barnum, Rodolfo Gonzales, Smiley and Woodbury branches, and oversees the library's Plaza program. Inspired by cities in Latin America, many of which are built around "plazas" that are home to government buildings and the biggest church in town, the ten-year-old Plaza program is a way for Denver's immigrant, refugee and asylum populations to access each other as well as resources they need to navigate the city.

Funded by a grant from the [Denver Foundation](#), the program is offered at ten branches, including Athmar Park, Ross-Barnum and Rodolfo Gonzales, in neighborhoods with large immigrant populations. It serves about 1,700 people a month.

"Showing up in a city where you don't speak the language and you don't know the culture, it becomes very important to have a communal gathering place where you can go and find other people who are like you, having the same issues or [encountering the same] barriers," Diaz says. "Being able to find somebody that understands you in your native language and has gone through this and can give you guidance."



*Nicanor Diaz is the Denver Public Library's Immigrant Services Manager. Courtesy of Nicanor Diaz*

The Hampden branch's Plaza program in southeast Denver is the most popular and diverse. Twenty to 25 children attend the two-hour program every week with their parents, who are mostly from eastern African countries, for help with their homework. Library staff and volunteers will aid the children while their parents are nearby, conversing with each other or getting tips on job hunting, working on their résumés or practicing for their citizenship test.

"It is a truly multicultural program that brings a lot of people together," Diaz says. "The real beauty about it is people come to the Plaza and they get to meet each other and build community organically just from coming to the library."

The library also offers citizenship classes and free legal advice to immigrants and refugees through its **Services to Immigrants and Refugees program**. The most popular STIR citizenship class is at the Barnum branch; a half-dozen people regularly attend, practicing the interview process for becoming a naturalized citizen. While they offer advice, staffers also dispel any myths about the process. For example, the cost to just access the form to become a naturalized citizen is about \$700. Diaz says the library helps connect anyone interested in filling out the form with local nonprofits that give low- or zero-interest loans to cover that fee. The U.S. government even waives the fee for certain immigrants who qualify, based on their income. Attorneys are also available at some branches, offering ten or fifteen minutes of legal advice per visitor.

"Libraries are for everybody, and for immigrants and refugees who live in the community, the library is also for them," Diaz says. "We want to make sure we have staff that look like our immigrant community. We want to make sure we have materials for them — like books and movies — that they can relate to, so they walk into the library and feel like it belongs to them."



# UNIVERSITY of DENVER

March 31, 2018



## Alumnae Host Wikipedia Edit-a-Thon

JORDAN KELLERMANALUMNI, ARTHYVE, DENVER PUBLIC LIBRARY, FEMINISM, LIBRARY AND INFORMATION SCIENCE, LIS, MORGRIDGE COLLEGE OF EDUCATION

On Saturday, March 31, graduates and faculty members of the University of Denver (DU) Morgridge College of Education (MCE) teamed with the Denver Public Library (DPL) on an extracurricular activity at the Leon Gallery – hosting an [Art + Feminism](#) Wikipedia Edit-a-Thon. The group is part of [ArHyve](#), a Colorado collective of activists, artists, and archivists. The goal of the Art + Feminism campaign is to improve coverage of cis and transgender women, feminism, and the arts on Wikipedia. Since 2014, Art + Feminism has coordinated over 500 events to edit, create, and improve thousands of Wikipedia pages. For ArHyve, hosting a Wikipedia-Edit-a-Thon is an example of its commitment to document creative communities.

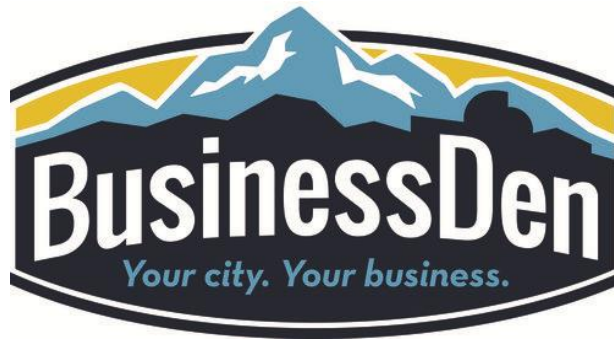
Co-founded by MCE Library and Information Sciences alumna, [Jessie De la Cruz](#) (MLIS' 11), and her best friend, noted Colorado Creative [Sigri Strand](#), ArHyve's mission is to "transcend and challenge mainstream art representation and to celebrate, preserve, and document the creative communities and practices throughout our state." As a nonprofit organization, it fulfills its mission through developing public programming, workshops, and archival exhibitions to inspire creative engagement.

"It's not an accident that there are multiple DU alumni and faculty involved," said [Kate Crowe](#), MCE affiliate faculty member of Library and Information Sciences (LIS) and DU Curator of Special Collections and Archives. "ArHyve's mission, to create a community-based arts archive that documents the creative history of this city and state, dovetails well with DU's tagline 'a great private university dedicated to the public good.'"

Crowe continues, “The Art + Feminism wikithons, which have been around for the last five years, are also run by grassroots groups of volunteers who want to make the history of women in the arts more visible. Participating in these kinds of programs is just one of the many ways that ArtHyve, DPL, and the LIS program can use the research skills we learn in school to make a positive community impact.”

According to Jane Thaler (MA '16), marketing director of ArtHyve, “[hosting an] Art+Feminism Wikipedia Edit-a-Thon is a natural fit for our organization because not only were we founded by two creative women, but also because part of our mission is to preserve and document Colorado’s creative community. And what better way to get the word out about our creatives than to add them to the most used reference tool in the world?”

