

AGENDA
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, June 20, 2019, 9:00 a.m.
Tour of branch at 8:30 a.m.
Blair-Caldwell African American Research Library
Links Inc. Conference Room

1. Call to order.
2. Introductions.
3. Approval of Commission Minutes from the April 18, 2019. Commission
4. Public Comment Period.
5. Report of the President and Members.
6. Report of the Friends Foundation. Jeff Riley and/or Pam Jewett
7. Approval of the 2020 General Fund Budget. Amber Lindberg
8. Approval of closing Central Library the day of Booklovers Ball.
9. Approval of changes to the DPL HR Guidebook. Bria Ward
10. Report of the City Librarian.
11. Discussion and Approval of New Strategic Framework: Values/Vision/Mission.
Michelle Jeske
12. Review Library Commission engagement opportunities
13. Other business.
14. Executive Session: Mid-Year Check-In on Performance of City Librarian
15. Adjournment.

Agenda Item 3

Requested Action: Approval

MINUTES
The Denver Public Library Commission
Regular Monthly Meeting
Thursday, April 18, 2019, 8:30 a.m.
Denver Central Library
Gates Room, 5th Floor

Present: Greg Hatcher, Vicki Hellmer, Alice Kelly, Rosemary Marshall, Carlos Martinez, Sonya Ulibarri

Excused: Cathy Lucas, Laurie Mathews

Staff: Denise Boothby, Bec Czarnecki, Rachel Fewell, Elaine Langeberg, Anne Kemmerling, Amber Lindberg, Erika Martinez, Stephanie Pinales, Becky Russell, Taylor Schaffter, Brian Trembath (SC), Zeth Lietzau, Michelle Jeske

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

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 Commission Minutes from February 21, 2019. Commission

The minutes were approved as written. Marshall abstained as she was not in attendance.

4. Public Comment Period.

MC Veazy III attended to reiterate his position that speed reading should be offered through the library for the enrichment of the community. Mr. Vezay noted he has presented this idea to various entities and wants DPL to participate.

5. Report of the President and Members.

President Martinez congratulated City Librarian Jeske on behalf of the Commission for her election as President of the Public Library Association.

The executive committee met to work on a performance evaluation tool for the City Librarian position and anticipate having something for review soon.

The Naturalization Ceremony was rescheduled due to a snowstorm. May 1 is being considered as a new date but is not yet confirmed.

Commissioner Kelly noted the upcoming election and that she is a part of the League of Women Voters. She passed out a non-partisan leaflet with the pros and cons of the upcoming ballot issues.

Commissioner Hellmer attended the Friends Foundation Advocacy Committee meeting and several library events. She also went to the RiNo park groundbreaking, had a great visit to the Montbello Branch Library and attended a CityU library program on zoning and building permits. Hellmer also showed off an earring she made at an adult crafting program at Gonzales. She noted how these events all feel like they build community.

Commissioner Marshall noted a wonderful article in the Park Hill newspaper featuring long term Pauline Robinson branch staff member, Elonda Walker Vaughn.

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

The Friends Foundation is anticipating receiving the preliminary report of their feasibility study for a campaign next week and will be presenting it to the board in May.

There was an Advocacy Committee meeting on Monday and they have changed direction slightly. Riley thanked Jeske for reaching out to the senior librarians who recommended community advocates who can help support the work. Those advocates will receive training and then assist as it makes sense to do so.

The Friends Foundation/library agreement is at the City Attorney's office. It was approved by the board in March.

The Friends Foundation is pleased to give DPL \$192,000 from the general fund which was approved by the board in March. They also approved the special use fund distribution.

The Friends is opening a position for individual giving.

Jewett noted that they received the results of the annual audit and once that is approved, it will be shared with the Commission.

Riley and Jewett noted they can organize book sorting events for groups or employers who want to donate time and they have been very successful with this. They have also been offering curated tours of the art on the 7th floor. Lastly, a few dates to remember were noted:

- June 4: Summer Book Sale preview from 5–8 p.m.
- September 28: Booklovers Ball
- October 16: Legacy Luncheon

7. Review of Friends Foundation endowment and fundraising. Amber Lindberg

a. Report of 2018 endowment distribution and fundraising funds

Finance and Facilities Director Amber Lindberg detailed the 2018 endowment distribution and how it was spent. There were no major changes from the previous year and the unrestricted endowment funds totalling \$31,642 were combined with other funds to support the annual All Staff Event and other programs. The \$220,495 received from fundraising funds supported a number of library initiatives including the Hadley Branch Library lower level renovation, charging stations at 14 libraries, and iPads for children's use at 19 DPL branches.

b. Approval of 2019 endowment request

Lindberg noted that this year DPL is requesting \$250,000 from the Friends Foundation unrestricted and restricted endowment. It has been a more volatile year so we are requesting slightly less than in 2018 which means distribution to some of the established areas will be slightly lower. The unrestricted portion of \$29,300 will be combined

with other unrestricted funds to enhance the library experience for customers through physical and electronic materials, technology, programming, learning and outreach.

Upon motion by Hatcher and second by Kelly, the 2019 endowment request was approved.

8. Report of the City Librarian.

Work is moving forward with the bond renovations. Studiotrope was selected for Smiley, Byers and Central. We will get the initial pricing and scope documents next week for Smiley and Byers. The construction manager and general contractor for Smiley and Byers has been selected but not notified. We are starting to work on design for Central with Studiotrope. We will be meeting with subject matter experts individually since the building is so big and there are so many needs. We continue to work with the Denver Art Museum on Acoma Plaza.

For Blair-Caldwell, the designer shortlist has been established with three in the running. Interviews are scheduled for May.

There will be public meetings for the branches but there is no schedule yet. We're anticipating they may be in June. The meetings will present ideas and potential concepts for people to react to.

Neighborhood Services Director Susan Kotarba retired. Manager Becky Russell is filling in in the interim. There are six interviews scheduled for next week. Commissioner Hatcher noted that in the future it might be nice if the Commissioners could sign a card for retirees they have worked with.

Rachel Vagts will be the new special collections and digital archives manager and will be here by the end of the month.

DPL is recruiting for a new position, community engagement and outreach services coordinator and our new social media specialist started just a few months ago.

We are looking forward to having three new bookmobiles. One will be similar in size to our current vehicles and will be very flexible. The other two will be sprinter vans. One will be dedicated to youth services and the other is for older adults. That one will make lobby stops, in senior centers, and we will be taking things out rather than making people come aboard. The bookmobiles will be wrapped in a new design based on one of our library cards and there will be a celebration to introduce them to the community. Sponsorship is still in progress.

In addition to the bond work, DPL's facilities master plan includes three non-renovation projects. We've been working on RiNo for about four years and the groundbreaking for the park was earlier this week. It will be a part of our 2020 budget request.

We continue to work on better locations for Westwood and Globeville. Jeske has leads. In Westwood, the Parks and Recreation department will have a new recreation center through the bond but there is not enough to include the library. Jeske has a promising meeting next week but if it is not successful she may ask Commissioners for help. This is an issue of equity. The current Westwood branch is only 900 sqft and the community deserves a full library.

DPL is getting started with the 2020 budget process. There are several limited term positions supporting youth services and services to immigrants and refugees that will go away at the end of 2019 - so a priority is making those permanent positions.

- We will be making another request to increase funding for the collection

- We plan to ask for positions to support our Equity, Diversity and Inclusion work.
- Staff, technology, furniture, lease for new RiNo location.
- Staff, technology, furniture and construction for new ideaLAB at Green Valley Ranch.

Commissioner Ulibarri asked for specifics about the closing of the library over weather concerns regarding what turned out to be a non-event. Jeske explained DPL follows the Mayor's office lead during business hours in regards to City closures and DPL had been surprised by that decision. During non-City business hours we make our own decisions.

9. Update on Charting the Course and discussion about values. Michelle Jeske

Recently, the DPL leadership team has reviewed several sets of values including those of the American Library Association. The team then got into small groups to identify potential new organizational values. The list generated was sent to all staff to rank their top 7 values, add values, and make comments. More than 240 staff responded, out of approximately 720 staff.

Jeske shared with Commissioners the values that have risen to the top and the working definitions of each. The new values should reflect how DPL defines itself and how it interacts with the community and internally with staff. She noted that any feedback on the words is helpful.

Commissioner Feedback:

- Appreciate the length of the draft versus the original values and that DPL has pared down to five. It has been said that three to six values is a good number.
- Succinct but comprehensive. Feels as though the spirit of the old values also show up here.
- What would be a different word than stewardship? That word is not accessible to everyone. Relationship and integrity were mentioned as possibilities.
- Is equity meant to encompass everyone's practices or just DPL's? Primarily DPL but see value in being aspirational about the City and others.
 - We have a platform to go broader. Our actions lead the way.
 - DPL is part of the national conversation as well.
 - DPL is an intergenerational organization, how to embrace that as well.
- Curiosity - feels a bit young? Maybe add some focus on exploring the past.
- Exploration/discovery - have received feedback that those words can be associated with colonialism. It doesn't show up in Anglo groups but does show up in communities of color.
 - Ulibarri did not feel exploration is controversial in this context. Not loaded from her personal perspective.
- Does there need to be a value to support preservation and access to history? That was supposed to be covered by stewardship. We say 'full' to acknowledge all the history, positive and not, not just white, demonstrating inclusion.
- A feeling of accountability built into these values, they feel living and moving.
- The word customer under stewardship. There is an old debate about how to call people who use DPL services. We used to use the term patron. Part of the strategic planning process should be revisiting what we call the people who use the library.

The word customer could be dropped here but we are referring to very customer specific protections. Could just be protect the privacy of those using our services.

- Order of values? Staff has not considered that yet and a Commissioner suggested: Welcoming, Curiosity, Connection, Equity, Stewardship.
- Does the fact that our services are free need to be called out? Feels implied in welcoming and so inherent to what we do.

Next Steps:

- Jeske thanked Commissioners for their feedback and was pleased that they generally liked them. Several staff teams are now working on the mission and vision. Once those are refined and narrowed down they will be presented to Commissioners at the June meeting.

10. Review financial reports. Amber Lindberg

a. Year-End 2018

Lindberg reported that overall in 2018 DPL did very well and spent about 98% of its general fund budget. The City expects agencies to return 2-3% so we are on target.

DPL realized significant salary savings in 2018. The City allowed us to transfer around \$500,000 and use that savings to pay for supply and services. Because those transfers were made late in the year we were not able to spend all of the money we were authorized to spend, so there was some remaining budget.

Lindberg noted that in Statement 1 on the administrative line we were over budget in part to hiring a consultant for our Equity, Diversity and Inclusion work. DPL is exploring more permanent funding for that area from the City.

Under Statement 3 for Special Trust Fund Revenue the Friends Foundation Transfers were much higher in 2017 than 2018. DPL worked with the Friends to better align transfers with program activity. Moved from two transfers per year to four. 2018 was a low year for those transfers. In 2019 there will be more alignment.

Other revenue, grants and sponsorships, obviously fluctuate from year to year. The miscellaneous line is primarily eRate funding which is a federal reimbursement program for telecommunications and internet usage.

b. 1st Quarter 2019

DPL is right on target at the end of the first quarter, having spent about a quarter of its budget. Spending will accelerate as the organization prepares for Summer of Adventure and summer programming. DPL is on track to spend the full budget this year and we do not expect to see the salary savings we had last year. There are lots of capital projects in process, including shelving and working to upgrade sorters at several branches.

Lindberg noted in Statement 3 that under vending and cafe we no longer have a cafe so we are not receiving any revenue. We are exploring what future options will look like as it was well used. It will continue to be a lease space and DPL is considering a social enterprise to fill the space when we are ready to do so.

Jeske noted that the Central architect feels a cafe is a key component in activating the first floor. She will see if he can attend the August meeting to discuss some of those plans. These are just preliminary conversations but we would keep a cafe on the Broadway side of the building to reduce competition from what the Art Museum will be offering.

11. Equity, Diversity, and Inclusion presentation. Bec Czarnecki

(see attached slides)

Bec Czarnecki, who is involved with the Equity, Diversity, and Inclusion (EDI) team and Jeske's assistant gave a presentation on the EDI team's activity to date. She shared the mission and objectives of the team as well as how they are defining key words around the work for DPL including definitions for racism, equity, diversity, and inclusion. Czarnecki also shared about the type of training the team and members of leadership have been receiving. The EDI team is currently working on identifying training needed for all staff as well as a staff perception survey on racial equity. The survey is being developed with local consultant Angell Perez.

Commissioners were receptive and supportive. Ulibarri expressed her desire to know more about the work and to be involved with team as a liaison. Martinez also asked about what type of training the Commission might need to help support the work.

12. Approval of Latino Awards criteria changes. Sonya Ulibarri

Ulibarri reviewed the summary of suggested changes in the packet. The changes are mostly to clarify what the awards are for and who is eligible. The awards will no longer be granted to someone of a specific gender. Wording was also changed so that the César Chávez Award focuses on social justice, the Lena Archuleta award has a broad focus on an education impact in the community, and the Eric J. Duran award is left deliberately wide in scope and focuses on community leadership, development, etc.

Hellmer noted her approval of the changes and the clarity they bring to the awards. Upon motion by Kelly, second by Hatcher, the changes to the Latino Awards criteria were approved.

13. Review Library Commission engagement opportunities.

Jeske highlighted from the list: personalized reading lists, shadowing small business appointments or peer navigators, and attending plaza, as some of the more intensive glimpses into what we do.

Hellmer and Mathews are planning another visit to branches if anyone else would like to join them on May 15.

14. Other business.

NA

The meeting was adjourned at 10:23 a.m.

Minutes submitted by Bec Czarnecki on behalf of Cathy Lucas

Equity, Diversity, and Inclusion

Making change at DPL

Why an EDI Committee?

Committee Members

Hong Ha
(Co-Lead)

Taylor
Schaffter
(Co-Lead)

Christina
McClelland

Kaitlin
Peterson

Annie Nelson

Richard
VonFoerster

Sonia
Falcon

Lloyd Gomez

Jameka
Lewis

James
Vallejos

Hannah Miles

Bec
Czarnecki

Hillary Estner

James Davis

EDI Priority Statement

To be an equitable organization that is responsive to our staff and representative of the communities we serve.

Our Goals

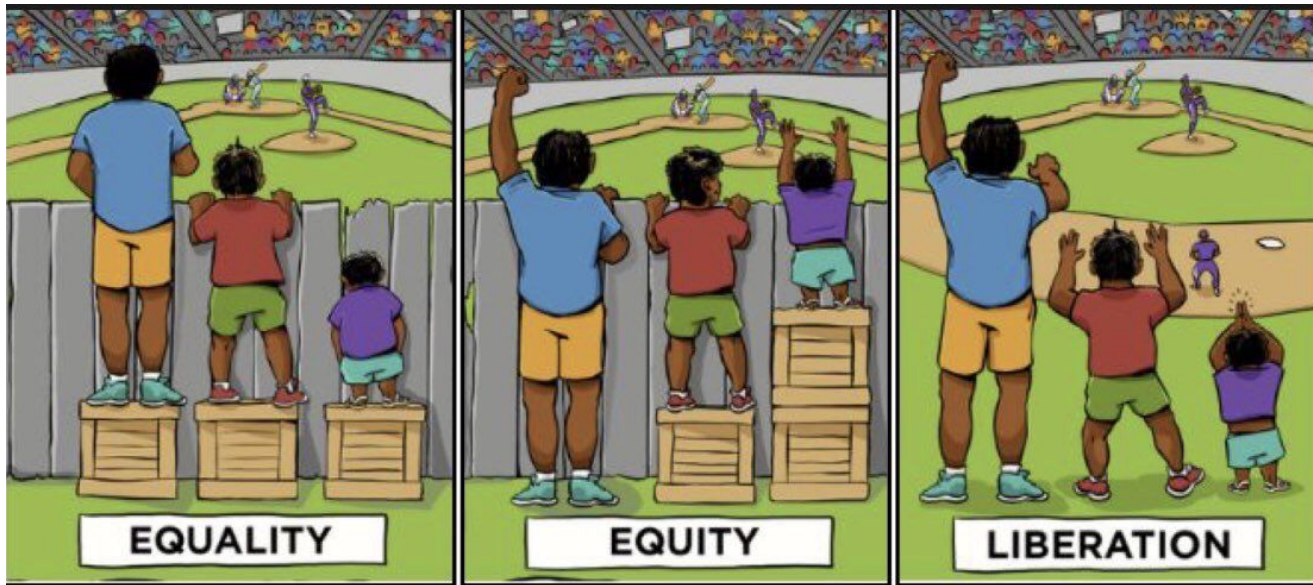
- Raise internal awareness of institutional and structural racism and implicit/explicit bias
 - Foster organizational equity in hiring, promotion and retention
 - Ensure accountability at all levels in promoting an inclusive organizational culture
-

