

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

1. Call to order.
2. Introductions.
3. Approval of minutes from September 21, 2018, Regular Library Commission Meeting.  
Commission
4. Public comment period.
5. Report of the President and Members.
6. Report of the Friends Foundation. Jeff Riley and Pam Jewett
7. Third Quarter Financial Report. Ron Miller
8. Approval of changes to the Library Card and Borrowing Policy to support the  
elimination of fines. Jennifer Hoffman
9. Progress on Commission Bylaws and Expectations. Vicki Hellmer
10. Proposed calendar of 2019 meetings.
11. Report of the City Librarian.
12. Career Online High School program update. Viviana Casillas
13. Did you know? presentation. Annie Kemmerling
14. Understanding Your Library Part III. Use of Data. Annie Kemmerling
15. Other Business.

### **Agenda Item 3**

Requested Action: Approval

**AGENDA**  
**The Denver Public Library Commission**  
Regular Monthly Meeting  
**Thursday, September 20, 2018, 8:30 a.m.**  
Denver Central Library  
7th Floor Training Room

Present: Vicki Hellmer, Alice Kelly, Cathy Lucas, Rosemary Marshall, Carlos Martinez, Laurie Mathews, Sonya Ulibarri

Excused: Greg Hatcher

Staff: Denise Boothby, Rebecca Czarnecki, Rachel Fewell, Michelle Jeske, Elaine Langeberg, Zeth Lietzau, Amber Lindberg, Seana O'Grady, Erika Martinez, Ron Miller, Joe Mills (SC), Erin Sladen (SC), Sherry Spitsnaugle, Bria Ward, Wendy Copley, Annie Kemmerling, Denise Boothby, Patrick Cassidy

Guests: Emzy Veazy; Pam Jewett and Jeff Riley, Friends Foundation

1. Call to order.

President Carlos Martinez called the meeting to order at 8:31 a.m.

2. Introductions.

Commissioners, staff and guests introduced themselves.

3. Approval of Minutes from August 16, 2018, Regular Library Commission Meeting.

Commission

The August minutes were approved as written.

4. Public comment period.

Emzy Veazy returned to advocate for a research center at the Rodolfo Corky Gonzales and for Denver Public Library to offer speed reading courses. He noted that he is, "looking to the library as the temple of knowledge to uplift the City."

5. Report of the President and Members.

Commissioner Ulibarri reminded everyone about the Latino Awards at the Gonzales Branch at 1 p.m. on September 22.

Commissioner Kelly praised City Librarian Jeske for her dynamite presentation to City Council about the budget that was aired on channel 8.

Commissioner Lucas spoke about the recent Eleanor Gehres award and noted that the evening was successful and that it was a great event to honor this year's awardee, Dick Kreck.

Commissioner Hellmer noted that she has been attending a number of events to help her be more aware of what is going on at DPL. She attended the advocacy committee meeting that talked about the right to survive campaign and thanked the Friends for their work putting that together. Hellmer will be taking over from President Martinez as the liaison to the Friends Foundation. She attended the recent Career Online High School graduation, new commissioner orientation, and a Denver Arts and Venues presentation where DPL spoke about data collection and how that data is used. Hellmer also attend the Booklovers Ball kickoff, Smiley's 100th birthday celebration, and the CAL luncheon where Annie Kemmerling was presented with the 'Unsung Hero' award.

Martinez reiterated that the Booklovers Ball kickoff was really great and it was nice to meet other Friends Foundation members.

Martinez then mentioned that he would like the Commission to have a retreat before the end of the year. The goal is to have it in December and then not have the regular meeting. Ideally, it would be a full day retreat with time to visit some branches and be able to get a sense of those communities and the work and needs of those locations.

The Commission has never had an executive committee because of concerns around violating sunshine laws but the the City Attorney has said that Denver Home Rule open meeting laws are less stringent and nothing precludes us from doing that so long as business is not being conducted. The Commission agreed that an executive committee to help shape and strategize for meetings would be helpful.

6. Report of the Friends Foundation. Pam Jewett and Jeff Riley.

Jewett noted that The Friends Foundation uses their executive committee robustly and they find it quite helpful. She also reported that the Friends voted to approve seven new trustees yesterday. Each trustee helps cover a different niche.

The Friends will be doing some onboarding and training in October and then the Booklovers Ball is in 16 days. Changes have been made to help enhance guest experience and to give them a real library experience. The bookmobile will be outside for people to explore and there will be an ideaLAB experience during cocktail hour. Riley noted it is great to see so many Commissioners at library events and he appreciates the Commission's involvement.

Mathews noted she had never been to the Ball and asked to hear a bit about it. Jewett noted that is a wonderful time to see the library in a different way. More than 600 guests attend and there are different themes in each of the seating areas. There are bars set up throughout the library as well and dancing and a live band in what is usually the media area.

7. Approval of 2019 holidays and closures.

The paid holidays listed in the packet follow the holidays that the City observes. There is slight variation on the unpaid holidays given a few factors. Upon motion by Lucas and second by Kelly, the 2019 holidays and closures were approved with no changes.

8. Library Commission bylaws discussion. Carlos Martinez

A conversation about the Commission bylaws about how to best align governance structure to support the work of the library was brought forth by President Martinez. He noted that there was a list of items included in the Commission packet that he wished to discuss:

*Term limits:* The bylaws are not explicit about how many terms can be served.

- Recommendation: To state that a Commissioner may not serve more than two terms. It also does not seem that the Mayor will appoint someone for more than two terms. The Commission agrees that term limits are healthy and help with succession planning.

*Attendance:* Does the commission want to impose attendance requirements?

- Discussion: Two or more unexcused absences could warrant dismissal from the Commission. Jeske mentioned that the auditor recently released a report about the Botanic Gardens that noted their board does not have term limits. She thinks it is prudent to establish some guidelines. Commissioners acknowledged there have been attendance issues at times. Ulibarri noted that some of these could be established in guidelines outside of the bylaws and that may be the more appropriate place for them as it helps reduce potential bylaw violations. Expectations can be outlined in a separate document that are signed each year.

*Meetings:* What is needed to conduct business?

- Time and Location: Commissioners liked the idea of meeting every couple of months for two hours as well as having some meetings at other branches. Commissioner Kelly noted she finds the presentations by staff very helpful and wants to make sure we don't lose those. Everyone agreed content is key.
  - Do less meetings serve the library? Yes, we will just need to be strategic about when they are placed to make sure approvals happen.
- When to elect officers
  - Elections are held in July and terms start in August. Should terms begin in January? If that change was approved it could start in 2019 and keep the current commissioner terms as they are.
  - What is the benefit of changing this? It makes it easier for planning purposes and be consistent with the fiscal year, which is also when the Friends has their board members come on board. There was discussion that if there was an annual retreat to start the year that could be helpful in onboarding.
- Transaction of business
  - Attendance by phone: This is a fairly accepted practice but guidelines and a limit would need to be established. If that rule is adopted it should not diminish in-person attendance..
  - Proxy voting: Allowing someone who can't come to the meeting to give their vote to a proxy. There would already need to be a quorum for this to happen. The challenge is what happens in discussion may be able to move or sway someone and the person who has designated a proxy can't participate in that.
  - Commissioners were less in favor of the ability to use a proxy and felt that allowing for a conference call helps navigate voting issues.

*Article IX. Major Duties of the Library Commission*

- Commissioners agree to the change 'ensure the library is advancing its mission.'

*Making Changes to the Bylaws*

Jeske and Martinez will make a recommendation based on the feedback and then more discussion can occur if needed. The third Thursday of each month from 8:30–10:30

was largely amenable to Commissioners. Martinez asked that they block that time on their calendars and that we will formalize the schedule later this year.

#### 9. Report of the City Librarian.

Jeske thanked Commissioners for supporting the library through attending events. DPL is coming to the end of the 2019 budget process. As Kelly noted, the library presented to the City Council yesterday and there is information in the packet about where we are year-to-date. The increase DPL is receiving is larger than in past years but there are some disappointments as well. DPL will figure out how to deal with the deferrals and it gives us good information for the Friends and their fundraising.

The elimination of fines is now all but officially approved. In October we will bring fines elimination back to the Commission for the approval to changes in policy before we eliminate fines starting in 2019. The City has been promoting this and so expect to hear some things about it and Jeske reminded Commissioners about the fact sheet we had provided. Our Communications and Community Engagement team is working on rolling out a public awareness campaign in January.

Jeske discussed that Commissioners may have noticed a lot of people outside and around the building. DPL staff are continuing to have lots of other conversations with DPD and Denver Road Home. We are doing peer navigator outreach and security staff are doing as much as they can but it is a challenging environment right now.

We are getting ready for RFQ's for design teams for Byers, Smiley, Central and the Blair-Caldwell African American Research Library. We are continuing to work with the Denver Art Museum (DAM) around the Acoma Plaza work. DAM and DPL will be working together to pool funds for public art and design art for the whole campus.

#### Dates to Remember:

- Discover Your Library will be held again in November and will be targeted at a broader audience.
- Our biennial Staff Day will be held on October 8, which the Commission approved as a closure. Commissioners Kelly and Ulibarri will be speaking and Commissioners are invited to attend.
- Rodolfo Corky Gonzales ideaLAB grand opening will be held on October 30 at 3 p.m.

Jeske also shared some new publications the Communications and Community Engagement team is putting out including a supplement to the Engage brochure highlighting programs for Spanish speaking customers.

Lastly, Jeske noted that she will be on vacation from September 23–October 3. Please reach out to Denise Boothby or Rebecca Czarnecki in the interim.

#### 10. Understanding your library part 2: Library comparisons. Zeth Lietzau

Lietzau mentioned that he appreciated Seana O'Grady's presentation last month on data and that it sets the stage for today's session. Lietzau led the Commissioners through a presentation that looks at how DPL stacks up against its peer libraries (See attached slides).

DPL, while having less funding than some peers, is doing quite well.

- Library districts usually have more money and generally do better as they have a more stable funding source. That's why if we compare ourselves with other libraries

in Colorado it put us more in the middle. DPL has more locations and serves more people than our peers.

- Of our national peers, do we have aspirational peers? Yes, that would be Seattle. Their annual budget is \$23 million dollars more than DPL.
- Is there information about revenue on a national level? Yes, that info is available. Not sure about other sources of revenue.
- In terms of programming DPL is a leader. We are drawing in more kids and adults. Attendance per session reflects that we don't have a venue for very large programs but that will be coming.
- We also think about outcome vs output - it is known that for some types of programs it is easier to make more of an impact with smaller groups. We don't know what other libraries are spending on programs.
- The graphs in the presentation also really get at where people are spending their dollars. For example: In D.C. there is less money into materials and you can see that in their circulation numbers.
- What is also shown is that DPL is spending money in similar ways as our peers.
- We can also look at where there were upswings or downswings. Indeed back to 2006. The recession hit us more than other libraries - not sure why.
- Starting in 2011 we start to see DPL's recovery. During the recession DPL was only open four days a week except in this building. Also had furlough days then.
- Our circulation is also trending down a bit but not as much as others.
- Is there a correlation between visits and increase in programming? Yes, however, programming only accounts for 10% of visits. Programming is defined based on the state definition - anything that is put on for the public at a group level is a "program". DPL counts activities that we do outside the building if we are promoting it or are a key partner.

Jeske mentioned that we have been working hard to free up more of Lietzau's time to do more of this analytical work. She also acknowledged O'Grady who has done a huge amount of work to get data into our data warehouse to be able to get this information. This presentation was just to lay the groundwork for more conversations and the concept of dedicated funding is something we would love to explore.

Commissioners thanked Lietzau for his time and asked for the presentation to be shared with them.

11. Did you know? Presentation. Anne Kemmerling  
The presentation was moved to next month.

12. Other business.

Seana O'Grady mentioned a small change to the metrics included in the packet based off of Commissioner Hellmers suggestion last month.

The meeting was adjourned at 9:53 a.m.

Minutes submitted by Rebecca Czarnecki on behalf of Cathy Lucas

# Broader Public Library Data Trends

DPL Library Commission  
September 20, 2018



**DENVER PUBLIC LIBRARY**

# Public Library Association 2017 Report Summary

- \* Over the last five years library programs per capita have grown at a rate (6.3 percent) twice the decrease in circulation per capita (-3.0 percent).
- \* Since 2012, staff expenditures (representing over 67 percent of operating expenditures) increased 7.05 percent while the number of staff/capita decreased -1.5 percent.
- \* Electronic circulation is growing steadily at a rate of 11.7 percent, but not sufficiently to offset the decline in physical materials circulation.





