

**AGENDA**  
**The Denver Public Library Commission**  
Regular Bi-Monthly Meeting  
**Thursday, April 09, 2020, 8:30 a.m.–11:30 a.m.**  
Online

*The meeting can be joined via this link: <https://zoom.us/j/948603554>*

*Or via telephone: 1-346-248-7799, Webinar ID: 948 603 554*

1. Call to order.
2. Introductions.
3. Approval of Commission Minutes from February 20, 2020. Commission
4. Public Comment Period.
5. Report of the President and Members.
6. Report of the Friends Foundation. Jeff Riley
7. Review of Friends Foundation endowment and fundraising. Amber Lindberg
  - a. Report of 2019 endowment distribution and fundraising funds
  - b. Approval of 2020 endowment request
8. Review financial reports. Amber Lindberg
  - a. First Quarter 2020
9. Report of the City Librarian.
  - a. Library Update
  - b. COVID-19 Update
  - c. Sustainable Funding Discussion
10. Other Business.
11. Adjournment.

### **Agenda Item 3**

Requested Action: Approval

#### **MINUTES**

#### **The Denver Public Library Commission**

Regular Monthly Meeting

**Thursday, February 20, 2020, 8:30 a.m.–11:30 a.m.**

Denver Central Library

Rick Ashton Legacy Room, 7th Floor

Present: Laurie Mathews, Alice Kelly, Carlos Martinez, Vicki Hellmer, Sonya Ulibarri, Jehan Benton-Clark, Cathy Lucas, Michael Niyompong

Staff: Bec Czarnecki, Jina Dunn, Rachel Fewell, Michelle Jeske, Annie Kemmerling, Zeth Lietzau, Elaine Langeberg, Amber Lindberg, Erika Martinez, Seana O'Grady, Bria Ward, Hana Zittel

Guests: Jeff Riley and Pam Jewett, Friends Foundation

1. Call to order.

The meeting was called to order at 8:37 a.m.

2. Introductions.

Staff and Commissioners present introduced themselves.

3. Approval of Commission Minutes from December 19, 2019. Commission

The minutes were approved as written.

4. Public Comment Period.

NA

5. Mobile Services Tour and Presentation. Hana Zittel

With the acquisition of three new outreach vehicles, the mobile services team has worked to adapt existing bookmobile stops to fit new service models. For older adult stops that means visiting older adults in their facilities with materials brought in to browse as well as delivering the items they have ordered. We are also exploring how to deliver library programming to these facilities by working with Amy DelPo, the Older Adult Services Coordinator for the Denver Public Library. This has made our service far more accessible and has increased the number of customers we see.

There is also one new larger vehicle that is used for schools, recreation centers, and community centers in Denver. The focus for that vehicle will be delivering services to schools, however, the team has also started to add community centers in neighborhoods without library access. Our last vehicle will be used more for special event opportunities, for example, community events on the weekends.

6. Report of the President and Members.

Commissioners introduced themselves and welcomed new Commissioners Jehan Benton-Clark and Michael Niyompong (see attached bios). Benton-Clark and Niyompong expressed their pleasure in joining the Commission. Benton -Clark noted her home branch is Sam Gary and Niyompong said Athmar was his branch growing up.

Martinez thanked the Commissioners who could attend the Friends and Commissioner Legacy breakfast as well as the phone call regarding sustainable funding for libraries. A meeting for the Commissioners with the Mayor is being scheduled to follow-up on how to gain more autonomy and what options exist for sustainable funding.

He also stated that we are working on having Commission meetings at branches in June, July, and August.

The Juanita Gray Award was a great event and a terrific way to kick off Black History Month as always.

Commissioner Hellmer joined the Friends Foundation meeting by phone and also participated in the Colorado State Library webinar on creating a community centered library. Hellmer and Mathews also did site visits at Westwood and Bear Valley. They got to see a pancake cooking lesson at Bear Valley which was very popular. Both are impressed at how different the branches are and how they all serve their unique communities.