Key Terminology

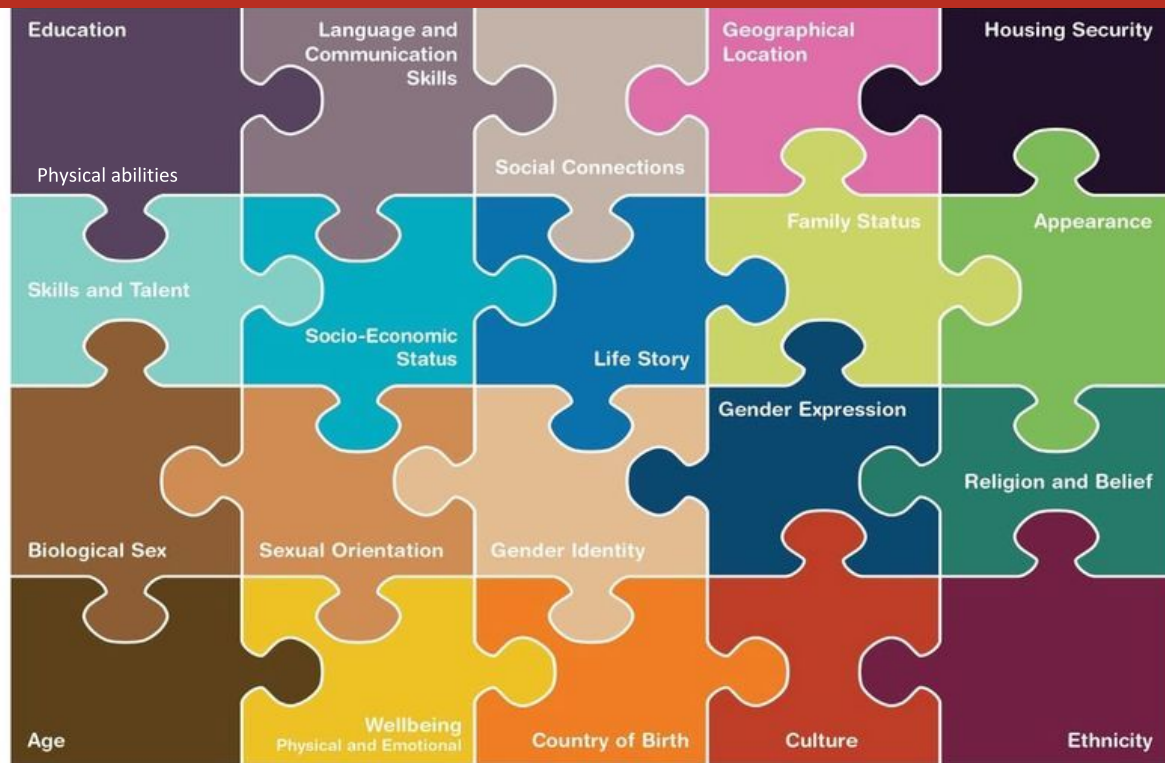
RACISM

Prejudice + Power

EQUITY

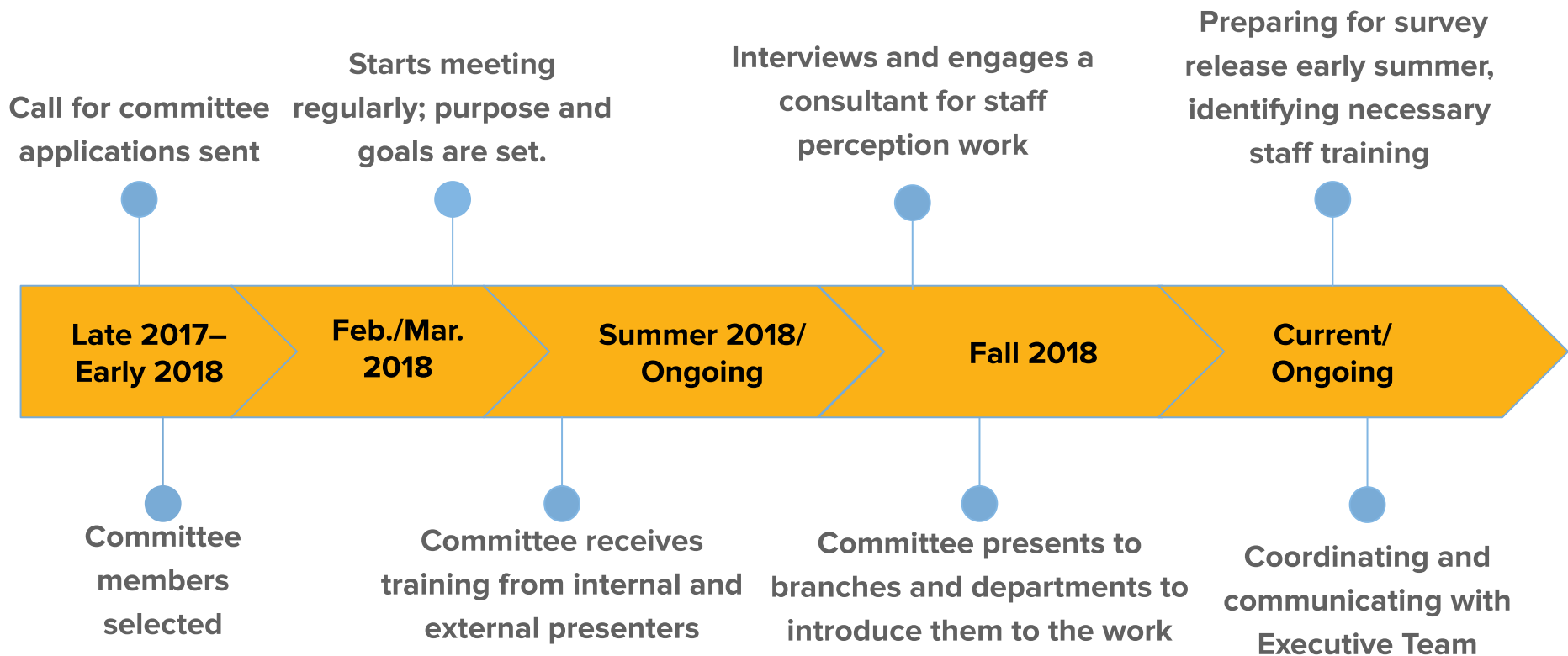


DIVERSITY



INCLUSION



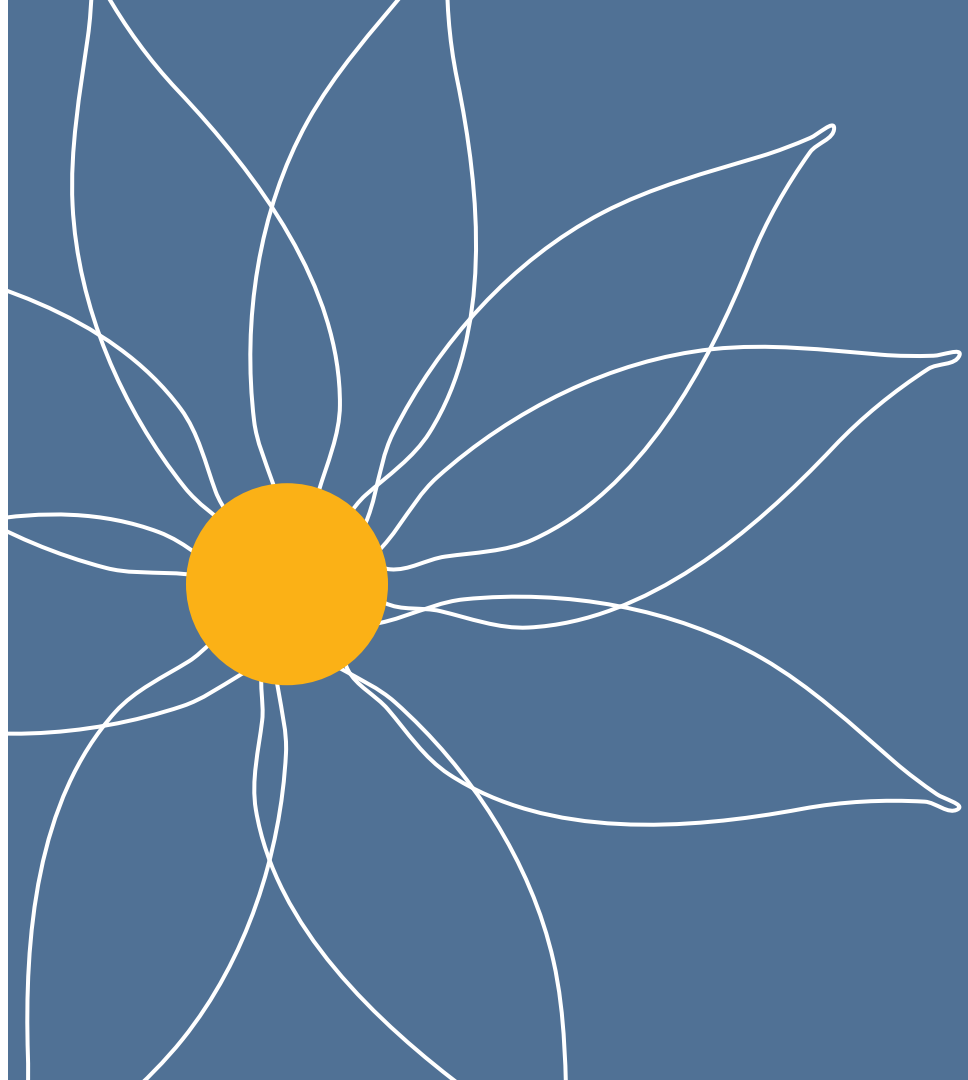


Leadership Investment

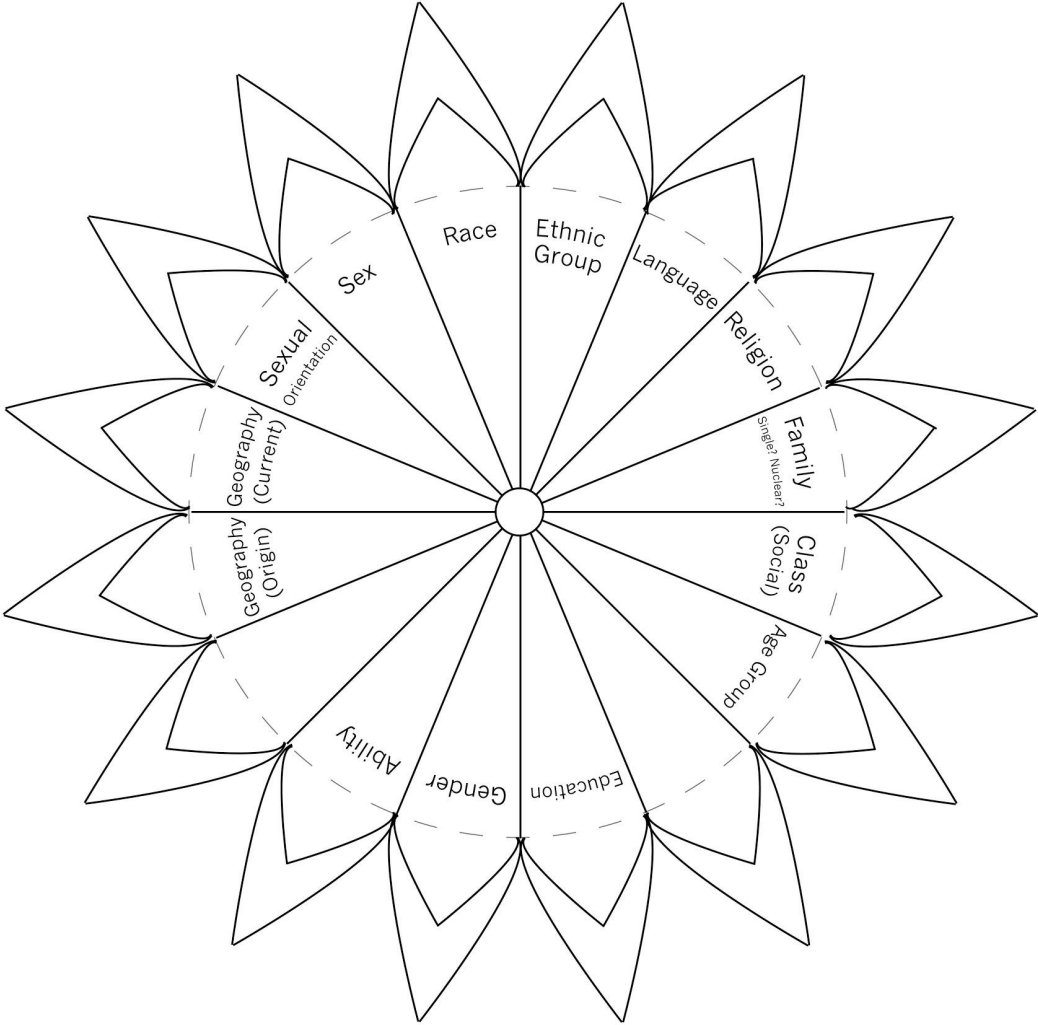
How the Executive Team
supports the work

- SMARTIE goals
 - EDI as a competency in interviews
 - Discussions on HR team
 - External learning opportunity participation
-

Shifting DPL Culture



The Power Flower



Agenda Item 7

Requested Action: Approval

June 20, 2019

TO: Library Commission
FROM: Amber Lindberg, Director of Finance and Facilities
Jina Dunn, Accounting Manager

Subject: 2020 Denver Public Library Budget Request

Attached is the proposed 2020 Denver Public Library (DPL) General Fund budget for discussion and approval at the June 20, 2019 Library Commission meeting.

The packet includes the following material:

- Budget Timeline
- General Fund Base Budget
- Capital Equipment Replacement Requests
- Service Expansion Requests

CITY BUDGET OVERVIEW

The City Budget Management Office (BMO) provided the following 2018 reflections and 2020 expectations on the Denver metro area.

2018 Economic Performance

- Denver metro unemployment remained at 3% indicating that Denver is at near full employment.
- Denver's core sales tax revenue grew by 5.7% last year.
- Moderating revenue growth at 3% increase over 2017.

2020 Economic Outlook

- Total General Fund revenue is forecast to increase 4.2% in 2020 compared with a 5.5% increase expected in 2019.
- The economy is "taking a breath" from rapidly expanding to modestly growing in core sales and use tax revenue. It is too early in the year to understand if this will merit changes to the budget process for 2020, though adjustments are possible after the date of this report.
- Colorado population is expected to steadily grow, with forecasted slowing in employment. Concerns remain in increased costs, including housing and other key factors.
- With the shift in the economy comes a City focus on developing economic opportunity, inclusiveness and equity.

City Philosophy for the 2020 Budget

- Capacity will be limited and there will be an increased emphasis on preserving existing services.
- Expansion change requests will be evaluated by the City's Budget Management Office (BMO) based on the Mayoral priorities. These are closely aligned with community input received during the Denveright process and for the Comprehensive Plan 2040:
 - Affordability and Homelessness Services: Develop affordable housing units and pathways into permanent, stable housing
 - Strengthening Denver's Neighborhoods: Preserve neighborhood character, develop infrastructure & the workforce, support youth, and limit involuntary displacement
 - Mobility: Expand high-quality continuous transportation networks, develop multi-modal transit opportunities, and implement safety improvements
 - A Healthy and Active Community: Expand access to recreation & nutritious foods, support mental health, and mitigate substance abuse
 - Keeping Denver Safe: Expand programs in Safety agencies and the legal services to support public safety in the community
 - Sustainability: Expand energy efficiency and renewable energy investments, guided by the 80x50 Climate Action Plan
- In accordance with the City's Race & Social Justice Initiative, expansion change requests will include racial equity focused questions to determine which communities benefit or are burdened by the request and how the request might reduce gaps in racial and ethnic outcomes.
- Agencies are expected to continue:
 - Building capacity and sustainability.
 - Looking for efficiency savings to fund new or expanded services.
 - Offsetting spending increases with decreases in other areas.
 - Consider phased implementation over several years where possible.
 - Providing measurable outcomes supporting expansion change requests.

DPL BUDGET OVERVIEW

There are several pieces to the annual library budget. This packet provides information on and requests approval of DPL's 2020 General Fund base budget, capital equipment replacements, and expansion change requests. The Special Trust Fund will be approved by the Library Commission later this fall. This section explains each of these budget components.

Base Budget

The 2020 base budget is the estimate for what is needed to maintain programs and services at their current 2019 level. The library may move budget between departments and accounts, but must maintain a flat budget over 2019. Any increases, including increases in existing contracts and leases, must be absorbed with the current budget or additional budget may be requested as an expansion change request. The base budget statements do not include payroll, capital equipment replacement, expansion change requests, or Special Trust Fund amounts. Budget for

salary and benefits is established by the Budget Management Office. The starting 2020 base budget for services and supplies is \$9,919,425.

Replacement Capital Equipment

Replacement capital equipment requests are submitted separately since the City has a separate budget process for these costs. Capital replacements include technology and equipment with a cost of \$5,000 or greater, and a useful life of at least one year. Existing outdated technology and equipment must be surplussed as part of the process; a separate budget process exists for adding new equipment to the inventory. The 2020 submission for 3 replacement capital equipment requests totals \$642,419.

Expansion Change Request for new services

DPL is submitting 7 expansion change requests for 2020 totaling \$2,444,884 and 23.25 FTE. The requests include Youth Services, Services To Immigrants and Refugees Program, Collection Materials, Equity, Diversity and Inclusion Team & Staff Support, River North Branch Library, Data and Evaluation Team, and Green Valley Ranch Branch Library idealAB.

Special Trust Fund

The Special Trust Fund budget detail is not included in this packet since it is not under the approval authority of the City. We will provide a proposed 2020 budget for this fund to the Library Commission near the end of this year. A preliminary Special Trust Fund budget will be submitted to the City's Budget Management Office in June and updated with the Commission-approved version in December.

Please contact me if you have any questions or comments.

Phone: 720-865-2030

E-Mail: alindberg@denverlibrary.org

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2020 Budget Timeline

End Date	Description
2/20/19	discuss budget process and timeline with E-team
2/22/19	communicate timeline and process to Leadership
3/6/19	kick off Facilities Improvement Team (FIT) process with Public Works
3/7/19	budget workshops for Leadership
3/31/19	identify expansions requests with metrics & complete expansion request form
4/2/19	City capital budget kick off
4/5/19	identify capital replacement needs
4/8/19	review expansion requests & follow up with Leadership for details; bundle requests
4/15/19	final prioritization of expansions & capital replacements
4/18/19	BMO budget kick off for general fund and expansions
4/24/19	draft budget narrative
4/24/19	compile library performance measures
5/8/19	Prep \$0 base budget
5/10/19	City Librarian/Chief of Staff review budget narrative & performance measures
5/10/19	budget narrative & performance measures submitted to BMO
5/15/19	E-team approve base budget
5/17/19	FIT requests due to Public Works
5/17/19	Library Commission Finance Committee reviews 2020 proposed budget
5/24/19	draft expansion change requests complete
5/24/19	base budget submitted to BMO
6/3/19	E-team reviews expansion change requests
6/7/19	capital project requests due to BMO
6/13/19	City Librarian/Chief of Staff review expansion drafts
6/14/19	special trust fund due to BMO
6/17/19	expansion change requests & capital replacements requests due to BMO
6/20/19	Library Commission approves 2020 proposed budget
7/9/19	present budget to CFO
8/12/19	present budget to Mayor
9/23/19	present to City Council

**2020 Operating Base Budget Request
Denver Public Library - All Departments**

	2019 Budget	2020 Budget
Personnel		
FTE	608.75	595.25
Non-personnel Budget		
Collection and Programs		
Books and Education Materials	6,043,237	6,028,752
Professional Services	515,519	584,182
Total Collection and Programs	6,558,756	6,612,934
Technology and Maintenance		
Maintenance Agreements and Licensing	1,132,565	1,113,795
Building Supplies and Services	352,414	330,613
Repair and Maintenance of Buildings	372,200	297,486
Utilities	235,978	231,812
Cleaning Supplies and Materials	180,000	170,495
Leases and Rentals	115,930	163,850
Technology Supplies and Equipment	58,003	61,804
Landscaping Supplies and Equipment	11,000	16,700
Total Technology and Maintenance	2,458,090	2,386,555
Administrative and Other Expenditures		
Office Supplies and Fixtures	309,876	342,244
Training and Official Functions	237,246	233,522
Mail, Freight and Delivery	117,600	121,500
Capital Lease Principal and Interest	99,930	99,930
Travel and Transportation	48,000	60,600
Other Supplies and Equipment	67,600	37,500
Dues, Licenses and Subscriptions	22,327	24,640
Total Administrative and Other Expenditures	902,579	919,936
Total Non-Personnel Base Budget	9,919,425	9,919,425

2020 Base Budget Request by Division/Department

	2019 Budget	2020 Budget	19 - 20 Change
Administration & Support			
General Administration	501,050	431,650	-69,400
City Librarian's Office	12,309	12,282	-27
Finance and Accounting	106,630	160,227	53,597
Purchasing	257,133	296,233	39,100
Human Resources	112,380	107,290	-5,090
Security	26,200	28,500	2,300
Total Administration & Support	1,015,702	1,036,182	20,480
Neighborhood Services			
General	224,538	205,554	-18,984
Central West Region	78,170	77,370	-800
North West Region	32,400	32,400	0
North East Region	6,250	7,050	800
South West Region	7,000	6,100	-900
Central East Region	5,600	5,600	0
South East Region	17,800	17,800	0
Total Neighborhood Services	371,758	351,874	-19,884
Central, Collections & Technology			
Collections, Technology & Strategy	76,843	76,244	-599
Central Library	86,572	86,575	3
Collection Development	5,852,525	5,852,525	0
Information Technology	1,422,481	1,422,481	0
Total Central, Collections and Technology	7,438,421	7,437,825	-596
Communications & Community Engagement			
Community Engagement	15,000	15,000	0
Publications and Design	185,000	185,000	0
Total Communications & Community Engagement	200,000	200,000	0
Facilities	893,544	893,544	0
Total Non-Personnel Base Budget	9,919,425	9,919,425	0

Summary of Base Budget Changes

As noted in the introduction above, DPL has fiscal authority to adjust budget allocations between departments and account categories within the same fund. All changes reflected in the two base budget reports provided reflect reallocation of budgets to better align with actual operational activities.

One notable exception is the decrease of 13.5 FTE count between 2019 and 2020. The Budget Management Office approved using budget associated with 3.25 FTE to upgrade vacant positions to fulfill the needs of the library during the current year. The budgetary impact will reflect a reduction in FTEs in order to sustain funding of the upgraded positions. In addition, 10.25 FTEs are limited term positions awarded during prior years' budget expansions, and custodial and security support provided to address the opioid epidemic. These positions expire 12/31/19. Two of these limited term positions are requested as permanent positions in 2020 expansion change requests below.

2020 Capital Equipment Replacement Requests

For 2020, the library is requesting only three capital replacement items. These are software and hardware systems all past their useful lives that support customer and staff technology infrastructure. In 2019, DPL requested and was awarded 16 capital equipment replacements totaling \$1,623,257. The 2020 capital replacement requests were able to be pared down due to a large 2019 capital replacement award, upcoming bond work, and other asset funding options (such as Facilities Improvement Team "FIT" used for items such as parking lot repairs, roof replacements, and HVAC updates).

Description	2020 Cost
Server Replacement	\$230,039
Collection Management Software	\$345,880
Print Release Terminal Stations	\$66,500
Total Capital Replacement Requests	\$642,419

2020 Expansion Change Requests

The DPL Executive Team (E-team) made strides in budgetary processes this year with the outcome of strong, focused and intentional expansion change requests. In 2019, the library requested 19 expansions totalling \$4.9 million and included 18.5 FTEs. Budget of \$1.3 million was awarded to fully fund six of these requests, partially fund four requests, and provide 11.25 FTEs. Also included in 2019 approved expansion requests was \$120,000 revenue reduction for the elimination of fines.

2020 requests reflect our efforts on optimizing the use of existing resources, focus on bond work, preserving core services and enhancing equity, diversity and inclusion efforts.

Description	FTE	2020 Cost
Youth Services	2.75	\$150,692
STIR Program	3.50	\$160,250
Collection Materials	0.00	\$755,500
EDI Team & Staff Support	3.00	\$333,959
RiNo Branch	8.00	\$460,099
Data & Evaluation Team	2.00	\$188,920
Green Valley Ranch ideaLab	4.00	\$395,464
Total Expansion Requests	23.25	\$2,444,884

Expansion Change Request: Youth Services

Priority 1 of 7

This request continues DPL's effective Youth Services work across Denver. The After School is Cool (ASIC) and Science Technology Engineering & Math (STEM) programs, occurring throughout the system for ages 8-12, have been grant funded for five years; grant funding ends in July 2020. In addition, this request continues the work of the Grade Level Reading Librarian in supporting Denver's youth in achieving reading proficiency by making this position permanent, which is currently term limited set to end 12/31/19. The request includes 2.75 FTE funding a Librarian to support the grade level reading, and a Program Administrator and part-time teen library aides to support the ASIC program. The costs below are prorated for a partial year in 2020.

2020 Costs:

Personnel	\$ 120,692
<u>Services and Supplies</u>	<u>\$ 30,000</u>
Total	\$ 150,692

Expansion Change Request: Services To Immigrants and Refugees Program

Priority 2 of 7

This request continues the work of the Services To Immigrants and Refugees (STIR) program, which has been grant funded for five years; grant funding ends in July 2020. This innovative program, provides services and support to immigrants, refugees and asylees in the Denver community both in library branches and in collaboration with other agencies. The request seeks funding for 3.5 FTE including a Program Administrator to support branch library programs, a Program Coordinator for STIR efforts system-wide, a Library Program Associate to support branch library programs and a part-time Librarian to support overall efforts. The Library Program Associate position is another term limited position set to end 12/31/19; this request would make the position permanent. The costs below are prorated for a partial year in 2020.

2020 Costs:

Personnel	\$ 160,250
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Expansion Change Request: Collection Materials

Priority 3 of 7

This request expands the library materials budget by \$755,500 in order to meet the growing demand for digital formats and increase our offerings of online research and educational resources. This will supplement the \$200,000 awarded as a 2019 budget expansion, insufficient to meet customer demand for collection materials. The request will reduce wait times on eBooks, fund additional Kanopy streaming video access, and support subscriptions for online resources to provide training, learning and education to library customers including LyndaLibrary, Bookflix and RB Digital.

2020 Costs:

Services and Supplies	\$755,500
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Expansion Change Request: Equity, Diversity and Inclusion Team and Support

Priority 4 of 7

This request helps Denver Public Library create an agency-wide focus on equity, diversity and inclusion (EDI) to further integrate racial equity and social justice initiatives. The request includes 3.0 FTE and support for human resources, communications and organization-wide EDI work. The costs below are prorated for a partial year in 2020.

2020 Costs:

Personnel	\$ 208,459
Services and Supplies	\$ 95,500
<u>Services and Supplies - One Time</u>	<u>\$ 30,000</u>
Total	\$ 333,959

Expansion Change Request: River North Branch Library

Priority 5 of 7

This request is to expand library services into the River North and Globeville neighborhoods in collaboration with the RiNo Arts District and the RiNo Park development by creating a new library branch location, bringing to life the 2003 River North Plan and 2009 River North Gateway Master Plan. The request includes 8.0 FTE staff needed to operate and program the facility and budget to provide learning and enrichment opportunities, as well as infrastructure expenses to provide such library services as collection, internet access and community spaces. With the library's presence, RiNo Park will be a hub for learning, culture and community gathering, serving as a strong public amenity and point of access for everyone. The costs below are prorated for a partial year in 2020.

2020 Costs:

Personnel	\$ 242,269
Services and Supplies	\$ 77,900
<u>Services and Supplies - One Time</u>	<u>\$ 139,930</u>
Total	\$ 460,099

Expansion Change Request: Data and Evaluation Team

Priority 6 of 7

This request expands the Data and Evaluation team to provide better, consistent and more sustainable practices and improved evaluation of library projects and services. The demand for data and analysis has exceeded the capacity of our Data Analyst to support the current needs. The request includes 2.0 FTE and would enable us to meet the current needs and vastly improve the way data is used at DPL. The costs below are prorated for a partial year in 2020.

2020 Costs:

Personnel	\$ 181,520
<u>Services and Supplies - One Time</u>	<u>\$ 7,400</u>
Total	\$ 188,920

Expansion Change Request: Green Valley Ranch Branch Library ideaLAB

Priority 7 of 7

This request builds upon existing ideaLAB education and opportunities at Denver Public Library locations. The request includes 4.0 FTE and creates an ideaLAB space at the Green Valley Ranch Branch Library to provide broader geographical distribution of this program across the city. The costs below are prorated for a partial year in 2020.