# Institute for Library & Museum Services

## Public Library Survey Report

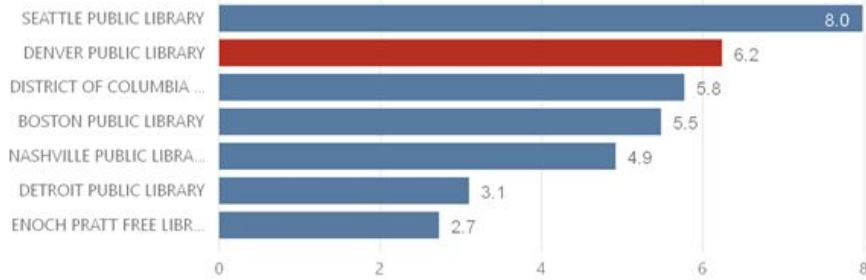
- \* The financial health of public libraries was relatively stable over the 10 fiscal years between FY 2006 and FY 2015
- \* The 4.70 million programs offered by public libraries in FY 2015 (15.21 programs per 1,000 people) represent a substantial increase over the 3.03 million programs in FY 2006.
- \* Over the past ten years, there has been an overall decline of almost one staff FTE per 25,000 people since FY 2006, when there were 12.17 library staff per 25,000 people, to 11.19 staff per 25,000 people in FY 2015.



