

AGENDA
The Denver Public Library Commission
Annual Retreat
Thursday, January 17, 2019, 8:15 a.m.
Hadley Branch Library, 1890 S. Grove St.

1. Call to order.
2. Introductions.
3. Approval of the Minutes from December 20, 2018, Regular Library Commission Meeting.
4. Public Comment.
5. Dates to Remember and Library Engagement Opportunities.
6. Strategic Retreat of the Denver Public Library Commission. Crystal Schimpf, Public Library Specialist: Leadership and Community, Colorado State Library
7. Adjournment.

Agenda Item 3

Requested Action: Approval

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

Present: Greg Hatcher¹, Vicki Hellmer, Alice Kelly, Cathy Lucas, Rosemary Marshall, Laurie Mathews, Carlos Martinez

Staff: Denise Boothby, Wendy Copley, Diana Cordova, Rebecca Czarnecki, Rachel Fewell, Chris Henning, Michelle Jeske, Susan Kotarba, Elaine Langeberg, Zeth Lietzau, Amber Lindberg, Ron Miller, Joe Mills (SC)

Guests: Jeff Riley and Pam Jewett, Friends Foundation; Sam Hosfelt and Michelle Sandoval, Swinerton

1. Call to order.
President Carlos Martinez called the meeting to order at 8:32 a.m.
2. Introductions.
Commissioners, staff and guests introduced themselves.
3. Approval of minutes from November 15, 2018, Regular Library Commission meeting.
Commission
The minutes were approved as written.
4. Public comment period.
N/A

5. Report of the President and members.

a. Finalize 2019 committee assignments

Commissioner Hatcher will participate with Rosemary Marshall on the Juanita Gray Awards committee this year. All other committees are finalized and no other necessary committees have been identified at this time.

b. Review 2019 Commission meeting dates

The 2019 Commission schedule was reviewed and called attention to the January retreat. Commissioners Kelly and Marshall reiterated some of their earlier objections. It was clarified the schedule can always be revisited in the future.

c. Update on Foundation/Commission Task Force

The Task Force had their kickoff meeting on November 30. It is comprised of Commissioners Martinez and Hellmer as well as Pam Jewett, Gay Cook, and Jeff Riley from

¹ Attended via phone

the Friends Foundation and Michelle Jeske. This Task Force is a follow-up to the joint retreat last May. The Task Force discussed the liaison roles between the two bodies and how to make sure those are effective and where there should be coordination between the Commission and the Friends. The Task Force will meet again once the MOU is finalized.

d. Overview of January retreat

After the conversation with the executive committee the focus of the January retreat has changed to include more opportunities for Commissioners to provide input and will be a half day instead of a full day. It will be held at the Hadley Branch Library and facilitated by Crystal Schimpf from the State Library. There will be some materials sent in advance to help Commissioners prepare.

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

Riley mentioned that DPL had an extremely successful Colorado Gives Day. The goal was \$35,000 and \$49,000 was raised.

The holiday lighting party had about 200 people in attendance. The Junior League of Denver was who turned on lights this year.

The Friends received a \$100,000 anonymous bequest.

A consultant has been hired for the feasibility study and they will start work in January to see about the Friends capacity to grow the endowment, fundraise for the bond, and for programs. Riley plans to invite Commissioners to meet the consultant.

In January the new corporate fundraising staff member will start and that work will move fully from DPL to the Friends. The person hired had a similar role at the DPS Foundation which is a similar organization to the Friends Foundation.

Continuing to build out committees and recruit volunteers. If Commissioners have any suggestions for the Friends please let them know. Mathews asked for Riley to send a list of committees.

7. Review and approval of Commission Bylaws.

Hellmer reviewed the final changes in regards to having a quorum and voting. The language clarifies that in most instances Robert's Rules of Order prevail except where the Commission or Executive Committee deems a threshold higher than a quorum is needed. Example: hiring a new city librarian could require more than a quorum.

Upon motion by Lucas and second by Ulibarri the Commission approved the proposed changed to the bylaws.

8. Approval of the 2019 Special Trust Fund Budget.

Amber Lindberg reviewed the 2019 Special Trust fund Budget and called out that the majority of our budget comes from the General Fund and that is a process DPL goes through with the City. The Special Trust fund budget is relatively small and comes from internally generated revenue and gifts from the Friends. Any changes above \$100,000 are brought to the Commission to approve.

The miscellaneous category is high because DPL had a large erate reimbursement, which is primarily used for infrastructure for internet and phone services. It's a federal program that allows up to 80% of phone and internet services to be reimbursed.

Questions:

Q: Under the Friends Foundation Revenue, can you explain the difference?

A: Some private grants expected to be received in 2018 will actually be received in 2019 and that money is already committed.

Q: The amount allotted for staff recognition has declined significantly. Why?

A: Last year DPL held an all staff event which only happens every other year. Staff recognition still occurs but at a smaller level on off years.

Q: There is language around the Commission approving any single change over \$100,000. Should there be language to include a number for a cumulative amount to approve as well?

A: That can be added but it was noted for context that the General Fund budget is \$52 million dollars. The Special Trust funds are a small portion of the overall budget. After some discussion it was agreed that the library would instead provide notice of and request for approval of any variance of 10% or more.