2020 Costs:

Personnel	\$ 122,464
Services and Supplies	\$ 9,000
<u>Services and Supplies - One Time</u>	<u>\$ 264,000</u>
Total	\$ 395,464

Agenda Item 8

Requested Action: Approval

Central Library Closure: Booklovers Ball, September 28, 2019

It is requested that the Central Library close for the entire day September 28, 2019 to set up and prepare for the Booklovers Ball. In past years, preparations started the week leading up to the ball during library open hours and then the Central Library would close early the day of the ball. In assessing the preparation process it has been determined that a full day closure would allow set up to occur with the least amount of interruption to Central Library customers and regular library operations.

Agenda Item 9

Requested Action: Approval

Bria Ward – HR Director

Wendy Copley – Employee Relations Manager, available via phone

2019 Denver Public Library HR Guidebook Update

Why are changes recommended?

The recommended changes will create better alignment with DPL culture. The library, as an independent agency, has an opportunity to take ownership of our employment processes and policies.

The proposed changes have been reviewed in detail with the Commission's executive committee. The following is a summary of the major suggested changes:

- *Changing the tone of the guidebook.* The tone of the guidebook shifts from a formal, impersonal voice to a friendlier first person perspective.
- *Shifting away from punitive language.* Words such as must, discipline, required, disciplinary, dismissal, failing, mandatory, and termination are removed and more inclusive language such as respect, trust, shared responsibility, corrective action, and teamwork are emphasized.
- *Removing references to Executive Orders and city rules.* DPL is not required to follow executive orders or city rules verbatim. While the library will continue to align with many of these orders and rules, it helps eliminate the undue administrative burden of keeping the handbook updated with every minor change.
- *Condensing several sections into larger themed topics.* This change reduced the guidebook from 60 pages to 42. The updated guidebook also reflects DPL's internal and external communication practices of consistent colors, fonts, and pictures.

Ultimately, these suggested revisions to the guidebook better align with DPL's organizational values and practices, and set the tone for where we'd like to be in the future. These proposed changes are one piece of a larger vision of making this the best workplace possible for our employees, to the benefit of our community.

Human Resources Guidebook



DENVER PUBLIC LIBRARY

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WELCOME

Welcome to the Denver Public Library! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and satisfying career with us. As you become familiar with our culture and mission, we hope you will take advantage of our many learning opportunities to grow your career, and further the mission of the Denver Public Library.

You are joining an organization that is aligned with serving our community in a wide variety of ways. Our staff members often come up with creative solutions to meet the needs of our customers. With your active involvement in the library and our community programs, we will be able to continue to serve our communities successfully. We sincerely hope you will take pride in being an important part of Denver Public Library's success.

Please take time to review the policies contained in this guidebook. If you have questions, feel free to ask the Human Resources Department.

A handwritten signature in black ink that reads "Michelle Jeske". The signature is fluid and cursive, with the first name "Michelle" and the last name "Jeske" clearly legible.

Michelle Jeske, City Librarian



ABOUT THIS GUIDEBOOK

This guidebook is the resource for your library's employment policies and procedures. It provides a framework from which we can make decisions regarding employment-related situations. The guidebook also outlines our working philosophies and sets the stage for expectations for all of us.

It is impossible to anticipate every circumstance of employment at the library. If a topic concerns pay, job classification or benefits and is not specifically covered in this guidebook, we default to the City and County of Denver's Rules. If there is anything else that comes up and isn't specifically covered, please visit our Human Resources Office.

And now for the legal stuff: Employment at the Denver Public Library is on an at-will basis. This means that either the staff member or the organization may terminate the employment relationship at any time, for any reason, with or without notice.

This guidebook is not a contract and does not create any contractual rights between the Denver Public Library/City and County of Denver or any of its staff members. The provisions of the Denver Public Library Policy Guidebook may only be modified, rescinded or revised, in writing, by the Library Commission, which reserves the right to unilaterally modify, rescind or revise the provisions of the Denver Public Library Policy Guidebook at any time. No other organizational representative is authorized to modify this policy for any staff member, nor change the at-will relationship.

The most up-to-date version of the Human Resources Policy Guidebook can be found on Staffweb.

LIBRARY MISSION

The Denver Public Library connects people with information, ideas and experiences to provide enjoyment, enrich lives and strengthen our community.

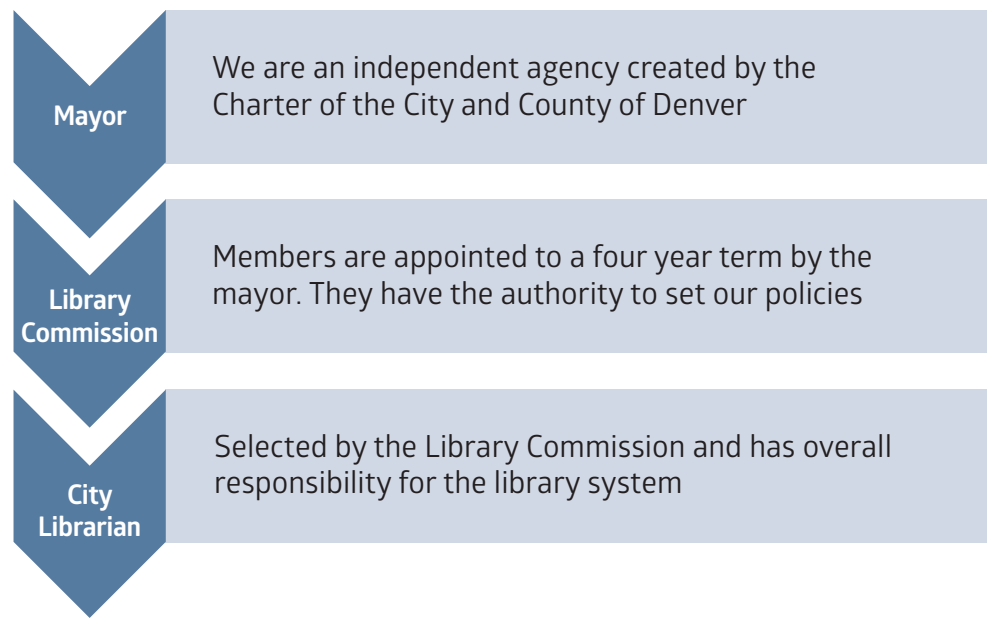
GUIDING PRINCIPLE

We believe people take pride in doing an excellent job and are devoted to providing exceptional customer service. We believe powerful results are possible when every person, every day brings their intellect, compassion, creativity and unique talents to our common goals. We believe that engaged employees produce high-quality work, resulting in high customer satisfaction. We believe that with trust, respect, teamwork, communication, engagement and shared responsibility, we create a work environment that supports learning, growth, innovation and risk-taking. Together we make an extraordinary difference in our community.

VALUES

Customer Satisfaction and Loyalty, Equality of Service, Intellectual Freedom, Confidentiality of Use, Collaboration with Partners, the Trust of our Community and a Culture of Innovation.

ORGANIZATION OF THE LIBRARY



RELATIONSHIP TO THE CITY AND COUNTY OF DENVER

We are an independent agency, and that means we operate under our own set of policies that differ from the City and County of Denver. However, there are a few exceptions.

The City and County of Denver is responsible for our job classifications, our paychecks and our benefits. Additionally, we do comply with the City Charter, the Denver Revised Municipal Code and the City and County of Denver’s Code of Ethics.

LIBRARY HUMAN RESOURCES OFFICE

The library Human Resources Office is focused on being your resource on matters that concern staff members. Our office has dedicated staff for the functional Human Resource areas of Workday/Benefits, Kronos Timekeeping/Leave of Absences/Workers’ Comp, Recruiting, Learning and Development, Communications, and Employee Relations. The Human Resource office is physically structured to allow for confidential conversations with the HR staff member that you might need to speak with. We look forward to partnering with you! (insert link to HR Intro sheet)

EMPLOYMENT PRACTICES

EQUAL EMPLOYMENT OPPORTUNITY

We are an Equal Opportunity Employer.

This means that we provide equal employment opportunities to all staff and applicants for employment without regard to any protected characteristic including, but not limited to, race, color, religion, creed, national origin/ancestry, sex, sexual orientation, transgender status, gender identity and expression, disability, genetic information, military status, age, marital status, political affiliation, pregnancy or related conditions, or any other status protected by federal, state and local laws. All aspects of employment with the library are governed on the basis of merit, competence and qualifications.



All decisions we make with respect to recruitment, hiring and promotion are made solely on the basis of individual qualifications related to the requirements of the position. In addition, the administration of all other employment matters such as compensation, benefits, corrective action, training and development programs will be free from discrimination based on any protected status identified above.

AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA), as amended (ADAAA), is a law that prohibits discrimination based on disability. We conform with the Americans with Disabilities Act and strive to ensure that our facilities and services meet the Act's standards for applicants, staff and customers.

We will provide reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship for the library. This policy applies to all aspects of employment, including hiring, job assignment, training, pay, benefits, corrective action and termination.

A qualified individual with a known disability is someone who has a physical or mental impairment that substantially limits one or more major life activities or major bodily functions, has a record of such impairment, or is regarded as having such impairment. A qualified individual with a disability can perform the essential functions of the position they seek or hold with or without reasonable accommodation. A documented medical need for accommodation from a healthcare provider will generally be required.

For more information on the ADA, see the Interactive Process section of this guidebook.

EMPLOYMENT STATUS

The following terms are used to describe the employment status of staff members. The regular (not on-call staffing) positions are scheduled for either 10, 20, 30 or 40 hours per week.

Full-time—Regularly scheduled to work 40 hours per week in a position that has no specified end date.

Part-time—Regularly scheduled to work 10, 20 or 30 hours per week in a position that has no specified end date.

Limited Term—A staff member employed to work on a designated project for a specified, known duration. Limited term positions can be renewed based on funding and organizational needs. Limited term staff members regularly scheduled to work 20 hours or more per week are eligible for benefits.

On-call Staff—An individual employed to work on an as-needed basis. On-call staff members are not eligible for

benefits. If an on-call staff member is hired as a regular staff member, the hire date, for purposes of seniority and benefits, is the first day of employment as a regular staff member.

Non-Exempt Staff—Staff members that are usually paid on an hourly basis and are entitled to receive overtime pay.

Exempt Staff—These staff members are exempt from being paid overtime and is usually in a salaried position falling into three broad categories; administrative, professional or executive.

RECRUITMENT, SELECTION AND JOB OFFERS

We maintain a recruiting system called NeoGov. Hiring supervisors, the library HR Office and/or other applicable decision makers will determine the best qualified candidate for a position within our library.



All offers of employment (both internal and external) are contingent on successful completion of a background check. Background checks will include a criminal history. Other verifications depend on the position offered and may include education, work history, licenses/certifications, legal work status, driving record, drug screen, reference checks and the verification of other credentials or information.

We do require a post-offer, pre-employment physical exam for positions that require specific physical capabilities to perform the essential functions of the job.

We do not accept employment applications from individuals who were dismissed from the Denver Public Library or any other City agency within five years of the date of dismissal.

TESTING

The HR Office is responsible for overseeing, developing, and/or approving all pre-employment tests and assessments. If you have a need for a pre-employment or on-the-job test, please let HR know and we will get the right assessment to you.

JOB POSTINGS

Our job postings are an advertisement for an open position and remain open for at least one week. They can be found on the Denver Public Library website. The job postings contain job title, pay range and closing date, as well as minimum and preferred qualifications. An online application should be submitted for each position that you are interested in. Occasionally, we limit our recruitment to internal applicants only.

INTERNAL APPLICANTS

We have many opportunities to grow and experience new areas of our library. We consider regular and on-call staff members as internal for the purpose of the application process. All internal applicants who meet the minimum requirements for the position, as well as being successful in their current position for 6 months, are invited to interview. Please arrange your interview time outside of your scheduled working hours or request time off.

If you are on any type of probation, you are not eligible to apply for posted positions until you successfully complete probation.

CLASSIFICATION AND PAY PLAN

As mentioned before, the City and County of Denver is responsible for developing, maintaining and administering classifications and related pay plans for the library. Changes to classification titles and pay rates require posting, a public hearing, and the approval of their Career Service Board.

All jobs are classified based on duties, responsibilities, knowledge, skills and competencies needed to perform the position. Each classification is assigned a pay grade and pay range. See denvergov.org/humanresources for specific classification information.

As an Independent Agency, we tailor the City job classifications to our needs. The library uses “working titles” that do not necessarily match the official title used in the City’s job classification system. For example, our Library Assistants I-V are Administrative Support Assistant I-V (ASA I-V) according to the City’s classification system. Positions at the library may have two job descriptions, a very broad one published by the City and County of Denver, and a more specific one developed internally by us.

CULTURAL ACCLIMATION

All staff members, including on-call staff, have expectations around training, goal setting and trust building within their work team during the first 6 months in position. We view this time as a settling into understanding our culture of inclusivity, and acclimating to your team dynamics.

SCHEDULES

Schedules are set by the supervisors and managers of individual departments or branches. We schedule based on the needs of the library, the department/branch and the communities we serve. This may require you to work evenings, weekends and overnight hours and we ask that you maintain flexibility in your availability. Our schedules support the efficient operation of the library, and you need to be available to work the schedule you are assigned.

FLEXIBLE SCHEDULES/TELECOMMUTING

We want to provide you with a healthy work/life balance and you are encouraged to explore alternative schedules with your supervisors, if desired. Alternative schedules cannot impact the library's priority of providing excellent customer service to internal and external customers.

Flexible scheduling may include, for instance, working more hours per day but fewer days per week. Just keep in mind that hourly staff members cannot enter into a flexible schedule that requires work in excess of 40 hours per week or 12 hours per day.

Flexible scheduling may also include telecommuting. Telecommuting is a practice that allows staff to work from a remote location, usually home, during all or part of their scheduled hours. Telecommuting is reserved for staff or assignments where a physical presence at work is not always required to meet the needs of the library. Anyone telecommuting still needs to be available by email and phone just as if they were working at the library.

Alternative schedules, including flexible schedules and telecommuting, require supervisor approval in advance. Your supervisor can deny, revoke, or modify alternative schedules at any time, for any reason.

ON-CALL STAFFING/ADDITIONAL HOURS

The operation of our library may require additional staffing. The most common way to increase coverage levels is for part-time staff to voluntarily work hours over and above their regular weekly schedule. These additional hours are referred to as supplemental staffing. A staff member's regular hours plus their supplemental hours may not exceed 40 in a workweek unless approved by a supervisor.

There are two ways on-call staffing hours are administered. Individual departments may schedule strictly on-call staff or ask their part-time staff to pick up extra hours, when needed.

The Public Services Division has its own pool that provides supplemental staffing for the positions of Library Assistants, Librarians and others. This pool is made up



of both strictly on-call staff and regular, part-time staff members who are eligible and willing to work additional hours in their regular job title or another job title for which they are qualified, hired and trained. They may be asked to work in their home location or another location.

Supplemental hours must be approved by your supervisor or assigned by the Supplemental Staffing coordinator. In extenuating circumstances, we will require our part-time staff members to work extra hours.

TWO POSITION STAFF MEMBERS

Our staff members can have only one regular full-time position. However, it is possible to have more than one part-time or on-call staffing position as long as the total hours for the combined positions do not exceed 40 hours in a workweek.

DUAL INCUMBENCY

Certain circumstances may require that two people share the same position number for a limited amount of time, e.g. so the incumbent can train their replacement. Dual incumbency in the same position number may not exceed three months.

PERSONNEL RECORDS

Job-related and personal information about you is retained in an official personnel record. It is important that we have accurate, up-to-date information, so any change of address, telephone number, family status or number of dependents should be updated in Workday. You can review

your own personnel record by making an appointment with the library Human Resources Office.

Our managers and supervisors can also view non-confidential personnel records to help in their selection decisions or to review a staff member's work record.

All personnel files of staff members are open to public inspection under the Colorado Open Records Act. Any person, by written request, may view a staff member's employment application, performance evaluation scores and personnel actions, including corrective action and salary information with the Social Security number, address, phone number and other private or financial information redacted.

REFERENCES/EMPLOYMENT VERIFICATIONS

Employment Verifications

We provide employment verification for current staff members in connection with an application for a bank loan or apartment lease, for instance. We also provide employment verification for former employees, typically for employment. All verification requests should be directed to our Human Resources Office.

Human Resources will verify the following information without the written consent of the staff member:

- Dates of employment
- Job Title
- Status (regular, temporary, full-time, etc.)
- Number of scheduled hours per week
- Salary verification (if the amount is quoted by the inquirer)

Any additional information will be provided for an employment verification only with written consent from you, as we want to keep your employment information as protected as possible.

References

Reference letters, emails and phone calls seeking information that is not included in an employment verification (e.g. evaluation of an employee or former employee's performance, skills, or punctuality) are

considered personal references and should not be written on library letterhead.

IMMEDIATE FAMILY

For most of our policies (unless specifically noted), an immediate family member is defined as a spouse, child (and stepchild), parent (and stepparent), grandparent, grandchild, sibling, domestic partner, partner in a civil union, any person with whom they are cohabiting, and any person to whom they are engaged to be married.



STAFF CONDUCT

We hired you as a professional, and we fully expect that you will take care of both library customers and fellow staff members with the same courtesy and respect that you expect in return. We are known for our great customer service, and you are the key to maintaining it.

DISCRIMINATION, HARASSMENT AND RETALIATION

The Denver Public Library recognizes and declares that it is the right of all staff to work in an environment free of any form of discrimination, harassment, retaliation or intimidation based on race, color, religion, creed, national origin/ancestry, sex, sexual orientation, transgender status, gender identity and expression, disability, genetic information, military status, age, marital status, political affiliation, pregnancy or related condition, or any other status protected by federal, state and local laws. These characteristics are referred to as “protected characteristics”. All such harassment and discrimination is prohibited in any form, including verbal, physical and visual conduct.

Discrimination, harassment, retaliation and intimidation based on any status protected by policy or federal, state or local laws includes but is not limited to:

- Verbal conduct such as epithets, derogatory comments, intentional or persistent misgendering, slurs, mocking, jokes, sexual remarks or audio recordings containing any such verbal conduct.
- Visual or written conduct such as derogatory posters, photographs, writings, emails, cartoons, memes, drawings, gestures or video recordings containing such conduct.

- Physical conduct such as assault, unwelcome or inappropriate touching, blocking an employee’s exit, or interfering with an employee’s work.

DISCRIMINATION

Discrimination occurs when an employee experiences an adverse employment action based on one or more of the employee’s protected characteristics. Adverse employment actions include, but are not limited to, separation, involuntary demotion and failure to promote. Adverse employment actions that are taken for any reason other than an employee’s protected characteristic(s) are not discrimination.



HARASSMENT

Harassment based on one or more of an employee's protected characteristics is a form of prohibited discrimination. There are two types of harassment:

- **Hostile Work Environment:** This type of harassment exists when an employee is subjected to unwelcome and offensive conduct by someone the employee interacts with on the job when the conduct is based on a protected characteristic and is sufficiently severe or pervasive as to create an intimidating, hostile, or offensive work atmosphere. In order to constitute a hostile work environment, the conduct must be:
 - based on one or more protected characteristics; and
 - subjectively offensive to the employee; and
 - objectively offensive to a reasonable person; and
 - severe or pervasive

However, harassing conduct doesn't need to rise to the level of a hostile work environment to warrant corrective action under this policy. An example of this is microaggressions. Microaggressions are the everyday slights, indignities, put-downs and insults towards marginalized folks that are experienced in their day to day interactions.

- **Quid Pro Quo (This for That):** This type of harassment exists when a supervisor takes or threatens to take an adverse employment action or withholds, or threatens to withhold an employment benefit based upon a subordinate employee engaging or refusing to engage in certain behaviors (typically sexual favors). The behavior must be based on, or related to, a protected characteristic.

If you experience harassment of any nature, we urge you to make it clear that the behavior is offensive and request it to stop. If you are uncomfortable talking to the harasser or if the behavior continues after a request to stop, please report the behavior to your supervisor or the Human Resources Office in a timely manner.

Reporting a violation of this policy to the library Human Resource Office will initiate a full, timely and confidential (to the extent possible) investigation of the complaint.

Based on the outcome, appropriate action will be taken. We do our best during investigations to protect the rights of all parties concerned.

RETALIATION

Retaliation against a staff member for reporting harassment/discrimination, or participating in an investigation will not be tolerated.

Retaliation includes any adverse action taken against a staff member for filing a complaint or supporting another employee's complaint. A staff member may not be fired, demoted, or otherwise retaliated against for making a complaint alleging discrimination or harassment, filing a charge of discrimination or harassment, or otherwise opposing discrimination or harassment.

WHISTLEBLOWER PROTECTION

The Whistleblower Protection Ordinance encourages and protects good-faith reporting of official misconduct by City employees. The ordinance does not protect reports and disclosures that are made anonymously, are made in violation of any law, or are made without regard to the truthfulness of the reported information. In order to come within the protection of the ordinance, you must make a good-faith attempt to report the information to an appropriate reporting authority.

The ordinance defines "official misconduct" to include the violation of any law, rule or regulation; the misuse or mismanagement of city assets; or an abuse of official authority. The ordinance defines "appropriate reporting authorities" to include elected officials, law enforcement agencies, the Denver Board of Ethics, or the appointment authority for the officer or staff who is being accused of the official misconduct.

The ordinance prohibits supervisors and appointing authorities from taking any adverse employment action against staff in retaliation for the staff member reporting official misconduct. The ordinance defines "adverse employment action" to include actual or threatened disciplinary actions, adverse performance evaluations, or denial of compensation or benefits.

CODE OF ETHICS

The Code of Ethics guides the conduct of our staff so that our communities will have confidence that we are acting responsibly for their benefit. We ask that you follow the letter and spirit of the City and County of Denver Code of Ethics and strive to avoid situations which create impropriety or the appearance of impropriety. Private interests, financial or otherwise, should not affect your objectivity, independence or honesty in performing your duties. The full Code of Ethics Handbook can be found at: denvergov.org/ethics

The Code of Ethics has general guidelines regarding the common topics of employment of family members, gifts to employees, outside employment or business activity and conflict of interest. In the event of a conflict between the Code of Ethics and this policy, the Code of Ethics controls. A summary follows:

Employment of Immediate Family Members—We accept employment applications from the immediate family of current staff members. However, no preference is given because of family relationships.

You may not work in the same department/branch as, be supervised by, or report up through the same supervisor as an immediate family member.

If you become an immediate family member of another staff member (i.e. marriage) and it violates one of the guidelines listed above, you have six months to resolve the situation. One staff member can apply for another vacant position within the library, arrange an acceptable transfer or resign.

If the matter is not resolved within six months, the City Librarian will decide the matter based on the needs of the library.

Gifts to Officers, Officials and Employees—A gift is anything of value received without giving adequate and lawful compensation for it. A gift may include meals, tickets to events, travel expenses, honoraria, services, loans, rebates and discounts (unless offered to the public or all city employees, officers and officials on the same terms and conditions).

You, or your immediate family members, may not accept a gift if:

1. Any of the above persons are in a position to take direct official action toward the giver, AND
2. The giver has (or is about to have) a business, contract, or regulatory relationship with the library.

If you receive a gift over \$25 in value from any source during the course of employment, it must be reported on a Financial Disclosure Form. This form is distributed by the library's Human Resources Office on an as-needed basis.