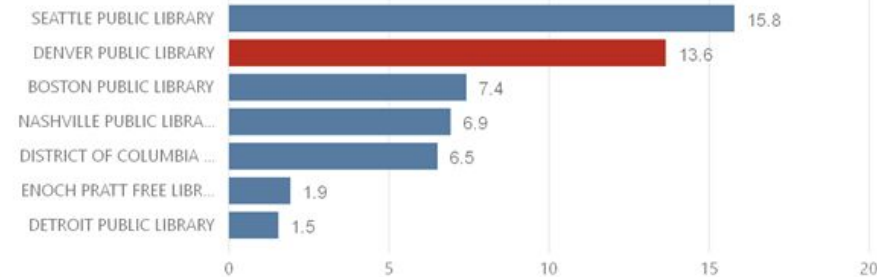
# General Measures

## National Peers

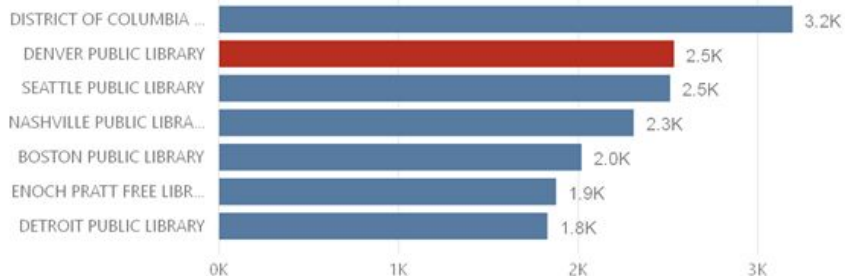
Visits per Capita



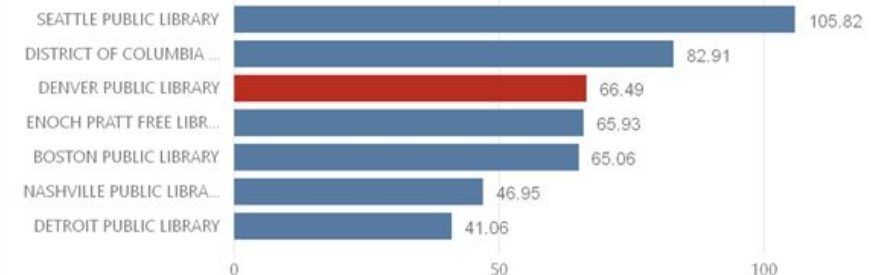
Circulation per Capita



Hours per Location



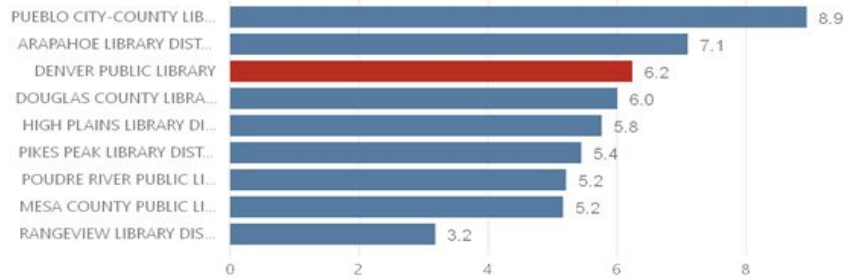
Expenditures per Capita



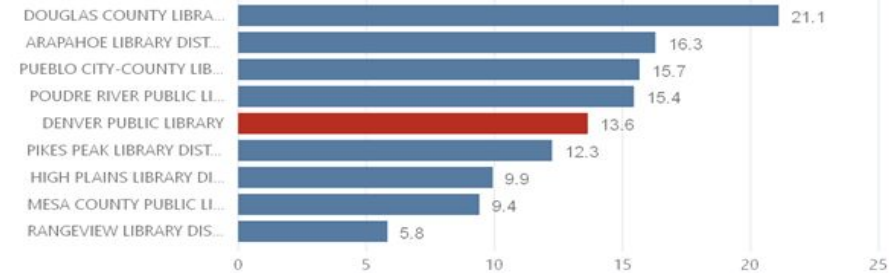
# General Measures

## Large CO Districts

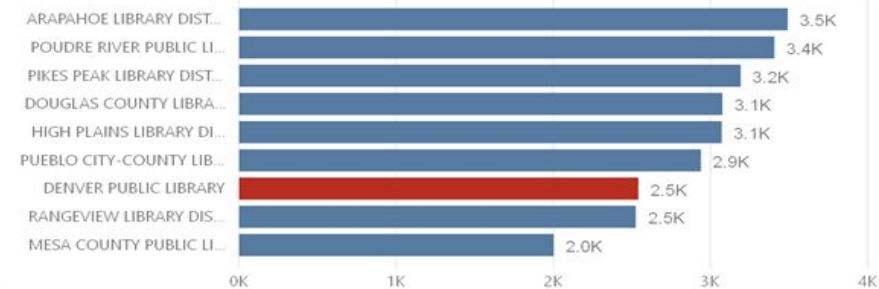
Visits per Capita



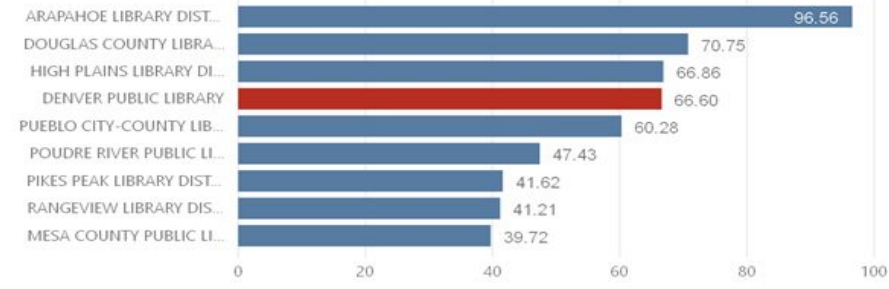
Circulation per Capita



Hours per Location

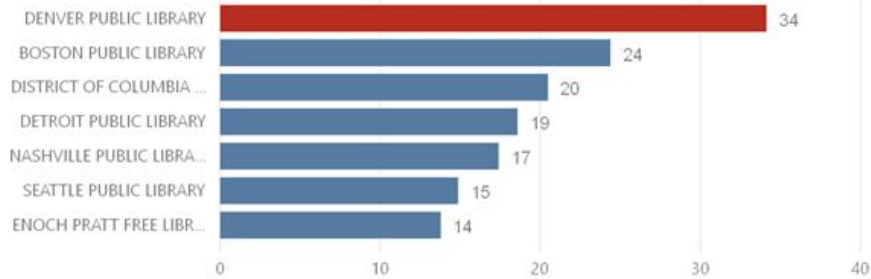


Expenditures per Capita

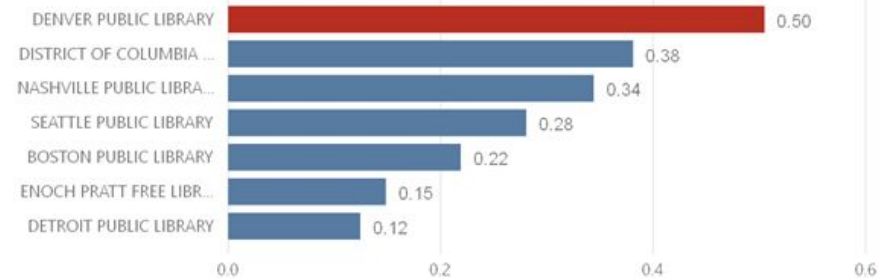


# Programming - Peers

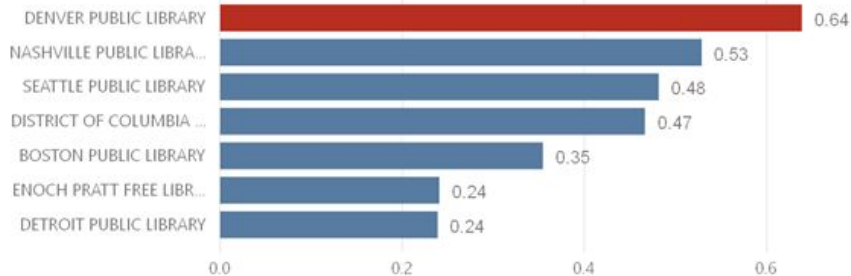
Programs per 1,000 served



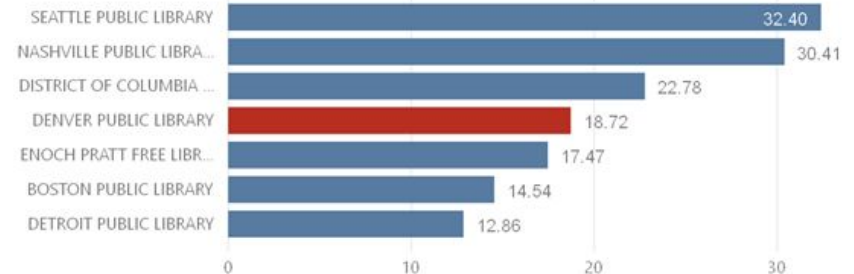
Kid Attendance per Capita



Program Attendance per Capita

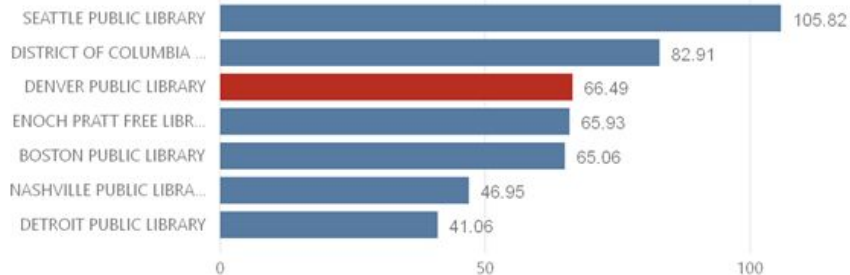


Program Attendance per Session

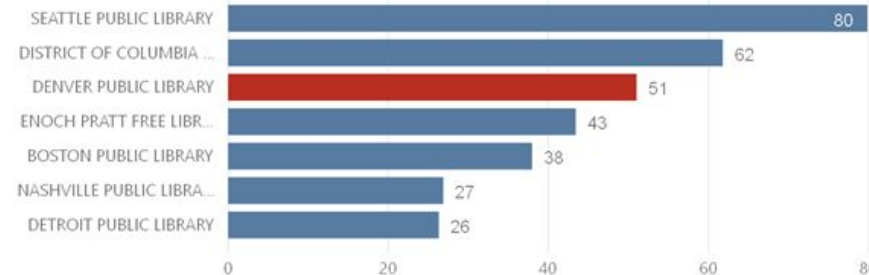


# Expenditure Breakdown National Peers

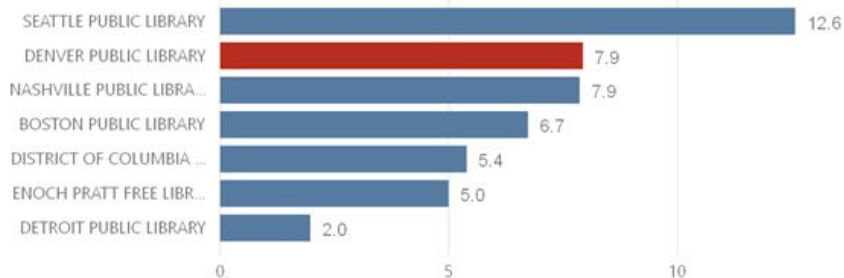
## Expenditures per Capita



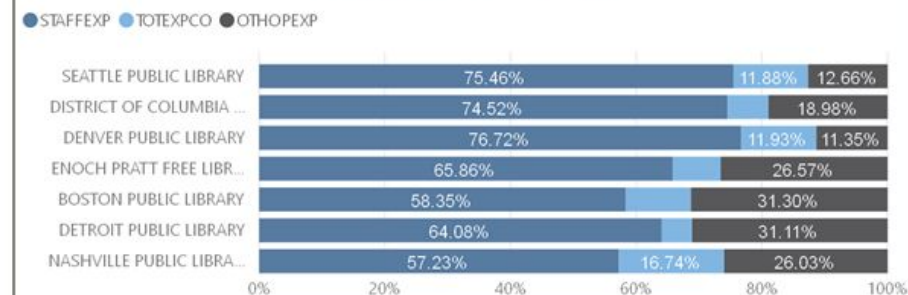
## Staff Expenditures per Capita



## Materials Expenditures per Capita



## Expenditure Breakdown

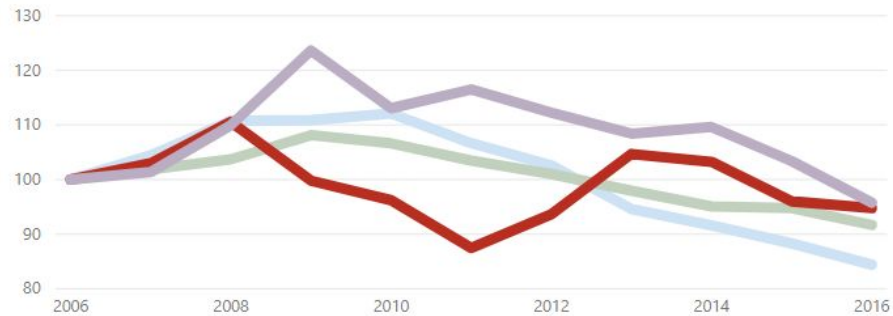


# Indices

## Various Comparison Groups

Visits per Capita

PeerGroupColumn 500,000+ ALL DPL PEERS

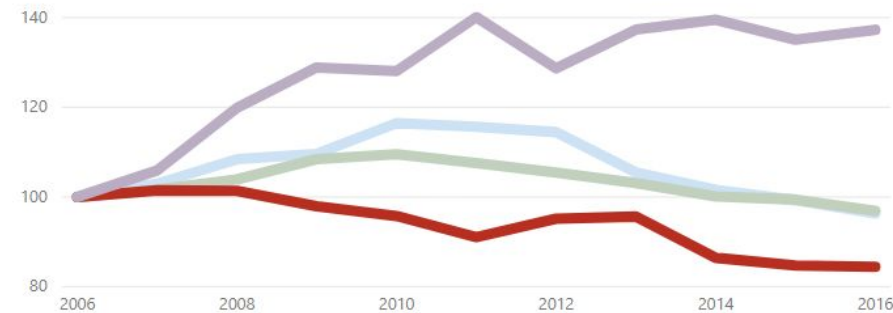


2006

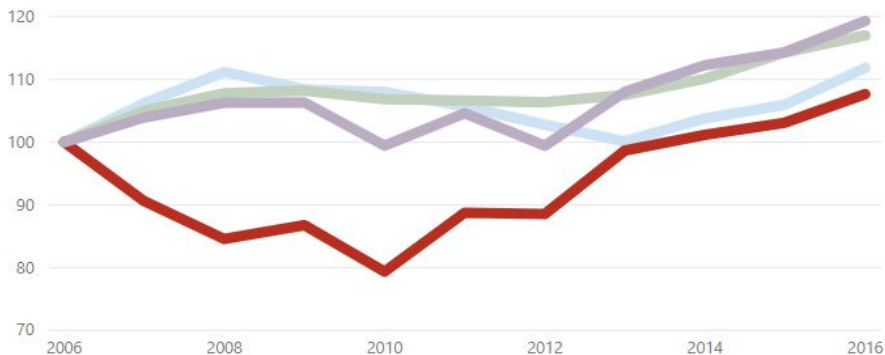
2016



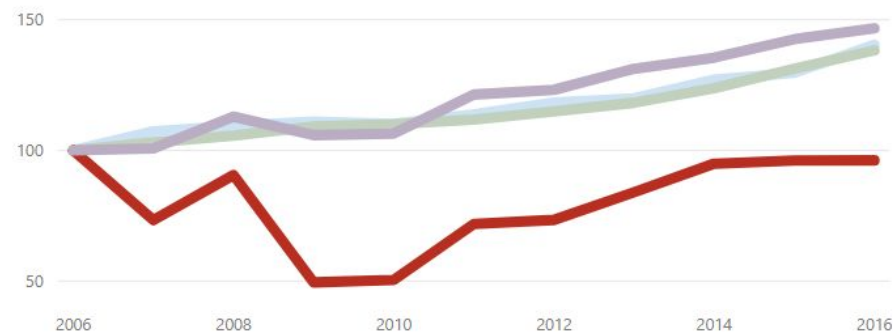
Circulation per Capita



Expenditures per Capita



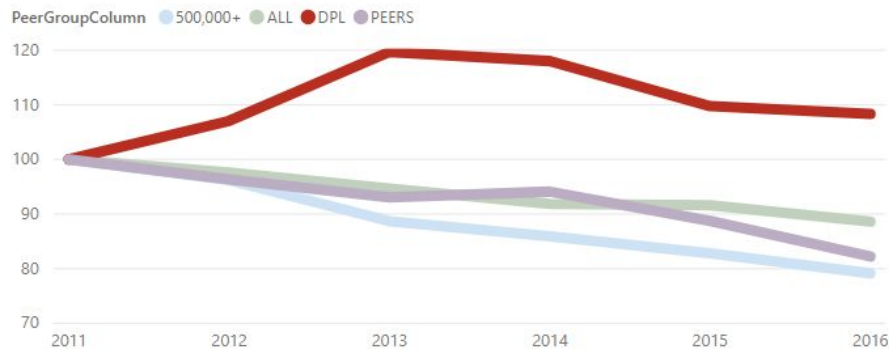
Program Attendance



# Indices

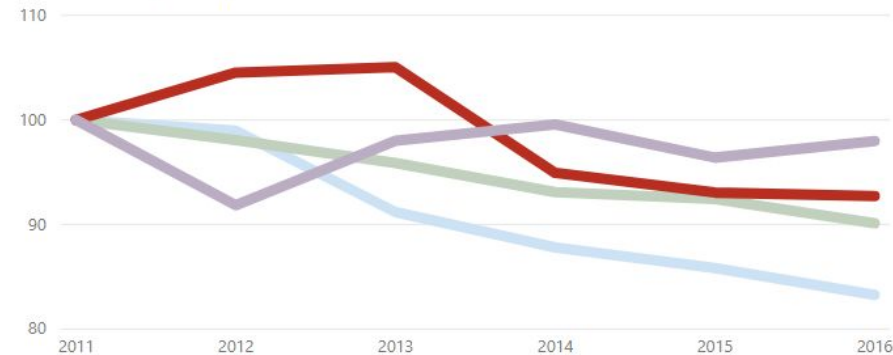
## Various Comparison Groups

Visits per Capita

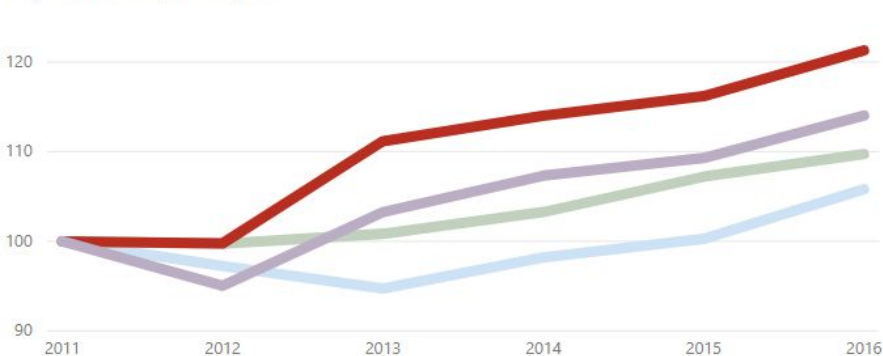


2011 2016

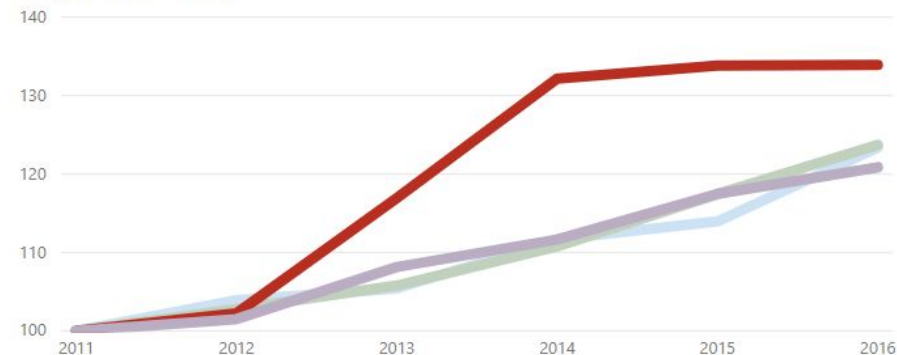
Circulation per Capita



Expenditures per Capita



Program Attendance



## **Agenda Item 7**

Requested Action: Receive Report

### **Denver Public Library (DPL) Financial Report – 3rd Quarter 2018**

This report consists of unaudited financial statements of the Denver Public Library's General Fund and Special Trust Fund year-to-date activity for 2018. The purpose of the statements is to inform the Library Commission of DPL's financial activities and to demonstrate compliance with the 2018 budget approved by the Commission.

This report includes the following statements:

- Statement 1 shows the 2018 budget, 2018 expenditures through September 30, and remaining 2018 budget categorized by type of expenditure. This statement includes both the General Fund and Special Trust Fund activity.
- Statement 2 shows comparative year-to-date expenditures for 2018 and 2017 by function. This statement includes both the General Fund and Special Trust Fund activity.
- Statement 3 shows the Special Trust Fund revenue for 2018 and 2017.

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.

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" along with the accompanying note reference number.



**Statement 1**

**Denver Public Library**  
**Budget and Actual Expenditures by Type**  
**For the period ending September 30, 2018**

	<b>2018 Budget*</b>	<b>Year to Date Expenditures</b>	<b>Budget Remaining</b>	
<b>Personnel</b>				
Salaries and Benefits	\$ 39,969,414	\$ 29,066,078	\$ 10,903,336	
Training and Staff Recognition	418,227	291,383	126,844	
Total	<u>40,387,641</u>	<u>29,357,461</u>	<u>11,030,180</u>	
<b>Collection and Programs</b>				
Books and Other Collections	5,824,267	4,060,193	1,764,075	
Central and Branch Programming	731,566	509,476	222,090	n-1
Total	<u>6,555,833</u>	<u>4,569,668</u>	<u>1,986,165</u>	
<b>Furniture, Fixtures and Equipment</b>				
Technology Supplies and Equipment	1,914,441	1,414,776	499,665	
Facility Operations and Maintenance	1,437,752	1,011,500	426,252	
Furniture and Equipment	265,163	169,787	95,376	
Leases - Buildings and Equipment	261,780	206,487	55,293	
Safety and Security	25,000	5,062	19,938	
Total	<u>3,904,135</u>	<u>2,807,611</u>	<u>1,096,524</u>	
<b>Administrative and Support</b>				
Administrative	219,442	106,638	112,803	n-2
Office Supplies	249,481	135,468	114,013	
Printing and Advertising	233,461	135,988	97,473	n-3
Postage	103,898	69,230	34,668	
Official Functions	12,865	7,948	4,917	
Total	<u>819,147</u>	<u>455,271</u>	<u>363,875</u>	
<b>Total Expenditures</b>	<u><u>\$ 51,666,756</u></u>	<u><u>\$ 37,190,012</u></u>	<u><u>\$ 14,476,744</u></u>	

\*The 2018 budget of \$51,666,756 is comprised of \$49,398,028 from the City General Fund and \$2,268,728 from the Library Special Trust Fund.