Martinez called for a motion, noting the change in language to accommodate the need for a report and approval by the Commission for variances of 10%. Upon motion by Mathews and second by Lucas the Special Trust fund budget was approved.

9. Approval of the 2019 Strategic Plan.

Jeske mentioned that there were no major changes to the Strategic Plan in 2019 noting that work from 2018 needed to continue and is driving DPL in the right direction. Jeske noted the work around equity, diversity, and inclusion. A consultant has been hired to do a perception survey of staff. Ulibarri noted wanting to know more about EDI and where DPL is on that spectrum to make sure everyone has the same vocabulary and think about what strategies are needed.

Last year for community engagement DPL had two incubator sites and this year we plan to add more and go even deeper at Park Hill and Pauline Robinson. Commissioner Kelly mentioned that she read the Our Park Hill document and appreciated it.

The charting the course work also continues to move along and will be part of the January retreat. Jeske then also noted that staffing analysis and work on the bond had been removed and added to DPL's operational work.

Q: Why did you remove focus areas?

A: It wasn't helping DPL message priorities in the way we hoped. Prioritization happens at a more granular level. We still have priorities just realized more nuance was needed.

Upon motion by Kelly and second by Hellmer the 2019 Strategic Plan was approved.

10. Report of the City Librarian.

Jeske mentioned the passing of former library commissioner and president, Jaren Ducker. Ducker was integral in helping ensure the Central Library was built.

The bond work continues to move forward. There is an architect selected for Byers and Smiley but the information is not public yet. At the end of the month RFQ's for contractors should also go out. We have a list of three architects for Central and they are

very interesting. Blair-Caldwell will be working to hire a community engagement firm in February.

Jeske then thanked everyone for their participation this year and handed out books to the Commissioners that she thought would be beneficial.

11. Overview of the 2019 You're Welcome campaign. Chris Henning and Diana Cordova Managers of Marketing and Communications, Chris Henning and Diana Cordova, presented on the 2019 You're Welcome and fine free campaigns. The You're Welcome campaign is very flexible and allows us to talk to our customers about what they are welcome to do at the library and that they are welcome at the library. The campaign will use images of real customers using our spaces. There will also be posters in the branches with a link to learn more about what DPL offers. The campaign will launch in the spring and the fine free campaign is what is going on currently to lead up to it. We are welcoming customers back to the library. There is a direct mailing in English and Spanish to let people with outstanding fines know fines are going away. There will also be a drawing for free iPads. We will also be sampling people who have fines currently to track to see if any of this has drawn them back. We will also be sending posters to display at some other city agencies.

Commissioners commented that they thought the storytelling approach was spot on and engaging and really liked it.

Martinez thanked staff for their work on these efforts.

12. Other Business.

N/A

13. Executive Session to Discuss City Librarian Performance Review Process.

President Martinez called the Commission into executive session at 9:44 a.m. to discuss the process for the annual City Librarian performance review.

14. Meeting Adjournment.

The Commission came out of executive session and will transmit their decision to HR. With no further public business to conduct the meeting was formally adjourned at 10:28 a.m.

Minutes submitted by Bec Czarnecki on behalf of Cathy Lucas

Agenda Item 5

Requested Action: Receive Report

Dates to Remember and Library Commission Engagement Opportunities Winter/Spring 2019

What are you interested in?

[Dates to Remember](#)

[Staff Learning or Dialogue](#)

[Adult and Advisory Services](#)

[Adult Programs:](#)

[Digital Inclusion](#)

[People Experiencing Life Challenges](#)

[Immigrant and Refugee Services](#)

[Historic Services and Blair-Caldwell](#)

[Youth Services](#)

You may find more on most of the programming activities on the [DPL web site](#)

Dates to Remember

- **Denver Marade**, Monday, January 21, 10 a.m., Denver City Park, 17th and Esplanade St.
- **Juanita Gray Community Service Award**, Saturday, February 2, 1:30–3:30 pm, Blair-Caldwell African American Research Library

Staff Learning or Dialogue

- **Charting the Course lunch** conversation with Michelle and team
 - Coordinate with Bec to schedule
- Pop Your Mind **Lunch and Learns** (brown bags...)
 - My (and their) Life with dyslexia, Jan. 30, 12-1pm @ Central, Floor 5, Gates Room
 - Creating a Livable, Equitable Denver, Feb. 13, 12-1pm @ Central, Floor 5, Gates Room
 - Networking with CU Business School, Mar. 19, 12-1pm @ Central, Floor 7, Training Room
- Attend and invite appropriate contacts to **Discover Your Library** sessions
 - Will be listed in Dates to Remember in packet
- Attend a staff **Adult Services or Youth Services** quarterly update session

- Coordinate with Bec to schedule

Adult and Advisory Services

- **Complete a [Personalized Reading List form](#)** (anytime!)
- **Complete [Winter of Reading](#)**, Jan. 2 - Feb. 28
- **Career Online High School Graduation**, Sat., Feb. 23 9-11 am @ Gonzales
- **Shadow a small business appointment**
 - By appointment only - work with Bec to schedule
- **Attend a community conversation**
 - Check with Bec regarding schedule

Adult Programs:

