

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, February 21, 2019, 8:30 a.m.
Denver Central Library
7th Floor Training Room

1. Call to order.
2. Introductions.
3. Approval of Commission Retreat Minutes from January 17, 2019. Commission
4. Public Comment Period.
 - a. Russell Bryant, YouthBiz
5. Report of the President and Members.
6. Report of the Friends Foundation. Jeff Riley and/or Pam Jewett
7. Discussion about January Commission Retreat and Planning Process
8. Presentation by State Demographers Office on Demographic Trends. Cindy DeGroen
9. Presentation from DPL Older Adults Task Force. Staff
10. Report of the City Librarian.
11. Review Library Commission Engagement Opportunities
12. Other Business.
13. Executive Session on City Librarian Performance Review Process

Agenda Item 3

Requested Action: Approval

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

Present: Greg Hatcher¹, Vicki Hellmer, Alice Kelly, Cathy Lucas², Laurie Mathews, Sonya Ulibarri

Excused: Carlos Martinez, Rosemary Marshall

Staff: Denise Boothby, Rebecca Czarnecki, Rachel Fewell, Michelle Jeske, Annie Kemmerling, Zeth Lietzau, Erika Martinez, Bria Ward

Guests: Crystal Schimpf, Public Library Specialist: Leadership and Community, Colorado State Library

1. Call to order.

Vice President Alice Kelly called the meeting to order at 8:46 a.m.

2. Introductions.

Commissioners, staff and guests introduced themselves.

3. Approval of the Minutes from December 20, 2018, Regular Library Commission Meeting.

The December minutes were approved after noting Commissioner Ulibarri needed to be added to the list of those present.

4. Public Comment.

N/A

5. Dates to Remember and Library Engagement Opportunities.

City Librarian Michelle Jeske noted upcoming events the Commissioners might be interested in attending including the Martin Luther King, Jr. Day Parade and the Juanita Gray Awards. Jeske also noted that a cultivated list of engagement opportunities was included in the Commissioners' packet. These are opportunities to learn about the library and explore the programs and services DPL offers. Jeske is hoping Commissioners will report on their experiences and how it fits with the strategic plan.

Jeske also took a moment to highlight a few items from her report including:

¹ Hatcher had to leave before coming back after the 10:45 a.m. break.

² Lucas arrived at 8:53 a.m. during agenda item 5.

- The library continues to be positively highlighted in the press.
- Noted quarterly HR report.
- There is a new organizational chart included and noted the addition of Central Administrator Rachel Fewell to the executive team.
- Director of Neighborhood Services, Susan Kotarba announced her retirement for end of March.
- Amber Lindberg has been promoted to the Director of Finance and Facilities position.
- We are close to hiring a new facilities manager.
- We are working on hiring someone to fill Jim Kroll's position in Western History and Genealogy and Blair-Caldwell. A strong pool of all external candidates.

6. Strategic Retreat of the Denver Public Library Commission. Crystal Schimpf, Public Library Specialist: Leadership and Community, Colorado State Library

Desired Retreat Outcomes

- Commissioners have a meaningful opportunity to contribute to future library strategy
- Commissioners understand Charting the Course process
- Commissioners have stronger connections to each other, the library and community
- Library team gains a broader community perspective

The retreat portion of the meeting began with Hadley Branch Senior Librarian Hong Ha talking to the Commissioners about Hadley and the population it serves.

Hadley Branch Library

- Serves well established families, new families, and families in transition.
- Have a few distinct customer groups. Those who pick up holds and attend programs and then there are more frequent users. They are predominantly Spanish speaking, have low access to technology at home, and are looking at skill development. Also serve immigrants and refugees and people experiencing homelessness.
- The library serves people within 10 minutes driving, 1 mile walking.
- Programs provided: Early Learning, Little University, Read Aloud (in English and Spanish), Out of School learning opportunities including: ideaLAB, STEM, teen advisory board, and a teen gaming program.
- Hadley is exploring adult programming which is new for them. There is a draw for music and fine arts programming.
- A community resource specialist offers drop in hours at Hadley once a month. Customers refer other customers to their services. Helps with a variety of needs.
- Hadley staff are a cohesive, flexible group of people. They are cross-trained to be able to help each other out. Frequent users need a lot of hands on help. Staff are all willing to do that.

Hadley Library Program Associate Rin Pham spoke more in depth about the Plaza program and Little University. Plaza programs are offered on Monday and Tuesday evenings. Within Plaza there is a citizenship study group, English conversation, and a basic computers group. Pham noted it's not so basic anymore. The group has been meeting for seven years.

Pham spoke about building relationships with the customers that come to Plaza and that at least 60% are repeat customers. Once they get citizenship they start learning about computers, or have a child in school who needs assistance with homework.

There are also four student volunteers, National Honor Society students from the Hadley neighborhood, who connect with the kids who come in.

Little University is geared towards children birth through 3. The sessions are about 20 minutes long. It's nice to tell parents that kids can be kids and that it is suited for the developmental needs of that age group. The program offers things like a creature meet and greet and asks children to use their senses to explore. There is also a parent Little University session every month around school choice.

Ha and Pham concluded their talk with a tour of Hadley which had undergone renovation and reopened at the start of 2018.

Themes & Trends from DPL Community Engagement and Research

Jeske talked to the Commissioners about the updated Our Denver document as well as the work of the Charting the Course (CTC) initiative. The CTC work is about combining community information with research, data and knowledge from experts and bringing it all together to see what is happening in Denver, in technology, in the library, and in the world.

Jeske and her team have synthesized this information into a themes and trends document and will be using this internally to guide where DPL will go in the future. Right now the CTC team is still doing an environmental scan. In the first half of this year the goals are to develop a new strategic framework including new mission, vision, values and high level outcomes. Will ask the Commission for feedback in April and then come back to the Commission in June with things to think about and help finalize what has been developed.

In the second half of 2019 there will be a gap analysis comparing current and future state and developing strategies to get to the new mission. These efforts will carry us into 2020 planning. There will be some things that can be done in 2020 and it will all lead up to 2021 which is when Jeske anticipates a new plan being more fully in place. She expects that the library and staff will continue to be nimble, flexible and iterative.

There was discussion around Denver's shifting demographics and the forecasts for next five years. What happens when our traditional community is shifted outside of the city as cost of living increases? It's well known that people with children in Denver are moving further out because of affordability issues. DPL will need to think about how to bring people together and help each other in an authentic way. The 2020 census, which the library is involved with, should also provide some interesting information.

Themes & Trends from DPL Community Engagement and Research

Crystal Schimpf, a public library specialist in leadership and community development from the Colorado State Library, was introduced to facilitate the next portion of the retreat. Schimpf mentioned that it is part of her work to help library commissions and boards. She reiterated she was present to shepherd and facilitate conversation, not to put forth ideas.