**Statement 2**

**Denver Public Library**  
**Expenditures by Function, Comparative**  
**For the periods ending September 30, 2018 and September 30, 2017**

<b>Function</b>	<b>September 30, 2018</b>	<b>September 30, 2017</b>	
Public Services	\$ 20,734,096	\$ 17,612,700	
Collections	5,265,939	5,409,345	
Facilities Management	3,821,942	4,128,523	
Technology Services	3,179,172	3,594,731	
Administration	3,275,357	2,287,227	
Communications and Community Engagement	913,506	819,863	
<b>Total Expenditures</b>	<b>\$ 37,190,012</b>	<b>\$ 33,852,389</b>	n-4

**Statement 3**

**Denver Public Library**  
**Special Trust Revenue, Comparative**  
**For the periods ending September 30, 2018 and September 30, 2017**

	<u>September 30,</u> <u>2018</u>	<u>September 30,</u> <u>2017</u>	
<b>Operational Activity</b>			
Equipment (copiers, printouts)	\$ 153,881	\$ 143,754	
Branch and Central Meeting Rooms	45,122	41,019	
WHG Photographic Services	35,359	29,821	
Lost Books and Collections	96,962	65,147	
Vending and Café	19,168	16,148	n-5
Total	<u>350,492</u>	<u>295,889</u>	
<b>Trust Distributions</b>			
Caroline Bancroft Trust	20,814	15,369	
Frederick R. Ross Library Trust	29,446	29,446	
Total	<u>50,260</u>	<u>44,815</u>	
<b>Friends Foundation Transfers</b>			
Special Use Fund	164,423	141,818	
Endowment	135,000	270,000	n-6
Fundraising Events	220,495	170,469	n-7
Total	<u>519,918</u>	<u>582,287</u>	
<b>Other Revenue</b>			
Investment Earnings	20,891		
Grants and Sponsorships	65,541		n-8
Miscellaneous	290,382		
Total	<u>376,815</u>	<u>182,238</u>	
<b>Total Revenue</b>	<u><u>\$ 1,297,484</u></u>	<u><u>\$ 1,105,229</u></u>	

## **NOTES**

### **Statement 1**

As of September 30, 2018, approximately 72% of the budget has been spent. We are now three-quarters through the year bringing us very near our targeted spending to date.

n-1 – Programming at DPL is mostly scheduled as of this point in the year as part of our Service Planning process. Senior Librarians and their teams work well in advance to plan programs specific to their branches, identify optimal performers, and purchase supplies to support the programs. Approximately \$80,000 of the budget in the Programming line is for After School Is Cool and New Americans/Plaza programming, and may be spent in 2019 from the Special Trust Fund. Programming budget in the General Fund and from other sources in the Special Trust Fund are on track to be fully spent in 2018.

n-2 – During the third quarter, budget was reallocated from the Administrative line to other operational lines. This includes \$34,000 moved to Technology Supplies and Equipment for audio visual equipment at four branch libraries, \$7,000 to Technology Supplies for a server room air conditioner unit at Green Valley Ranch library, and \$25,000 for staff training in the Training line. Budget in this line is currently 49% spent, though over \$76,000 of this budget is encumbered for a new bookmobile and sprinter vans which will likely be spent in 2019 based on an estimated delivery date of first quarter next year.

n-3 – Printing and Advertising is primarily used in our Communications and Community Engagement department for outsourced advertising services, as well as supplies and publications created in-house; this portion of the budget will be fully expended by year end. Budget is also established in our Purchasing department for copier paper and other printing supplies to be consumed by staff; we anticipate some cost savings here.

### **Statement 2**

n-4 – With an increase in the overall budget of 5% from 2017, it is expected that year over year expenditures also increased. DPL is also making efforts to purchase major equipment and capital items earlier in the year to ensure General Fund budget is spent rather than risk returning unspent funds to the City.

However, some lines of this report do depict reductions in spending from prior year. This is primarily because of changes in the accounting and reporting systems from HTE Sungard and PeopleSoft to Workday in late 2017.

### **Statement 3**

n-5 – The Coffee Mug café recently notified us they will be vacating their Central Library location on December 15, 2018. Considering costs and timeline for a vendor to upgrade the space, and with bond construction on the horizon, we do not have plans to occupy the space with another coffee or food service in the near term. Decreased revenues in the Vending and Cafe line will be reflected in 2019.

n-6 – Endowment revenue is received from the Friends Foundation twice during the year in \$135,000 increments. The first deposit was received in March when a proposal for the full \$270,000 was approved; we expect a second check from the Friends Foundation at their November Board meeting.

n-7 - Fundraising revenues are remitted to DPL the year following fundraising activities. Therefore, the \$220,495 shown in this report was a result of 2017 Friends Foundation fundraising activities including book sales and the Booklovers Ball. The Friends Foundation had a profitable year last year, and increased their contribution to DPL accordingly. \$3,400 is restricted for Western History activities as the funds were raised by the Western History Council, while the remaining funds are unrestricted and are expended in accordance with strategic priorities as determined by DPL's E-team.

**NOTES (Continued)**

n-8 – Grants and Sponsorships received this year include:

- \$30,000 for the Read Aloud program
- \$15,086 for After School Is Cool programming
- \$14,671 for Little University programming
- \$4,000 for Plaza programming
- \$1,000 for Adult Programming
- \$784 for Community Resources supplies

## **Agenda Item 8a**

### **Current Library Card and Borrowing Policy**

Any Denver or Colorado resident may [obtain a free library card](#) by visiting a Denver Public Library location. Customers may also register online to expedite their application and receive limited access to library materials.

Photo identification and verification of address is required to receive a permanent library card. To ensure equal access to library resources, each customer is limited to one Denver Public Library account. A parent or guardian must accompany any child under the age of 13 to the library and show his or her picture ID and verification of address. Picture identification is required to replace a lost or stolen library card. Parents/legal guardians must sign a new application and provide picture ID to replace the card of children under 13.

### **Special Types of Cards**

Denver Public Library requires a library card for computer access. Short term visitors to Colorado and those wanting only computer access must register for a Computer User Card. Customers must show valid picture ID at the time of registration. Computer user cards do not carry check out privileges.

The library offers group/business cards which may be used by anyone in the group/business for their business purposes. The application and card are signed by the highest ranking official of the group/business who assumes sole responsibility for all activity on the account. Group/business cards must be renewed annually.

### **Confidentiality**

A library card should be used only by the person/business to which it has been issued. The library card or valid government or school-issued picture ID must be presented by the cardholder to access his or her record. Staff may request picture ID at any time to access and ensure account accuracy. In compliance with Colorado statute, the library may not give information about an individual's library record to anyone but the cardholder. Please read our [Privacy Policy](#) for more information.

### **Borrower Responsibilities and Privileges**

Denver Public Library cardholders may borrow circulating materials, including books, DVDs, Blu-ray, CDs and magazines. The Denver Public Library is not responsible for any damage caused to playback equipment by DVDs, Blu-ray, CDs or other audiovisual materials. Always verify that each media case contains all discs before checking out and before returning library movies, music and audiobooks. Incomplete items may not be accepted for return.

The Library participates in the Colorado Library Card Program. Denver Public Library cardholders may register for a card and borrow materials at any participating library in Colorado. Materials borrowed from other Colorado libraries may be returned to any Denver Public Library location.

The individual to whom the card is issued is responsible for the following:

- The return, in good condition, of all materials borrowed
- Payment of fines incurred for any overdue, damaged or lost materials
- Reporting a lost or stolen card immediately
- All charges on the card until it is reported lost or stolen
- Reporting promptly any changes in name, address or phone number
- All charges on the card as the result of lending the card or library materials to another individual

Parents or guardians of a library cardholder agree to be responsible for the above and to teach their child library rules and guidelines to help in the use of his or her card.

In order to safeguard the collection and make materials available to as many people as possible, the library charges fines for overdue materials and sets limits on the number of materials a person may check out. Borrowing privileges may be suspended until any overdue items are returned and fines and fees are paid. Cardholders may be referred to a collection agency for recovery of long overdue items or excessive fines.

Adopted by the [Denver Public Library Commission](#), May 16, 2013.

## **Agenda Item 8b**

### **Library Card and Borrowing Policy - Redline**

Any Denver or Colorado resident may [obtain a free library card](#) by visiting a Denver Public Library location. Customers may also register online to expedite their application and receive limited access to library ~~resources~~[materials](#).

Photo identification and verification of address is required to receive a permanent library card. To ensure equal access to library resources, each customer is limited to one Denver Public Library account ~~with the exception of educators who may apply for an Educator Card to support instruction-~~ A parent or guardian must accompany any child under the age of 13 to the library and show his or her picture ID and verification of address ~~for the child to receive a permanent library card~~. Picture identification is required to replace a lost or stolen library card. Parents/legal guardians must sign a new application and provide picture ID to replace the card of children under 13.

### **Special Types of Cards**

Denver Public Library requires a library card for computer access. Short term visitors to Colorado and those wanting only computer access must register for a Computer User Card. Customers must show valid picture ID at the time of registration. Computer user cards do not carry check out privileges.

The library offers group/business cards which may be used by anyone in the group/business for their business purposes. The application and card are signed by the highest ranking official of the group/business who assumes sole responsibility for all activity on the account. Group/business cards must be renewed ~~every four years~~[annually](#).

~~Visitors, Colorado residents unable to provide proof of Colorado address and unaccompanied juveniles may be issued a Provisional Card.~~

### **Confidentiality**

A library card should be used only by the person/business to which it has been issued. The library card or valid government or school-issued picture ID must be presented by the cardholder to access his or her record. Staff may request picture ID at any time to access and ensure account accuracy. In compliance with Colorado statute, the library may not give information about an individual's library record to anyone but the cardholder. Please read our [Privacy Policy](#) for more information.

### **Borrower Responsibilities and Privileges**

Denver Public Library cardholders may borrow circulating materials, including books, DVDs, Blu-ray, CDs and magazines. The Denver Public Library is not responsible for any damage caused to playback equipment by DVDs, Blu-ray, CDs or other audiovisual materials. Always verify that each media case contains all discs before checking out and before returning library movies, music and audiobooks. Incomplete items may not be accepted for return.



The Library participates in the Colorado Library Card Program. Denver Public Library cardholders may register for a card and borrow materials at any participating library in Colorado. Materials borrowed from other Colorado libraries may be returned to any Denver Public Library location.

The individual to whom the card is issued is responsible for the following:

- The return, in good condition, of all materials borrowed
- Payment of ~~fees~~~~ines~~ incurred for ~~any, any overdue,~~ damaged or lost materials
- Reporting a lost or stolen card immediately
- All charges on the card until it is reported lost or stolen
- Reporting promptly any changes in name, address or phone number
- All charges on the card as the result of lending the card or library materials to another individual

Parents or guardians of a library cardholder agree to be responsible for the above and to teach their child library rules and guidelines to help in the use of his or her card.

In order to safeguard the collection and make materials available to as many people as possible, the library ~~blocks cards for long charges fines for~~ overdue materials and sets limits on the number of materials a person may check out. Borrowing privileges may be suspended until ~~longany~~ overdue items are returned ~~and fines and~~ and fees for any lost or damaged items & fees are paid. Cardholders may be referred to a collection agency for recovery of ~~unreturned materials. -of long overdue items or excessive fines.~~

Adopted by the [Denver Public Library Commission](#), October xx, 20xx.

## **Agenda Item 8c**

### **Library Card and Borrowing Policy with Changes**

Any Denver or Colorado resident may [obtain a free library card](#) by visiting a Denver Public Library location. Customers may also register online to expedite their application and receive limited access to library resources.

Photo identification and verification of address is required to receive a permanent library card. To ensure equal access to library resources, each customer is limited to one Denver Public Library account with the exception of educators who may apply for an Educator Card to support instruction. A parent or guardian must accompany any child under the age of 13 to the library and show his or her picture ID and verification of address for the child to receive a permanent library card. Picture identification is required to replace a lost or stolen library card. Parents/legal guardians must sign a new application and provide picture ID to replace the card of children under 13.

### **Special Types of Cards**

Denver Public Library requires a library card for computer access. Short term visitors to Colorado and those wanting only computer access must register for a Computer User Card. Customers must show valid picture ID at the time of registration. Computer user cards do not carry check out privileges.

The library offers group/business cards which may be used by anyone in the group/business for their business purposes. The application and card are signed by the highest ranking official of the group/business who assumes sole responsibility for all activity on the account. Group/business cards must be renewed every four years.

Visitors, Colorado residents unable to provide proof of Colorado address and unaccompanied juveniles may be issued a Provisional Card.

### **Confidentiality**

A library card should be used only by the person/business to which it has been issued. The library card or valid government or school-issued picture ID must be presented by the cardholder to access his or her record. Staff may request picture ID at any time to access and ensure account accuracy. In compliance with Colorado statute, the library may not give information about an individual's library record to anyone but the cardholder. Please read our [Privacy Policy](#) for more information.

### **Borrower Responsibilities and Privileges**

Denver Public Library cardholders may borrow circulating materials, including books, DVDs, Blu-ray, CDs and magazines. The Denver Public Library is not responsible for any damage caused to playback equipment by DVDs, Blu-ray, CDs or other audiovisual materials. Always verify that each media case contains all discs before checking out and before returning library movies, music and audiobooks. Incomplete items may not be accepted for return.