Mathews reported that she signed up to meet with her City Councilmember Jolon Clark and that he said he was a huge supporter of the library.

#### 7. Report of the Friends Foundation. Jeff Riley

Jeff Riley introduced himself to the new Commissioners and stated that the Friends Foundation exists to support the library through fundraising and advocacy. Riley reported out on the reunion breakfast. They sent 140 invites and had about 50 people attend and received very positive feedback. The campaign from among the alumni group has yielded approximately \$50,000. People were happy for the opportunity to reconnect. The Friends are ultimately hoping to fundraise between \$200,000–250,000 from this group.

The Booklovers Ball is scheduled for October 24. Cathy Lucas and her spouse will be one of the chairs. Riley is pleased that 4 of 5 area sponsors have already sold at the \$10,000 level. They also have one of two sponsorships at the \$15,000 level. He asked the Commission to please let the Friends know if there are people they should reach out to and that they have sponsor packets available.

The Friends closed the books on their operating year and made a distribution to the library from the endowment for \$250,000. \$1.5 million went to special use, \$600,000 was meant to be paid last year and an unrestricted distribution is still in the works.

The Story Still to Tell campaign is in full swing. They have a number of asks out to foundations. They are feeling good about the momentum. The goal is still to raise \$12 million by October.

The Friends have reviewed their strategic plan which was supposed to go through 2020 but they have identified several new things that need to be added and a significant amount has already been accomplished. Half of the board is new so this seems like a great opportunity to update the plan and engage those new members. Riley and Jeske have met and they will also reconnect with Peter Pearson from Library Strategies in March. Pearson helped transition the Friends and make the current plan.

#### *Cannabis Industry Donations Discussion*

Riley then asked the Commissioners for their thoughts on accepting donations from the cannabis industry. This conversation has not been had for several years and it seemed like time to revisit.

In the previous conversation it was decided to not solicit or accept marijuana money. Concerns were raised along the following lines:

- How do you recognize funds from such donors, publicly or privately?
- Can you accept from individuals and not corporations?
- Because it is legal at the state level not the federal level can it jeopardize 501c3 status or access to federal funding?

What are others currently doing?

- Boulder said they would accept donation, but noted the acknowledgement issue.
- Jefferson County has said they would not and did turn down a donation.
- Red Feather Lakes Community Library said they likely would accept a donation but don't know if they have even had one offered.
- San Francisco noted just not investing in cannabis companies.
- Los Angeles has not encountered this issue and would likely need to take it to outside counsel.

Overall, responses are consistent with these examples that there are mixed responses. No one seems to have an established policy and many have said it would depend on the situation.

Riley's question to the Commission is how open are commissioners to having the Friends solicit funding from the marijuana industry? The Mayor and mayoral staff have asked us if we have pursued that as a funding avenue and are supportive.

#### *Comments and Considerations*

- Would the Friends distinguish between active solicitation and accepting?
- Would the Friends distinguish between marijuana vs CBD?
- How would recognition be handled?
- The Friends accept money from liquor companies for events like Booklovers Ball.
- The Commission would like to see the Friends do more research to determine if there is any serious concern about the potential impact on 501c3 status.
- Would the Friends want to consider limitations based on the size of the gift? It's one thing to have sponsorship of a table at the Ball versus a large named space in the library.

A new policy was developed about a year ago regarding due diligence around accepting money from corporations and the integrity of institutions.

Commissioner Ulibarri discussed a gift acceptance policy and suggested an acceptance framework that provided questions to help make these decisions. For example: we'd never put the name of a marijuana company on one of the bookmobiles. She also noted that there is tax revenue that comes from these industries that already funds certain initiatives. In many ways this is just a discussion about where it is appropriate to remove the buffer. There are lines to be drawn; we just need to decide where. This would also be helpful when considering named spaces as well since any named space has to go through the Commission for approval.