- **Conflict in Our Daily Lives**: Wed., Jan. 30, 6:30-8 p.m. @ Park Hill
- **Colorado Springs USAFA Band Recital Series**, Mon., Jan. 28, 6-8 p.m. @ Blair-Caldwell
- **Memory Cafes**, Tue., Jan. 22, 1:30-3 p.m. @ Schlessman
Birds of a Feather: Tue., Feb. 5, 1:30-3 p.m. @ Ford-Warren
Art of Jazz: Tue., Feb. 12, 1:30-3 p.m. @ Schlessman
(program for people experiencing memory loss and their caregivers - all are welcome)
- **The Bookshop Band**, Thu., Jan. 31, 1-2 p.m. @ Central Library, Floor 1, Movies & Music
- **Kindness Club**
Tue., Feb. 5, 4-5:30 p.m. @ Sam Gary
Tue., March 5, 4-6 p.m. @ Sam Gary
- **Community in Conversation**, Sat., Feb. 16, 2:30-4:30 p.m. @ Park Hill
- **Food Lover's Book Club: Chocolate**, Wed., Feb. 13, 6-7 p.m. @ Cherry Creek
- **Black History Live: Meet Maya Angelou**, Sat., Feb. 23, 2:30-3:30 p.m. @ Gonzales
- **Underground Comedy Club: Janae Burris**, Thu., Feb. 21, 7-8:30 p.m. @ Park Hill
- **Origami For Seniors**, Tue., Feb. 5, 4-5 p.m. @ Park Hill
- **CityYOU: Demystifying Zoning and Building Permits**, Tue., March 26, 6-7 p.m. @ Decker
- **CityYOU: Denver Water**, Tue., March 5, 6-7 p.m. @ Decker
- **Still Coming Home: Conversations about the Experience of War**
Sun., March 3, 2:30-4:30 p.m. @ Gonzales

Thur., March 7, 5:30-7 p.m. @ Ford-Warren
Sun., March 10, 2:30-4:30 p.m. @ Gonzales

Digital Inclusion

- [Light Up Valentines Workshop](#), Feb. 9 @ the Central ideaLAB
- [Visit an ideaLAB Open Lab](#) @ Hadley, Gonzales, or Central
- [Any Tech Workshop at University Hills](#)

People Experiencing Life Challenges

- **Participate in Coffee Connections:** Monthly on the 4th Wed., with the exception of December, from 10–11 a.m. in the 4th Floor lounge.
 - Jan. 23, Feb. 27, Mar. 27
- **Attend Hard Times Writing Workshop:** Every Tue. from 3–5 p.m. in the Rockwell Room on the 4th Floor @ Central
- **Shadow social workers or peer navigators** - by appointment only

Immigrant and Refugee Services

- **Attend a Plaza program**
 - Recommended: Tuesday evenings in March at the Hampden Branch
 - Contact ndiaz@denverlibrary.org to coordinate.
- **Attend the Naturalization Ceremony**, April 11, 8:30 a.m. @ Central

Historic Services and Blair-Caldwell

- **Public Service Company of Colorado Exhibit reception**, Jan. 15, 5–7:30 p.m.
- **Tesoro Historic Lecture Series**
 - Why Charles Bent had to Die (and Oraibi had to be Sacked): Pastoral Conflict in the Nineteenth Century New Mexican Borderlands, Sun. Jan 20, 2-3:30 @ Central, Gates Room, Level 5
 - Plundered Skulls and Stolen Spirits, Sun. Mar. 10, 2-3:30 @ Central, Gates Room, Level 5
- **WHG Lecture Series** @ Park Hill, 6:30–7:30 p.m.
 - Mar. 6: Explore Your Family History
 - Mar. 20: Searching the History of your Home
- **Juanita Gray Community Service Awards**, Blair-Caldwell, Feb. 2, 1:30–3:30 p.m.
- **The Uncomfortable Truth: The History of Racism in America Film Screening**, Blair-Caldwell, Feb. 6, 6:00–7:45 p.m.
- Tour **Blair-Caldwell museum** with staff
 - Coordinate with Bec to schedule

Youth Services

- [Fabulous Tea Party](#), Sat., Jan. 19, 1-3 pm @ Central Children's
- **Create to Learn** (family program):
 - Bilingual Dance Party, Apr. 9 @ 1:00 @ Bear Valley
 - Instrument Petting Zoo @ Smiley Mar. 4 @ 1pm
- Observe **Little University**: any Thursday at 10:30 a.m. at either Gonzales or Montbello

- **Read Aloud and Parent Workshops**

**Please contact us ahead of time to coordinate these opportunities*

Read Aloud

- Columbian Elementary any Tue. Jan. 29 through May @ 11:15 in English. contact Sarah McNeil smcneil@denverlibrary.org
- Trevista on Wed. at 1:30 pm in English. contact KD Hubbard khubbard@denverlibrary.org
- Cheltenham Elementary any Wed. at 2:00 in Spanish, contact Natalie Magnatta, nmagnatta@denverlibrary.org

Parent Workshop

- Dialogic Reading (in Spanish), Gust Elementary on Jan. 24 at 3:45 p.m., contact Lupita Ramos, gramos@denverlibrary.org
- Dialogic Reading (in English), Gust Elementary on Jan. 24 at 3:45 pm., contact KD Hubbard, khubbard@denverlibrary.org
- Language Development (in Spanish or English), Jan. 15th at 9:30 a.m. @ John Amesse Elementary, contact Alberto Pellicer apellicer@denverlibrary.org)