Schimpf stated that the ground rules developed from the Harwood model to facilitate DPL's community conversations would apply and were as follows:

- Kitchen table conversation
- No right answers

- Keep an open mind
- Help keep discussion on track
- Okay to disagree, don't be disagreeable
- Have fun - have a meaningful conversation

It was also noted that all conversation at the retreat would be part of the public record. Schimpf said that the focus would be on Commissioner feedback and that there would be time for questions throughout. Schimpf then guided conversation around specific questions related to the following themes and trends:

- Changing consumption habits
- Literacies
- Equity diversity and inclusion (EDI)
- Demographic trends
- Mental health needs
- Lack of depth and connection
- Disparities
- Learning

1. *Which of these trends resonates with your own personal experience as an individual, how/why?*

Schimpf explained that the question could be interpreted broadly - whether thinking about in the library or in the community, or from professional experience but encouraged Commissioners to keep it first hand.

- Changing consumption habits
 - One Commissioner noted this resonated because as one's family has grown and left there is more discretionary time and less need to purchase things. They find themselves focusing more on experiences, and less on transporting kids, and on things.
 - Noted generally a pattern of changing habits around consuming information. The disruption of technology is constant. The perception is people are reading less and less, distracted, how are we adapting to technology where people are not using the library.
 - How things shift - that library has so many DVDs even given new media formats and yet knows some people still hooked to VHS. Interesting time and place where everything is still needed.
- Disparities
 - Cost prohibitive to live in Denver
 - Differing access to technology
- Lack of depth and connection
 - Neighborhoods in transition. Trying to find ways to connect. Newcomers want to connect and don't know how and vice versa. Some of the people in our neighborhood are figuring out ways - social connection - people seem very hungry for it.
 - Looking for ways to draw communities together. Shared patio space - drawing neighbors in.

- Pursuit of objective information - feels very important. Libraries as a place of neutrality. *Palaces of the People* addressed that social infrastructure and the importance of connecting. Libraries, athletic fields, public parks, coffee shops.
- Worry about the teens. On their devices. Don't know where to go when they don't feel good? How to address that?
- Library does play a role there - so inviting our reps and civic leaders in our spaces is how we can help address that.
- Accessibility and messaging - the concerns are there in all communities but where is the engagement and how to make it feasible. Also to be aware of formal vs informal connections.
 - For example: Mentoring in communities of color will show up in data as really low. However, it's happening, just less formally and not in a way that's being documented by an organization.
- Resurgence of book clubs seems like anecdotal evidence of a desire for connection.
- Mental health needs and Learning
 - With changing demographics how are practices changed to make sure kids are grasping what they need to learn (DPS)
 - Mental health needs for youth are more real than ever and increasing - as things change - the needs are deeper and tougher. Lack of resources to help support kids and their families.
 - School age children and the environment they are in - substance abuse is real for families and that impacts kids.
 - Suicide among youth at all time high. Elementary schools are dealing with that even.
- EDI/Demographic trends
 - Attends community meetings where everyone looks the same. How to get other people engaged in civic decision making?
 - A Commissioner noted how the diversity of their neighborhood has decreased since the time they moved in. It used to be very diverse across ethnicity, ages, and workforce. This is happening across the City and County of Denver and is a real issue that needs to be examined.
 - Equity: DPL will need to engage in long term process to address equity issues.
 - EDI work - is not a theme. It's not a bucket, it's a lens to be applied across every theme or trend. It should overlay the other topics.
 - Different ages - Maintaining elasticity through cross-generational interaction.

Other trends Commissioners noted:

- Rate of change - things are changing very quickly. A plan for 10 years may be valid for 2-3. We have to remain flexible.
 - Community standpoint - the Denver community is changing so much. We're not just serving Denver.
- Environmental issues
 - What happens with low snowfall, little rain, and increased growth?
- Political climate

Interconnection between the trends

- Literacy contributes to achievement gaps, which is also tied to school based resources, information access, and household income (disparities). Increase in racial diversity - the economic diversity has shifted significantly - can tie back into mental health needs and the role of trauma in underserved communities - access to services, stress of poverty, on mental health of families. Equity and inclusion piece crosses all. Intentional activities that address those inequities that are deeply rooted in Denver. The trends connect to each other - not all stand alone but feed into each other.

2. *Any of these trends/themes that you don't personally experience or identify with? Which of these impacts you the least?*

- Even things not personally experienced - feels like personally perceiving at least.
- Feels distance from EDI - because has not been professionally involved in that conversation in a long time - less comfortable with that conversation so may need some learning opportunities.

3. *Do any of these themes/trends give you strong feelings or emotions? If so - what is it about it that makes you feel so strongly?*

- Disparities - we have to figure things out and we haven't. Growing too fast. Not allowing people to catch up.
 - Passionate, hungry (for solution), seeking.
 - Anxiety. Worry about how big the gap gets.
- Demographics - growth and climate change
 - Anxiety
- Political situation
 - Anxiety
 - Marginalized communities having to live in fear. Stress for general existence.
 - Hard to disconnect from national reality.
- Disparities covers it - but the growth and development of the city are exciting, too, and a tough dynamic when communities are becoming more segregated and stressed.
 - Schools are very segregated. No longer a place where you can go to school with kids who look different. Schools are trying to figure it out but it's housing patterns, people can't afford to live in certain areas. Need policies that open up more opportunities.
 - Fired up

Anything you were surprised to not see on this list when thinking about Denver?

- How City leadership drives what DPL does. Thinking about that it's an election year.
- Globalization - how Denver is not just Denver anymore.

Anything, about these trends, that you would like to ask Michelle and the team about what is included, what it means, where they came from to help have a better understanding?

- DPL is very nimble. We need to have a nimble framework so keep meeting needs.

E-Team anything to add to give some deeper richer content to inform these trends?

- There are so many connections between these themes so where is DPL's place? It's an interesting journey.
 - School choice and charters have caused some of the social isolation. Families knew each other and kids went to the same school and families were connected that way. Not the case for kids today - sending kids outside of neighborhood. Don't know people on the block. Some negative impact at that level.
4. *Which trend do you think would be most important/critical for DPL to focus on for 5-10 years based on this conversation?*
- Plan on increased rate of change
 - Demographic trends. Paying attention to what is needed in neighborhoods.
 - Library should play a role in bringing people together. Knitting together communities.
 - Literacy/Disparities
 - Place for children and families. Thinking through innovative ways to make sure there is education for everyone.
 - Changing consumption habits
 - Being responsive to those needs.

The Commission took a break and came back together for Schimpf to lead a conversation around Strengths, Opportunities, Aspirations, and Results (SOAR). Schimpf asked Commissioners to draw on personal experiences, observations, knowledge and ideas. Fifteen to twenty minutes were allotted for each area.

Strengths: What can we build on? (internal/present). What is the library doing well? What is the library known for? What makes the library unique?

- Passionate/compassionate/quality staff. Help connect you to what you need.
- Community building - maker spaces. Adaptability and flexibility.
 - Meeting local needs of specific neighborhoods
- 26 locations - physical base throughout city.
- Being responsive - creating opportunities to hear back from the community and respond in a meaningful way.
 - Ability to gather input from communities and others that is useful to the City.
- Well-funded (?) Tied to the city. It's about sustainability.
- Accessibility: Language, cultural responsiveness, eliminating fees, welcoming
 - Free!!!
 - Welcoming to all, not elitist.
- Reputation of the library in the community
- Innovative
- Trusted
- Outreach to different communities
- Plaza programs
- Small business resources
- Wrap-around support in terms of peer navigators and social workers on staff.
- Programming - something for everyone
- Books!
- Bridge to other cultural institutions. Free access.
- Being free and welcoming.