Outside Employment—In most cases, outside jobs or business interests are not an issue. However, outside employment cannot conflict with the interests of the library or the City and County of Denver Code of Ethics. Additionally, outside employment may not interfere with scheduled or required overtime hours, the proper performance of library assignments or the meeting of deadlines. We can hire staff as independent contractors for outside functions, such as being in a musical ensemble that performs at events. The immediate supervisor needs to be notified prior to being hired for outside events as a contractor.

If any conflicts exist, as determined by the library or the City and County of Denver's Board of Ethics, the outside employment or business activity must be discontinued.

Conflict of Interest—If you or an immediate family member has a substantial employment, contractual or financial interest in a matter, direct official action on a matter before the library or City may not be taken.

For six months following termination of office or employment, former staff members may not obtain employment in which they will take direct advantage of matters on which they took direct official action during their service with the library or City. For one year following termination of service with the library, former staff members may not engage in any action or litigation on behalf of any other person or entity if the action or litigation involves an issue on which they took direct official action while in the service of the library.

DRUG AND ALCOHOL POLICY

Our library is a drug-free workplace that prohibits the use or distribution of alcohol, illegal drugs or controlled substances in any Library property or vehicle. In addition, being under the influence of alcohol, illegal drugs (including marijuana) or controlled substances while in a library facility or performing library business is not allowed. Consumption of alcohol is prohibited unless consumed at an officially sanctioned private function such as the Book Lovers Ball.

We may require you to submit to an alcohol and/or drug screening if:

- You are reasonably suspected by a supervisor or safety officer of being under the influence of alcohol or drugs.
- You are involved in a workplace accident that may have been caused by human error which could have been drug or alcohol related, even if there are

no observable symptoms of you being under the influence.

- You are involved in a vehicle or on-the-job accident where a supervisor or safety officer believes you are at fault.
- You are involved in a vehicle accident at work and are ticketed by the Denver police or someone involved in the accident is injured and treated away from the accident scene.
- Hold a position requiring a Commercial Driver's License.

You may refuse to test. We treat a refusal to test in the same manner as a positive result.

Reasonable suspicion is a reasonable belief that a staff member is using or under the influence of drugs or alcohol based on appearance, behavior, speech, odors, and other factors. Please report the use of prescription drugs that may affect your performance to your supervisor.



Additionally, the serving of alcohol at library functions must be approved in advance. Alcohol may be served at private, invitation-only events at the library; and it can only be dispensed by a caterer for whom the library has proof of liquor liability. For more information regarding alcohol at library functions, contact the library Community Relations Office.

WEAPONS

We want to ensure that our workplace is safe and free of violence for all staff members. The possession or use of dangerous weapons on library property is prohibited, which includes licensed concealed carry weapons. Weapons may be brought onto a work location only with written permission of the City Librarian.

VIOLENCE IN THE WORKPLACE

We are committed to maintaining a safe work environment free from all forms of violence and threats of violence. Staff members who perpetrate violence, whether on-duty or off-duty, or otherwise violate this policy, is prohibited and will be subject to corrective action and/or possible criminal action.

Behaviors such as intimidation, threatening or hostile actions, physical assault, vandalism, arson, sabotage, unauthorized use of weapons, bringing unauthorized weapons onto City/library property or other acts of this type that are clearly inappropriate in the workplace are not tolerated. Any actual or attempted threatening or abusive behavior, via any electronic communications or in person, on-duty or off-duty, are covered by this policy. In addition, jokes or comments regarding violent acts which are reasonably perceived to be a threat of harm, or encouraging others to engage in the negative behaviors are not allowed.

If you are in an emergency situation, call 911. Next, immediately notify the **Security Department at 5-1102**.

For non-emergency situations, please report the incident to your supervisor or the Human Resources Office. In addition, please let us know if you are involved with an active restraining order. We take these issues seriously, and will conduct a full and timely investigation of a good-

faith complaint, as appropriate, regarding any violation of this policy. Based on the outcome, appropriate action will be taken. No employee acting in good faith who reports real or implied violent behavior will be subject to retaliation based upon a report.

REPORTING OF CONVICTIONS

If you have been charged with or convicted of any crime, please report it to the Human Resource Office within three calendar days of the occurrence. For our positions requiring the operation of a library motor vehicle as part of the job assignment, any traffic citations (except parking violations) must be reported, regardless of whether the citation was received while on duty or not.

CONFIDENTIALITY

We are passionate about protecting the privacy of both our customers and staff, so we go the extra mile to ensure information doesn't get into the wrong hands. Any information regarding our customers, stored in any form, is confidential and only made available to staff in the line of duty and to others only in response to a subpoena.

POLITICAL ACTIVITIES

We love that our staff members want to be active participants in the communities we serve, and we highly encourage it during off-duty hours.

We ask that during working hours, you refrain from wearing political attire, having visible political tattoos, soliciting monetary political contributions from any staff member, engaging in solicitation or politically motivated behavior that is harassing or discriminatory, using our resources for political activities, or making any promise/threat of action against any co-worker because of giving or withholding of a political contribution or service.

SELLING/SOLICITATION

We have staff bulletin boards as well as the Classifieds section of Staffweb if you would like to post items for sale. This is a great way to connect with other staff members. Please keep in mind that any selling activities need to be outside scheduled working hours. Also, please do not solicit or distribute any non-job related material of any kind during working time on library property.



ATTENDANCE AND PUNCTUALITY

We want to maintain great relationships with our customers, and part of keeping that commitment is being on time for our scheduled shifts. Your team also depends on you being on time and ready to serve! When we are unexpectedly absent or tardy, it places additional burdens on the rest of the team to pick up tasks and may leave customers without assistance.

If you are unable to work or will be late, please let your supervisor (or other designated person) know with as much notice as possible so they can make arrangements to cover the shift. Each department or branch has specific reporting procedures set by the manager or supervisor.

If you are unclear on the procedure for your branch/department, be sure to ask.

DRESS

We trust that you will dress appropriately and safely for the work that you do. The only exception to this are departments that require specific uniforms, such as our Security Officers, so they can be identified easily by staff and customers. Additionally, we do expect all staff to wear a name badge while working. If you have any questions regarding dress, please chat with your supervisor.



STAFF LIBRARY CARDS

We issue all staff members, including supplemental staff, library cards using the Denver Patron Code at the time of hire, if you desire one. This Patron Code provides full access to our collections, even for staff residing outside of Denver. Your staff account needs to contain accurate information, including full name, date of birth and physical house address. Please be model customers when using your library card. Abuse of privileges, including excessive amounts of overdue or lost items on the library card record, tampering with hold queues or not promptly checking out materials placed on hold, are not acceptable and may result in cancellation of these privileges.

SMOKING

Smoking needs to be on approved break times and outside, at least 25 feet from any entrance. We follow the Colorado Clean Indoor Air Act, and consider smoking to be the following:

The use of any device that can be used to deliver tobacco or nicotine to the person inhaling from the device, including electronic cigarettes, cigars, cigarillos or pipes, as well as vaporizers, hookah pens and similar devices that use an atomizer or otherwise allow users to inhale nicotine vapor without the use of fire, smoke or ash.

ELECTRONIC USE AT THE LIBRARY

We provide a wide variety of electronic equipment for business use. Limited, occasional use of electronic media for personal, non-business purposes is understandable as long as it is of a reasonable duration and frequency, and does not interfere with your job duties or anyone else's job

duties. Unless used for business purposes, personal cell phones and other personal electronic devices can be used during scheduled break times.

All regular staff members are given a denverlibrary.org email address and network username. We want to ensure that we protect the integrity of the library data and the systems we use. Please do not share your user ID or passphrase, nor use another staff member's login info to log onto a workstation computer, email, or online service for any reason. It's your responsibility to practice adequate passphrase management by keeping all passwords confidential. Please keep all passwords physically secure, do not place a written list of passwords in plain view or anywhere easily discoverable (for example, posted under a computer keyboard). It's not a good idea to disclose system passwords to anyone, for any reason. IT should never ask for a staff member's password, and if asked, you should never provide your password to IT.

Email should be retained in a manner consistent with paper documents pursuant to the library's record retention policy. If you receive a Litigation Hold, all documents must be retained until you receive written notice that the Litigation Hold has been released. Email or any internally posted communications should be treated like written memoranda. If the contents of the communication would not be appropriate to put on library letterhead, it is not appropriate to send via email or post internally.

Personal devices issued to you by the library should be maintained using common sense security practices, including virus protection and regular and timely software updates. We do retain the right to revoke such devices and upon loss or theft of a device used for library email, may wipe the device remotely which will erase all library and personal data from the device. It's your responsibility to notify the library's IT department upon the theft or loss of a device that is used for library purposes and/or contains library information. Library IT staff will work with you, your supervisor, and library Human Resources Office to determine if a remote wipe is necessary. Upon loss or theft of a personal device containing library information, you may also request the library IT department perform a remote wipe.

We comply with all applicable City and County of Denver Information Security standards, practices, procedures, and regulations. DPL also complies with the standards laid out for government entities by the Federal Information Security Management Act. However, we do not guarantee protection of private data stored or transmitted using library equipment, software, WiFi or the network. All networks have vulnerabilities to cyber attacks, malware, viruses, equipment failure, software bugs, and other unforeseen risks. By using library equipment, you accept this risk and it is your responsibility to protect yourself and your data.

SOCIAL MEDIA

We have several social networking accounts to connect to our customers and engage them in conversations about materials, programs and library resources.

Our social networking sites follow the Social Networking Guidelines (found on Staffweb) and are approved by the library's Marketing and Communications Office. Only approved and authorized staff members can be administrators on any library social networking site and those staff members are responsible for the content that is published.

If you are on social media on a personal level, you can also participate in the conversations happening on the library's social media sites. However, it must be clear that you are speaking for yourself and not on behalf of the Denver Public Library.

Postings made by unauthorized staff members regarding library matters on any other blog, wiki or social networking site are considered personal communications and are not library communications. If you publish or post regarding library matters, you must include a disclaimer such as: The postings on this site are my own and do not necessarily represent library positions, strategies or opinions.

Please do not disclose any sensitive, proprietary or confidential information about the library or its customers. Please do not reference customers, partners or vendors without their advance express approval. Also, we need to consider copyright and fair use laws. The library logo and branding is prohibited for personal use.

If you have a workplace complaint, you are encouraged to bring the matter to the HR Office, as we have the ability and authority to investigate and resolve such matters.



CONFLICT RESOLUTION

We are committed to providing a harmonious work environment for all staff based on mutual respect and accountability. It's important that we all remember to recognize that most actions are made with the best of intentions. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives attention and a timely response from your supervisor. Such open discussion provides opportunities for constructive criticism, clarification, and feedback and can result in mutually beneficial solutions.

Your supervisor is an important resource to help with any workplace conflict, and can help settle most issues that arise. If issues cannot be resolved with your supervisors help, it may be escalated to your supervisor's supervisor or division director. Every reasonable attempt to reach agreement and understanding through open dialogue

should be made as soon as possible after an incident. If you believe it is inappropriate to discuss an issue with your supervisor, manager or director, or if open dialogue attempts do not satisfactorily resolve an issue, we encourage you to seek assistance from the library's Human Resources Office at any time.

MEDIATION

If issues arise that cannot be resolved by speaking to the involved party or your supervisor, you may request a mediator to help resolve the issue. Our mediator is trained to help those involved in communicating their different perspectives, discuss needs and interests, and explore ways to move forward in a mutually acceptable way.

CORRECTIVE ACTION

There are times that a gap between expected and actual work performance needs to be addressed. We have a process, like most organizations, to address these types



of concerns. Whenever possible, we practice progressive correction. However, any measure of correction may be used, based on the seriousness of the situation. Your past record will be taken into consideration.

Your supervisor may try to coach you as a way to address performance issues before we get to the more formal corrective action process, and we consider this a verbal warning. If formal correction is necessary, the following progressive measures are in increasing order of severity: written warning, disciplinary probation and separation. Beginning at the written warning stage, a supervisor or manager will partner with a member of Human Resources.

Verbal Warning: Your supervisor will discuss the performance issue with you, and what improvements are needed. The verbal coaching is an informal method of correction. Further issues may lead to further corrective action.

Written Warning: Your manager or supervisor will meet with you and provide written notice of the performance issue. The written warning defines the issue(s) and outlines the corrective actions to be taken. The warning will contain sufficient detail so that you understand the performance issue and what is expected of you. Written warnings become a permanent part of your personnel file.

Disciplinary Probation: Your manager or supervisor will meet with you and give you written expectations. At this time, you can decide whether you want to continue working for the library and meet the expectations or resign. If you decide to resign, your manager or supervisor will write a memo, summarizing the details, to attach to your resignation paperwork. If you decide to meet the library's expectations, your manager or supervisor will place you on disciplinary probation for a six month period with specific goals and objectives to correct the issue(s). At the end of the probationary period, if you have met expectations, your supervisor will remove you from probation. If, however, there is continued poor performance or misconduct while on probation or anytime after probation, you may be separated.

GROUNDS FOR CORRECTIVE ACTION

Because it is impossible to list every unacceptable behavior, the following list is meant for illustrative purposes and is not all inclusive.

- Neglect of duty or carelessness in performance of duties and responsibilities.
- Theft, destruction, or neglect in the use of library property; or property or materials of any other person or entity.
- Any act of dishonesty, which may include, but is not limited to, lying, or improperly altering or falsifying records, examination answers or work hours.
- Accepting, soliciting, or making a bribe, or using official position or authority for personal profit or advantage, including kickbacks.
- Failing to comply with the lawful orders of an authorized supervisor or failing to do assigned work a staff member is capable of performing.
- Failing to meet established standards of performance including either qualitative or quantitative standards.
- Intimidation or retaliation against anyone who has been identified as a witness, party, or representative of any party to any hearing or investigation relating to any disciplinary procedure, or any violation of a city, state, or federal rule, regulation or law, or against a staff member who has used the conflict resolution process in good faith. Retaliation or intimidation due to good faith reporting of official misconduct is also prohibited.
- Failure to maintain satisfactory working relationships with co-workers and other individuals the employee interacts with as part of their job. This may include unwillingness or inability to work in harmony with others, discourtesy or conduct inappropriate to our work environment.
- Being charged with or convicted of a crime, or entering a plea of guilty or nolo contendere to a crime.
- Failure to report charges of, pleas to, or convictions of crimes as required.
- Unauthorized deviation from scheduled shift including reporting to work after the scheduled start time of the shift, leaving work before the end time of the shift, working unauthorized overtime, or using the time clock rounding rule inappropriately.
- Excessive or unexcused absences or tardiness.

- Unauthorized absence from work; or abuse of paid time off, sick leave, or other types of leave; or violation of any rules relating to any forms of leave.
- Divulging confidential or otherwise sensitive information in any format to inappropriate or unauthorized individuals.
- Refusal to cooperate, including refusing to provide requested information and materials relevant to an investigation or a work-related search.
- Unauthorized recording, including audio or video, while on library property or business, or when speaking to another staff member by phone.
- Conduct which violates library policy, the City and County of Denver Code of Ethics, the City Charter, the Denver Revised Municipal Code, or written regulations, policies, rules, or procedures.
- Discrimination, harassment, or retaliation as defined in the guidebook, based on protected characteristics, or any other status protected by federal, state, local laws, or library specific policy.

- Failure to use safety devices or failure to observe safety regulations.
- Conduct which is or could foreseeably impact the good order and effectiveness of the library, bring disrepute on or compromise the integrity of the library or be unbecoming of a library employee.

DELIBERATION OF SEPARATION

If your supervisor is considering separating your employment, we may hold a deliberation of separation meeting with you. This meeting would include your supervisor, their supervisor, HR, and yourself. This meeting allows you the opportunity to give your perspective on what occurred, or present any new information as to why the separation should not happen.

Depending on the circumstances, a written or email deliberation of separation letter will be given to you in advance of the meeting. It will include the time and place of the meeting and the specific conduct that violates one or more of the grounds for corrective action.

The deliberation of separation meeting is not adversarial nor is it an informal hearing or trial. We reserve the right to audio record this meeting. Any decisions stemming from the deliberation of separation meeting will be made in a timely manner.

If separation is the appropriate course of action, we will provide you with a recap of the meeting, along with the specific violations or performance failure leading to the separation decision. The effective date of separation will also be included.

In addition to our conflict resolution and mediation practices, we also recognize the need of staff to file a formal complaint if they are dismissed, demoted, or disciplined in breach of public policy. In order to file the complaint, you need to prove that the reason for management's decision is either: (1) that you were exercising a statutory right (such as filing a Workers Compensation claim, whistleblowing, or claiming Family Medical Leave), or (2) fulfilling a statutory duty (such as reporting for jury duty). Please contact the HR Office for the official form.



PAY PRACTICES

PAY GRADES AND PAY RANGES

As mentioned before, the City and County of Denver sets our compensation structure, provides our paychecks, and administers our benefits. The pay grades, pay ranges and job classifications can be viewed at denvergov.org/humanresources

All of our jobs are based on duties and responsibilities as well as the knowledge, skills and competencies needed to perform the job. The City's Office of Human Resources conducts pay survey on an annual basis to ensure that pay ranges are comparable to other Denver area organizations, given similar work. Any changes to pay ranges require City Council approval.

EXEMPT vs. NONEXEMPT STATUS

We comply with the Fair Labor Standards Act (FLSA), and our library positions are defined as either exempt or non-exempt. An exempt staff member is exempt from being paid overtime and is usually in a salaried position falling into three broad categories; administrative, professional or executive. Generally, exempt staff members are not eligible to receive overtime pay. Non-exempt staff members are usually paid on an hourly basis and are entitled to receive overtime pay.

OVERTIME

Overtime is authorized time worked that exceeds 40 hours in a workweek for non-exempt staff members. Unpaid leave is not counted as hours worked for the purposes of calculating overtime. Overtime is compensated at the rate of 1.5 times the staff member's hourly rate of pay. The overtime rate also applies to shift differential, if applicable.

PAY WHEN FIRST EMPLOYED

All offers of employment are made by the library Human Resources Office. Our starting salary offers are based on the pay range of the job classification, market conditions, related experience, previous work record, salary history, education and internal equity.

Staff can be hired up to midpoint on the pay scale without the approval of a Service Director. Someone who is unusually well qualified may receive a job offer above the midpoint with the approval of the Service Director.

PAY ADJUSTMENTS

Pay adjustments within a staff member's pay range may be made in order to eliminate a pay inequity created by internal or external conditions. Pay adjustments must be approved in advance in writing by the library Human Resources Office.

PAY PERIODS/PAY DAYS

There are twenty-six pay periods per year, and we are paid every other Friday. If a payday falls on a holiday, you will be paid the day before. Paychecks are processed and issued by the City and County of Denver's Payroll Office. You can view your pay slip at anytime in Workday.

KRONOS TIMECARDS

We ask all staff to maintain an accurate record of time worked in the Kronos timekeeping system. You must review and, if accurate, approve your timecard in Kronos at the end of the pay period, and your supervisor also reviews and approves. If your time card is inaccurate for any reason, please notify your supervisor as soon as possible. This ensures that you are being paid for the hours that you worked.

Our workweeks begins at 12:01 a.m. Sunday and ends at 12:00 midnight on Saturday. Access to Kronos timecards is cut off at 10:00 am on the Monday after a pay period closes for processing.

We have a variety of options for accessing the Kronos system including computer, telephone and card terminals. Your supervisor will let you know which method you are expected to use. Those using the telephone must clock in/out from a library telephone unless otherwise approved by a staff member's supervisor.

To maintain consistent time reporting, Kronos rounds punch times to the nearest 15 minute mark. The actual punch time appears in the timecard; however the Shift, Daily and Cumulative totals are rounded. Rounding has no bearing on your regularly scheduled work times, nor does it have bearing on early or late indicators in your timecard. In order to round to 15 minutes, the actual rounding occurs on punches between 7 and 8 minutes. Please be mindful of the rounding rule, and accurately record your time worked. We want to ensure that you are being paid for actual time worked.

BREAKS

We want you well rested and refreshed to be your best at work, so we provide a variety of breaks to support you.

For every four hours worked, you should receive a 15-minute, paid break. Your supervisor will schedule these times to ensure proper coverage. Since these breaks are paid, we ask that you not leave the premises without supervisor approval.

For shifts lasting over six hours, a thirty minute unpaid meal time is scheduled. If you are approved to voluntarily eat while working or if the library has a time-sensitive need that prevents you from taking a meal break, the meal period is added to the paid hours worked for that day. If your meal period is interrupted, please notify your supervisor as soon as possible so they can make any necessary adjustments to our time card in Kronos.

MERIT INCREASES

Merit pay increases may be awarded annually. However, funding for the merit pay increases is entirely dependent on the City and County of Denver's budget. Merit increases may be prorated based on the number of months between your hire date and the end of the year. If you were hired between October 1 and December 31st, you will not be eligible for that year's merit increase. Any merit pay increases are effective and retroactive to the first Sunday of the new year.

INTERRUPTION OF SCHEDULED WORK

Our City Librarian may close one or more library facilities due to an emergency, including severe weather. If a library facility is officially closed, staff may be temporarily reassigned to another library location. If excused from work for the day or any part of the day without a reassignment, you will be paid for your scheduled shift.



MOVING AROUND

We consider a promotion a move into a position that is classified at a higher pay grade. Our pay offers are competitively compared to the local market and commensurate with the duties of the job along with the level of experience and education you have, and our internal pay equity.

Transfers are when a staff member moves to another position within the same pay grade. Most transfers are voluntary and occur when a staff member applies for and is selected to fill a position within the same pay grade as their current position. Transfers do not result in a pay increase or decrease.

If you are transferring from the library into another City agency, our library policies will no longer apply. You will keep your benefits, leave accrual and service dates. If you transfer from the City into the library, you will now be under our independent agency policies and the city policies will no longer apply.

JOB AUDIT/REALLOCATION

There are times when the duties of an existing position change to the extent that it is more similar to a position in another classification. When this happens, the position may be reallocated to a more appropriate classification. Reallocations are either done when a position is vacant, through a job audit request, or through a City classification maintenance study.

Job audit requests are initiated by you and your supervisor, and need to go through the City and County of Denver's HR office, as they are responsible for our pay structures. Both you and your supervisor need to fill out the request in order for the city to start the job audit process. Please have a conversation with HR before you get started. Below is the link for your convenience.

denvergov.org/content/denvergov/en/office-of-human-resources/employee-resources/Classification-and-Compensation/position-audit.html

If your position is reallocated through a job audit or classification maintenance study, there is no resulting increase in pay unless your current pay rate is below the

pay range minimum in the new classification. In that case, we will increase your pay to the minimum of the new pay range.

REORGANIZATION

As we grow as an organization, we might consider a reorganization of our jobs. If a job title is eliminated, we may re-assign you to a position in the same or a lower classification in lieu of a layoff.