The Library participates in the Colorado Library Card Program. Denver Public Library

cardholders may register for a card and borrow materials at any participating library in Colorado. Materials borrowed from other Colorado libraries may be returned to any Denver Public Library location.

The individual to whom the card is issued is responsible for the following:

- The return, in good condition, of all materials borrowed
- Payment of fees incurred for any damaged or lost materials
- Reporting a lost or stolen card immediately
- All charges on the card until it is reported lost or stolen
- Reporting promptly any changes in name, address or phone number
- All charges on the card as the result of lending the card or library materials to another individual

Parents or guardians of a library cardholder agree to be responsible for the above and to teach their child library rules and guidelines to help in the use of his or her card.

In order to safeguard the collection and make materials available to as many people as possible, the library blocks cards for long overdue materials and sets limits on the number of materials a person may check out. Borrowing privileges may be suspended until long overdue items are returned and fees for any lost or damaged items are paid. Cardholders may be referred to a collection agency for recovery of unreturned materials and assessed an additional collection fee.

Adopted by the [Denver Public Library Commission](#), October xx, 20xx.

**Agenda Item 10**

Requested Action: Approve schedule

**2019 Proposed Commission Meetings**

**Time:** 8:30–11:30

**Months**

- February
- April
- June
- August
- October
- December

**Notes:** Going forward we propose using the February meeting as a retreat. As this is a transitional year and we were not able to schedule a retreat earlier we will be working to schedule a retreat in January.

## Agenda Item 11

Requested Action: Receive Report

### City Librarian Report



#### Staff Day

We held our biennial Staff Day on October 8 at the Renaissance Hotel. This was a wonderful day of learning and interaction for all staff - over 600 people! It provided an opportunity for staff to connect and learn about each other and each other's work and build relationships internally, which is crucial for our effective relationship building with our external community. The day included a keynote speaker on the concept of ubuntu (I am because we are) and kindness, remarks by Alice and me, service awards, staff

recognition awards, food, schwag, breakout sessions and the very popular Spark Talks.

Commissioners Kelley and Ulibarri joined us for parts of the day. *Featured here:* Elissa Hardy, Employee of the Year

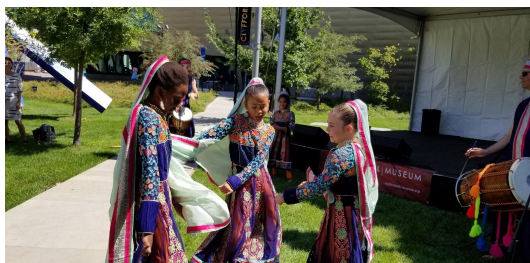
Brave Spark Talks staff speakers built their presentations with 20 slides, which automatically advanced every 15 seconds. The result is a fast and fun presentation which lasts just 5

minutes. Topics included microinteractions, accordions, climate, outreach and more. Let's just say we both laughed and cried!



#### Celebrating Welcoming Week

The library celebrated Welcoming Week in September with over 500 participants attending 19 different programs across the system. The goal of Welcoming Week, a national celebration, is to bring communities together and build common ground. DPL programs included documentary screenings, panel discussions, art exhibits, dance performances, card making, museum tours, and art workshops.



We kicked off our week-long celebration with New Americans Day at the Clyfford Still Museum. We had international food, dance performances, translated museum tours in 5 different languages, a face painting station, henna tattoo station, Wheelie, and so much more! Over 170 participants spent the day with us at the museum. Many took organized buses from 10 branch locations.

### **Denver Music Advancement Fund Grant**

DPL was recently awarded a \$5,000 Denver Music Advancement Fund grant from Denver Arts and Venues, as part of their inaugural round of grantmaking in this area. The project, United by Music/Unidos Por La Musica, will bring unique musical experiences to the Valdez-Perry Branch Library in the Globeville and Elyria-Swansea (GES) neighborhoods, and create relationships between local musicians and the community. During the summer of 2019, Denver group 2MX2 will act as Curating Musicians for a series of three concerts and three community programs to be held at Valdez-Perry. 2MX2 is a group deeply interested in Latin music and culture, as well as education reform, immigration and health. 2MX2 will perform, curate local talent representative of the GES community, work with library staff to organize community concerts and interact with families and youth through monthly summer programs. Each will be designed to create inclusive, welcoming environments and offer opportunities for the community, especially youth, to interact intimately with local musicians in a trusted space. By drawing in this diverse audience we hope to raise awareness of the changes and challenges faced in the GES community, using music as a form of communication and engagement. 2MX2 and the artists they curate in this series will also be included in DPL's Volume Denver project ([volumedenver.org/](http://volumedenver.org/)), a digital archive and listening platform of local music.

### **2018 Strategic Plan Updates from Initiative Leads**

#### **Equity, Diversity and Inclusion (EDI)**

##### ***Staff Day and Branch Visits***

Our EDI Committee is fortunate to have staff members that are knowledgeable and passionate about equity, diversity, and inclusion. During our recent half-day training, committee members guided us through an entertaining, interactive, and meaningful game of Jeopardy using racial equity terminology. This impressive take on the game prompted us to offer the EDI Jeopardy game as a breakout session for Staff Day. Another EDI member facilitated presentations on cultural appropriation/appreciation and implicit bias. Her presentations invited great conversations and opened up pertinent discussions relating to our work and its impact on the organization. We are also coordinating ways for EDI members to attend staff meetings at various branches and departments to personally share our work and goals.

##### ***EDI Consultant Search***

Members of a subcommittee have been hard at work interviewing possible consultants to conduct and analyze a staff perception survey to guide us in planning 2019 priorities. We have received two proposals and have selected who we would like to work with. We are working with Finance in order to get a contract in place.

##### ***Connecting with Other Organizations***

Co-leads have been reaching out to members of other organizations who are involved with EDI work. So far, we have connected with Arapahoe Library District. We are currently coordinating our schedules to meet with Denver Department of Public Health & Environment, Denver Arts and Venues and Denver Office of Human Rights and Community Partnerships.

##### ***Continuous Learning***

We continue to take every training opportunity on EDI issues. We describe our process as "fortifying ourselves with the right information to embark on the next phase of our work." The following is a list of training sessions or workshops members have participated in since our last EDI updates:

- Colorado Academic Library Association 2018 Summit: Diversity and Inclusion in the Academic Library
- Public Libraries and Homelessness Webinar
- Public Library Association podcast about EDI
- Metro Area EDI/Outreach Gathering
- How To Build A Diversity, Equity, & Inclusion Plan Using Human Centered Design
- Advancing Racial Equity in Your Library webinar

### **Community Engagement**

- Created Our Denver document that summarizes 2016-2017 community conversations
- Met with or shared Our Denver document with the following city agencies: City Council, Mayor's Office, Human Rights & Community Partnerships, Office of Economic Development, Parks & Recreation, Denver Police Department, Denver Sheriff's Office, Community Planning & Development
- Created Our Park Hill document that summarizes 2016-2017 community conversations at Park Hill and Pauline Robinson Branch Libraries
- 27 Denver Day events held by DPL staff in 2018
- Community conversations-19 community conversations will be held in 2018
- Modified conversations-Working in conjunction with the Spanish Customer Experience team and others we are holding additionally 5 modified conversations 2018 to address needs of Spanish speaking and senior populations in Denver
- Incubator branch selections- Selecting additional 1-2 "incubator" branches in 2018 to focus more heavily in community engagement in their respective areas
- Build staff capacity-Sending additional 3 staff members to attend Harwood Institute training in October 2018

### **Staffing Analysis**

#### ***Done in 2018:***

- Conducted annual collection and analysis of public services staffing data for full year 2017 to give E-Team information and context to prioritize position reclassification/reassignment requests
- Finished clerical lead audits and successfully reclassified 14 clerical staff positions to provide effective circulation management in branches

#### ***In process:***

- Working with HR to refresh job descriptions and consider new internal position titles that more accurately reflect changed daily work activities for many positions
- Collecting and analyzing data about staff time invested in programming
- Piloting time use analysis for operational activities by some public service position staff
- Looking at collection maintenance activities, opening activities, and time used by Central staff to provide training for DPL colleagues

Working on a dashboard to provide data visualization for staffing information



## **Customer Experience**

- Updated the library's Customer Service & You training
- Developing a perks campaign to let customers know about existing services including advertising convenient pickups and returns on digital displays across the system
- Developed new Did You Know presentation being given across the system
- Working to remind staff about the importance of greeting people and remembering customer names
- Performing Fly on the Wall observations at branches to observe how customers use our spaces without bias creeping in. We used an AEIOU framework to help with our observations. It stands for Activities, Environment, Interactions, Objects, and Users. We started at branches scheduled to get renovations.
- As a group we brainstormed questions to ask the staff as well so we could get a full picture. We are starting our second round of branches now. And we are currently putting together our report for E-Team on these observations.



### **Hold Your Holds Campaign**

Building on the Customer Experience Team's promotions of Automatic Renewals and Convenient Pick Ups and Returns, we're continuing to experiment with sharing manageable chunks of the DPL information iceberg with customers in a new series called Library Pro Tips. Every few months, we'll roll out a new Library Pro Tip highlighting a simple but powerful insight to help customers make the most of their DPL connection.

Customer feedback (in the form of complaints about getting all their holds in at once) indicates that many customers are unaware of the Suspend Hold feature in the catalog. We're promoting this from multiple angles:

- a public blog post on [denverlibrary.org](http://denverlibrary.org)
  - messaging in customers' My Account view
  - talking points for staff (5 Things to Know)
- posters and strategically-placed bookmarks

Some branches will hang Hold Your Holds posters in their self service holds area, directing customers to see staff for more information. Other branches will target the message to high-volume holds customers by strategically placing Hold Your Holds bookmarks among holds for customers that have a large number of items ready to pick up (5 or more). The bookmarks will include the URL to the Hold Your Holds blog at [denverlibrary.org/suspend-holds](http://denverlibrary.org/suspend-holds). We've been collecting baseline data and will be tracking the number of holds picked up, the number of holds suspended and the ways customers most engage with the message.

### **Conexiones now available**

This month we're premiering a new customer publication, *Conexiones*, which promotes Spanish programs and services (think *Engage!* for Spanish audiences). The Spanish Customer Experience team worked with the Marketing Communications Office to produce the quarterly publication. A PDF version is available on the Spanish website, [bibliotecadenver.org](http://bibliotecadenver.org)





## Also Available With Your Library Card



### Library Day with Corduroy at the Denver Center for the Performing Arts

Denver Center for the Performing Arts is offering FREE tickets for Denver Public Library card holders for a special Library Day with Corduroy on Saturday, October 13 1:30-3:30 p.m. Holds are filled while supplies last. Cardholders receive two vouchers, redeemable for two tickets.

You can also hear Corduroy read by the cast of Corduroy from Denver Center for Performing Arts on our Phone-a-Story line by calling 720-865-8500 and Press 3 or Press 1 for a Spanish recording!

### Public Libraries Respond to the Opioid Crisis with their Community

Elissa Hardy, Community Resource Manager, and I have been selected to participate on a Steering Committee for a \$249,714 National Leadership Grant by the Institute of Museum and Library Services to collect and share knowledge and resources to support public libraries and their community partners address the opioid crisis. In partnership with the Public Library Association (PLA), OCLC Research will produce eight case studies of varied communities in which the public library is already playing a role in responding to the opioid crisis. The project team will glean additional perspectives and insights from government agencies, public health and human services organizations, community organizations, library leaders, and people directly affected by the epidemic. A steering committee of library leaders, partner organizations and researchers guides the work. The project will run through December 2019.