- Strong web presence and user friendly website.
- Great place for children
- Safe
 - Out of school time. Helping be a safe space for children while families still at work.
- Leadership/Community Responsiveness
 - How the library reacted to negative press showed our strength, reflected some truths about the community that needed to be highlighted and garnered attention and change from the City.
 - Public relations
- Strong core - ability to be responsive not just reactive.
- A community who supports and is passionate about the library
- Collections
- Western history
- Volunteers

Opportunities: What are our best possible future opportunities? (External/Present). What is happening in the community, City, even the world. How might trends influence change? Where is there untapped potential and how could the library make a difference?

- Expanding into new neighborhoods
- What kind of mobile services can we offer? Bookmobiles, other?
- Reach new populations
- Learning from other systems, networking, sharing ideas
- Using our connections into different communities to leverage and expand our ability to serve those communities through plaza, etc)
- Serving as a neutral space for community forums. (Ex: conversations about affordable housing.)
- Serving as a co-working space as work environments change.
- Maintaining community history and serving as a connector/storyteller of past and present.
- Accommodating more community groups/have more space.
- ideaLABS - expand, become mobile.
- Parking
- Working more in depth with schools and community organizations. Increase reach and supplement staff.
- Volunteers
- Internships for young people. Pipeline programs.
- Awareness of programs and services
- Bringing people together
 - Celebrating
 - Community awards
 - Reflecting cultural traditions
- Grow staff for programming - new initiatives, wrap around services, etc.
- Fundraising
 - Currently, very tailored to a very specific demographic. Not representative of who supports libraries. Rooted in traditional way of thinking about organized philanthropy.
 - Challenging assumptions about who gives

- Increase City Council/Mayoral support
- Collaboration between DAM and Central Library and other cultural.
- Other sources of library funding (e.g., a district)
- Finding new ways to engage young adults
- Telling the library story. Increasing public awareness of library offerings.
- Understanding what equitable structures look like. Helping our communities understand what that looks like.
- Focus and prioritize
 - Management and staff structure that supports doing so.

Aspirations: What do we care deeply about? (Internal/Future) What kind of community do we want? Both CCD as a whole and the smaller communities within. What gives you hope when you think about the library's role in the community? How can it support change?

- Keep literacy, knowledge, and books relevant
 - For future generations and youth
- Keep libraries relevant, communicate value
- Communities that feel connected to each other
- Strong equity lens across all systems, functions, activities
 - Help community see it too
- Maintaining infrastructure, facilities
 - Innovating/investing
 - Changing
 - Adapting facilities to changing tech needs
- Keep current with tech generally
- Sustainable funding/maintenance program
- Strengthening advocacy
- Knowledgeable community
 - Brand journalism
- Leverage library strength of listening, responsiveness
- Understanding and connecting to how media/information is consumed
 - What is done with it/how balanced
 - How can that information be used to serve the community.
 - Help community have accurate information
- Promote/give/connect customers to information and resources to overcome challenges
- Bridge disparities in community
- Connecting to youth - having a youth board, a younger Commissioner
 - Bringing youth voices to the conversation
- Quality and openness of service, reputation
- Keeping a vibrant, compassionate, connected staff
- Professional development and competitive salaries for staff
- Continue to elevate strengths. Level quality of service.

Results: How will we know we are succeeding? (External/Future) How will community be changed? How will people's lives be changed? How will these changes be evident?

- Visits and circulation
- Program attendance
- Public perception

- Influence of the library voice has grown in the community. Its own voice and amplifying the community voice.
- Cutting edge/innovative facilities
- Continue to be a holder of history
- Strong collaborations that allow library to maintain focus but use strengths of partners
- Reaching new people
- Surge in youth interest/use
- Increased and sustained, reliable funding (potentially autonomous)
 - More diverse donor base
 - Vibrant Friends Foundation
- Enhanced/increased community/civic health (access to information, resources etc)
- Equity is embedded and ongoing in the culture
- Removal of barriers for all ability levels and meeting those needs.

Jeske told Commissioners that she would take all of this information and come back to the Commission over the next several months as values, mission, vision, and outcomes are drafted. She encouraged the Commission to keep providing such meaningful input and thanked everyone for being prepared of the day's conversation.

- What is the Commission's role in development of a new strategic plan for 2020 and beyond?
 - Responsible for helping us set the strategic direction. Make sure your input is included. Want to have meaningful dialogue.
 - Jeske asked Commissioners to let her know if they'd like to be more involved.

Commissioners commented that they found the day to interact, learn and discuss to be very valuable. They will be interested to see what comes out of the Charting the Course work and how today's conversation translates to action.

Schimpf thanked everyone for their participation.

Meeting was adjourned at 12:51 p.m.

Minutes submitted by Bec Czarnecki on behalf of Cathy Lucas

Agenda Item 7

Requested Action: Receive Report

SWOT/SOAR Comparison for Library Commission

Strengths Commonly Identified by Commission and Staff

- Trust in library
- Free
- Staff - passion, compassion, dedication
- Everyone is welcome - free and equal access for all
- Safe space
- Community gathering place
- Leadership team
- Work with immigrants and refugees
- Innovative, OK to fail, visionary, flexible
- Programming - something for everyone, all ages
- Everywhere - buildings and people
- Community builder
- Maker spaces
- Adaptability and flexibility
- Community responsiveness/driven

Staff Identified Strengths



Commission Identified Strengths



Opportunities Commonly Identified by Commission and Staff

- Grow services to underserved populations and new neighborhoods
- Build a strong understanding of equity to better serve all customers
- Serve as a neutral connection point to bring people together
- Provide different mobile service opportunities
- Expanding fundraising opportunities
- Partner and network with other agencies and organizations
- Denver growth
- Increase public awareness of DPL's services

Staff Identified Opportunities



[illegible]

Agenda Item 10

Requested Action: Receive Report

City Librarian Report

RECENT NEWS

GO Bond Progress!

There is progress on three of our Elevate Denver bond projects. Studiotrope has been selected as the design firm for the Byers, Central and Smiley renovation projects. Contract negotiations and scope clarifications are underway. Studiotrope was the firm that designed the Rodolfo "Corky" Gonzales Branch Library and also worked with us on the Cherry Creek and Bear Valley branch renovations. They have also recently renovated the Boulder Central Library and have performed multiple renovations for museums, libraries and other cultural organizations. These three projects are the first of eleven locations that will be renovated with \$69.3 million secured from the bond.

For Smiley and Byers, the construction management/general contractor selection process is under way. Central's should start soon. We hope to see the Request For Qualifications for Blair-Caldwell design firms issued soon.

A stakeholder working group is currently being developed to help solicit feedback and process ideas for the renovation of Blair-Caldwell. The City bond team and DPL are also working on an engagement strategy to ensure neighbors and other stakeholders have the opportunity to provide feedback on all elements of the facility.