In that case, you would receive the same pay in the new classification unless your pay exceeds the pay range of the new classification. In that event, you would retain your existing salary and it will remain the same until the pay range of the new classification meets your current pay rate.

DEMOTION

There are times when a demotion needs to happen. If you apply for, and are selected, for a position at a lower pay grade, or if the City Librarian approves a demotion for the good of the library, your pay may be decreased. We do not demote staff as a form of discipline.

A demotion will typically result in a pay decrease of eight percent of your salary unless a greater decrease is necessary to bring you within the pay range of the new job classification or it creates a pay inequity.

SHIFT DIFFERENTIAL

We provide shift differentials as a premium paid to staff members in non-exempt, regular positions. You must work the assigned shift to be eligible for shift differential. We do not pay shift differentials during any period of paid leave such as vacation, sick leave or holidays unless you are required to work such a holiday.

Shift differentials are paid for all hours worked by an eligible staff member in a work day under the following conditions:

- Night Rate: If at least half of the hours worked occur between 11 p.m. and 7 a.m., you will receive the rate of 12 percent.

- **Evening Rate:** If at least half of the hours worked occur between 3 p.m. and 11 p.m. you will receive the rate of 7 percent, unless the other half of the hours worked occur between 11 p.m. and 7 a.m., in which case you will receive the night rate.

- If neither 1 or 2 are applicable, but at least half of the hours worked occur between 3 p.m. and 7 a.m., you will receive the applicable rate for the period in which a majority of the hours occur. If these hours are evenly divided between 3 p.m. and 11 p.m., and 11 p.m. and 7 a.m., you will receive the night rate.

MILEAGE AND PARKING REIMBURSEMENT

If you are required to drive a personal vehicle while completing assigned job duties, a mileage and parking reimbursement is available. Reimbursements are paid on paychecks and are entered into the Kronos time system by you if you are approved to do so, or by your supervisor.

Before driving for business use, you need to:

- Submit a completed and authorized City Business Vehicle Request and Status Change Form.
- Attend the City's required Defensive Driving Training within the last three years.
- Have and maintain personal automobile insurance* (if you drive your personal vehicle for library business).

* Carry liability and property damage insurance with at least the minimum coverage limits identified in Fiscal Accountability Rule 10.5 - City Business Vehicle Use.

If you are eligible for mileage reimbursement you may also be reimbursed for parking expenses incurred while completing your job duties. Please note that parking will not be reimbursed for parking at your primary job location.

A parking receipt must be submitted to your supervisor in order to receive reimbursement within the pay period the expense occurred. Meter parking without a receipt may be reimbursed to a maximum of \$2.00.

BILINGUAL STIPEND

We provide a bilingual stipend for any regular staff member that uses non-English language skills over 35% of

the time. Once your supervisor verifies this, our HR office will give you the information to complete the language test. If you pass, you will be compensated each pay period with a \$50 stipend.

The effective date of the bilingual stipend is the beginning of the first workweek after the test is taken and you have a passing score of 53 or above.

If you change to a position that does not require using a second language over 35% of the time, the stipend will stop. Also, staff members on an approved leave lasting one week or more may have their bilingual stipend suspended until they return to work.

STANDBY PAY

We have a few teams that may schedule staff members to be on standby duty when there is reasonable anticipation that a staff member will have to respond and perform work immediately while off-duty. Our non-exempt staff members scheduled to stand by will receive pay for all hours worked. If no hours are worked, non-exempt staff will receive one and one-half hours of pay for each eight hours on standby duty.

To be eligible for standby pay, you must be:

- Available by cell phone or phone;
- Required to respond to a call and perform work within a designated amount of time not to exceed two hours;
- In a non-impaired condition that allows you to safely perform job duty assignments;
- The staff member will be subject to disciplinary action if they do not respond to the call within the designated amount of time or responds in an impaired condition.

CALL-BACK PAY

If you are a non-exempt staff member and get called back to work by your supervisor, you will be paid for a minimum of two hours of work from the time you begin work and will be paid your regular rate of pay for any work performed beyond the first two hours.

LIBRARY-ISSUED MOBILE PHONES

Some exempt level staff may be expected to carry and respond to mobile phone calls during off-duty hours as part of their responsibilities.

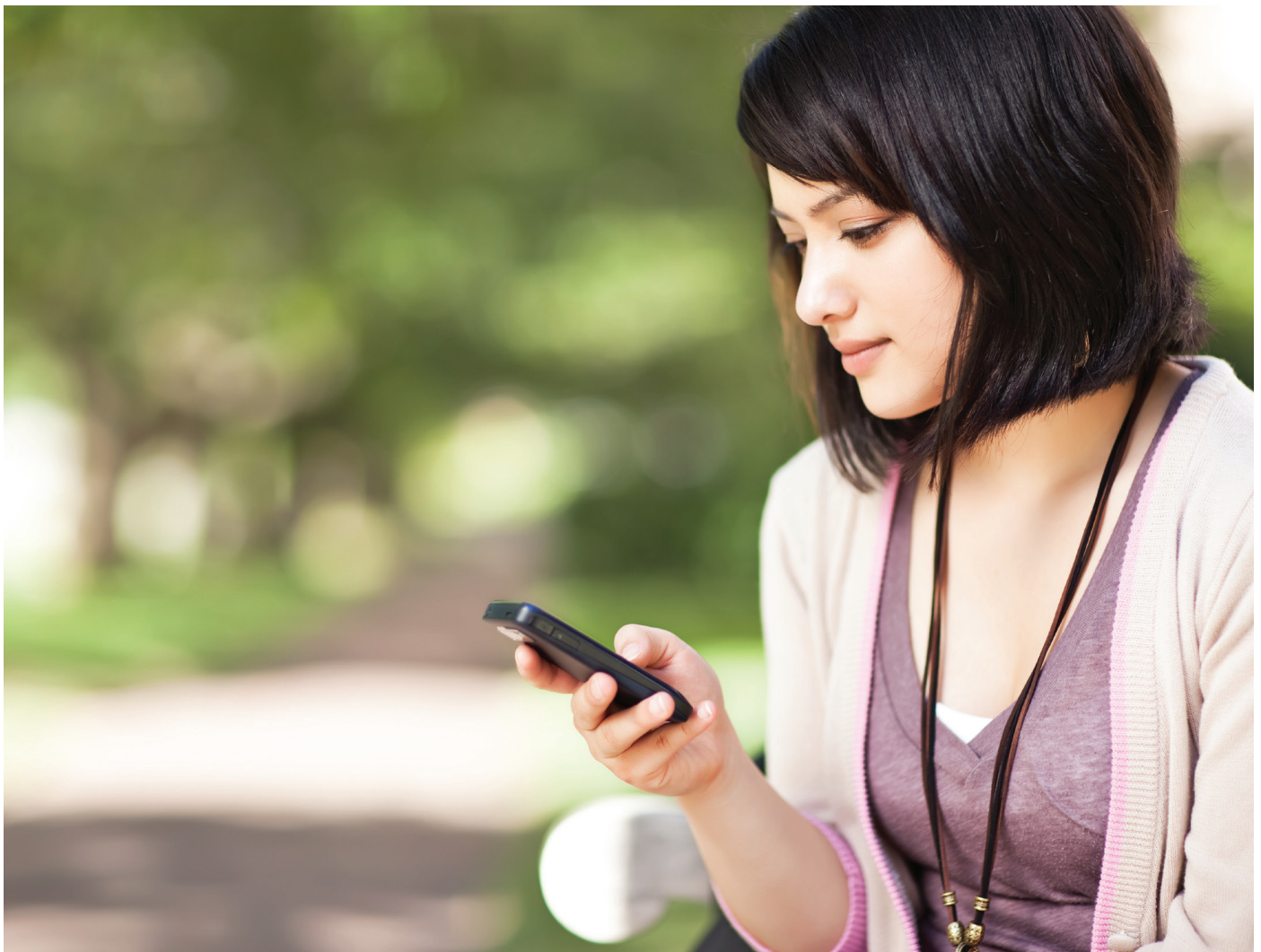
All non-exempt staff must turn their work cell phones off during off-duty hours and not respond to work-related calls unless otherwise directed by their supervisor. If a non-exempt staff member is directed to answer calls while off duty, he/she will be paid for all hours worked, which may result in overtime.

WORKING OUT OF CLASS ASSIGNMENT

Our Service Directors can approve an employee for a working out of class assignment in a higher level classification when there is (1) a vacancy; (2) the employee holding that position is on an extended leave of absence;

or (3) in other circumstances as deemed appropriate by the City Librarian. An employee can work out of class for up to one year. These are the guidelines for assigning and paying for a working out of class assignment:

- The assigned employee must have a demonstrated ability to perform all the duties and accept all the responsibilities of the higher level assignment.
- The first 15 days of the assignment will not result in a change in pay.
- At the beginning of the workweek after the initial 15 days, a staff member on WOC assignment will receive an eight percent increase.
- Upon completion of the assignment, the staff member's pay and duties will return to the level of their regular position.



BENEFITS

We offer a comprehensive benefits program that is administered by the city, and it is available to all regular and limited-term staff members scheduled to work 20 hours or more per week. A committee appointed by the Mayor's Office reviews and revises the benefits package on an annual basis.

All insurance, if elected, begins the first of the month following your hire date. You need to make your selections within 30 days of your hire date, a change in hours making you newly qualified for benefits, or a qualified life event. A qualified life event is marriage/divorce, loss/gain in coverage, an ineligible dependent or a change in family size. Other changes may be made only during the annual Open Enrollment period in October. The benefits elected during the October Open Enrollment period are effective on January 1st of the following year.

We want you to know about your benefits, so if you have any questions, please visit the following resource or contact the library HR office.

denvergov.org/content/denvergov/en/office-of-human-resources/employee-resources/benefits.html

PAID TIME OFF (PTO)

Our PTO plan applies to all regular staff hired after 12/31/2009 and anyone hired before 12/31/2009 who opted into the plan. We ask that you make PTO requests to your supervisor at least two weeks in advance, except in cases of emergency, illness, or injury to you or an immediate family member. Your supervisor will make every effort to grant leave PTO requests, but the needs of the library are the first priority. The earlier you request leave, the more likely it is to be granted.

If you are scheduled to work 20 hours per week or more, you accrue PTO as follows:

PTO Accrual

Years of Service	Monthly Accrual (20 hrs/wk)	Monthly Accrual (30 hrs/wk)	Monthly Accrual (40 hrs/wk)
0-6 months	5 hours	7.5 hours	10 hours
6 mos-5 yrs	6 hours	9 hours	12 hours
5-10 years	7.5 hours	11.25 hours	15 hours
10-15 years	9 hours	13.5 hours	18 hours
15+ years	9.5 hours	14.25 hours	19 hours

PTO is credited on the first of the month for the previous month of work. You can view your PTO balance in Kronos. PTO is prorated if you began employment at the library after the first day of the month or separate from employment before the last day of the month.

Your PTO can be accrued to a maximum bank of 400 hours. Your PTO can't be used after a last day of actual work except in approved leave situations. If you separate your employment from the library, any unused PTO will be paid to you at your regular rate of pay.

VACATION TIME

Our vacation time applies to regular staff hired before 12/31/2009 that did not opt into the PTO plan. We ask that you submit requests for vacation time to your supervisor at least two weeks in advance. Your supervisor will make every effort to grant vacation leave requests, but the needs of the library are the first priority. The earlier you request leave, the more likely it is to be granted.

If you are scheduled to work 20 hours or more per week, you accrue vacation time as follows:

Vacation Accrual			
Years of Service	Monthly Accrual (20 hrs/wk)	Monthly Accrual (30 hrs/wk)	Monthly Accrual (40 hrs/wk)
5-10 years	5 hours	7.5 hours	10 hours
10-15 years	6 hours	9 hours	12 hours
15+ years	7 hours	10.5 hours	14 hours

SICK TIME

The sick time benefit applies to regular staff hired before 12/31/2009 that did not opt into the PTO plan. Except in cases of illness or injury to you or an immediate family member, sick leave requests should be approved in

advance by your supervisor. Sick time accruals do not increase based on years of service. Regular employees who are scheduled to work 20 hours or more per week accrue sick time as follows:

Sick Time Accrual		
Monthly Accrual (20 hrs/wk)	Monthly Accrual (30 hrs/wk)	Monthly Accrual (40 hrs/wk)
4 hours	6 hours	8 hours



Sick time is credited on the first of the month for the previous month of work. Sick leave is prorated for staff members who separate from employment before the last day of the month.

We allow a maximum of 960 hours of sick time to be accrued. When there are more than 880 hours in your sick

time bank, up to 80 hours will automatically be placed in a sick-as-vacation bank. It will be replenished automatically by any accrued sick hours over 880.

Full sick time balances are not paid out upon separation. Payment for the unused balance of accrued sick leave is as follows:

Full Years of Service		
9 years	Sick leave balance minus	360 hours
10+ years	Sick leave balance minus	400 hours

Upon retirement or death, a staff member is paid at their regular rate of pay for one-half of all accrued sick leave credits existing or in accordance with the method as described above, whichever is higher, but not to exceed 560 working hours.

Sick time may not be used after the last day of actual work except in approved leave situations.

In order to begin the process of determining eligibility for job-protected leave under the Family Medical Leave Act (FMLA), the Library Human Resources Office must be notified after three consecutive days of absence due to illness or injury. See the FMLA section of the guidebook for additional information.

DONATED TIME OFF

We have a great way to help our fellow co-workers in their time of need. We have the option of donating time off! You may donate time to another staff member if:

- You have been earning sick time continuously for the last five years and have a sick time balance of at least 240 hours after the donation or a PTO balance of at least 80 hours after the donation.

AND

- The recipient is on an approved medical leave and has exhausted all of their sick time, vacation time and/or PTO.
- The recipient (or their representative) submits a Request for Donation form to the library Human Resources Office and the library Human Resources Office approves it.
- The recipient does not use over 600 hours of donated time in a calendar year.

Donated leave balances are not paid out upon separation from employment. Unused donated leave cannot be donated to another staff member nor is it returned to the donor.

PAID HOLIDAYS

There are 11 paid holidays observed by the library. All regular and limited-term staff members scheduled to work 20 or more hours per week have these paid days. Holiday pay is prorated in accordance with your regularly scheduled hours.

If it's necessary to maintain essential services, we may ask you to work on a holiday. If you are scheduled to work on a holiday or the holiday falls on a scheduled day off, you will be given an alternate day off in that holiday week.

Below is a list of paid holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Cesar E. Chavez Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day
- Personal Holiday - One personal holiday that must be used between January 1 and December 31 of each year. If not used, it is forfeited. You need to obtain supervisor approval when scheduling this day off.

When a paid holiday occurs on a Saturday, the holiday is observed on the preceding Friday. When a paid holiday occurs on a Sunday, the holiday is observed on the following Monday.

OTHER HOLIDAY-RELATED CLOSINGS

We may close to the public in conjunction with other paid holidays, including:

Thanksgiving Eve (close at 4 p.m.)
Christmas Eve (close at 4 p.m.)
New Year's Eve (close at 4 p.m.)

For closings other than paid holidays, staff schedules will be rearranged so you will receive a full complement of time worked during these short weeks.

For an annual list of library-scheduled closings, please see Staffweb.

LEAVE OF ABSENCE

We offer a variety of leaves to accommodate your personal and professional needs. After 30 days of continuous leave, certain types and lengths of leaves may impact benefits and leave accruals. For specific information on taking any of the leaves listed below, please contact the library Human Resources Office.

ADMINISTRATIVE LEAVE

Paid administrative leave may be granted for a variety of compelling reasons. In all situations, the first priority is the operation of the library. Administrative leave must be requested and approved in advance. Reasons for granting paid administrative leave may include, but are not limited to, exemplary performance or employee recognition.

JURY DUTY/COURT LEAVE

We encourage you to serve as a juror or witness when requested to do so through a court notice, such as a Jury Summons. However, when you are a plaintiff, respondent or defendant in a non-work related case, Paid Time Off (PTO) must be taken if work is missed. When you are called for jury service, please let your supervisor know immediately. This will allow time to find coverage if required.

If you are called to jury duty and it falls on a day you are scheduled to work, you will receive pay for the time spent at the courthouse. So, if you are released right away, for example after 30 minutes or two hours, you should report to your work location to complete your scheduled shift. The time spent at the courthouse will be coded in Kronos by using pay code, "Court Leave Jury Duty".

If you are selected to serve as a juror, you can be granted court leave with full pay to serve in that capacity. This is in addition to the pay you will receive from the court. Please

present the original summons to your supervisor, as well as a signed statement from the Clerk of the Court, showing the actual time of attendance at court if you are called to serve on a jury.

BEREAVEMENT LEAVE

We wish to recognize the personal loss you experience with the death of a family member and help ensure that you do not have a loss in pay during that time. If you are a staff member who earns sick and vacation, you may use accrued sick or vacation time for up to 48 work hours upon the death of an immediate family member (spouse, child, parent, sibling, grandparent, grandchild, in-laws, domestic partner, parent/child of domestic partner).

If you are a staff member who earns PTO, up to 40 work hours of paid bereavement leave is available to you upon the death of an immediate family member. Bereavement time taken will not be deducted from PTO accruals.

MILITARY/MILITARY TRAINING LEAVE

If you are engaged in military service or training requiring military leave, please let the HR Office know in advance.

Military Leave with Pay:

All regular staff scheduled to work 20 hours or more per week who are engaged in military training or service are eligible for up to 15 days, but not to exceed 120 hours, of paid military leave each calendar year. Paid military leave will not affect eligibility for a merit increase or time off accruals.

Military Leave without Pay:

Staff who continue in military service beyond the 120 hours of paid leave will be placed on military leave without pay. Military leave without pay will not extend

beyond five years plus 90 days from the date of discharge (unless required to serve longer due to war or national emergency). Military leave without pay will not constitute a break in service but affects benefits and leave accruals after 30 days.

A staff member who is ordered to active duty for over 179 days is eligible for a military pay differential. If you are called to active military duty in a time of war or national emergency with written orders for military service of 180 days or more, you are eligible for a military pay differential as provided by the Denver Revised Municipal Code. Our Human Resources Office must receive a written request for the differential and be provided with verification in support of the request.

ELECTION LEAVE

More civic duty! If you are eligible to vote in an election, you are allowed to take up to two hours of paid leave to vote. Election leave isn't granted if you have at least three hours off work while the polls are open. Please request election leave in advance. Your supervisor may specify the hours during which you can be absent.

VICTIM OF VIOLENCE LEAVE

You may use up to three days of leave per calendar year to address issues arising from domestic violence or other violence you have suffered. The leave may be used to take care of issues that may arise due to an abusive situation, such as filing a restraining order, attending court or securing safe housing. This leave can be taken as paid sick, vacation or PTO, as unpaid leave or as a combination of the two. We are here to assist you, so please let the HR Office know so we can help with this leave.

PERSONAL LEAVE OF ABSENCE (UNPAID)

Occasionally, an unpaid personal leave of absence can be granted to you for any good reason when it is in the interest of the library to do so. Upon the recommendation of your manager, your Service Director may grant you a personal leave for up to 365 days.

A personal leave of absence does not constitute a break in service but affects benefits and leave accruals after 30 days of unpaid leave. Any merit increase will be prorated to reflect the dates of an unpaid personal leave exceeding

30 days. It's also important to note that returning from a personal leave may require returning to another position within the same pay grade.

FAMILY MEDICAL LEAVE

We comply with all rules and guidelines established by the Family Medical Leave Act (FMLA). If there is any conflict between the FMLA and this policy, the FMLA applies. FMLA is a federal law that provides up to 12 weeks of job-protected leave in a 12-month period to eligible staff for medical reasons listed below:

- The birth of and bonding with your newborn child;
- The placement of a child with you through adoption or foster care;
- The care of a parent (or individual who acted as a parent to the staff member), spouse, partner in a civil union, domestic partner, minor child, or adult disabled child with a serious health condition;
- Your own serious health condition.

You are eligible for FMLA if you have been employed by the library for at least 12 months (does not necessarily need to be 12 consecutive months), and have worked at least 1,250 hours in the preceding 12 months. Eligible staff are entitled to up to 12 workweeks of FMLA leave each year, based on the first day of use. A continuous, intermittent or a reduced-schedule FMLA leave may be granted depending on the circumstances.

Except in unforeseen situations or emergencies, the HR Office needs to be notified in advance of the request for FMLA. There is paperwork we will need to give you to provide certain information, including the reason for the FMLA request and the anticipated beginning/end date. A medical certification form from your healthcare provider is also required.

Requests that do not satisfy the conditions of the FMLA can be denied. An approved Leave of Absence may still be granted if FMLA leave is denied.

Although FMLA is an unpaid leave, you may elect to use accrued vacation, sick, PTO or donated time. It may also be taken as leave without pay or a combination of both.

You are responsible for payment of your portion of benefit premiums while on FMLA. If you are covered by Short Term Disability (STD) and are on FMLA for your own serious health condition, STD will be applied if applicable.

When both partners are employed by the City, they are eligible for a combined total of 12 weeks (480 hours) of FMLA leave in a 12-month period for bonding time associated with the birth, adoption, or other placement of a child with the staff members, or to care for a parent.

Staff using scheduled intermittent FMLA leave may be required to transfer temporarily to another position with the same pay and equivalent duties. When returning from FMLA leave, you may be placed in the same position you held when leave began or, when necessary, be placed in an equivalent position with equivalent benefits, pay, duties, and substantially similar terms and conditions of employment.

You will not be disciplined or penalized on your performance review for approved FMLA absences, and any merit increase (if applicable) will not be prorated as a result of taking FMLA leave.

If you have suffered a work-related injury/illness, FMLA leave will run concurrently with Workers' Compensation.

ADA INTERACTIVE PROCESS

If you need an accommodation in order to perform the essential functions of your job, you or your supervisor should notify the HR Office immediately in order to initiate an Interactive Process (IAP).

The IAP is a flexible dialogue designed to determine if you are disabled as defined by the ADA and if there is a reasonable accommodation that will enable you to perform the essential functions of your job with or without accommodation. The outcome of an interactive process could include a reasonable accommodation such as physical modification to a workspace or job reassignment, or medical disqualification.

Prior to a job reassignment or medical disqualification, we must go through the interactive process. We have a Memorandum of Understanding (MOU) regarding

reassignments between the library and the City's OHR that outlines the reassignment process.

Leave provided under the ADA is unpaid unless you opt to use accrued vacation, sick, PTO or donated time. It can also be taken as leave without pay or a combination of both. Just let us know how you would like it handled.

You are responsible for payment of your portion of benefit premiums while on any type of ADA leave. If you are covered by Short Term Disability, the amount will be applied to benefits payments.

IAP is also available to staff members requesting an accommodation due to health conditions related to pregnancy or the physical recovery from childbirth. We offer light duty for pregnancy related conditions.

SHORT TERM DISABILITY

If you earn sick and vacation:

If you are unable to work because of your own illness or injury, and you have voluntarily elected to pay for the benefit of Short Term Disability (STD) insurance, STD may provide a percentage of your weekly earnings for up to 180 days. Waiting periods, costs and coverage levels vary based on the plan selected.