Future WHG

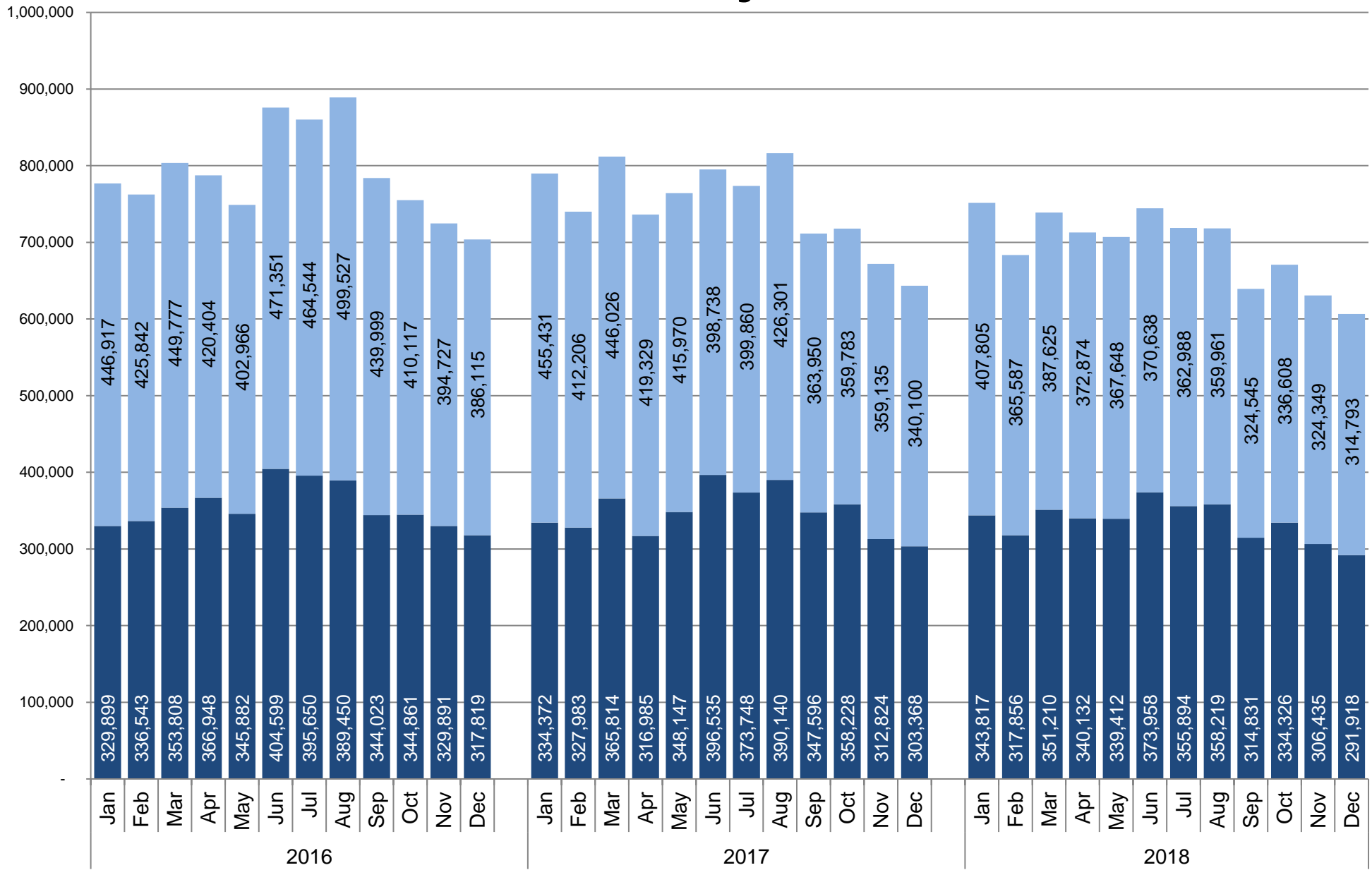
The WHG Lecture Series, Park Hill Branch Library, 6:30–7:30 p.m.

- 4/10, Special Collections. The Denver Public Library is the caretaker for 14 special research collections housed at the Central Library and the Blair-Caldwell Branch. Central staff will describe these collections and how you can access them, both online and by visiting us.
- 4/24, Douglas Fine Art Prints. The Douglas Fine Printing Collection is a book-lover's dream hidden away in the vast holdings of Denver Public Library's Western History and Genealogy collection. The collection houses an incredible array of historic letter pressed books, unique artists' books and much more. Join us to learn about this unique collection.