Juanita Gray award winners

In early February, community leaders Edna Williams, donnie I. betts and Sydney Cross-Watts were honored for their service to the African American community at the 2019 Juanita Gray Community Service Awards. Jennie Mae Rucker was also inducted into the Blacks in Colorado Hall of Fame.

Edna Williams, known at the Ford-Warren Branch Library simply as "Miss Edna," has volunteered at the library for more than 20 years. She is best known for reading to children during Storytime and is considered an extraordinary storyteller and reader. In addition to helping instill a love of reading and learning in children, the 87-year-old also helps shelve books and materials and takes time to greet and listen to customers and community members alike.

donnie I. betts (preferred capitalization) is a founding member of two theatre companies in Denver: City Stage Ensemble and Denver Black Arts Company. He attended Yale School of Drama and has appeared in countless performances as well as directing and producing. His first film, "Dearfield: The Road Less Traveled" a docudrama about the all-black town in Northern Colorado, was nominated for an Emmy and screened on PBS. He won an Emmy for his film "My Voice," a film on spoken word artist/actor Jeff Campbell. Mr. betts is also a skilled facilitator of conversations regarding race and inclusion in America.

Sydney Cross-Watts (youth winner) is a vibrant, talented teen who has inherited a true passion for community service and volunteerism. Currently a junior at Regis Jesuit High School, she devotes her time to both studies and volunteering with community groups including the National Council of Negro Women-Denver Section, Denver Public Library and Higher Ground Church of Christ.

Blacks in Colorado Hall of Fame Inductee (posthumously awarded) Jennie Mae Rucker, PhD, was a life-changer who thrived on encouraging higher education and community service. Rucker attained several advanced degrees, including her Doctorate of Library Science from the University of Denver. She served as a Denver Public Schools secretary, substitute teacher and was a founding faculty member of the Community College of Denver. She worked at the Denver Public Library as an outreach librarian until her retirement in 1997.

Many thanks to the committee and particularly Commissioners Marshall and Hatcher for their dedication and service.

To read more and for additional photos see

<https://www.denverlibrary.org/blog/library-news/chrish/honoring-african-american-leaders-juanita-gray-community-service-awards>

DPL Support for Children and Families During Teachers Strike

On Thursday, February 7, the Mayor's Office contacted DPL about supporting children and families during the strike. They requested that we open our branches earlier during the week so that children and families had a place to go to keep children engaged and learning. Denise Boothby, Susan Kotarba and the Neighborhood Services Managers quickly gathered to make this happen. This change required involvement from many DPL departments (Finance, Central, Security, Facilities, Communications, Neighborhood Services, Administration, IT). The result was that on Monday, February 11, all branches were open at 10 a.m. and we were ready to welcome our community with active and passive programming and snacks. This quick turnaround also garnered some media attention and our Communications team was able to fulfill several requests on Monday morning.

The second request came on Monday, February 11 when the Mayor's Office asked if DPL's Central Library could host the negotiations discussions between DPS and the Denver Classroom Teachers Association. Without skipping a beat, our team went to work and adjusted quickly having a space ready for Tuesday morning.

This was a heavy lift for several of our departments especially Security and Facilities. The long days and nights were challenging but everyone pitched in to provide a safe, welcoming and clean place for teachers and DPS.

The outcome? People were grateful and they noticed our welcoming spirit. Libraries pride themselves on being neutral and trusted spaces in our communities. I can't think of a better place for this important historic work to have happened. This is the type of civic engagement that public libraries are designed to support and we were thrilled to be able to provide public space and resources for these important negotiations while supporting children and families with extended hours and programs.

I'd like to share with you just some of the comments we received about this effort.

Tweet from Mayor Hancock:

A huge [@CityofDenver](#) shoutout for our City librarian Michelle Jeske and the entire team at Denver Central Library [@denverlibrary](#) for their extraordinary hospitality and support provided to [@DPSNewsNow](#), [@DenverTeachers](#) and [#DPSTeacherStrike](#) negotiations. [#You](#)'re appreciated!!

Letter from DPS Superintendent Cordova:

Dear Michelle,

I would like to thank you and commend your staff for allowing the DPS negotiations to occur in the Central Library. I can't tell you how grateful I am for the kindness of your staff. I know that we inconvenienced you, your team and the public with our presence. Thankfully, the outcome will be in the best interest of our students and our city, so I know that in the end, it was worth it!.

I have always been an advocate of the Denver Public Library, but my respect for your team has skyrocketed. I am so grateful for your collaboration! Please feel free to call on me any time if you need me.

Warm Regards,

Susana Cordova

Feedback from Teachers and Community Members

Sally, who is an ECE teacher, said that she thought the library was the “perfect place to hold the talks.” She praised the library for being so accommodating and stepping up to host the negotiations.

We had a customer call in who thanked us for extending our hours during the strike to help give children a place to be. She also commended us on integrating people experiencing homelessness into our community and library programming.

In her words, "The library is such a treasure." :)

May we suggest a book with your meal?



On Friday, February 8, our amazing Readers Advisory group put on another Facebook Three-for-All, but instead of recommending just books, they also offered dining suggestions just in time for Denver Restaurant Week. This is the second year for the promotion, where customers give the names of three books, movies, TV shows, or restaurants they like and receive three in kind. The event is made possible by our partnership with Visit Denver, who oversees Denver Restaurant Week and also connects us

with chefs around town.

Amber Lindberg is new director of Finance and Facilities

Amber Lindberg has been selected as our new director of Facilities and Finance. Amber has served as our finance manager for the past two years, where she learned as much as possible about the library and the City. She worked as an auditor for several years before starting her library career in 2009 at Arapahoe Library District. She tells us, “I love bringing my three little kiddos to the libraries to take advantage of our amazing programs and materials and look forward to having them grow up at DPL!” Amber is a Colorado native and attended Mesa State College. She replaces Ron Miller who retired in February.

Carolyn McGary is the new facilities and security manager.

Carolyn holds a Bachelor of Science in Facility Management and a Master of Science in Project Management. “With over 13 years of project and facility management experience,” writes Amber Lindberg, “Carolyn looks forward to learning how she can

integrate her experience to nurture the growth and success of DPL.” Carolyn begins February 19. Carolyn replaces Michael Murphy who also retired in February.

Fine Free fanfare

On January 1, we stopped charging fines for overdue materials and the reaction has been spectacular. To date, more than 20,000 customers have returned to the library and reengaged with us in some way, whether it’s borrowing materials, accessing databases, logging into a computer or streaming a movie. The change in policy has been well received by the public. Here are just a few comments we received as we became fine free:

- “Seriously THIS is how you do it. I cried. There have been times in my life where getting a late fee meant I no longer had access to books or internet.” -Customer on Twitter
- “I wish all libraries everywhere would do this. It has kept me away and I love books.” -Customer on Twitter
- “@Denverlibrary you are making this girl’s dream a reality with no fines, thank you! -Customer on Twitter
- “I don’t have a question but want to give you a BIG THANK YOU for changing your policy regarding fines! That is really wonderful! I love the Denver Public Library!” - Customer on 24/7 Chat
- Today, I assisted a customer who returned to the library after a five-year absence. She stopped borrowing materials because she could not pay her overdue fines. She told me her fines had accumulated because she had to leave her home quickly, for her own safety, and had to leave the library materials behind. Later, she was able to return all the items, but the fines remained on her account. When she heard DPL had forgiven overdue fines, she was very happy! She came to our branch to see for herself that her account was clear, so she could use our services again. Hurray, fine free!” - From a staff member at the Ross-University Hills Branch Library.