The Commission agreed that they would like to see the Friends continue to explore this issue and are open to the idea of them receiving funding from the cannabis/marijuana industry. The Commission also agreed there is a need for a framework to help make these decisions.

8. Fourth Quarter Financial Report. Amber Lindberg

The library spent about 98% of its budget and a few invoices are still being wrapped up. All in all DPL will return approximately half a million dollars to the City.

Statement 3 looks at the Special Trust Fund and Lindberg reminded Commissioners that this fund rolls over every year. Lost books and collections revenue are declining year over year but this can be partially attributed to policy changes such as fine elimination. We have seen a 16% increase in auto waivers and are receiving many more materials back rather than charging people.

There is a big change in special use fund revenue because of the conclusion of very large grants for After School Is Cool and Plaza. We have been able to move most of the funding to the General Fund so we can continue those programs.

Commissioner Benton-Clark asked how it is determined which grants DPL pursues versus the Friends? It is preferred that grants go through the Friends and with a couple of exceptions that's how we operate.

9. Strategic Framework Update. Kirsten Decker

Decker introduced herself as the manager of strategy and evaluation. She talked about the work that the library has done to understand what people want from the community and is now looking at how the library can be a part of those community aspirations. DPL, with the help of more than a third of our staff, has also crafted a new mission, vision, and values with what we learned from the community in mind.

The next phase is looking at how we will measure how we are achieving our values through results based accountability. Staff teams will be leading that work and so far we have had 58 people apply to be on a team. We will also be looking for ways to engage work groups such as finance, facilities, and security who may not have as much ability to participate.

10. Analysis of Circulation and Visit Trends Discussion. Zeth Lietzau

Zeth Lietzau, director of collections, technology, and strategy, reported to the Commission regarding the recent trends showing a decline in circulation and visits. A staff group was formed to analyze these trends, identify root causes, and determine if there are areas we can work on as well as what is beyond our control. It is worth noting that these trends are being seen in other major urban libraries as well and that DPL is still doing quite well.

*Highlights*

- Media formats: There has been a decline in checkouts of CDs and DVDs. The library's limited options to increase streaming capabilities plus the cost prohibitions to significantly increase those options contribute. CD audiobooks are also declining in circulation.
- Physical books and ebooks: Physical books are still really popular and quite steady despite a bit of decline. Ebooks remain popular but the demand is leveling out and we've devoted more funding towards the purchase of ematerials. Ebooks are much more expensive to purchase and have metered access. Some publishers are taking

measures to restrict library access even further. We are advocating for greater ebook access but have been hesitant to boycott certain publishers as we don't want to hurt our customers.

- New ways of using the library: As the library continues to change in what we offer we also need to think about how we measure that in addition to some of these more traditional indices.

This initial data gathering also resulted in a few tests. In one location the team used data to move the collection around and circulation went through the roof. However, even that is not guaranteed at all locations as it also has to do with how a particular location is being used. This gets to some of the upcoming strategic work which will be getting into the dimensions of visitor experience with a known survey tool.

We will also be thinking about how we make programming decisions utilizing the same data in addition to thinking about attendance, how many programs are offered regionally on any day of the week, what times are being offered, etc.

#### 11. Report of the City Librarian.

##### *Sustainable Funding Discussion*

Jeske and Martinez met with the Mayor regarding treatment of the library as outlined in the City Charter and to discuss sources of sustainable funding. We are also waiting for a legal opinion on the City Charter from the City Attorney's Office. It has been decided to make a request to the City for increased funding and autonomy. This has all been building on a series of conversations with the City that have been positive but have yielded nothing concrete. We have a strong relationship with the City Council that will be helpful in these endeavors.