If you earn PTO:

If you are unable to work because of your own illness or injury, the automatic benefit of Short Term Disability (STD) insurance may provide 70 percent of your weekly earnings to a maximum of \$1500 per week. Benefits are payable after a fourteen-day waiting period for up to 180 days.

LONG TERM DISABILITY

In the event that a regular staff member cannot work because of their own illness or injury for 180 days or more, the automatic benefit of Long-Term Disability (LTD) may provide 60 percent of monthly earnings minus deductible income until the age of 65.

STAFF DEVELOPMENT

We have a wide variety of internal and external learning and development opportunities for all staff. For more information on any of the opportunities listed below, please contact the HR Office or check out myTRACKS via StaffWeb.

You get paid for all job-related learning and development opportunities that happen on work time. Your supervisor will determine if the opportunity is job-related, and should approve these events before you are scheduled. If there is a cost associated with it, the library may fund the request. In some cases, the library will subsidize a portion of voluntary job-related event travel and attendance, requiring you to make up the cost difference. If you choose to participate in a learning and development opportunity that is not job-related and/or is not supported by the library, you may do so on your own time and at your own expense.

OUT OF TOWN TRAVEL

We may subsidize out of town travel for a variety of reasons, including job related trainings, conferences, conventions, educational courses, meetings or institutes. Non-exempt staff who are on library-subsidized travel must be paid for travel time in accordance with the Fair Labor Standards Act. Please reach out to the HR Office for details. We have certain fiscal reporting requirements for out of town travel. Specific conference and travel procedures can be found on Staffweb.

NEW EMPLOYEE ORIENTATION

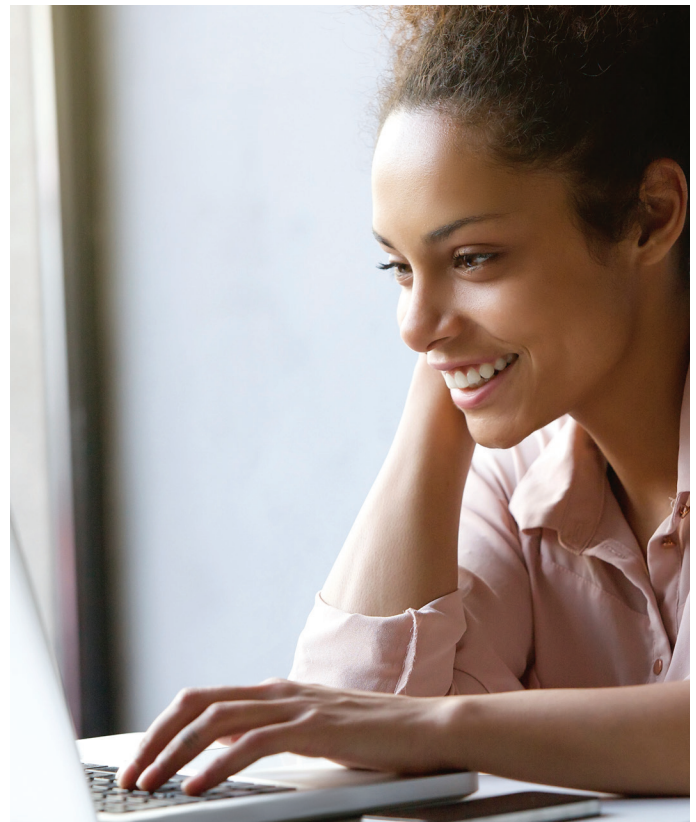
We have a plethora of ways to orient you to the library culture and mission. One of our favorite ways is through an in person New Employee Orientation. We cover a wide variety of topics, all to help you understand the library a bit better! Your individual branch or department will also

provide a customized orientation to acquaint you with your duties, responsibilities and role within your department.

In addition to our New Employee Orientation, you will be attending various trainings, both in person and elearning, over your first year to set you up to be a successful staff member at the library.

PROFESSIONAL MEMBERSHIPS

We want you to be well informed on important industry topics and practices, so we will consider paying for professional association memberships. The membership needs to be approved by your Service Director prior to enrollment/renewal.



REWARD AND RECOGNITION

We publicly recognize and rewards excellent service and outstanding performance through a variety of programs including the Employee of the Quarter, Employee of the Year and various staff awards. Our annual Service Award Program recognizes staff members for continuous service to the library. We have a Staff Recognition Committee, who works in conjunction with Staff Council, that plans and implements these programs. In addition, each branch and department is given a budget for individualized reward and recognition.

PERFORMANCE @ DPL

Supervisors and employees meet several times throughout the year to discuss performance expectations and progress. Toward the end of the year, all employees will go through the annual review process with their supervisor.

The annual review process begins with your self-evaluation, which gives you the opportunity to reflect on your performance and highlight your achievements. You will also be able to solicit 360 feedback from two colleagues who will weigh in on your performance from their perspective. Finally, your supervisor will provide their comments on your performance and share the complete set of feedback with their supervisor for reviewing rater approval. Reviewing raters will participate in calibration meetings to limit the impact of rater bias. The completion of the annual review will take place in the Workday Performance and Team Performance applications.

Once the online portion of your annual review is complete, you will meet with your supervisor to have one, final discussion about your performance for the year. This is a great time to discuss any new performance and/or development goals for the upcoming year, as well.



COMMUNICATION AND INVOLVEMENT

Stay informed! We have several channels of communication to provide information to you and our communities.

denverlibrary.org

This is our primary public website for the Denver Public Library. It's a great resource for all things DPL.

staff.denverlibrary.org (Staffweb)

This is an internal intranet site that is our primary staff resource for official information pertaining to the library, such as forms, news, policies and procedures. Additionally, you may post unofficial information in the appropriate areas of the Staffweb, such as items for sale and upcoming events. Please keep the unofficial content appropriate for the workplace.

Bulletin Boards

Traditional bulletin boards are located in non-public, staff areas of library departments and branches for both official and unofficial notices. Mandatory notices of all Federal, State and local labor laws are posted here.

Engage!

Our print catalog for free classes, events and activities throughout our system. Are you looking for DIY classes, or perhaps civic engagement sessions? We have those and more right here.

Newsletters

We have a wide variety of newsletters that come out monthly, such as our Plaza program monthly, Reader Advisory, and more! You can sign up for groups related to your job for more information.

COMMUNICATION PHILOSOPHY

We believe that open communication with customers and staff is very important, and helps us serve our communities with a high level of integrity. It's important for all of us to convey the library's values of providing customer satisfaction and loyalty, equality of service, intellectual freedom, confidentiality of use, collaboration with partners and trust of our community.

We strive for:

- An open, inclusive work environment, which invites diverse perspectives from all staff members.
- Communicate information with honest intention, commitment, and willingness to learn from others.
- Seek information and authentic engagement for personal, professional and organizational growth.

STAFF COUNCIL AND SUGGESTIONS

Our Staff Council is a group of elected staff members that serves as an additional channel of communication between staff and library leadership. All Staff Council members are elected by staff and the terms are two years long. Elections are held at the end of each year.

Two key roles of Staff Council are to solicit nominations for, select and present the Employee of the Quarter award and to function as a bridge to shorten the communication gaps that may develop between administration and staff. Our Staff Council meets on a monthly basis at various library locations. All staff members are welcome to attend these meetings.

Input and suggestions to Staff Council are encouraged. If you have ideas on how to improve library services or procedures, you can submit them in writing to the suggestion program run by the Staff Council. For more

information about Staff Council and the suggestion program, see Staffweb.

VOLUNTARY STAFF GROUPS

We recognize the importance of staff to the success of our mission, and we encourage the formation of voluntary, organized groups of staff members to work together on issues, problems and opportunities facing the library.

The following guidelines are intended to give direction to the formation and activity of such groups:

- A proposed group will draft a mission statement and general outline of proposed activity for approval by the Executive Team before beginning organized activities.
- Participation of individual staff members in the activities of voluntary staff groups will generally be limited to four hours per month, with the understanding that managers and supervisors will have discretion to place further limits on this time. If a voluntary group is officially representing the library at an event or program, additional time may be approved by managers.
- Voluntary groups cannot make financial or other institutional commitments on behalf of the library. If money or other resources are needed to carry out the work of the group, they will request the necessary resources through normal budgetary and management processes.
- When a group has completed the work for which it was formed, and its members no longer wish to continue the activity or the group decides to focus on

activities that are not closely related to the service mission of the library, the group will disband. Action to disband a group may be taken by the group independently or the City Librarian may request that a group disband if any of the conditions outlined in the first sentence of this paragraph exist.

STAFF VOLUNTEERS

We are grateful to have a robust volunteer program and we have many opportunities for staff members to participate. Special voluntary activity undertaken outside of scheduled work hours and the scope of your duties, such as staffing booths at community fairs, attendance at programs or visiting other organizations, will be at your discretion and not required or treated as paid time or overtime.

Additionally, we have a few guidelines around non-exempt staff volunteering at library events:

- You may not volunteer to do something that is part of your regular job duties.
- You may not work unpaid if the event is during your scheduled work shift. You may volunteer (unpaid) during your 30-minute unpaid lunch break or before or after your scheduled shift.
- If you are required to work outreach events or are assigned an outreach event by your supervisor, you must be paid for your time.
- If volunteering (unpaid) at events, you are library representatives and must present yourselves as such at all times.
- We do not allow staff or their immediate family to complete court-mandated community service hours at any location.

SAFETY AND SECURITY

Safety of both staff and customers is extremely important. In the event of an emergency, please call 911.

If you are in a non-emergency situation that is perceived to be a threat to the safety or security of library staff, customers or property, Security should be immediately alerted at extension 5-1102. At Central, Security Officers carry radios and are available for emergencies as well as routine security tasks. Also, many branch libraries have Circulation/Security staff members who are trained in security protocol.

We have a wide variety of safety classes at DPL. Some are required, some are to help create a better awareness of the communities we serve. You can take a look at myTRACKS for availability. We also have an Emergency Procedure and Quick-Action Guide located in all branches and departments, with the electronic version on StaffWeb.

Additionally, a full description of all the Denver Public Library's policies related to safety and security can be found on Staffweb.

ERGONOMIC AND SAFETY AWARENESS

Part of what makes the library so special is that it's a safe place for everyone. Creating a safe work space involves everyone, from the person who budgets for chairs to the person sitting in them. At DPL, many of the tasks we do are specialized. We've created some resources to help you learn how to do those specialized tasks safely. We also have classes, elearnings, a dedicated staff committee and other resources available in myTRACKS and on your desktop (just click the Healthy U icon!).

All of these resources will help you maintain awareness about your surroundings and how to work safely throughout the day

WORKERS' COMPENSATION

If you experience a workplace accident, injury or illness, Workers' Compensation covers medical expenses and partial wage replacement. Benefits for an on-the-job injury or illness are determined by the City's Risk Management Department.

Before seeking medical treatment for an on-the-job accident, injury or illness, please call the **OUCH Line at 303.436.6824**. For emergency situations that require immediate medical assistance, call 911. In that case, an immediate supervisor is expected to call the OUCH Line at 303.436.6824 for their injured staff member. We ask that the OUCH line be notified within four days of the incident.

If medical treatment is needed, you can use accrued vacation, sick or PTO time for the initial visit to an approved medical provider. You are responsible for your own transportation to the medical facility for treatment.

We ask that you schedule follow-up appointments outside of your regular shifts. If this is not possible, appointments should be scheduled at the beginning or end of a shift. Up to two hours may be paid for the appointment.

If you are not allowed to work, until the claim is approved by Risk Management, the initial three days of work loss are not paid by Workers' Compensation. You are welcome to use accrued vacation, sick or PTO time.

If it is determined that you will remain out of the workplace, you may be provided with paid disability leave at 80% of your gross earnings for up to 90 consecutive calendar days from the date of the on-the-job injury or illness and runs concurrently with Family Medical Leave. For leaves beyond 90 days, the Risk Management

Department may approve paid disability leave at 66 2/3% of gross earnings.

Staff on this type of leave may not use accrued time to make up the difference in their salary and are responsible for payment of their portion of benefit premiums while on Workers' Compensation.

MODIFIED DUTY

We offer modified duty, which is a temporary reduction, restructuring or reassignment of duties necessary to meet physical restrictions as a result of an approved Workers' Compensation claim, or as an approved accommodation for a pregnancy or recovering from childbirth. Most often the modified duty assignments are available through the Workers' Compensation program, and only when a staff member has temporary work restrictions and has not reached maximum medical improvement (MMI). Modified duty assignments are not permanent jobs.

Regular staff members with an approved Workers' Compensation claim, or an approved accommodation for pregnancy or recovery from childbirth, may be offered temporary modified duty. If we are unable to assign temporary duties at the library or within the City, the staff member may be placed on leave.

Modified duty will continue until the treating physician releases the staff member to full duty or the staff member has reached MMI and cannot perform the essential functions of their job with or without reasonable accommodation. An employee who has reached MMI may either be reassigned to a different position or medically disqualified.

SURVEILLANCE

We use surveillance equipment in order to monitor security/safety and facilities operations, as well as to investigate disturbances or crime. In addition, some security staff are required to wear body cameras. All of these measures help us provide a safe and secure environment for customers and staff alike.

PERSONAL ITEMS AND SEARCHES

As you know, each library facility is a public building. You are responsible for finding a safe, secure spot for your personal possessions. The library does not assume responsibility for the loss or theft of personal items.

We do maintain the right to conduct workplace inspections. All areas of the library, including library vehicles, parking lots, lockers, desks, files, email, voice-mail, computer files and other library property, can be subject to work-related searches. With reasonable cause, we also reserve the right to inspect personal items such as backpacks, purses, tote bags etc.

SEVERE WEATHER

We do expect that you will make a reasonable effort to report to work in severe weather situations. If weather conditions make it necessary to open a facility later than the regularly scheduled time, close a facility earlier than the regularly scheduled time, or close for the day, we will let you know. Unless you are notified otherwise, please plan to attend work as scheduled.



END OF EMPLOYMENT AT THE LIBRARY



Regardless of the reason for leaving the library, it is important that you let the HR Office know as soon as possible prior to your last day. We want to ensure that the transition for you and your team goes well. We have a resignation/retirement form on StaffWeb that needs to be turned in at the beginning of your notice. On your final day, all library-owned property, including name badges, keys, uniforms, etc. need to be turned in to your supervisor.

Unless you are on an approved leave of absence, the effective date of any end of employment will be the last day of regular hours worked. Vacation, sick or PTO may not be used in lieu of working the last day. We would also love to consider you for future employment with the on-call staffing pool as long as you provide at least two weeks

notice of your departure from your regular position, and are in good standing with the library at the time of your employment ending.

RESIGNATION

We consider resignations, retirement and job abandonment as voluntary separations. We do ask that you give as much notice as possible. Failing to report to work for three consecutive scheduled shifts without proper notification is job abandonment, which will be considered a resignation.

RETIREMENT

If you are retiring from your library position, please give as much advance notice as possible by completing a Resignation/Retirement Form; a minimum of two weeks is preferred. For information regarding retirement benefits through the Denver Employees Retirement Plan (DERP), please contact DERP at 303-839-5419 or at www.derp.org.

DISQUALIFICATION

You may be disqualified from employment if a mental or physical impairment or incapacity occurs or is discovered after you were hired that prevents you from performing the essential functions of the job, with or without accommodation. Before a staff member is disqualified, the library will enter an ADA interactive process with you. Please see the Interactive Process section of the guidebook for more information.

A disqualification may also occur based on the inability to acquire or maintain a certification or license required to perform the essential functions of a position as mandated by federal, state or local governmental laws and/or regulations. Also, if you are under a restriction

(e.g. a restraining order) in connection with a criminal proceedings and you cannot perform your job without violating that restriction, you may be disqualified.

Before you can be disqualified for any of these reasons, we will place you on an unpaid leave and proceed with the Contemplation of Disqualification process, which mirrors the steps of the Contemplation of Separation process. If you have paid leave available, you can choose to use that during the process.

SEPARATION

Separation is the involuntary termination of a staff member by the library. We will give you written notice of separation on or before your last day as a library employee. If you are separated from employment, you are not eligible for future employment at the library or the City and County of Denver for a minimum of five years following the separation. We also consider the death of

a staff member as involuntary, and will mark the date of death as the last day of work in our systems.

FINAL PAY

Your final paycheck, including payment for all accrued, unused vacation or PTO, will be issued within 60 days of the last day worked by the city.

EXIT INTERVIEWS

You will receive an emailed link to complete an exit interview after your last day of employment. The Denver Public Library values the feedback and suggestions of all parting staff members as it helps us to strengthen and improve the library's employment processes and programs and overall customer service. This exit interview is anonymous in nature. We also welcome a discussion prior to your last day as well! Thank you for your service at Denver Public Library.



Agenda Item 10

Requested Action: Receive Report

City Librarian Report

RECENT NEWS



Naturalization Ceremony

The library held its annual Naturalization Ceremony in early May. 75 immigrants from 36 countries took the Oath of Allegiance and became U.S. citizens in a ceremony that Governor Polis attended.

Denver Center for the Performing Arts Off-Center at the Central Library

Books became props and customers became extras when the Denver Central Library became a pop-up theatre on Sunday, June 9.

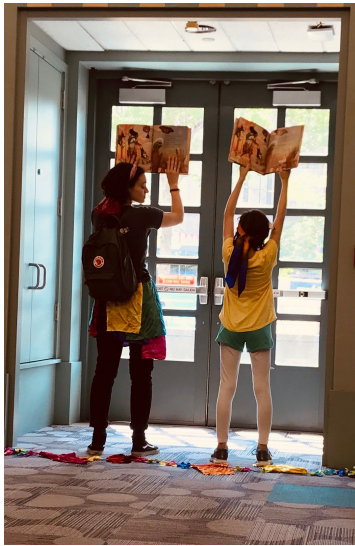


The library partnered with the Denver Center for the Performing Arts (DCPA) Off-Center to offer an immersive theatre experience where dozens of local theatre creators and performers devised experiences that explored issues and stories of today's library, putting customers at the center of the action.

Each performance was based on library challenges and opportunities such as censorship, preservation and welcoming new immigrants and refugees. Hundreds of people participated including people who had never been to the Central Library before. They were

able not only to experience profound, sometimes funny, sometimes challenging and sometimes heartwarming, moments but also special places such as the Conservation Room, the "derrick" in Western History and the Children's Pavilion.

Meow Wolf Make Your Pride



As you probably know, immersive art collective Meow Wolf is branching out from their Santa Fe location to open a new space in Denver, which will be nestled between I-25 and Colfax, close to Mile High Stadium. One of the things they've been doing ahead of their opening is meeting with local arts organizations. This led to an early collaboration between Meow Wolf Denver and the Central ideaLAB for a co-hosted Make Your Pride event on Saturday, June 8. We turned the ideaLAB and co-working space into a family friendly craft-a-palooza with stations with activities for people to

make creative projects celebrating LGBTQIA+ pride. With copious art and craft supplies, participants made buttons, flags, slime, fans and more. IndyInk was there to screen print Meow Wolf Pride t-shirts in all the colors of the rainbow (for free!). And there were drag queens from Denver Latin Fashion Week helping out with the sewing station!



Denver Chalk Art Festival

Two talented DPL artists represented the library at the Denver Chalk Art Festival at Larimer Square on June 1-2. Last year they drew a scene from *Where The Wild Things Are* and it was a big hit with both adults and children, so to keep with the children's book theme, this year they drew a mural of *The Lorax*.



Customer Experience Strategic Initiative Update

The 2019 goal of the Customer Experience team is to establish a stronger foundation for building relationships and creating a welcome

environment by focusing on greeting both our colleagues and our customers through staff engagement, sharing tools and tips, and creating guidelines for us to follow now and in the future. The team is working on internal messaging and standards that highlight and share tips and tricks on how to further our practice of welcoming our customers and fellow staff in our physical and virtual spaces.

They have devised a fun way to work with staff on this through Branching Out which uses gamification to encourage and reward positive behaviors based off of [Sneaky Cards](#), a game of spreading joy. Our hope is that the game will provide additional encouragement to practice and incorporate tools and techniques into service. The game will be open to all staff in all departments.



Family Creative Learning

In partnership with Ricarose Roque, director of the [Creative Communities](#) research group in the Department of Information Sciences at CU-Boulder, several ideaLABs have hosted [Family Creative Learning](#) workshops which aim to get parents and children learning technology together through fun, creative experiences. An initial run at the Montbello ideaLAB in early 2018 was structured as a five-week program and saw sparse attendance. Unflustered, Ricarose and the ideaLAB staff restructured their

approach to build relationships between the community and the researchers leading the project by holding a series of short drop-in nights without the commitment of a five-week program. Response has been fantastic, as families have built simple circuits, created dancing robots, and much more (a write up of one night was [posted by their team here](#)). We're now a partner with Ricarose's team on a (pending approval) National Science Foundation research grant that will study how to best train people to become good facilitators of making and tinkering activities, as well as pursuing other opportunities to continue working together.

Libraries across the country are trying to create evaluation tools that successfully capture the collaboration, creation, and community that happens every day in library makerspaces. The bad news: this is such a new field that no one has figured it out. The good news: there's now a concerted effort to set a research agenda to develop these tools, and because of our makerspace work - and our efforts to evaluate it - DPL has been invited to work with a cohort of people from the University of Wisconsin, Maker Ed, Madison Public Library, Ablemarle Public Schools, and Minneapolis Institute of Art to develop a white paper laying out the current state of affairs and set a research agenda. We're surveying literature now and will be kicking off the white paper with a national convening of 50+ maker librarians in Madison, Wisconsin in August.

SUMMER FUN at the LIBRARY



The library kicked off its annual Summer of Adventure program this month, helping to improve children's literacy and learning skills through activities, entertainment and incentives all summer long. The free program runs May 31–Aug. 10 at all 26 Denver Public Library locations.

Literacy studies show that children who do not read during the summer demonstrate a significant loss in reading skills, while students who read just five to six books throughout the summer months perform better the following school year. The library's Summer of Adventure program gives youth and their families fun ways to incorporate reading and learning activities into summer family time to help avoid summer learning loss, a problem that affects kids of all ages and income levels.

"Summer is the perfect time for adventure and we're excited to help Denver kids read, learn and grow all summer long," said Program Coordinator Yanira Duarte. "The Summer of Adventure program offers a flexible environment for youth to personalize their own learning during the summer months. We've lined up fantastic opportunities, including reading programs, music programs, a maker challenge and social activities that help children birth through 12th grade make the most of their summer."

Take Note Colorado Music Programs

Athmar Park, Barnum, Gonzales, Ford-Warren and Pauline Robinson branches are offering new music making programs thanks to the support and sponsorship of [Take Note Colorado](#). Youth can learn how to play the ukulele and guitar while others will learn how to use an online music studio called [Soundtrap](#) to create their own songs. Take Note Colorado is a statewide initiative endeavoring to provide access to musical instruments and instruction to every K-12 student in Colorado.