DPL staff raises a whopping \$23,664 for DECC!

Denver Public Library staff recently donated money, energy and auction items to the 2018 Denver Employees Charitable Campaign (DECC), resulting in \$23,664 for great causes. The DECC began in 1988, when Denver Mayor Federico Peña signed an executive order to provide City employees with a “responsive and convenient system of charitable giving through payroll deductions.” Now in its third decade, the DECC has been a continual source of sustainable funding for local nonprofits, with city employees investing \$13.2 million in their communities.

Today, the DECC strives to promote and support philanthropy by providing a cost-effective and employee-focused way for city employees to donate to nonprofits providing support in health and human services, education, social change, arts,

environment conservation, and animal welfare. Our own Friends Foundation is one of the many beneficiaries.

Mayor Michael B. Hancock Announces \$15 Minimum Wage Plan

Information from the Mayor's Office: "As one of the city's largest employers, the City and County of Denver is committed to consistent and equitable pay practices to attract, motivate and retain top talent in a highly competitive employment market. The success of the city's compensation program relies on the ability to appropriately compete with the external labor market, ensure internal pay equity, recognize and reward exceptional performance and foster a shared sense of fairness. While the city workforce is compensated at current market rates, Mayor Hancock is stepping in to ensure that the small segment of the city's lower income workforce will benefit from the minimum wage increase proposal. The proposed ordinances will be phased-in over three years, with the goal of reaching \$15 per hour by July 1, 2021. Beginning July 1, 2019, pay range minimums would increase to \$13 per hour. On July 1, 2020, wages would increase to \$14 per hour.

Upon approval by City Council and the Career Service Board, the vast majority of impacted employees over the next three years are 1,868 on-call, seasonal workers who work periodically in departments/agencies across the city protecting our residents, keeping parks and recreation centers clean and safe and ensuring libraries and entertainment venues remain operational."

We have a handful of staff that are under \$13 an hour who are anticipated to see an increase this year. Additionally, we are working internally to develop recommendations to address internal equity and compression issues that will occur with these proposed changes. We will continue to develop and build these recommendations as we hear more from the City and have a better understanding of where the budget is coming from to fund these recommendations.

Stories of Impact

This month's stories come from:

Community Technology Center (CTC)

We were starting our four-part Python (programming language) series in the CTC. During the end of our first class, a customer was telling us that he took a 10-week Python course that his work paid for, which cost about \$1,500. He said that he walked away from our first class knowing more about Python than he did in the 10-week course. He was glad we were able to explain concepts as we went along and didn't just use a lot of programming jargon that would put off students with no real programming background. We were able to tell he was excited about his experience being able to grasp all we covered in class.

Hadley

A charming older gentleman came into Hadley ideaLAB today. Ten years ago he found an elk tooth and kept it since, meaning to make a pendant out of it somehow. I showed him how to make a soldered necklace, and while he was working on it he told me about his life and opened up about his time in Vietnam during the war. When he completed the pendant, he was moved both by our conversation and by his finished product. He said it was what he has been envisioning for years, and he was overjoyed to get it done, in his own words, "before he kicked the bucket." He has a few more ideas for other pieces and had promised to come back very soon.

Highlights from Director of Communications & Community Engagement Erika Martinez

Community Engagement - Our efforts to listen to and understand our community's needs continued this past year. DPL hosted 17 community conversations in the fall 2018. As a result, we are updating the *Our Denver* document to incorporate what we heard from our community in 2018. This updated document will soon be available and posted on our website. We will also share it with our partners.

In 2019, the Byers and Smiley branches will serve as incubator sites. Branch managers of incubator sites will receive personal coaching by DPL staff to implement the community engagement model from Harwood Institute. Starting in April, community conversations will begin to take place and will continue through the fall.

In the next several months, we will have a 5 year plan for our community engagement efforts that will outline how we will integrate this effort into the entire organization.

Partnerships - The *Discover Your Library* series will continue to be held in 2019. These sessions are focused on highlighting the library's mission, vision and several of our services and programs. These sessions are by invitation only and target community leaders and connectors. The first session will take place in March and will take place quarterly.

Communications/Marketing - The Marketing Communications team is putting the finishing touches on our new brand awareness campaign that capitalizes on what the Denver Public Library already does best: making people feel welcome. The *You are Welcome* campaign will launch in April.

We welcomed a new member to the team. Devin Cochran is our new Social Media Coordinator who is tasked with evaluating our existing social media efforts and developing and implementing a holistic strategy that strengthens our existing efforts.

DPL is participating in Lobby Day organized by the Colorado Association of Libraries taking place March 1. Our efforts include sharing information with our state legislators about how Denver residents are using the library and encouraging additional funding to support Colorado libraries. To localize this effort, we are inviting our customers to share their reasons why they love the library. Postcards are available to customers through February at all branches. The postcards will be sent to our state legislators and used on social media to generate additional buzz.

Select City Librarian Activities

Mayor/Council

- Participated in Mayor's All Appointee meeting
- Participated in Denver Human Services new strategic plan kickoff
- Attended Mayor's Minimum Wage press conference

Library Commission

- Phone call with Executive Committee
- 1:1 with Library Commission President

Friends Foundation

- Met with new Advocacy Committee

Activate!Denver Facilities Master Plan

- Met with City bond staff regarding second issuance
- Met with developers in Westwood and Globeville
- Worked with RiNo Arts District new project manager on 2019 process
- Participated in Elevate Denver Executive Bond Committee meeting
- Interviewed and selected design firm for Central Library renovation
- Met with Central Library design team to discuss engagement, fundraising and scope
- Met with Denver Art Museum regarding Acoma Plaza and public art
- Toured San Antonio and Austin Central Libraries
- Toured five King County Library System branch libraries

Charting the Course

- Working with staff team on trends, themes and process for 2019

Early Learning and Out of School Learning

- Made a presentation to Constellation Philanthropy investment group
- Met with other City leaders to plan school strike support

Staff

- Participated in Special Collections and Digital Archives Manager interviews

- Led a conversation with participating staff about 21 Day Racial Equity Habit Challenge

Professional

- Attended American Library (ALA) Association Midwinter Conference in Seattle including Public Library Association (PLA) Board of Directors meeting and PLA Family Engagement Task Force meetings
- Participated in one-day PLA pre-conference: Advancing Racial Equity in Public Libraries
- Attended one-day Equity in Libraries workshop at Seattle Public Library