Denver Public Library

Total Visits By Month

Online
In Person



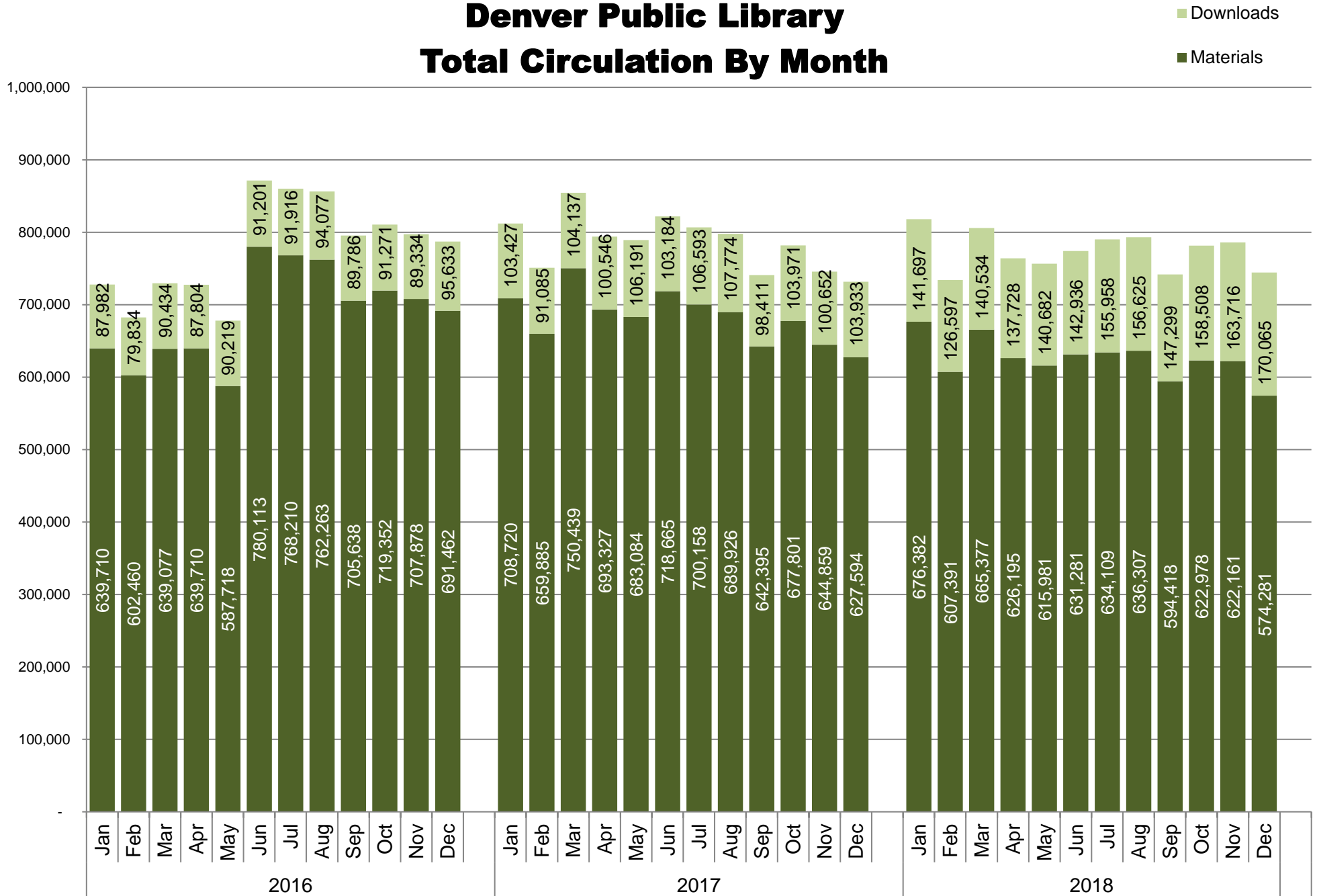
➔ Effective April 2018 Online visits have been updated to align with state and federal reporting guidelines and now only reflect visits to DPLs various websites.

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



➔ Auto-renewals began on June 1, 2016.

➔ RB Digital (e-magazines) added a subscription feature that allows customers to opt-in to auto-checkout of new issues for favorite titles in November 2018.