Exposure to the arts in all its forms helps human beings learn and grow in various ways. A two year study by the [Brain and Creativity Institute \(BCI\) at the University of Southern California](#) showed "that exposure to music and music instruction accelerates the brain development of young children in the areas responsible for language development, sound, reading skill and speech perception."



2MX2 & Unidos por la Música

This summer we are United By Music! Celebrate the Globeville-Elyria-Swansea neighborhoods with an auto-tune workshop and concert series for all ages, with refreshments and different bands in June, July and August at the Valdez-Perry Branch Library. Unidos por la Música / United By Music is a collaboration between Denver Public Library and local band 2MX2, teaming up to bring music to the neighborhood. 2MX2 will bring their unique hip hop style on Saturday, July 13 at 1 p.m. Unidos por la Música is supported by a grant from Denver Arts and Venues' Music Advancement Fund.

ideaLAB Summer Camps for youth

Now in its sixth year, DevCamp, our free, weeklong front-end web development camp for teens, will be held at Central, Athmar, and Montbello. We'll be offering BuildCamp, a one-day experience in disassembling and reassembling a computer at Central and Hampden. GameCamp, a three-day dive into game design and coding, will be held at Hampden as well. Additionally, each of the ideaLABs is hosting a week-long MakerCamp. Each day of MakerCamp poses a new design challenge or teaches a new maker skill. Just as each lab tries to meet the needs of its community with a different toolset, each MakerCamp is different. Across our five labs, young people ages 10-18 will be doing everything from laser-cutting rubber stamps to building rubber-band powered cars to constructing cardboard armor to cross-stitching pithy phrases.

STAFF UPDATES



Montbello ideaLAB Staff Win DPS ACEConnect CommunityEngage Partner of the Year

Rosa Alfaro and Sarah Krieger have been doing tremendous work with Denver Public Schools' ACEConnect, a vocational and life skills program for students with identified disabilities. Recently, they were honored with an award for it at the ACEConnect award luncheon - CommunityEngage Partner of the Year!

Community Resource Peer Navigators Win 5281 Award

The Community Resource Peer Navigators Team has been selected as 5281 Award winners in the Respect for Self and Others category. The DPL team members receiving the City award will be Rochelle Brogan and Cuicatl Montoya. In 2018, the team made nearly 6,000 contacts with customers, assisting them in achieving their goals.

With a thoughtful, respectful manner, this empathetic and caring team serves our most vulnerable customers, by providing referrals to resources such as housing, mental health support, substance use services, medical care and food resources.

New People/Positions at the Library

Annie Kemmerling was recently promoted from Manager of Innovation and Strategy to **Director of Neighborhood Services** in a national competitive process. Annie has worked for the Denver Public Library for over 12 years in a variety of roles and locations—youth programming at Athmar Park, reference librarian at Schlessman and senior librarian at Ford-Warren. She believes in building a strong sense of community and is constantly pursuing connections and relationships for the library to best serve the people of Denver. We look forward to seeing Annie flourish in this new role.

We are currently seeking candidates to replace Annie's former slightly revised position: **Manager of Projects, Innovation and Evaluation.**

Hana Zittel is the new **Community Engagement and Outreach Coordinator**, working to create a cohesive, systemwide plan for outreach including coordinating the bookmobile staff and fleet. Hana was previously with the library's Books & Borrowing team.

STORIES of IMPACT

From **Blair-Caldwell**:

When reference librarian Annie Nelson answered the phone one morning at Blair-Caldwell (BCL), the voice and accent on the line brought a huge smile. "It was someone calling from Australia and they said they had read about our library online and were planning a trip specifically to visit us!"

Sure enough, they were true to their word. The Aussie couple showed up at BCL one morning and spent the better part of the day in the museum portion of the library, visiting with staff and asking questions. Annie recalls they were so friendly and interested in everything about the library and Denver, which impressed her. She adds that they were fascinated by the collection and the wealth of history the library maintains.

"I felt like it was my lucky day," she says, adding that this is one of her favorite memories of her career. And, it demonstrates the far-reaching reputation of Blair-Caldwell. Impressive, indeed!

From **Reference** (Over the past five years, librarians have been visiting classrooms to help students with research instruction. They tailor instruction to the classroom curriculum, creating lesson plans, handouts and presentations. Here's a letter of appreciation, received recently, from a teacher):

Thank you for coming out last week to help our students with their researching skills. They are starting to turn in drafts, and I just wanted to let you know that your lesson made such an impact! They are utilizing the online librarian chat as well as turning in high-quality, credible sources. Their research questions are much stronger, too. Thank you for all of your hard work and for being such a great resource for our students!

Also from **Reference** via their popular online chat service, Ask Us:

Every time I use this service they always give me the exact info I need. Including additional info I didn't even ask for. It's like they can read my mind. I always know the sources are reliable and full of valuable info.

I definitely prefer asking a librarian over asking Google.

From **Ross-University Hills**:

There's a customer who comes in about once a week to use the computers. He's a Vietnam veteran, and frequently looks up information about the war. He asked for my help printing out some information, and started telling me about some of his experiences. During his first week in Vietnam, his sergeant was shot.

He (the customer) attempted to fire back, but his gun jammed. He was later told that his sergeant died in the helicopter on the way to the hospital. This was in 1968, and he's labored under the belief that if his gun had worked properly, his sergeant might've gotten on the helicopter sooner, gotten to the hospital sooner, and survived his injuries.

That's 51 years of living with survivor's guilt! This customer told me that, by using our computers, he looked up his sergeant to see if he could get the full story and (drum roll please) discovered that his sergeant is alive and living in Arizona. The customer told me that he was so stunned he didn't sleep that night.

From **Ross-Broadway**:

We have a jigsaw puzzle that is a constant passive program in our adult section. There are a few customers who individually will sit down with it, and recently two of those customers have scheduled jigsaw time into their calendars at the same time.

One is a deaf customer, the other one a young man who spends most of his days here at Broadway. They mostly sit in silence with each other, but they've begun figuring out how to communicate, laugh and enjoy each other's company without saying a word. A surprising and heart warming connection for everyone involved!

From **Ross-Barnum**:

A teen who attended the SAT/ACT Prep workshop this year returned to the Ross-Barnum Branch very excited to share that he passed the two portions of the ACT. We know him as a calm teen who volunteered in the past.

This time, he was enthusiastic and very proud of his results. He definitely feels confident about the remaining tests thanks to the information he gained from the workshop!

Select City Librarian Activities

Mayor

- Participated in 2020 budget update from the City CFO
- Participated in Mayor's Cabinet in the Community
- Met with Mayor's Chief of Staff

Library Commission

- Meeting Commissioners individually
- Met with the Executive Committee and HR to discuss guidebook changes
- Met with Executive Committee to plan June meeting
- Met with President regarding performance review process and goals
- Met with Finance Committee and Finance team about 2020 budget

Friends Foundation

- Participated in Growth Committee meetings and work on comprehensive campaign
- Working with Jeff on donor cultivation and stewardship
- Participated in Advocacy and Executive Committee meetings
- Attended Board meeting

Community Engagement

- Participated in DCPA immersive theater event
- Participated in Meow Wolf Make Your Pride event
- Participated in Photography and Memory celebration
- Hosted reception for the International Women's Forum before the Jordan Casteel tour at the Denver Art Museum
- Presented to former DPL employees at luncheon
- Met with Mile High United Way CEO
- Participated in Naturalization Ceremony

Activate!Denver Facilities Master Plan

- Participated in weekly Central Library design team meetings
- Met with Denver Art Museum regarding Acoma Plaza renovation
- Prepared capital budget submission for Westwood Library
- Toured new Edgewater Public Library
- Met with multiple City and community stakeholders about Westwood and Globeville library possibilities

Charting the Course

- Worked with multiple staff teams on values, vision and mission

Equity, Diversity and Inclusion (EDI)

- Participated in inclusion and coaching for supervisors training

Historical Services

- Joined the tour of the 7th floor art show

Youth Services

- Met with DPS Superintendent to discuss collaboration
- Welcomed Read Aloud volunteers at annual thank you dinner

Professional

- Participated in Colorado Alliance of Research Libraries Member Council meeting at the University of Wyoming
- Attended annual Colorado Public Library Directors meeting at Pike Peaks Library District in Colorado Springs

Staff

- Attended 5281 Awards celebration of peer navigator team
- Welcomed participants in the HR Guidebook revision Q&A session as well as answered questions
- Participated in Director of Neighborhood Services interviews
- Met with multiple staff during open office hours

June 2019

Agenda Item 11

Requested Action: Approval

Proposed New Strategic Framework

Values

Welcoming

We make our resources, services and expertise accessible for all, recognize the inherent dignity in each person, and provide safe places where everyone can be themselves.

Curiosity

We foster a culture of exploration, innovation and forward thinking by creating environments that support learning and growth.

Connection

We are neighbors. We foster relationships, listen and act to build and strengthen our community. We bring people together to share information, ideas and experiences.

Equity

We work to change practices, structures and policies, and the attitudes that drive them, to provide opportunities for every person in our community to thrive. As we do so, we actively examine our roles in perpetuating inequitable systems.

Stewardship

We are accountable to our community, using our resources responsibly. We lead with honesty and integrity, protect privacy and preserve and share the full history of our Denver community.

Vision

A strong community where everyone thrives

Mission

Together, we create welcoming spaces where all are free to explore and connect.

Values	Vision	Mission
Set of beliefs and principles that guide the library and staff behavior.	Inspirational long-term desired change in the community resulting from the library's work.	Purpose of the library - our reason for existing.

Agenda Item 12

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](#)

[Western History and Genealogy \(WHG\) and Blair-Caldwell \(BCL\)](#)

[Youth Services](#)

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

Dates to Remember

- DPL at Denver Pridefest, June 15-16, Civic Center Park
- Our Denver: A presentation on DPL's Community Engagement Efforts for Partners, Wednesday, July 10, 7:30 a.m.–9 a.m., Central Library, 7th Floor Training Room
- DPL at Colorado Black Arts Festival, July 12-15, City Park, near the Children's Pavilion

Staff Learning or Dialogue

- Pop Your Mind **Lunch and Learns** (brown bags): 12-1 p.m. @ Central, Floor 7, Training Room
 - August 7, Colorado State Library
- 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! This service is also offered in Spanish)
- **Shadow a small business appointment**
 - By appointment only - work with Bec to schedule
- **Attend a community conversation**
 - Check with Bec regarding schedule

Adult Programs

- **Yoga in the Park**

Saturday, June 15, 10-11 a.m. @ Smiley

This class will focus on asanas (physical poses), breathwork and meditation.

- **Park Hill Underground Comedy Club: Christie Buchele**

Thursday, June 20, 7-8:30 p.m. @ Park Hill

Denver comedian Christie Buchele reps the Mile High City while crushing audiences with a wry, biting style that's sweet and surly; proving that you can say anything with a smile on your face and a gimp in your step in our underground, after-hours comedy club. Doors open at 6:30 p.m. Eighteen and over only due to adult content.

- **The Johnny Heller Audiobook Experience**

Friday, June 21, 6-7:30 p.m. @ The Roxy/Syntax Physic Opera, 554 S. Broadway

Join us for a humorous and enlightening presentation on audiobook creation and narration, followed by lively Q&A, with Johnny Heller, a multi-award winning voice actor and coach. He has narrated over 700 titles for adults, young adults and children. Sponsored by RBDigital.

- **History of Music in Denver: The Jazzy Five Points**

Saturday, June 22, 2:30-3:30 p.m. @ Gonzales

The historic neighborhood of Five Points at the height of its musical scene was the place to be to see and hear some of the best Jazz, R&B and Blues played by local and national legends such as George Morrison, Charles "Charlie" Burrell, Miles Davis, Thelonious Monk and many more. Explore the musical history, sights and sounds of Five Points with Terry Nelson from the Blair-Caldwell African-American Research Library.

- **Chamber Music at the Library**

Saturday, June 22, 2:30-3:30 p.m. @ Park Hill

Enjoy a live performance of Tchaikovsky's Souvenir de Florence string sextet. Enjoy good friends, playing great music, and having a wonderful time in a casual atmosphere.

- **Unidos por la Música: iZCALLi Concert**

Saturday, Aug. 17, 1-2 p.m. @ Valdez-Perry

Come get your groove on, celebrate your community and enjoy refreshments.

iZCALLi has become one of the most recognized and beloved bands in the Denver.

The success they have garnered through 12 years of existence, 3 LP's and hundreds of shows has not come easy. iZCALLi's unique blend of styles has been carefully sculpted with a relentless work ethic, pride and authentic passion for the music the band puts out to the world. Engaging performances, a high energy live spectacle is what iZCALLi is all about. Unidos Por La Música is a collaboration with DPL, 2MX2, and Denver Arts & Venues.

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.
 - June 28th
- **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 at the Hampden Branch
Contact ndiaz@denverlibrary.org to coordinate.

World Refugee Day Events

- **Refugee 101 Information Sessions**, various locations and dates. Contact ndiaz@denverlibrary.org for specifics if interested.
 - Thursday, June 20, 2-4 p.m. @ Smiley
 - Saturday, June 22, 2:30-3:30 p.m. @ Schlessman Family
- **World Refugee Day Program**
Saturday, June 29, 1-3 p.m. @ Ross-Barnum
Learn about the refugee resettlement process and how we can come together to support our refugee communities. Afterwards, watch a refugee-themed documentary "Stateless," and participate in a film discussion, with light snacks.

Western History and Genealogy (WHG) and Blair-Caldwell (BCL)

- **Tour: Blair-Caldwell museum and archives** with staff
- **Tour: Blair-Caldwell, Christine Fontenot exhibit on the 3rd floor, entitled My Zen**
 - Coordinate with Bec to schedule
- **Tour: Western Art Rendezvous** exhibit on floor 7, with Deb Wadsworth, WHG volunteer art curator.
 - Coordinate with James Rogers (jrogers@denverlibrary.org) to schedule
- **Lecture: [Journey to Promontory: How a railroad united the nation in 1869](#)**, July 9, 5:30–7 p.m. @ Central Library, 5th Floor, Gates Room. Presenter, Richard W. Luckin.
- **Exhibit: After Promontory**, Central Library, 5th floor gallery, 5/1–8/31.
- **Tour - Explore WHG and its Resources** (90 min); tour floor 5 & 6.
 - Coordinate with James Rogers (jrogers@denverlibrary.org) to schedule

Youth Services

- **Create to Learn** (family program for kids from 0-5 and their adults):
 - June 26, 10:30-11:30: Instrument Petting Zoo @ Pauline Robinson Branch Library.
- Observe **Little University**: any Thursday at 10:30 a.m. at either Gonzales or Montbello

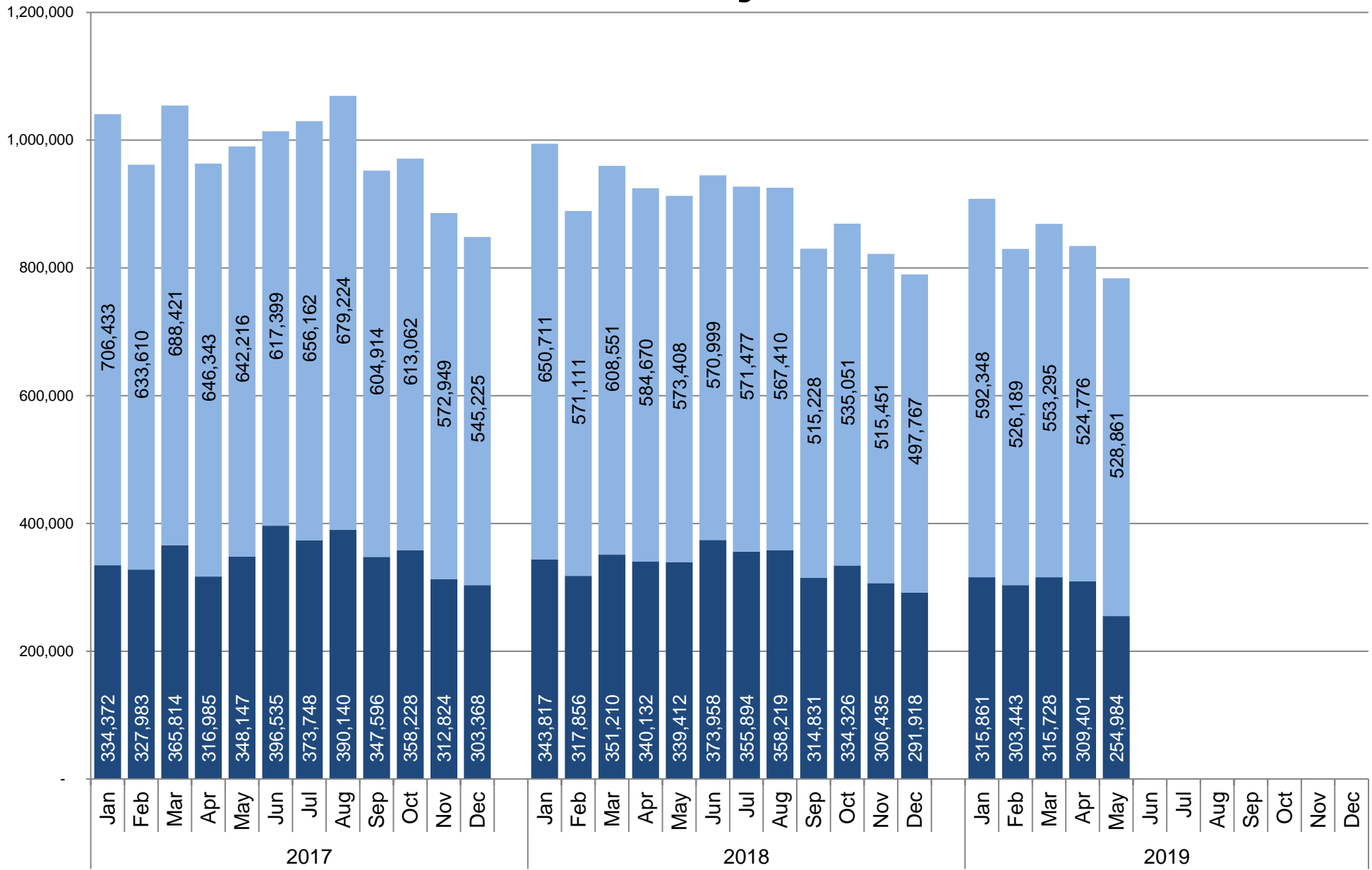
Summer of Adventure Program

- **Beats Lab and Producers' Meetup at Gonzales Branch Library**
Every Monday at 2 pm starting July 15 - August 12
 - Ever wanted to lay down your own beats or write and compose a song? Learn how to use a digital audio workstation (DAW) to create whatever music you can dream up. Ages 12-18.
- **Family Excursions from Branch Locations**
**Please contact Yanira Duarte ahead of time to coordinate*
 - Denver Botanic Gardens, June 22 and July 6 from 10:15 a.m - 12:30 p.m.
 - Denver Art Museum, July 20 and 27 from 10:15 a.m. - 12:15 p.m.
 - Mile High Stadium, July 20 and 27 from 10:15 a.m. - 12:15 p.m.
- **Summer Lunch Program**
 - Athmar Park, Lunch is served between 1:15 p.m. and 2:15 p.m., Monday through Saturday, through August 9
 - Ross-Barnum, Lunch is served between 12:30 pm and 1:30 pm, Monday through Friday, July 5 through August 16

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

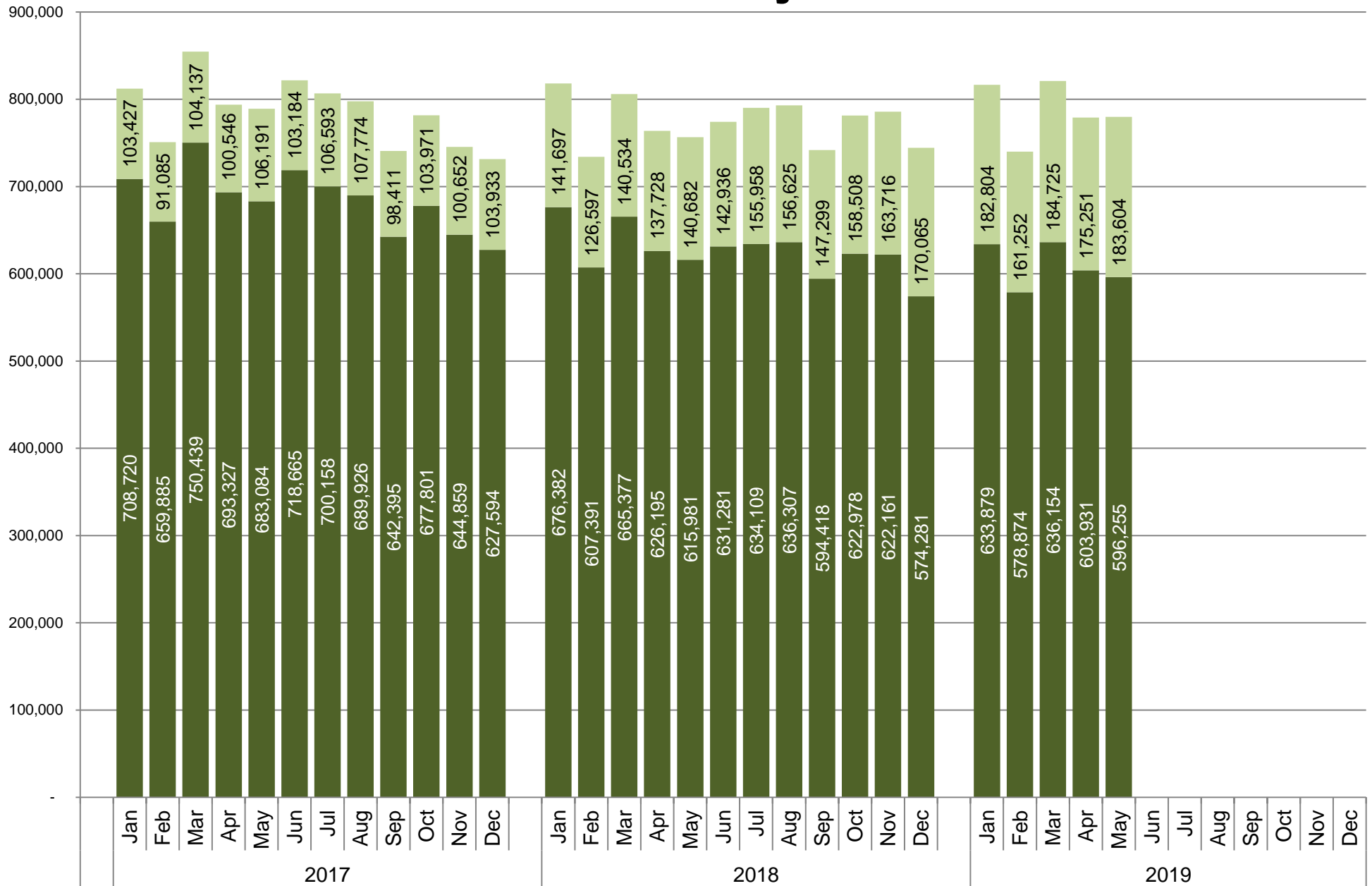
In Person visits - total door count from all locations, as submitted to TrackVia Door Counts application; data collection methodology changed to be more consistent across all locations in 2015.