February 2019

Agenda Item 11

Requested Action: Receive Report and Commit to Participate

Dates to Remember and Library Commission Engagement Opportunities

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

- 2/23, 9–11 a.m., Career Online High School graduation, Gonzales Library
- 3/22, 11:30 a.m.–1p.m., Discover Your Library, Central Library
- 3/27, 6:30–7:30 p.m. 12th Annual Athmar Art Show, Athmar Branch Library
- 9/28, 6:30–Midnight, Booklovers Ball, Central 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)
 - Networking with CU Business School, Mar. 19, 12-1 p.m. @ 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 a.m. @ 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:

- **Kindness Club**
Tue., March 5, 4-6 p.m. @ Sam Gary
- **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 I
- **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

- [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.
 - 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**
- **Tesoro Historic Lecture Series**
 - 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.
 - March 6: Explore Your Family History

- March 20: Searching the History of your Home
- April 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.
- April 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.
- Tour **Blair-Caldwell museum** with staff
 - Coordinate with Bec to schedule

Youth Services

- **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*

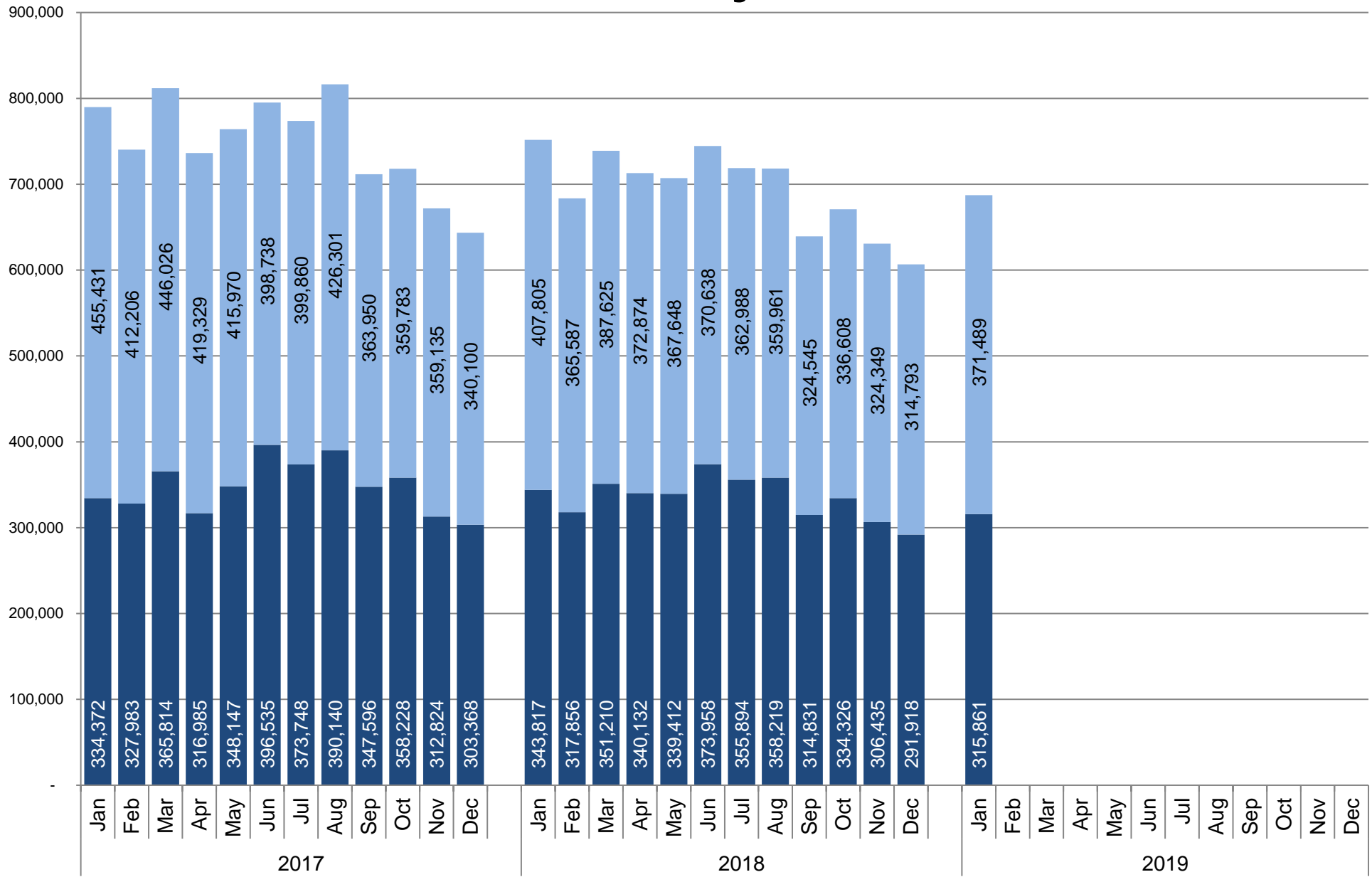
Read Aloud

- Columbian Elementary any Tuesday starting through the end of 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

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

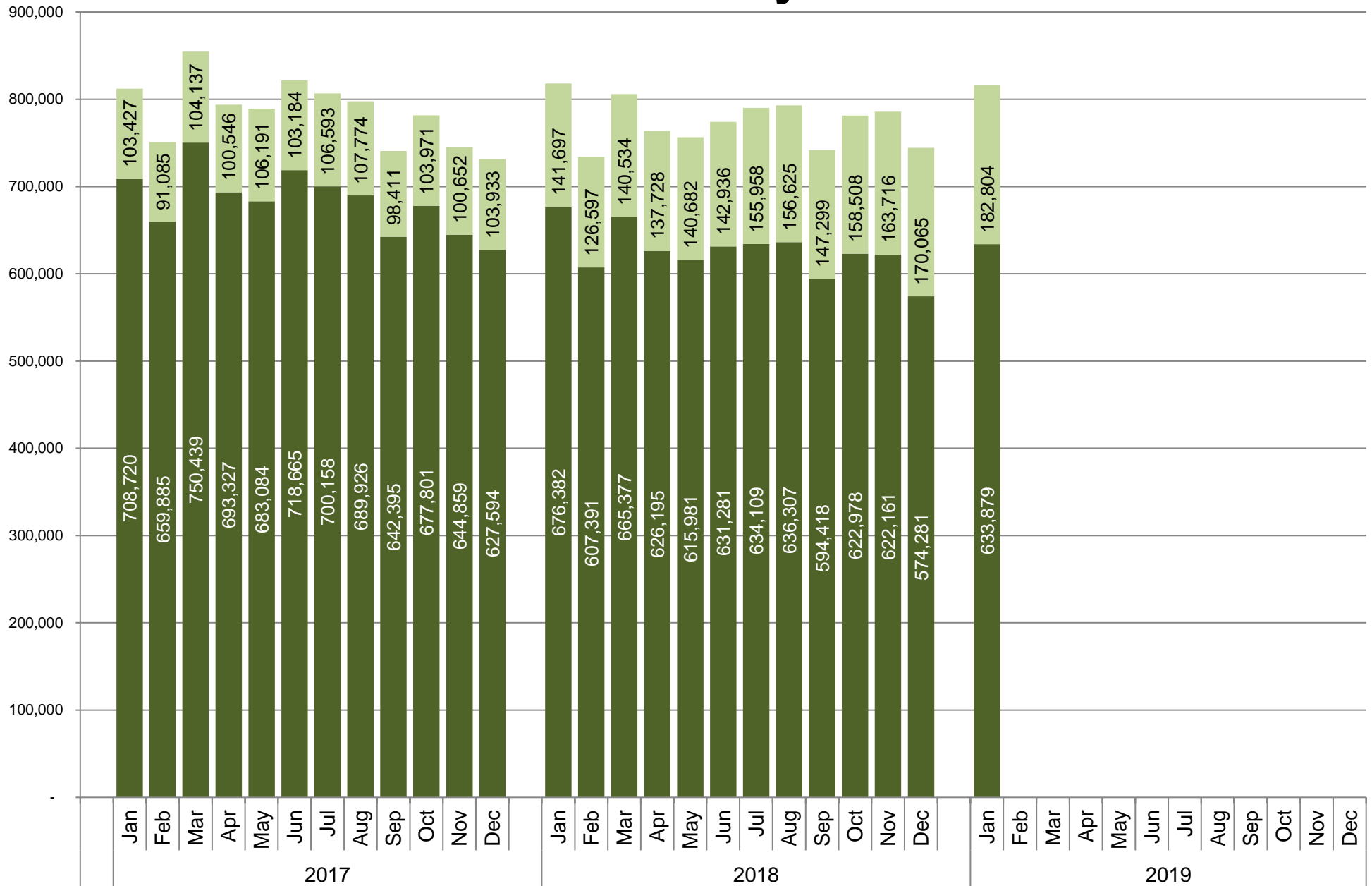
In Person visits - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