### Stories of Impact

#### This month's stories come from Valdez-Perry:

*For over a year we had a couple coming for citizenship help. The man had heart surgery, so he had to stop coming for a while, but they came back with even more determination. On June 18, they took their citizenship test and we were all nervous, wishing them the best of luck. On June 23, they came in with their diplomas that read, "U.S CITIZEN." They took their citizenship exam in English and memorized all 100 questions. He is 62 years old and she is 58 years old. They are truly an inspiration. They continue to come to Plaza. He is now learning how to speak and write more in English because he has decided to go back to school, and she is learning how to use a computer. They have been telling their friends about Plaza.*

#### Western History & Genealogy:

*I volunteered at the Western History and Genealogy Department during the summer of 2017. I spent that summer attempting to identify and attribute four boxes of unlabeled wood, copper and zinc engravings from the late 1800s. I also created an inventory for that collection. This project had a huge impact on me. Through the project, I rediscovered a love of Western history and became fascinated with the books the engravings were used in. I am currently working on my Keystone project for my undergraduate degree, which was directly inspired by those books. I used them to design a trip where I traveled through some of the same areas the books'*

*authors did. I am using that trip as an avenue to analyze the environmental history of the West. I am incredibly grateful for the opportunity and inspiration the library gave me.*

**Montbello:**

*In Girls Who Make, girls who had never worked with tools had a chance to work with tools. They learned to solder and did so independently. They sawed, drilled and nailed wood. One girl, age 9, at first said, "I want you to saw it. I can't do it. We need boys here to do it." Still, she was the first to independently saw through her piece of wood and then helped others with theirs.*

**Field:**

*Recently, I was asked if I thought I would still have a job in a few years, due to technology. While a common enough question, it always makes me cringe a bit. So I gave my usual answer about the importance of reading for pleasure, being a community gathering place and how there will always be people who don't have that technology, and even if they do, they may need a librarian to help them. This very thing happened today, with a lady at Field whose home computer died. She had never used any other computer to get her email, and I helped her, for almost an hour, figure out what is fairly simple for many, but not all. She left, grateful for the help, then returned, with bags of peaches for all of us. And, she brought a special bag for me with "the best ones!"*

**Highlights from Finance, Facilities and Security by Ron Miller**

This time around I would like to focus on the Facilities Department. Maintaining and cleaning the DPL buildings has been a challenge over the years. Higher priorities for budget requests, changes in the way we use our spaces, the economy and the unemployment rate have all contributed to not having enough staff or budget to properly take care of our buildings.

Thankfully, there are several events in 2018 that address those needs.

**Maintenance**

We were able to use payroll budget savings to hire two full-time utility workers. These two individuals from the Denver Day Works program worked on the relamping project for the Central Library. We were able to bring them on as limited term staff (their terms were to end on 12/31/18) after they completed that project in April. We submitted a 2019 expansion request to make these positions permanent. This request was approved by the Mayor and should be approved by City Council when they approve the 2019 budget in November. The addition of these two positions is helping us to get caught up on maintenance work orders.

Another expansion request is for an additional \$48,000 per year for maintenance was also approved by the Mayor. While this may not seem like much, the additional funding will go a long way towards paying for supplies and parts needed to maintain the facilities. A similar request for \$40,000 was denied for the 2018 budget.

We also hired a new Facilities Supervisor. Carl Day started in July of this year and has made a big impact on focusing the department on maintenance work orders. Carl has over 24 years of experience and is a retired U.S. Navy Seabee Chief Petty Officer. Carl, along with Denise

Boothby and Michael Murphy, will continue to conduct facility tours, so that he may meet staff and have an opportunity to see each location.

### **Custodial**

Cleaning our buildings has been challenging. We were close to fully staffed for most of 2017 with only two vacant positions through September. The vacancies went to five in November, nine in December, and eleven to fourteen for the first seven months of 2018. This was mostly due to the robust economy in Denver resulting in high paying jobs in construction for people with custodial skills and creating a shortage of custodians in the metro area. Other factors include the departure of the Custodial Services Supervisor in March, retirements, workplace injuries, and in some cases, challenging work responsibilities. We worked with DPL Human Resources to speed up and focus the recruiting process within Faculties and worked with Denver Day Works to help us recruit potential candidates. This resulted in being almost fully staffed. Currently we have two full-time positions, one 30 hour position and two 20 hour positions open.

With so many vacant positions, we again relied on Denver Day Works. They have crews of eight people who come out to a branch or Central and do cleaning for a day. They have been working with us one or two days per week for several months now and it is a great partnership. We also needed to outsource cleaning at five of our branches. We issued a PO to Roth Properties and they began work in July. As we hired staff, we placed them at four of these branches and now Roth is only cleaning the Hampden branch. We expect to have DPL Custodians placed in this last branch by the end of October.

With over 45 custodians, there are always staff who are out. We need to contract for on-call custodial services to fill in for these absences. We will issue an RFP for these services later this year and plan to have a contract in place in early 2019.

After being without a Custodial Services Supervisor for seven months, we hired Shane Phillips who started in September. Shane has over ten years experiences as a Custodial Supervisor at the City and County of Broomfield, Denver Public Schools and Aurora Public Schools.

With additional resources and two new and talented supervisors, we expect the maintenance and cleaning of our branches to be greatly improved.

### **Select City Librarian Activities**

#### **Mayor/Council**

- Met with Councilmembers Espinoza and Susman
- Participated in Mayor's Cabinet in the Community meeting

#### **Library Commission**

- Meeting individually with Commissioners

#### **Friends Foundation**

- Welcomed many attendees to the Booklovers Ball!

- Met with Foundation Director, Board members and consultant Peter Pearson about DPLFF strategic plan and library/foundation relationship

### **Community Engagement**

- Participated in Latino Leadership symposium at DMNS
- Participated in Latino Community Service Awards celebration at Gonzales
- Attended new member meeting for International Women's Forum of Colorado

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

- Participated in Mayor's Executive Development Committee meeting regarding RiNo Park
- Met with Barton Institute and Project Launch leader regarding Westwood
- Toured Laradon and met with Director regarding Globeville

### **Early Learning and Out of School Learning**

- Met with DMNS Vice President regarding collaborations
- Participated in Road to Reading Advisory Council
- Attended Education Compact meeting

### **Staff**

- Participated in 2018 work plan updates with staff leads
- Made remarks to all staff at biennial Staff Day
- Celebrated Employee of the Year and other recognition awards and service awards
- Attended Senior Librarian meeting

### **Professional**

- Participated in Steering Committee first meeting for Public Libraries Respond to the Opioid Crisis with their Community national project
- Chaired Colorado Alliance of Research Libraries Board meeting
- Attended Front Range Public Library Directors meeting

### **Spent 8 days in Paris!**

### **Dates to Remember**

- Novel Night, Hampden Branch Library, October 20, 6–8 p.m.
- Trick or Treat Street, Central Library, October 26, 2:30–5:30 p.m.
- R.A.D.A. Inspired Workshop, October 28, Sam Gary Branch, 2–3 p.m.
- ideaLAB Grand Opening, Rodolfo "Corky" Gonzales Branch, October 30, 3–5:30 p.m.
- Winter Used Book Sale Preview, Tuesday, November 13, from 5:30–7:30 pm, Central Library, Conference Center
- Winter Used Book Sale, Wednesday, November 14 through Saturday, November 17, Central Library, Conference Center

## **Agenda Item 12**

Requested Action: Receive Report

### **Career Online High School Library Commission Report**

Executive Sponsor: Susan Kotarba

Lead: Viviana Casillas

Four years into offering Career Online High School, a program for adults 19 and over who reside in the City and County of Denver, the Library has worked hard to support students in reaching their goal of receiving a fully accredited high school diploma and career certificate. The Denver Public Library is one of 14 libraries in Colorado offering the program. Funding is made possible by Denver Public Library, Colorado State Library, Denver Human Services, Denver Office of Economic Development, and in Globeville and Elyria Swansea neighborhoods funding through the Office of the North Denver Cornerstone Collaborative. The report provides an overview of past years work and current success stories.

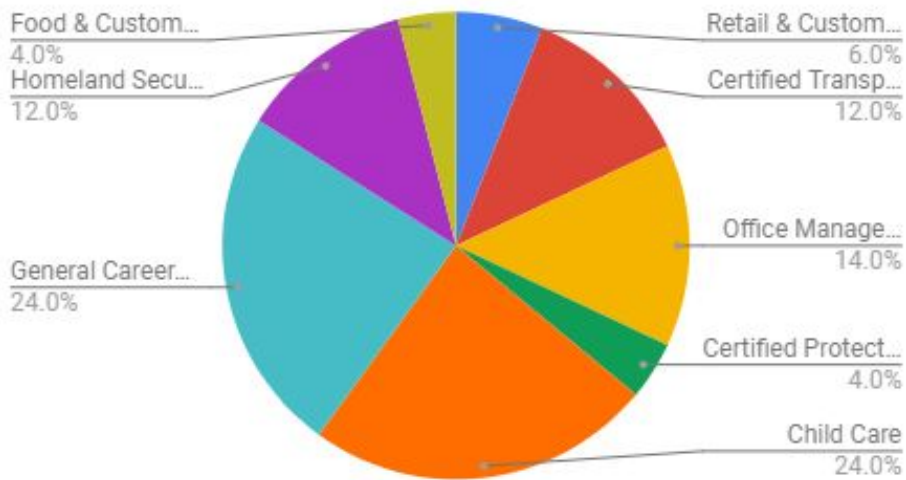
#### **Graduation**

In 2018 Career Online High School reached a milestone in graduating 50 students over a four year period. Each year the library hosts a February and an August graduation. In 2018 the Library hosted two graduation ceremonies with 17 graduates and over 250 people attending and supporting the students. Twenty two students graduated in 2017 and eleven in 2016.

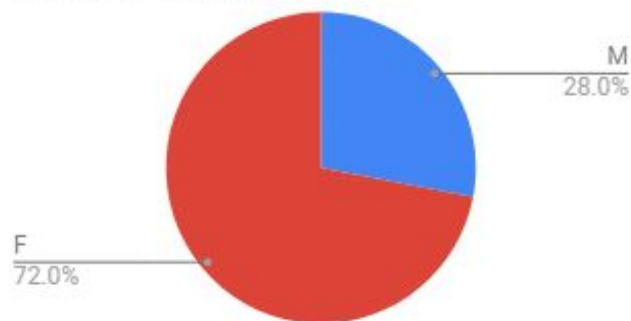
Efforts to increase graduation rates include an extension program for students close to reaching the 100% goal and unique funding opportunities for students in Globeville and Elyria Swansea neighborhoods. Students continue to struggle to complete their education due to factors such as employment, housing, family support, and lack of other resources. In order to support our students, the Denver Public Library is working with its financial partners, Denver Human Services and Denver Office of Economic Development, and now working closely with the library's Community Resource Specialists to support our students with their specific needs.

The below graphs represent student statistics of those who have graduated from the Career Online High School Program.

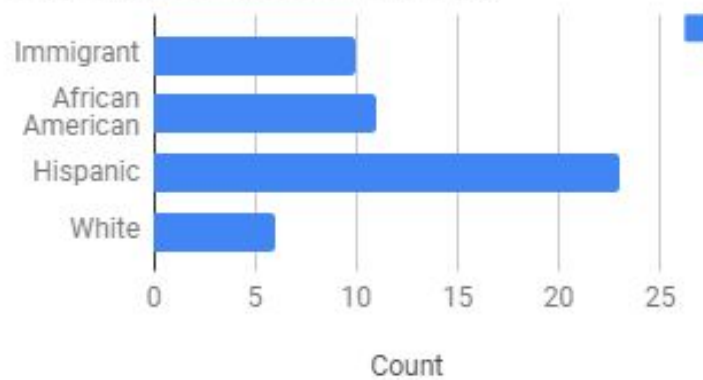
## Career Certificates Received



Female 36, Male 14



## Graduate Race/Ethnicity



## **Overall Enrollment**

- Average age of enrollment is 29 with ages ranging from 19 to 59 years
- Graduate age ranges from 19 to 60 years of age with an average age of 33 years
- Females compose 72% and Males compose 28% of the graduates
- Race/Ethnicity of graduates is: 23 Hispanic, 11 African American/Black, 10 Immigrant, and 6 White
- Completion time ranges from 4 months to 28 months with an average completion of 12.7 months
- Five out of 13 graduates who responded to a feedback survey responded they are currently enrolled in college

## **Neighborhood Enrollment**

Neighborhood enrollment is as follows based on neighborhood branch:

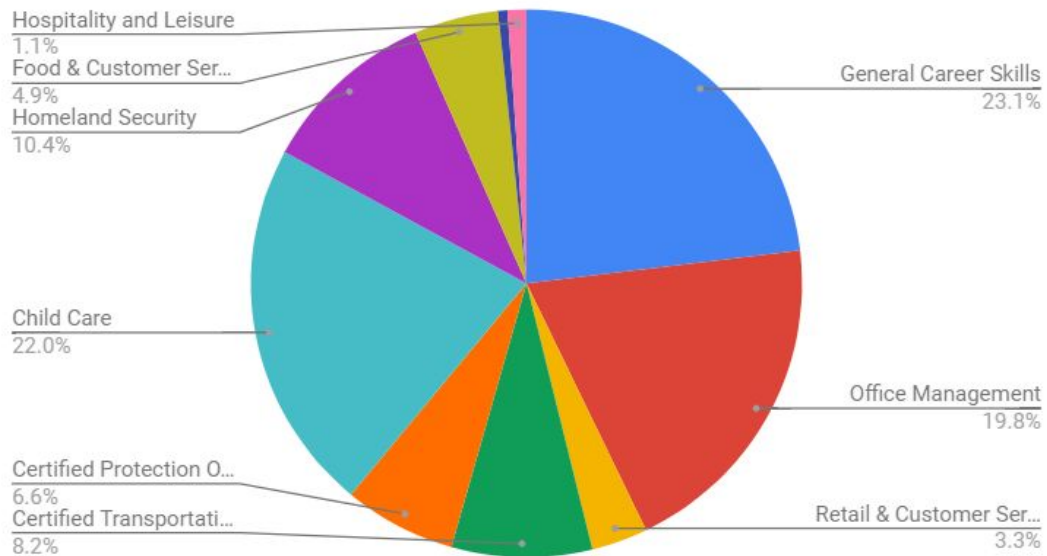
- Rodolfo "Corky" Gonzales - 42
- Montbello - 23
- Hadley - 14
- Green Valley Ranch & Bear Valley - 11
- Woodbury & Schlessman Family - 8
- Sam Gary & Athmar Park & Hampden - 7
- Ross-Barnum & /Decker - 6,
- Valdez-Perry - 6
- Ross-University Hills & Pauline Robinson & Blair-Caldwell &/Smiley - 4,
- Central & Park Hill & Westwood - 3
- Virginia Village & Ford Warren - 2
- Ross-Cherry Creek - 1

## **Overall Career Certificate Enrollment**

Through Smart Horizons Career Online Education students can choose from nine available careers, a tenth career, Home Care Professional, is in process and tentative for 2019. The top three career certificates are: General Professional Skills, Child Care and Education, and Office Management.