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

May 2019

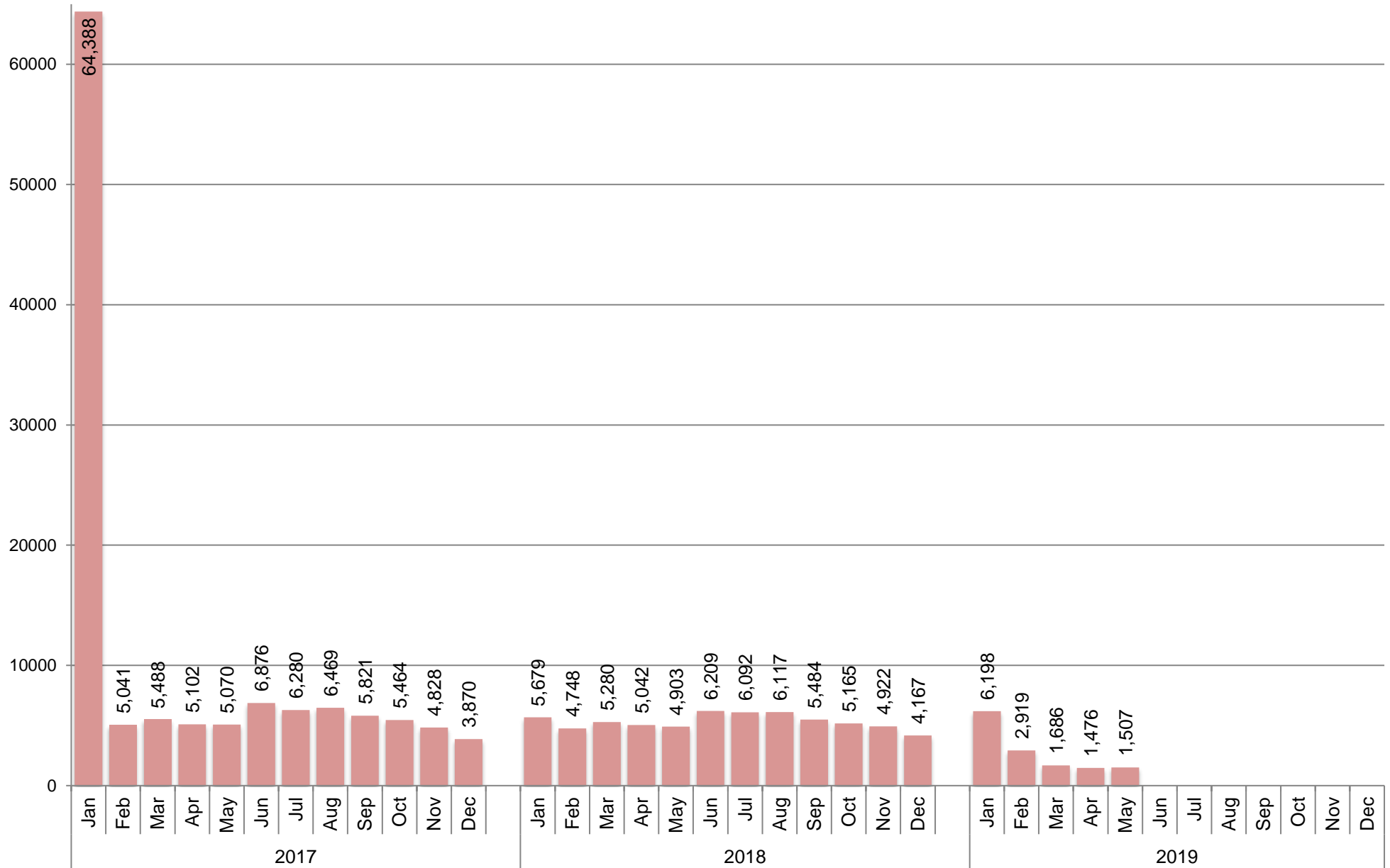
Location	Total Circulation	+/- Previous Month	2018/2017 Year/Year	YTD Y/Y
Athmar Park	6,774	➡ (282)	⬇ (1,657)	-27.2%
Bear Valley	27,961	➡ (20)	⬇ (1,005)	-8.4%
Blair-Caldwell African American Research Library	10,000	⬆ 740	⬆ 557	1.6%
Byers	3,477	⬆ 53	➡ (208)	-11.8%
Central Library	85,186	⬇ (2,769)	⬇ (3,115)	-4.7%
Decker	13,924	➡ (264)	➡ (479)	-2.3%
Eugene Field	21,894	⬆ 717	⬇ (2,706)	-15.5%
Ford-Warren	12,921	⬇ (851)	➡ (284)	-2.9%
Green Valley Ranch	23,266	⬇ (2,261)	⬇ (2,525)	-8.4%
Hadley	8,426	➡ (354)	➡ (356)	51.2%
Hampden	28,783	⬆ 920	⬆ 1,067	-0.5%
Mobile Services (Bookmobiles)	5,733	⬇ (1,169)	⬇ (2,027)	-21.5%
Montbello	8,568	⬆ 190	➡ (242)	-3.6%
Park Hill	30,905	⬆ 520	⬆ 419	-1.4%
Pauline Robinson	6,280	➡ (165)	⬆ 220	2.9%
Rodolfo "Corky" Gonzales	21,765	⬇ (558)	⬇ (1,259)	-5.7%
Ross-Barnum	7,427	⬇ (828)	➡ (432)	-6.3%
Ross-Broadway	14,015	➡ (99)	⬇ (651)	-7.3%
Ross-Cherry Creek	25,862	➡ (363)	➡ (405)	-0.3%
Ross-University Hills	50,149	⬇ (1,420)	⬇ (1,233)	-4.6%
Sam Gary	57,087	⬆ 77	⬆ 176	-1.1%
Schlessman Family	49,279	⬆ 1,465	⬇ (878)	-5.5%
Smiley	19,733	⬆ 499	⬇ (1,188)	-8.0%
Valdez-Perry	2,715	⬇ (583)	➡ (94)	-6.9%
Virginia Village	29,306	⬆ 516	⬇ (1,056)	-2.7%
Westwood	3,503	⬇ (558)	➡ (207)	-5.4%
Woodbury	21,254	⬇ (859)	➡ (220)	-0.6%
Denverlibrary.org Downloadables	183,604	⬆ 8,353	⬆ 42,922	36.0%
Total	779,797	⬆ 647	⬆ 23,134	

➡ 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.

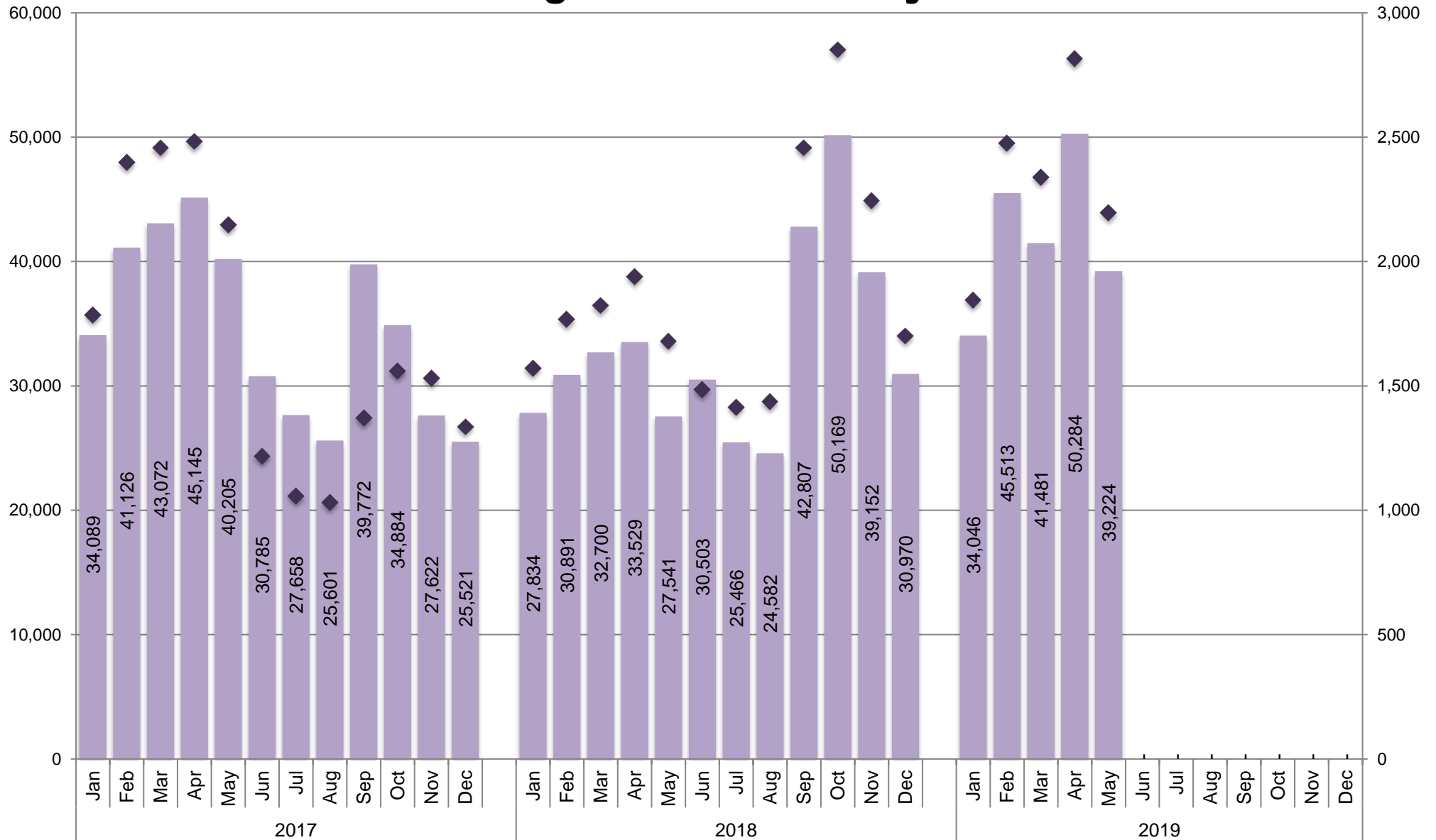
New Cards - total number of new library card registrations (including computer user only cards), as reported by IT

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



DENVER PUBLIC LIBRARY

Communications and Community Engagement

Earned Media

April 11 - June 13, 2019

News:

[Free Bike Repair Kits Available To Check Out At Denver Public Libraries](#) - CBS4

[Bike Repair Kits Now Available at All Denver Libraries](#) - StreetsBlog Denver

[You can check out bicycle repair kits from any Denver Public library branch](#) - 9News

[A Denver library card now gets you a free bike repair kit](#) - Denverite

[Tome on the Range: Ten Top Destinations for Book Lovers](#) - Westword

[Hundreds of Things to do in Colorado \(Immersive Theatre & SUBS\)](#) - Westword

[Ten Things to Do for \\$10 or Less This Weekend \(Immersive Theater\)](#) - Westword

[9Things to do in Colorado this weekend: June 7-9 \(SUBS\)](#) - 9News

[Get Ready For Denver Public Library's Summer Used Book Sale](#) - CBS4

[Free Repairs: Borrow Bike Tools With Denver Library Card](#) - GearJunkie

[The 21 Best Events in Denver This Week](#) - Westword

[The real Al Swearengen died near Alameda and Santa Fe](#) - 9News

[School's Out: Denver Public Library Launches Summer of Adventure](#) - Westword

[Library branches now offer bicycle repair kits for checkout](#) - Bicycle Retailer

[Bike repair kits coming to Denver libraries](#) - Denver 7

[Denver Library's Summer Used Book Sale: Here Are Details](#) - Patch Denver

[Denver Library Summer Reading Program Kicks Off](#) - Patch Denver

[I-70's 'Don't be fooled' signs installed after 1989 runaway truck crash](#) - 9News

[CDOT Created Those Infamous 'Truckers Don't Be Fooled' Signs After This Historic I-70 Crash](#) - Colorado Public Radio

[DCPA Bringing Immersive Theatre Sprint to DPL: Sign Up Now](#) - Westword

[Denver schools and police remain on alert after threat of shooting](#) - Denverite

[The State of America's Libraries](#) - America Libraries Magazine (R.A.D.A. was listed in this year's American Libraries Journal pg. 20)

[Denver Mayoral Candidates on Major Issues Confronting the City](#) - Westword

DPL mentions:

[17 things to do at Denver PrideFest, from drag queen brunch to block parties](#) - *The Know*, Denver Post

[The Ten Best Restaurant Rooftop Patios in Denver](#) - Westword

[New Monument Honors Bicycle Classic In Boulder](#) - CBS4

[Fort Lyon can provide economic, social benefits, officials say](#) - Bent County Democrat

[Whirlwind of artistic expressions](#) - Taos News

[The Commons on Champa's Women's Entrepreneurship Showcase](#) - Mile High CRE

[14 free or cheap things to do in June around Denver](#) - *The Know*, Denver Post

[Next Stage NOW Programs And More](#) - Broadway World

[Library Social Work: Separating Fact From Fiction](#) - SmartBrief
[Dallas Public Library Goes Fine-Free for Late Returns](#) - Dallas Weekly
[Dallas Library adopts new policy with no fines for late returns](#) - CultureMap Dallas
[Denver Arts Festival and 23 things to do in Denver this week](#) - 303 Magazine
[Our Coloradans Then: William Henry Jackson, the Man Who Captured Colorado's Beauty](#) - Our Community Now

[What Denver's 'chief storyteller' can teach you about listening](#) - Medium
[Denver-area libraries offer free tickets to local Colorado state parks](#) - Denver 7
[Monday: Denver City Council to vote on library renovation, sewer repair and more](#) - Hoodline
[Michigan libraries seek to stock opioid overdose meds](#) - Spartan News Room
[The Gazette's 2019 Summer Fun Guide](#) - Colorado Springs Gazette
[3 Ways to find recommended books based on other books you love](#) - Book Riot
[May the 4th in Colorado: 10 ways to celebrate Star Wars, from 5Ks to cosplay](#) - *The Know*, The Denver Post
[Questival and 28 thing to do in Denver this week](#) - 303 Magazine
[A school designed by Denver's most famous architect has been turned into housing](#) - Denverite
[What Are the City Landmarks of Tomorrow? Historic Denver Wants to Know](#) - Westword
[LJ Reviews The Public](#) - Library Journal
[DenverConnect Delivers an Innovative Satellite Community Center To Older Adults](#) - My Prime Time News
[The Eleven Best Events on the Culinary Calendar This Week](#) - Westword
[Council poised to dub 'Cableland' a landmark, giving mayoral mansion another layer of protection](#) - Business Den
[Downtown hotel to be tribute to Denver history](#) - Colorado Real Estate Journal
["Cardboard Kingdom," Youth One Book, One Denver 2019](#) - The Denver Post
['Cardboard Kingdom' named Denver's annual Youth One Book selection](#) - Colorado Politics
[Mayor Hancock Announces 2019 YOBOD Selection](#) - Broadway World Denver
[Youth One Book, One Denver](#) - Denver Arts & Venues
[Denver is launching a van linking seniors to services](#) - Denverite
[Denver clerk and recorder candidate Q&A](#) - The Denver Post

Photo/Resource credits:

[\\$14.9M ranch near Longs Peak offers a chance to buy a piece of Colorado history \(Photos\)](#) - Denver Business Journal
[Here's what Red Rocks used to look like before it was the world's best concert venue](#) - 9News
[PKH: Landmark designation](#) - 9News
[Tom's Diner Named "Potentially Historic," But Could Still Be a Goner](#) - Westword

Of interest:

[Guest Post: A DACA librarian is not a threat to America](#) - The Colorado Independent

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.



DENVER PUBLIC LIBRARY

Hadley Granor
Today I visited the
idea lab with my
granddaughter. We
have been studying
recycling. We used
cri cut to make our
own t-shirts. Daria
helped us throughout
the process and we were
so thrilled to see our
custom made shirt.
Thank you for your
support to the public
library's
Terry
Thompson

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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2.19.2019
THE CAREER
DATA IS GREAT!
THE FORD WARREN
STAFF IS EXCELLENT.
IT'S
MY SECOND
OFFICE.
BR

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

LIBRARIES ARE SAFE
PLACES FOR ALL.

AND I APPRECIATE THAT!

YOU WILL FIND KIDS, ADULTS,
SENIORS, TRANSGENDER.
SOMETIME TOGETHER SOMETIMES
ALONE BUT ALL ARE WELCOMED.



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

Dear Legislators

Denver - Public
Library, and all libraries
(in schools, across the
state, in government) does
so much for so many.
When the economy hit
hard, the library is the
safe place for all!

Open arms to all,
encouraging, non-
discriminating and always
there to ~~make~~ help provide



DENVER PUBLIC LIBRARY

the wonderful world
L. Angell, caber, denver

What do **YOU LOVE** about the **LIBRARY?**

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Share your thoughts here and leave this card at the Ask Desk.

I have been a library (DPL!) patron/customer for many years. It's hard to express just how much the library means to me and how important it has been and is in my life. When my children were growing up the summer programs were so so wonderful! Now I bring my grandchildren to Storytimes. What a joy! There are many weeks when I visit one branch or another 3-4 times. The comedy program at Park Hill is wonderful. Monica Cadillac's food programs are wonderful also. The library is always a refuge for me if I'm lonely — and even when I'm not!!



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

Rodolfo Corkey Librería
me encanta

es mi favorita
es muy accesible,

esta cerca el Parking

los diferentes secciones

la diversidad de libros,
me falta libreros niños
2-5 Años de Verbo

Inglés - Español 2019



DENVER PUBLIC LIBRARY

Julia Torres

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

The Denver Public
Libraries are treasures!!
The staff is wonderful!
Keep maximally funding
our libraries.



DENVER PUBLIC LIBRARY

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

The idealAB at
Montbello is amazing
I am so happy
teens have a
safe space to
create — that's
FREE — and with
helpful, friendly staff



DENVER PUBLIC LIBRARY

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

I love the library because
it is a safe place that
values learning and grants
access to technology and
learning tools to everyone.
I also think it protects
the knowledge and information
that no other institution can.
I love the idea too
for its inspiration to
my son.

Dustin Cellos



DENVER PUBLIC LIBRARY

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

Finding books
that interest my
preschooler.

Sense of community
w/ Baby Story time.
Fun art & activities
for kids when we
visit (weekly)
Thank you



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

*This staff is
warm, kind and caring.
Helpful and attentive.
The library is clean
and open to this
community!*



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

*Fort Warren is amazing.
Marylu excels @ Baby Storytime.
Jim & Miss Edna energize @ Bilingual Storytime.
Friendly, helpful staff. Great organization -
always clean & inviting.
Kanopy movies entertain @ home.
Computer access,
Up-to-date resources & brochures.
Exceptional offerings!
Park Hill is another sweet location.
I'm so happy as a 2018 grandma who
moved from Minnesota last year to care
for my grandson to have such rich
resources.
ENGAGE!
The monthly magazine keeps us all informed,
way to go. Denver! ☺*



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

2-12-19
*The entire staff!
What more can I
say - they are all
fantastic!*

*Everyone here is friendly
and helpful. I
appreciate all they
do for everyone who
comes here.*



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

*Ford Warren Staff is always amazing
and helpful.
I would be lost without the library
Thanks*



DENVER PUBLIC LIBRARY

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.



DENVER PUBLIC LIBRARY

*I love this
Library because
everyone is so
nice a help ful.*

*We appreciate all
their hard work in
helping everyone.*

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.



DENVER PUBLIC LIBRARY

*I love you guys very
much and I enjoy your
library very much I hope
you have a very great
time after reading this!
♥-branner*

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

I love Everything
about the library:

- The fact that I can get book from any library in the area
- That I can put requests for books and movies
- That I can download audio book with overdrive
- That they send me mails when a book arrives or when I have to return one
- That the people are great
- That they recommend books
- That the space is clean and comfortable.



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

How was "The Library"?
My friends ask me in
mocking tones. This is one
of my favorite places in the
world. It's an unmined treasure
You can look up historical
photos, Record music for free,
create and invent stuff.
They have books that are
audible for free - w/ helps
me cause I've had 2 Traumatic
Brain Injuries. I can sign up
and meet w someone to help
me w/ my Mac top - and I send
people I meet who have internet
needs to the 4th floor.



DENVER PUBLIC LIBRARY

And Thank you - Sooo much -
it's FREE! Free Knowledge!

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

We love Hadley, The
stuff the books, the
fun activities and
the idea lab.

We love this
addition to the
community! So much
to learn, to do!
Thankyou!



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

very friendly helpful
Peoples. Happy have
2 Libraries I know
how to get there
Small Library has puzzle
I enjoy doing
Big Library has more
Books I can find
Little Library has workers
that I can give my
Return book dvd
too and know they
are back



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.



DENVER PUBLIC LIBRARY

I love all of the
different programs
and resources the
library offers. There
is so much more
than just books.

What do **YOU LOVE** about the **LIBRARY?**

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Share your thoughts here and leave this card at the Ask Desk.



DENVER PUBLIC LIBRARY

Check out books
before buying, and to
make sure I like the
book. The children's
librarians, and books
the BOX CAR CHILDREN

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

The Ideal Lab & Recording
STUDIOS ARE AWESOME
You Help Those TO
Continue in Life

God Bless



DENVER PUBLIC LIBRARY

What do
YOU LOVE
about the
LIBRARY?

Tell your state legislators!

This year, we welcome many new state representatives, senators and even a new governor. We'd like to let them know what makes the Denver Public Library so special. Let them know what you love most about the library—your favorite activity, branch, librarian, book—whatever it is! We'll share directly with our legislators!

Share your thoughts here and leave this card at the Ask Desk.

I love that I can
get books so I don't
get totally bored!
I like summer reading
because we get prizes
for reading. Reading
is the best!

-10 + 7 year olds



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

We love the staff @ the Hadley Branch Library. We come as often as we can for storytime, events/activities, arts ~~clubs~~ and craft. My daughter loves to draw and listen to the cuentos cuentos. Overall we are happy to have a space we can go to learn and meet other people.

As a working mom, I am grateful for everything the Denver Public Library has to offer.



DENVER PUBLIC LIBRARY

What do **YOU LOVE** about the **LIBRARY?**

Tell your state legislators!

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Share your thoughts here and leave this card at the Ask Desk.

Dear Colorado Legislators -
The Library has always been a sacred place to me - the place of true democracy and equality in action. In these buildings, any person from any walk of life can access wisdom, technology, companionship, and especially amazingly, a quiet place to study and contemplate life. Please keep funding and supporting this awesome institution in Denver!



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