Denver Public Library

Total Circulation By Month

Downloads

Materials



➔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, including auto-renewals from Polaris ILS

Denver Public Library

Monthly Circulation by Branch

January 2019

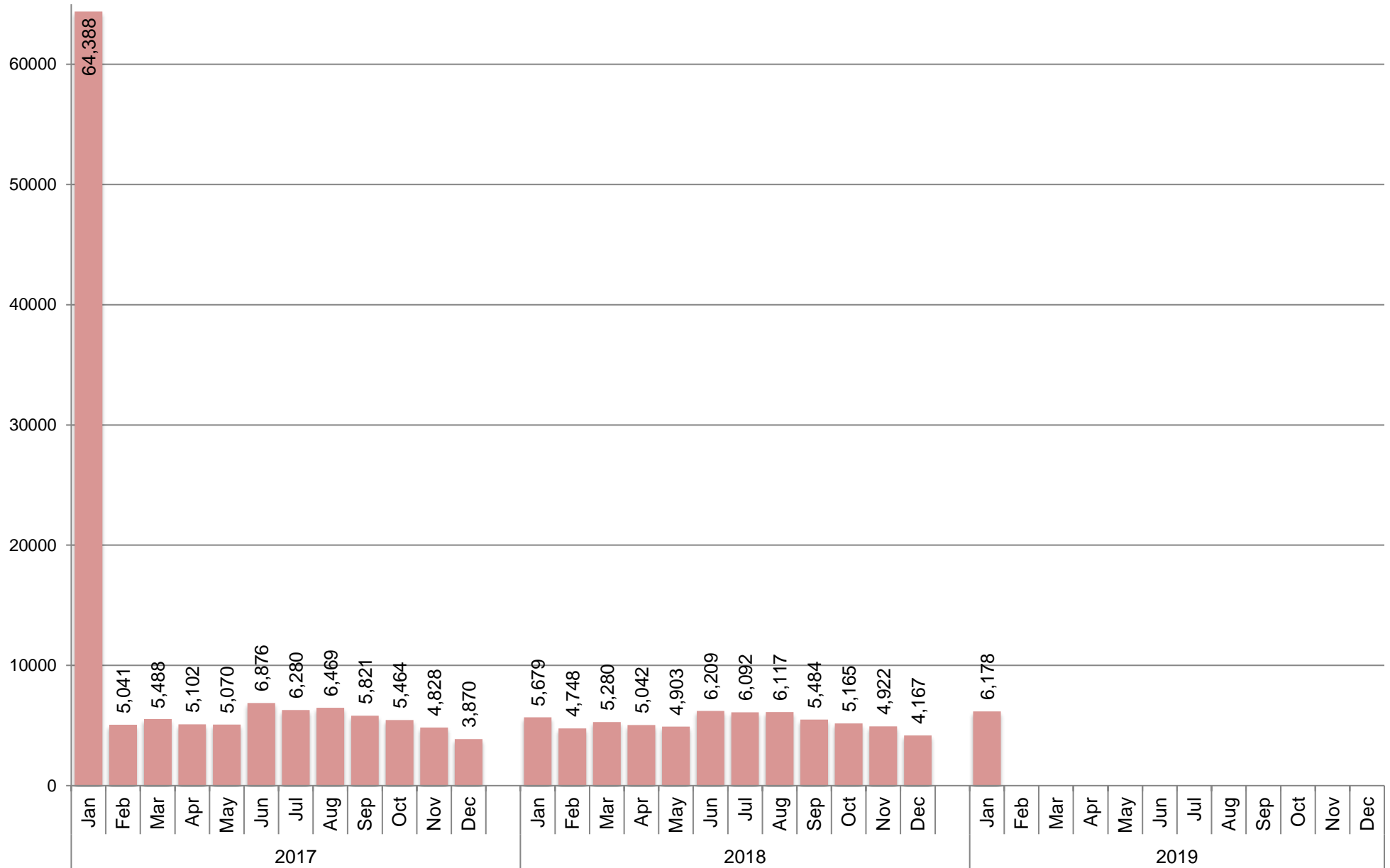
Location	Total Circulation	+/- Previous Month	2018/2017 Year/Year	YTD Y/Y
Athmar Park	7,923	↑ 1,037	↓ (4,768)	-37.5%
Bear Valley	29,476	↑ 2,486	↓ (5,049)	-14.6%
Blair-Caldwell African American Research Library	10,102	↑ 1,626	→ (159)	-1.4%
Byers	3,354	↓ (81,324)	↓ (867)	-20.5%
Central Library	92,703	↑ 79,182	↓ (7,033)	-7.1%
Decker	15,390	↓ (5,741)	→ (249)	-1.6%
Eugene Field	22,656	↑ 10,121	↓ (2,644)	-10.4%
Ford-Warren	13,848	↓ (9,898)	↓ (998)	-6.6%
Green Valley Ranch	26,613	↑ 19,057	↓ (2,516)	-8.7%
Hadley	9,126	↓ (17,485)	↑ 8,754	2366.5%
Hampden	29,010	↑ 22,573	↓ (1,773)	-5.8%
Mobile Services (Bookmobiles)	7,482	↑ 4,400	↓ (1,089)	-13.1%
Montbello	9,620	↑ 1,755	→ (266)	-2.6%
Park Hill	32,745	↑ 2,241	↓ (787)	-2.3%
Pauline Robinson	6,687	↑ 1,104	↑ 132	2.2%
Rodolfo "Corky" Gonzales	24,565	↑ 3,042	↓ (1,932)	-7.3%
Ross-Barnum	8,995	↑ 1,337	↓ (542)	-5.7%
Ross-Broadway	15,130	↑ 1,290	↓ (1,516)	-9.1%
Ross-Cherry Creek	26,517	↑ 2,618	→ (209)	-0.8%
Ross-University Hills	50,965	↑ 4,713	↓ (5,058)	-9.0%
Sam Gary	59,189	↑ 4,946	↓ (3,011)	-4.8%
Schlessman Family	51,448	↑ 4,079	↓ (4,608)	-8.2%
Smiley	20,332	↑ 1,183	↓ (1,826)	-8.2%
Valdez-Perry	2,685	↑ 241	↓ (921)	-25.4%
Virginia Village	31,100	↑ 2,435	↓ (866)	-2.7%
Westwood	3,991	↑ 571	→ (274)	-6.4%
Woodbury	22,227	↑ 2,009	↓ (2,428)	-9.8%
Denverlibrary.org Downloadables	182,804	↑ 12,739	↑ 41,107	29.0%
Total	816,683	↑ 72,337	↓ (1,396)	

→ 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.