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

December 2018

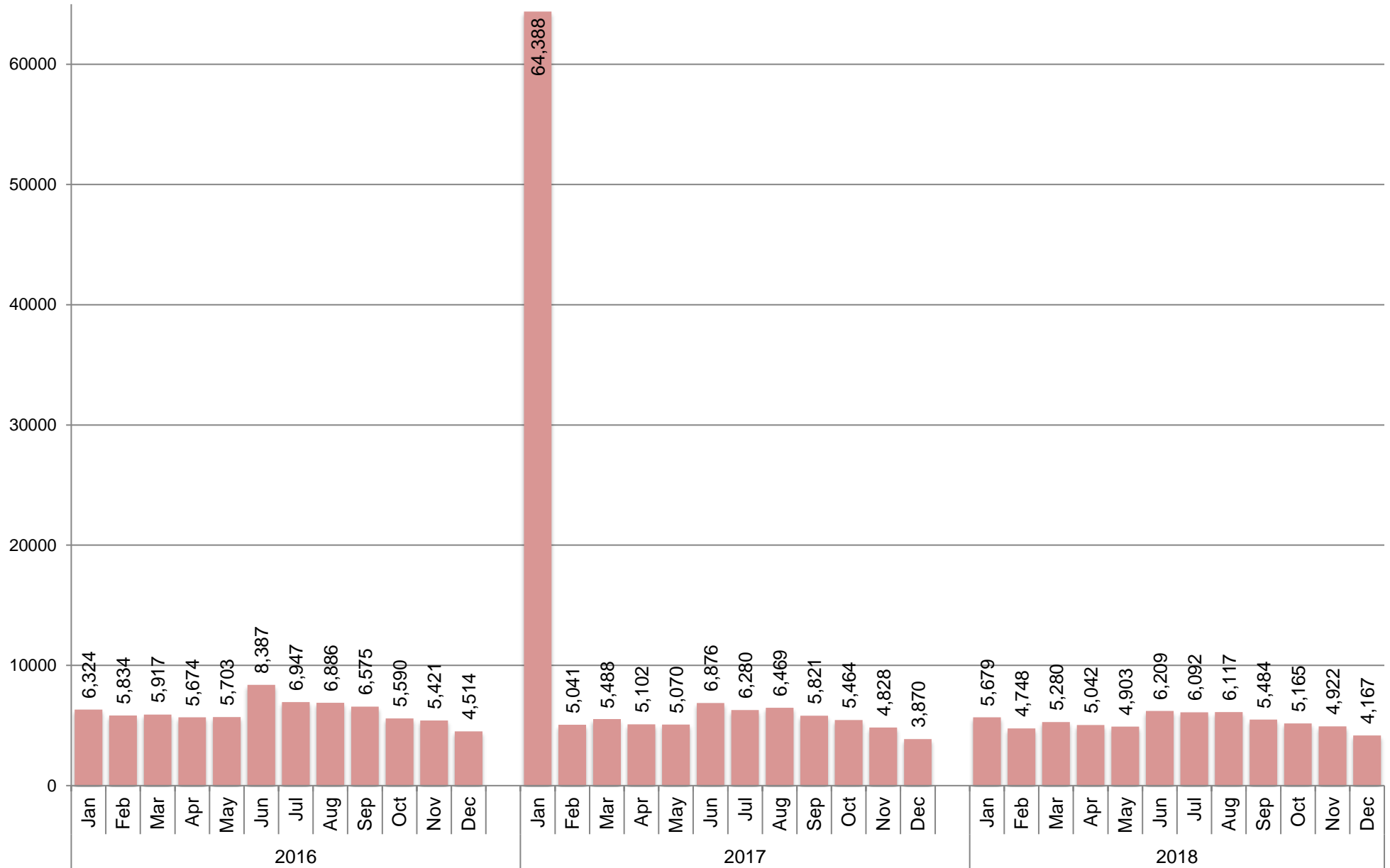
Location	Total Circulation	+/- Previous Month	2018/2017 Year/Year	YTD Y/Y
Athmar Park	6,886	↓ (782)	↓ (4,857)	-19.5%
Bear Valley	26,990	↓ (2,595)	↓ (4,825)	-13.6%
Blair-Caldwell African American Research Library	8,476	→ (277)	↓ (586)	-5.8%
Bookmobile	3,082	↓ (3,218)	↓ (3,902)	-22.6%
Byers	84,678	↑ 81,216	↑ 81,413	-1.9%
Central Library	13,521	↓ (75,410)	↓ (83,187)	-11.8%
Decker	21,131	↑ 6,165	↑ 6,843	-2.7%
Eugene Field	12,535	↓ (10,579)	↓ (11,590)	-7.4%
Ford-Warren	23,746	↑ 11,285	↑ 10,229	-5.5%
Green Valley Ranch	7,556	↓ (18,583)	↓ (18,926)	-4.9%
Hadley	26,611	↑ 18,039	↑ 26,595	27.1%
Hampden	6,437	↓ (22,229)	↓ (23,221)	-14.4%
Montbello	7,865	↓ (1,174)	↓ (1,563)	-16.4%
Park Hill	30,504	↓ (2,595)	↑ 633	-3.9%
Pauline Robinson	5,583	↓ (616)	↑ 174	-1.9%
Rodolfo "Corky" Gonzales	21,523	↓ (2,561)	↓ (2,991)	-7.8%
Ross-Barnum	7,658	↓ (977)	↓ (1,778)	-5.0%
Ross-Broadway	13,840	→ (271)	↓ (1,344)	-5.6%
Ross-Cherry Creek	23,899	↓ (2,294)	↓ (683)	-5.0%
Ross-University Hills	46,252	↓ (4,698)	↓ (3,657)	-6.3%
Sam Gary	54,243	↓ (5,159)	↓ (2,862)	-5.5%
Schlessman Family	47,369	↓ (2,696)	↓ (7,738)	-11.2%
Smiley	19,149	↓ (1,472)	↓ (1,568)	-9.0%
Valdez-Perry	2,444	↓ (588)	↓ (1,050)	-23.2%
Virginia Village	28,665	↓ (1,454)	→ (375)	-7.1%
Westwood	3,420	↓ (894)	→ (158)	1.4%
Woodbury	20,218	↓ (3,463)	↓ (3,129)	-8.6%
Denverlibrary.org Downloadables	170,065	↑ 6,349	↑ 66,132	44.9%
Total	744,346	↓ (41,531)	↑ 12,029	

→ 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.