Only ten percent of Wikipedia editors are women, and Saturday’s event worked to change that. At the end of the day, the group saw 519,000 words added, 40 total edits, 16 articles edited, and 4 new articles added. The group included, in addition to De la Cruz, Strand, Crowe, and Thaler, alumna Hana Zittel (MA' 14).



April 8, 2018

## Coworking space for podcasters launches in Curtis Park



*The podcast recording studio in the Curtis Park coworking office.  
(House of Pod)*

Cat Jaffee wants to make Denver podcasters feel less isolated.

The 31-year-old has launched the House of Pod, a coworking space and recording studio for podcasters, in a 1,000-square-foot space at 2565 Curtis St. in Curtis Park.

“You put this thing out there, and you don’t know if anyone is paying attention,” she said. “I just realized how lonely this whole thing was and I became so sad.”

The space includes an audio recording studio, big enough for four people, decked out with \$8,000 of equipment. The coworking area features a community table and desks.

“It was what was most affordable and still accessible for people living in downtown Denver,” Jaffee said of the location. “It’s also on a really quiet street, which is good for sound.”

Jaffee, 31, grew up outside of Aspen and went to Wellesley College in Massachusetts. She studied in Turkey on a Fulbright scholarship, and has since worked for National Geographic and nonprofit Narrative 4.

Jaffee became passionate about podcasting when she attended a workshop on the subject on Catalina Island last summer.

“I wanted to start building these audio hubs to give people the chance to tell their own stories,” she said. “We work hard to bring in the voices and ideas and people of Denver who are not heard enough.”

Jaffee signed the lease for House of Pod last month, and now she has 10 members producing, among other things, a personal narrative podcast and a music podcast. Memberships for individuals start at \$100 per month; those associated with a larger company pay \$500.

“As a member you can open and close the space,” Jaffee said. “You can access the recording studio in the time slots that are available. You can also hold events in our space.”

In addition to being a physical space, House of Pod is also Jaffee’s production company. Sapiens Magazine and Denver Startup Week have hired it to produce branded podcasts, which Jaffee said is help funding the coworking side of the business.

Every Wednesday, House of Pod hosts events for members of the public to learn about podcasting. The organization also offers six-week podcasting and audio courses for students at the Denver School of the Arts.

Two other organizations in Denver that offer audio recording studio access are the [Open Media Foundation](#) and the Denver Public Library. The library doesn’t charge for access.

“In another time in history, this would not have been as timely,” Jaffee said. “Podcasting is having a huge renaissance ... people have the chance to produce things that are really high quality.”



**In a strong act of commitment to a more equitable society, 132 public libraries across North America have signed ULC's statement on race and social equity:**

As leaders of North America's public libraries, we are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our libraries can help achieve true and sustained equity through an intentional, systemic and transformative library-community partnership. Our library systems are working to achieve equity in the communities we serve by:

- Eliminating racial and social equity barriers in library programs, services, policies and practices
- Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice
- Serving as a convener and facilitator of conversations and partnerships to address community challenges
- Being forthright on tough issues that are important to our communities

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.



URBAN  
LIBRARIES  
COUNCIL



**132  
LIBRARIES  
HAVE JOINED  
TOGETHER TO  
ADVANCE  
RACIAL  
AND  
SOCIAL  
EQUITY**

Alameda County Library • Albuquerque/Bernalillo County Library System • Alexandria Library • Anchorage Public Library • Anne Arundel County Public Library • Anythink • Atlanta-Fulton Public Library • System • Aurora Public Library • Austin Public Library • Baltimore County Public Library • Berkeley Public Library • Boston Public Library • Brooklyn Public Library • Broward County Library • Calgary Public Library • Cambridge Public Library • Carlsbad City Library • Carnegie Library of Pittsburgh • Cedar Rapids Public Library • Charlotte Mecklenburg Library • Chattahoochee Valley Libraries • Chattanooga Public Library • Chesterfield County Public Library • Chicago Public Library • Cleveland Public Library • Columbus Metropolitan Library • Contra Costa Cuyahoga County Public Library • Dallas Public Library • Moines Public Library • Detroit Public Library • District County Library • East Baton Rouge Parish Library • East • El Paso Public Library • Enoch Pratt Free Library • Public Library • Fort Vancouver Regional Library District • Fresno County Public Library • Frisco Public Library • Gwinnett County Public Library • Hamilton Public • Hennepin County Library • Hillsboro Public Library • Jacksonville Public Library • Jefferson County Public Library • Kalamazoo Public Library • Kansas Library System • Kitchener Public Library • Las Vegas • Lincoln City Libraries • Los Angeles Public Library • Marin County Free Library • Memphis Public Library System • Mid-Continent Public Library • Milwaukee Public Library • New Haven Free Public Library • New Newark Public Library • Newport News Public Library • Omaha Public Library • Ottawa Public Library • Palm Pasadena Public Library • Pierce County Library System • Portland Public Library • Poudre River Public Library System • Providence Public Library • Queens Library • Rochester Public Library • Russell Library • Salt Lake County Library Services • San Antonio Public Library • San Diego Public Library • San Francisco Public Library • San José Public Library • San Mateo County Library • Santa Clara County Library • Santa Monica Public Library • Shreve Memorial Library • Skokie Public Library • Sno-Isle Libraries • Springfield City Library • St. Louis County Library • St. Louis Public Library • St. Paul Public Library • Stark County District Library • Sunnyvale Public Library • Surrey Libraries • Tampa-Hillsborough County Public Library • The Public Library of Youngstown & Mahoning County • Toledo-Lucas County Public Library • Topeka & Shawnee County Public Library • Toronto Public Library • Tulsa City-County Library • Virginia Beach Public Library • West Bloomfield Township Public Library • Wichita Public Library