## Career Certificates

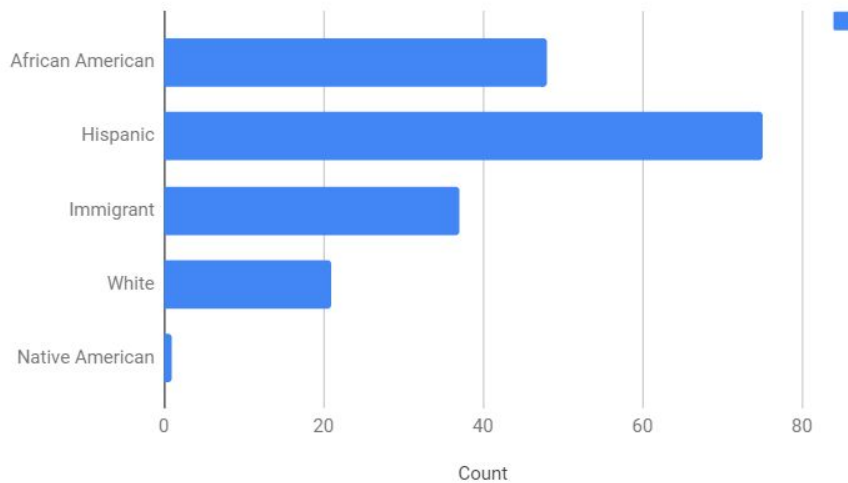


## Overall Race/Ethnicity

Race and ethnicity is not a factor considered for enrollment. The data represents the students self identification at time of interview. Some students do not identify themselves with an specific race and identify themselves as immigrant.

- Hispanic/Latino 41%
- African American 26%
- Immigrant: 20%
- White 12%
- Native American 1%.

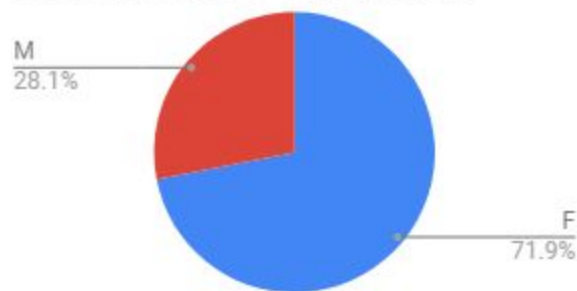
### Ethnicity/Race



### Gender

Female continue to have the highest enrollment rate with a 71.9% compared to Male at 28.1%

### Overall Gender Enrollment

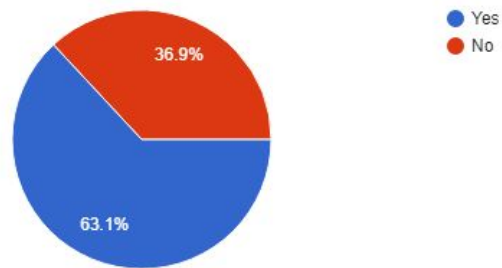


### Employment

A survey was sent out to students and graduates regarding work status and 63% report they are working while 36% are without an employment, from a 35% survey response. Due to this response and other feedback from incoming student who are struggling to obtain employment, a strong collaboration is in place with the Denver Office of Economic Development - Workforce Centers, and support our students with this specific need.

### Are you currently employed?

65 responses



### Recent feedback from graduates:

*"I just recently started college at college of international esthetics, for there medical esthetician program. I am so excited, none of it would be possible without you and the career online school program. Thank you so much for showing me that I had so many opportunities ahead of me. Again, I thank you again so much for believing in me when I didn't believe in myself."*

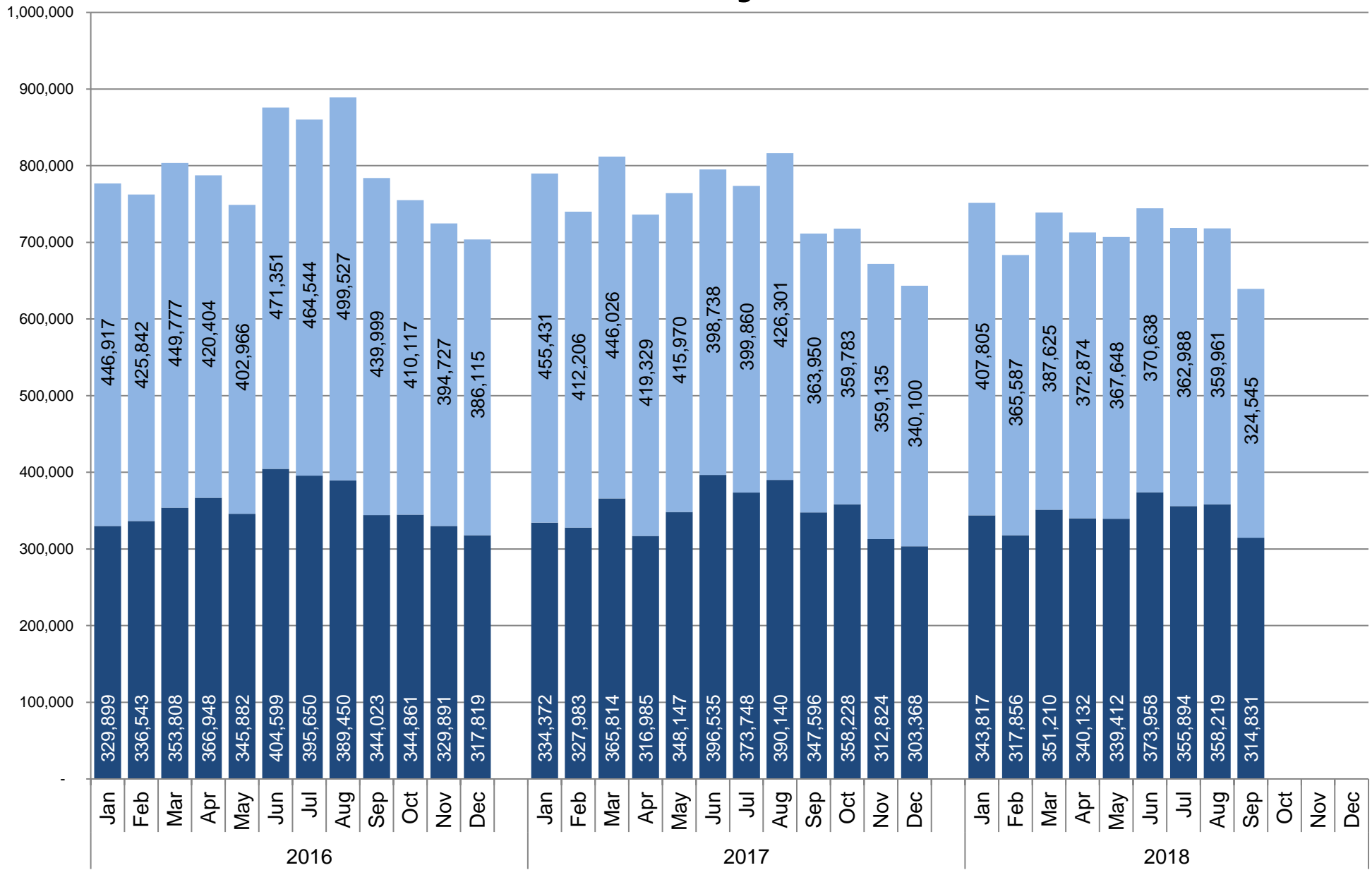
*"I wanted to finish my diploma for two reasons. First, to prove to my younger siblings that it's never too late to come back to a goal and achieve it. Secondly, I wanted to get my diploma so I can pursue my passion of creating and influencing standard operating procedures in local Colorado businesses close as quickly as they do."*

*"I have always dreamed of going back to school. This program honestly saved my life. I have been out of school for over 17 years, and this gave me the chance to do this from home and at my own pace. I am in tears over this because I did struggle and walked away many times during math and literature. Today, I can say, I did it, and I could never be more proud!!! Thank you!"*

Contact us at Career Online High School  
Viviana Casillas, Program Administrator  
720-253-8736 Mobile  
[www.denverlibrary.org/cohs](http://www.denverlibrary.org/cohs)  
[cohs@denverlibrary.org](mailto:cohs@denverlibrary.org)

# 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 DPLs various websites.

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

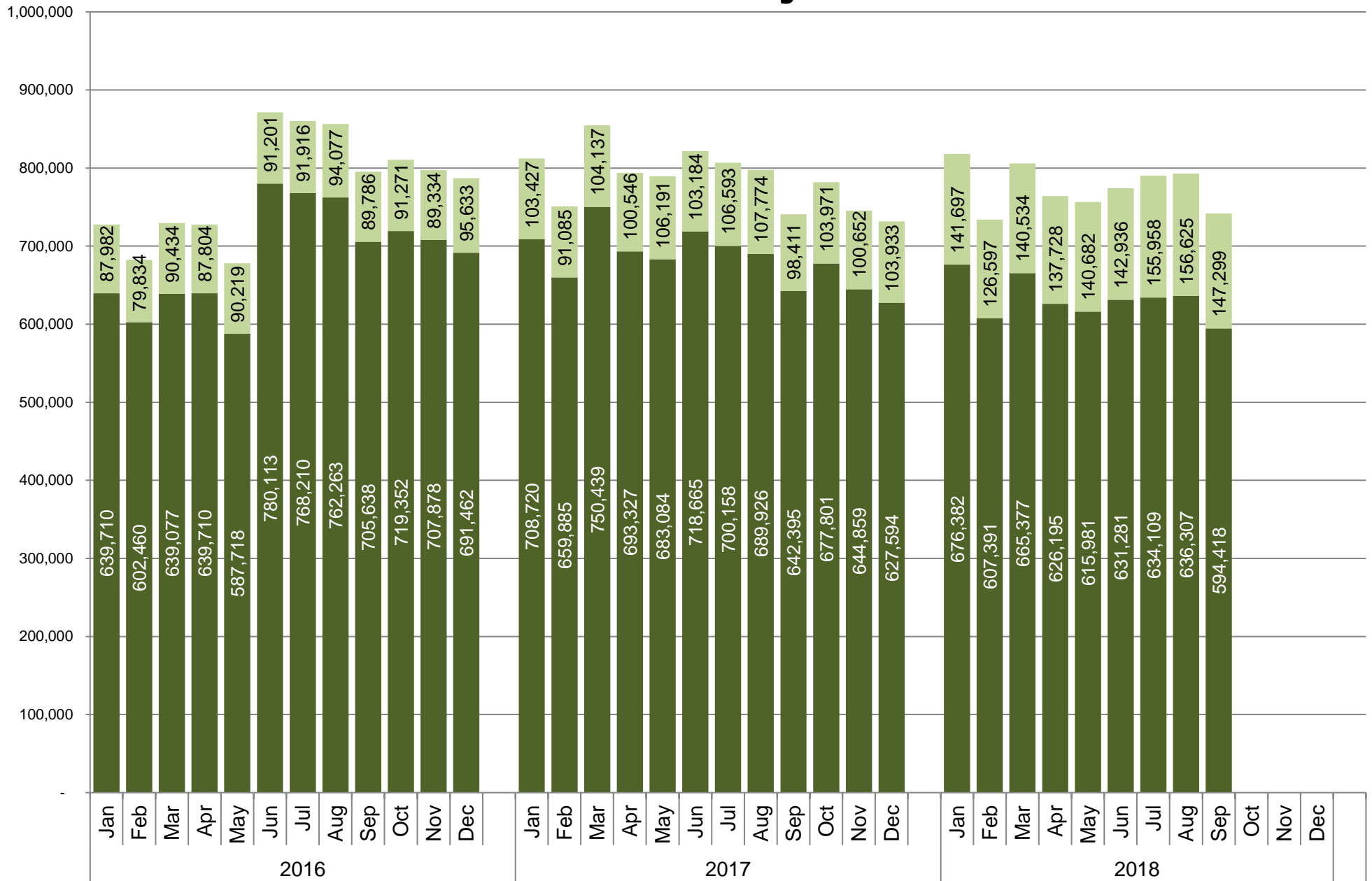
**In Person visits** - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