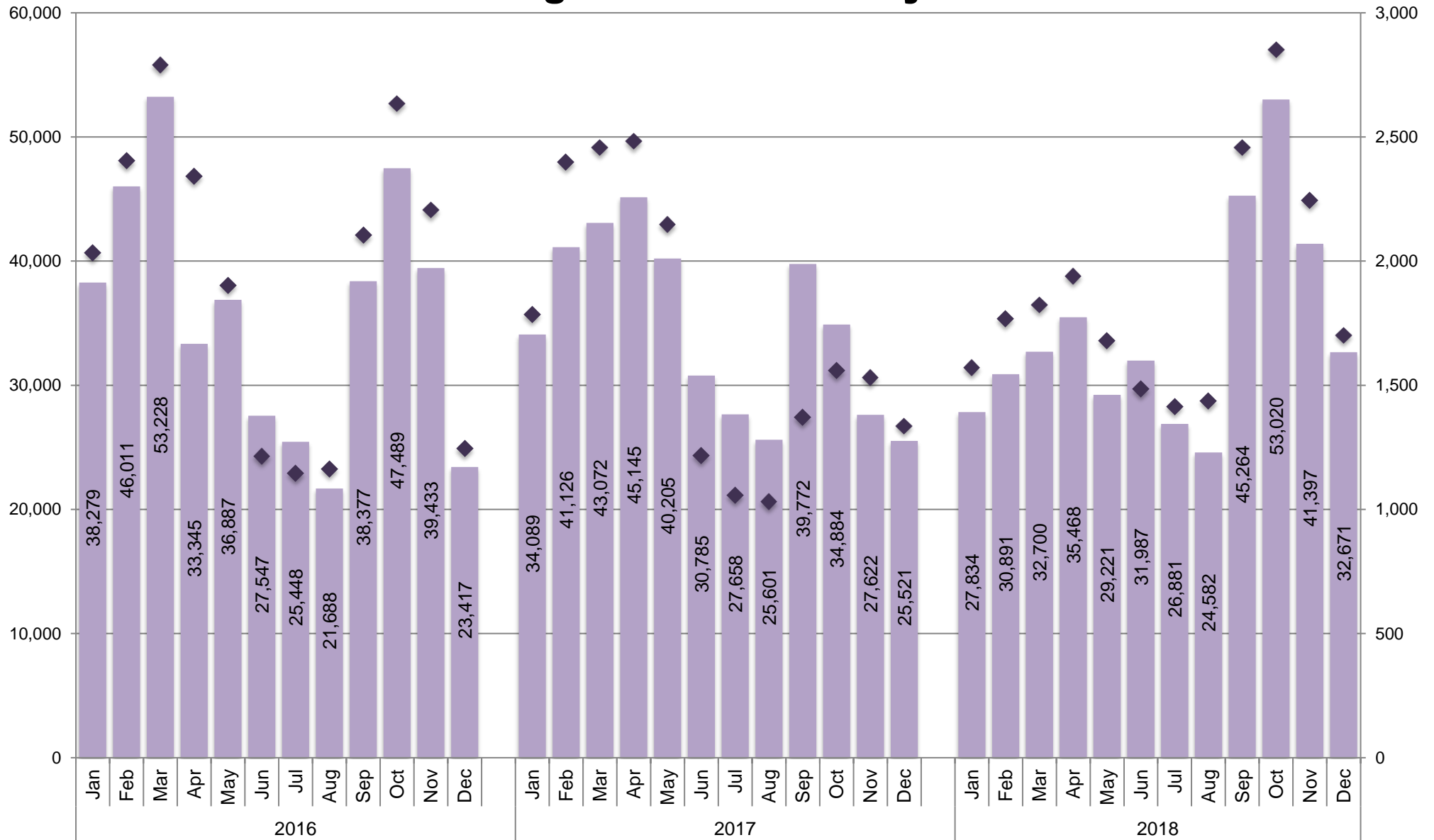
New Cards - total number of new library card registrations (including computer user only cards), as reported by IT

Denver Public Library

Total Program Attendance By Month

■ Attendance

◆ Sessions



➔ Read Aloud program attendance has been added for Fall semester. Accurate Spring semester data is in process.

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

Dec. 12 - Jan. 9, 2019

News:

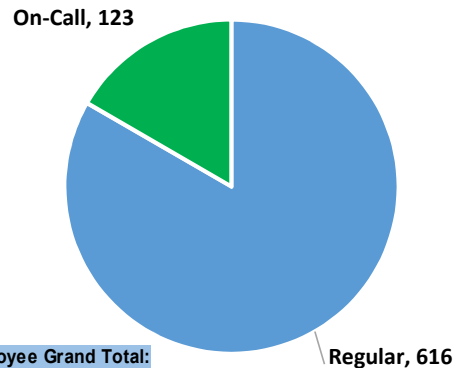
[Win Prizes at Denver Public Library's Winter of Reading](#) - Westword
[Formerly Homeless Help Current Homeless Through Peer Program At Denver Public Library](#) - CBS4
[Denver Public Library hosts mountain climbing author](#) - Westword
[Next Question: What's the story behind the Denver flag](#) - 9News
[Denver Public Library hosts an adult spelling in January](#) - The Know, The Denver Post
[Get the most out of living in Denver for 2019](#) - Our Community Now
[Library In Littleton Dropping Overdue Book Fines](#) - CBS Denver
[Library Fines To Be Wiped Clean Jan. 1 At Bemis Library](#) - Littleton Patch
[Western History and Genealogy - Genealogists Gather](#) - Highlands Ranch Herald
[Choose your own map adventure](#) - Denverite
[The Best Children's Books Of 2018, According To Librarians](#) - HuffPost
[This is what thousands of years of Denver traffic looks like](#) - Denverite
[Denver Public Library releases list of Best & Brightest Children's Books for 2018](#) - Denver 7
[Should Amazon stores replace libraries to save taxpayers money](#) -
[Public Library halts book removal campaign after backlash](#) - KGW, NBC affiliate
[Denver Library Hosts Mountain-Climbing Author Who Overcame Drugs](#) - Denver Patch
[Denver is looking for a few empathetic people to join its team of peer navigators to support library visitors who have experienced homelessness or other struggles](#) - Denverite
[Albany Public Library To Eliminate Late Fines](#) - WAMC Northeast Public Radio