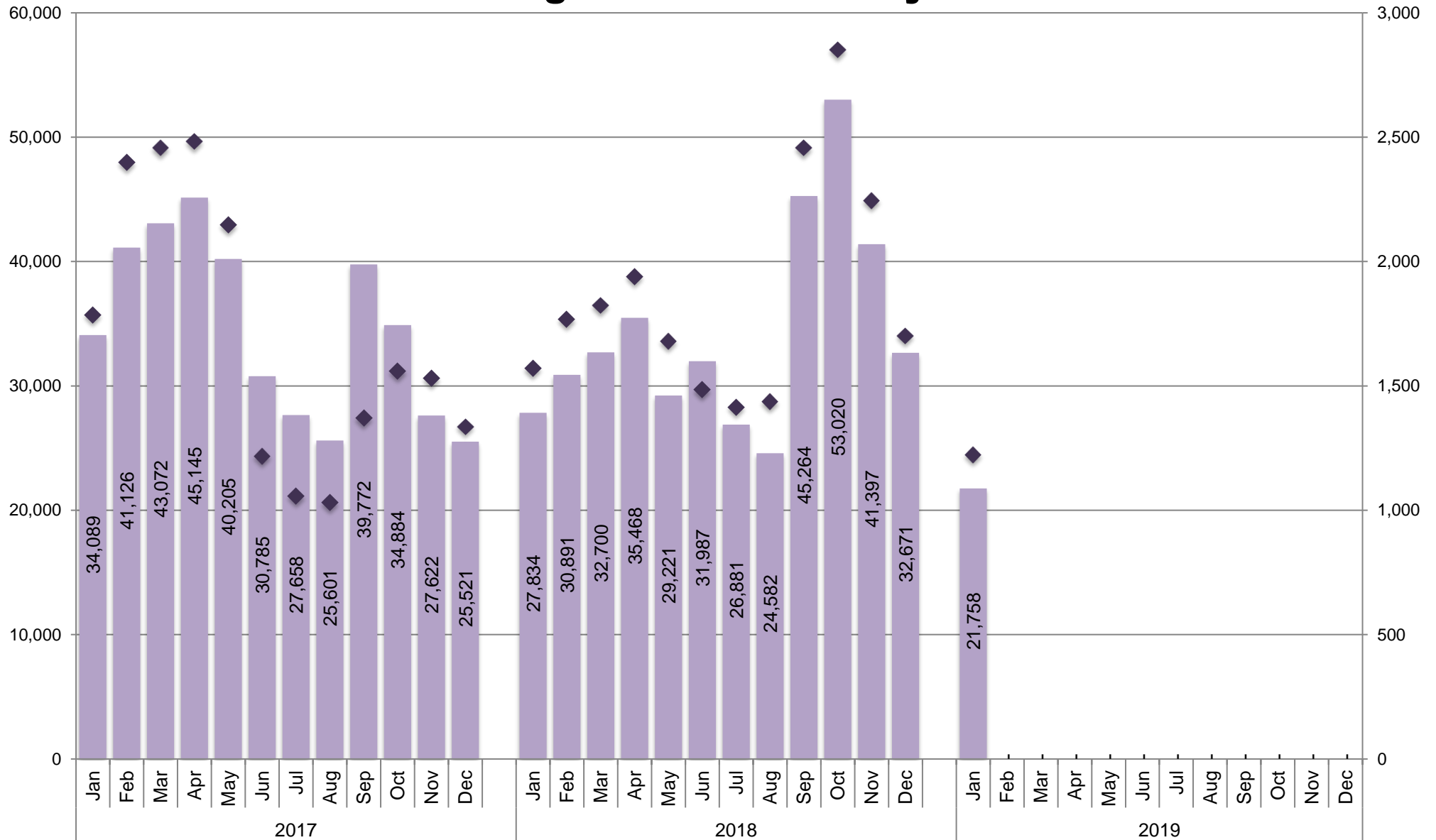
New Cards - total number of new library card registrations (including computer user only cards), as reported by IT

Denver Public Library

Total Program Attendance By Month

■ Attendance

◆ Sessions



➔ Read Aloud program attendance has been added for Fall 2018 semester. Accurate Spring 2018 & 2019 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

Jan. 9 - Feb. 13, 2019

News:

[Your public library loves you](#) - Outfront Magazine

[Inspiring the Next Generation: Our Black Role Models in the Community](#) - Edgewater Echo

[Women who you may not know that helped shape Colorado's history](#) - 9News

[Internet age continues to feature some holdouts from old-school ways](#) - Highlands Ranch Herald

[Library Systems Embracing Their New Roles As Social Service Hubs](#) - Next City

[The organic role of libraries as centers of inclusiveness and support](#) - Nonprofit Quarterly

[2019 Juanita Gray Service Award & Blacks in Colorado Hall of Fame](#) - Stapleton Denver

[Celebrate Black History Month](#) - Visit Denver

[Black History Live Tour](#) - North Denver News

[Explosive growth in Five Points](#) - Denverite

[Denver Art Museum's construction plans](#) - Denverite

[26 Things to do in Denver this week](#) - 303Magazine

Photo/Resource credits:

[Our Coloradans Then: Infamous Outlaws](#) - Our Community Now

[Denver's Biggest Blizzards](#) - Our Community Now

News from Arvada Public Library with DPL mention:

[Writing workshops pulls people out of hard times](#) - Arvada Press

News from Evanston Public Library with DPL mention:

[Good Neighbor Fund to support Evanston library social work program](#) - The Daily Northwestern

News related to teacher strike with DPL mention:

[Denver teacher strike: "Shut it down!"](#) - USA Today

[Denver teacher strike: Thousands of teachers walk out](#) - The Coloradoan

[Some DPS families head to libraries as teachers strike](#) - CBS4

[Denver teacher strike: Day two](#) - KOAA News5

[Denver teachers are striking Monday for the first time in 25 years](#) - ABC Action News

[Denver teachers strike](#) - The Denver Channel

[Teachers union agree to negotiate](#) - The Denver Post

[Denver rec centers, libraries will offer extended hours and services to children during strike](#) - Chalkbeat