# 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

### September 2018

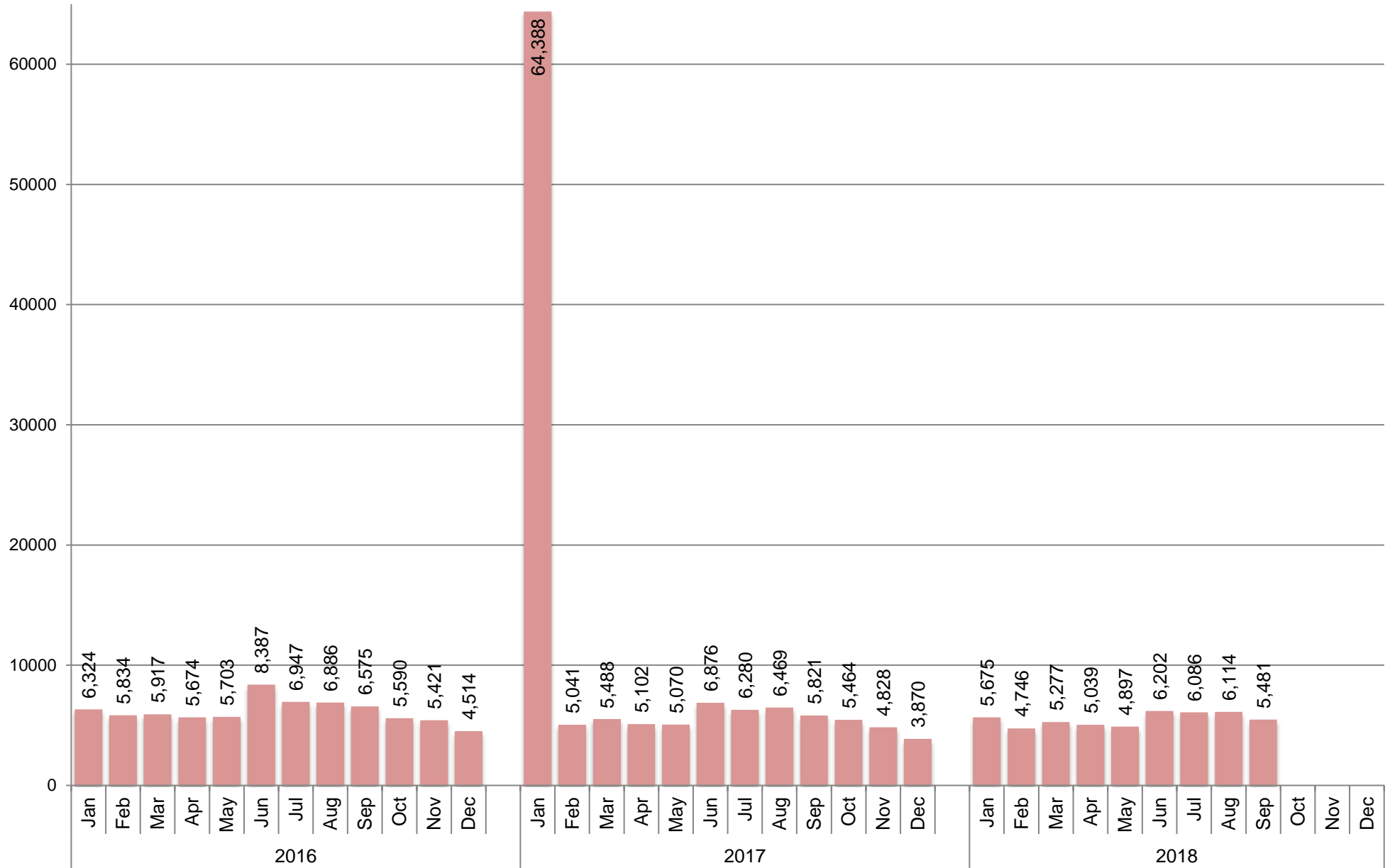
Location	Total Circulation	+/- Previous Month	2018/2017 Year/Year	YTD Y/Y
Athmar Park	7,690	↓ (689)	↓ (4,595)	-12.5%
Bear Valley	27,468	↓ (2,142)	↓ (7,439)	-13.4%
Blair-Caldwell African American Research Library	8,178	→ (229)	↓ (1,066)	-4.3%
Bookmobile	5,206	↑ 971	↓ (584)	-24.6%
Byers	3,664	↑ 85	→ (132)	-0.4%
Central Library	83,022	↓ (6,008)	↓ (9,868)	-12.4%
Decker	14,897	↓ (1,427)	→ (203)	-3.3%
Eugene Field	21,620	↓ (1,924)	↓ (3,437)	-6.9%
Ford-Warren	11,589	↓ (1,078)	↓ (1,999)	-3.8%
Green Valley Ranch	27,454	↑ 1,584	↑ 1,123	-3.7%
Hadley	8,164	↓ (1,115)	↑ 8,157	-8.2%
Hampden	27,839	↓ (3,174)	↓ (3,826)	-16.0%
Montbello	9,631	↓ (790)	↓ (506)	-16.6%
Park Hill	29,646	↓ (1,997)	↓ (1,776)	-5.9%
Pauline Robinson	5,902	→ (494)	→ (442)	-2.4%
Rodolfo "Corky" Gonzales	24,082	↑ 751	↑ 361	-8.4%
Ross-Barnum	7,819	→ (339)	↓ (1,107)	-1.8%
Ross-Broadway	13,363	↓ (716)	↓ (1,096)	-5.0%
Ross-Cherry Creek	24,264	↓ (2,527)	↓ (1,994)	-6.0%
Ross-University Hills	48,716	↓ (5,148)	↓ (4,605)	-6.5%
Sam Gary	58,220	↓ (5,407)	↓ (2,475)	-6.0%
Schlessman Family	48,815	↓ (3,419)	↓ (3,628)	-11.1%
Smiley	19,690	↓ (1,732)	↓ (2,305)	-9.6%
Valdez-Perry	2,964	→ (156)	→ (313)	-22.8%
Virginia Village	29,092	↓ (2,456)	↓ (2,325)	-8.6%
Westwood	3,982	↓ (672)	↑ 66	2.2%
Woodbury	21,441	↓ (1,641)	↓ (1,713)	-9.7%
Denverlibrary.org Downloadables	147,299	↓ (9,326)	↑ 48,888	14.6%
<b>Total</b>	<b>741,717</b>	↓ (51,215)	↑ 1,161	

→ Hadley Branch closed for renovation on June 12, 2017 - January 29, 2018 .

# Denver Public Library

## Total New Library Cards By Month

■ New Cards



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

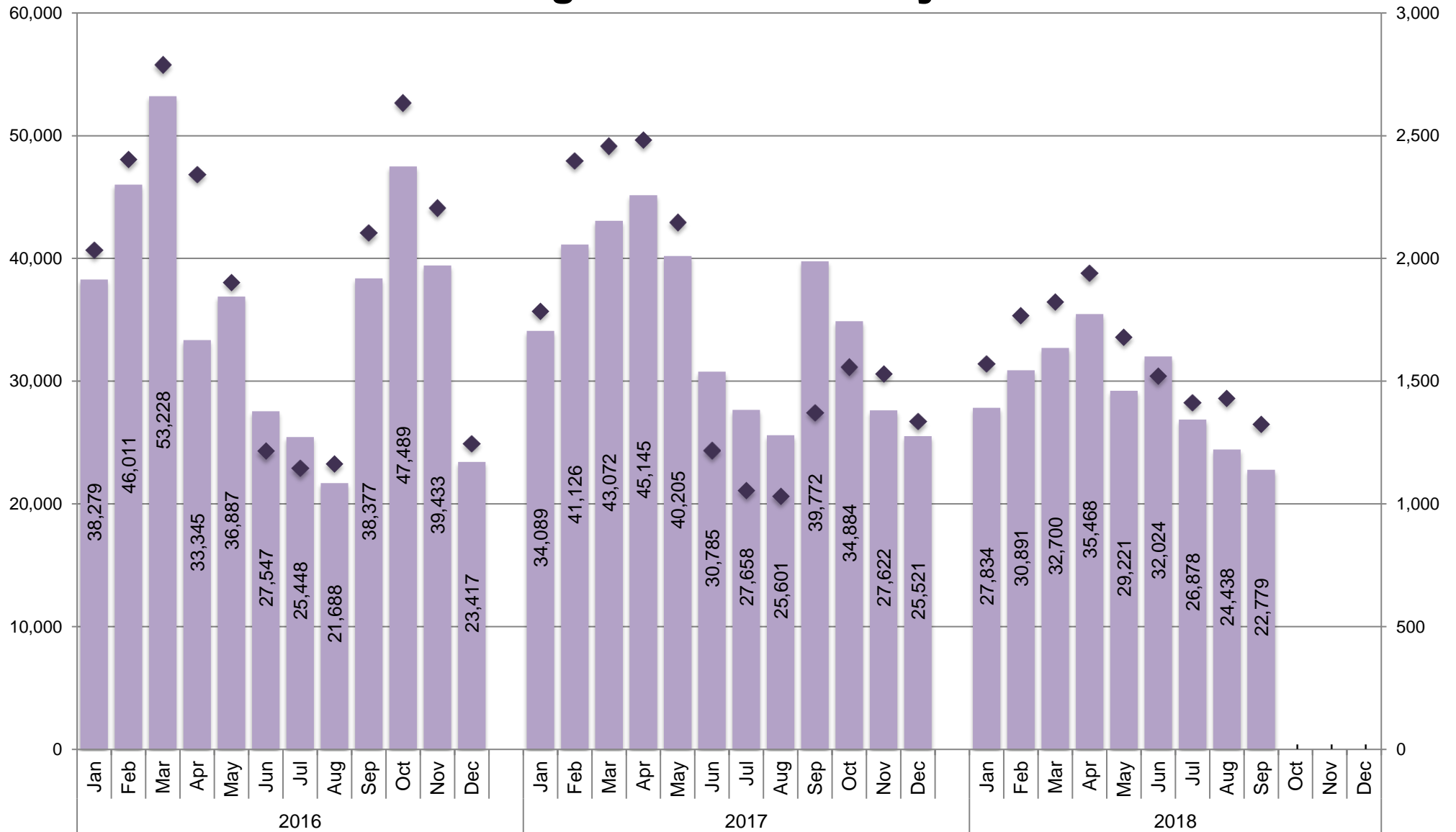
**New Cards** - total number of new library card registrations (including computer user only cards), as reported by IT

# 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





## **Communications and Community Engagement**

### **Earned Media**

Sept. 13–Oct. 10, 2018

#### **News:**

[Your First Look at Denver Mayor Michael Hancock's Proposed 2019 Budget](#) – Westword

[Denver unveils almost \\$1.5B budget proposal for the 2019 fiscal year](#) – Denver7  
[Denver housing, mobility, public safety and substance use services are at the top of Mayor Hancock's wish list for 2019](#) – Denverite

[Denver mayor unveils 2019 proposed budget, outlines priorities](#) – 9News

[Denver budget: No more library fines, and mayor embraces "social justice" mantra](#) - The Denver Post

[Newsletter from Councilwoman Debbie Ortega](#) - September News and Views

[Rockies fans everywhere hoping the team can make history](#) - 9News

[Denver Arts & Venues Announces 2018 Denver Music Advancement Fund And IMAGINE 2020 Fund Grantees](#) - Broadway World Denver (Grant for Valdez-Perry Branch Library)

[Trujillo earns Archuleta service award](#) - Conejos County Citizen

[Bestselling Colorado author to speak at Front Range Community College](#) - Longmont News

#### **Photo/Resource credits:**

[GUEST COLUMN: Don't throw out the meatballs with the spaghetti sauce](#) - Colorado Springs Gazette

[Orders being taken Loveland pictorial history book](#) - Loveland News

[You Are Here: This theatre only had a couple shows each year](#) - 9News