Photo/Resource credits:

[The Past Comes Alive With Historic Photos Of Denver](#) - CBS Denver
[Public Art Projects in 2019](#) - 303 Magazine
[New resource guide teaches Colorado's 4th graders Native American history](#) - 9News
[Hotel Jerome, Redstone Castle featured on new season of Rocky Mountain PBS's 'Colorado Experience'](#) - The Aspen Times

Denver Public Library Human Resources Dashboard October - December, 2018

Employee Breakdown



Employee Grand Total:
739
Position Grand Total:
771

Recruiting

Positions Posted	42
Positions View Count	28,202
Submitted Applications	2,685

Movement

New Hires	8
Internal Transfers	46
Promotions	18

Separations

Total Separations	29
Resignations	24
Retirements	4
Dismissals	1

Turnover Rate 3.9%

Learning & Development

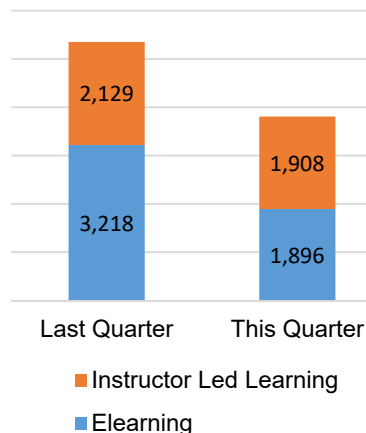
Performance @ DPL is the updated process by which we review employee performance. We began to revamp this process in early 2018 by conducting 12 focus groups with over 20% of staff to learn how to modify our approach. We began addressing challenges in Q4 by making the following changes:

- Moving to an online system.
- Providing training on various new performance processes.
- Holding calibration meetings with leadership to decrease rater bias.

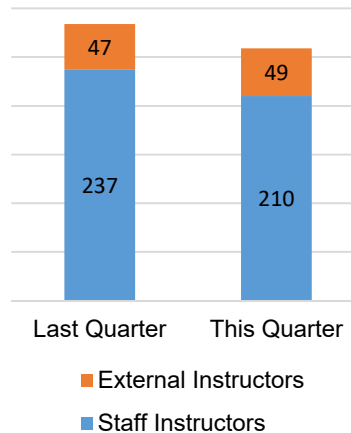
This ties to our 2018 Internal Objective:

Promote Employee Empowerment – Performance Management

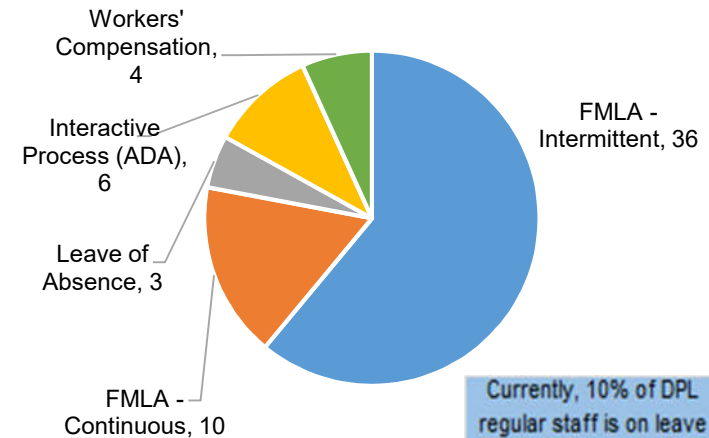
Total Staff Learning Completions



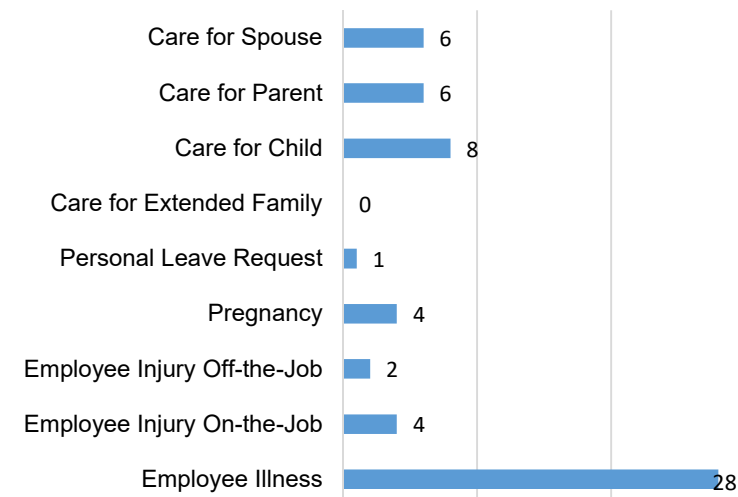
Total Instructor Led Learning Sessions



Open Leave Cases



Type of Leave Taken





DENVER PUBLIC LIBRARY