##### *Highlights of prior conversations*

- Have told the Mayor and his team that a sustainable nimble well funded library should be part of his legacy.
- Have made it clear what the Commission has requested of the City Librarian.
- Reminded the City that the library does not report to the Mayor directly.
- Have laid out possibilities for increased funding: a district, an IGA with a negotiated portion of the general fund, or a dedicated mill levy and general fund, or solely mill levy.
- Have spoken of the need to build new libraries, offer longer and more flexible hours, keep our facilities clean and safe, develop additional programming, and dedicate more money to our underfunded collection.

Jeske and Martinez asked what the City would need from us to be a budget priority to which they asked what the library is asking for and how we are doing compared to our peers. City staff has also tried to say we are more a part of the City than we think and we have been able to solidly refute this in ways we believe they understand. They are also less enthusiastic about the idea of a full break from the City and dedicating a tax source. Jeske is hoping we might circumvent the 2021 budget process with a strong ask for what the library needs starting in 2021 with an outline of what would be needed going forward. She is tasking directors to help put that together. The ask would include personnel, supplies and services, additional capital money, and funding for the RiNo library.

Future years would include increases for new libraries and ideaLAB expansions. We'd be asking for autonomy for full use of our annual operating budget and to not have to participate in the expansion process. We'd also ask for the ability to reallocate between categories and the ability to manage FTE.

Jeske also met with Councilmember Jolon Clark. He is very interested in helping us if we don't get support from the Mayor. He mentioned that he has been behind a number of the tax measures. Jeske noted that we would not consider pushing to be on the 2020 ballot as there is not enough time and too much potentially coming up on this year's ballot.

### *Guidance Moving Ahead*

- Is the Commission in agreement that the library should develop a three year ask for funding? Yes, the Commission agrees.
  - The Commission encourages the library to be bold and prepared for negotiation.
  - Level setting would likely be an increase of \$8+ million.
    - Would also like to help close the funding gap for Central renovation.
    - The special trust fund currently pays for some of our staff in Western History and Genealogy, Older Adults, and other basic operational needs. This is not sustainable.
    - Would also want to address pay equity issues.
- Should the Commission reach out to City Councilmembers?
  - Jeske will talk to Riley and make sure any efforts are in alignment with the Friends Foundation Advocacy Committee who is also reaching out to the Councilmembers.

### *Library Update*

We will be closing Byers and Smiley for renovation towards the end of May for six months. We're in the contract process for a design firm for Blair-Caldwell and for Central we have 50% of the design drawings. Now we're also working on how to whittle down cost and prioritize items.

DPL will be posting for an EDI manager in the first week of March. Please share the posting with your contacts. The position will be open for at least 4 weeks.

We've received a new gift of \$1.32 million for two years from the Luff family who has supported our programming for After School is Cool and the New Americans Project.

Jeske also reminded Commissioners that the next Commission meeting will be on April 9 due to the executive team traveling for the Government Alliance on Racial Equity conference.

### 12. Other Business.

When Martinez became the Commission President in August 2018 the Commission decided to shift from 1.5 hour meetings every month to 3 hour meetings every other month. This was in recognition of the DPL staff time it takes to prepare for meetings and allows the Commission more time for discussion. Now that the new structure has been in place for a little over a year, Martinez would like feedback as to whether or not it is working for everyone. Commissioners generally agreed that they:

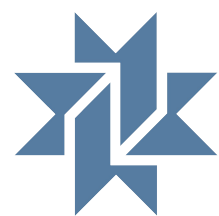
- Protect the time on their calendars more carefully
- Feel an increased ability to be present
- Feel the meetings are more substantive.

Commissioners noted that they also feel like there are good opportunities to engage with the library outside of Commission meetings. The only noted suggestion to the current schedule is perhaps making sure there is an opportunity to debrief if someone misses a meeting.

The meeting was adjourned at 11:18 a.m.

Minutes submitted by Bec Czarnecki on behalf of Laurie Mathews





DENVER  
PUBLIC  
LIBRARY

# Charting the Course: A Strategic Roadmap

*Whether it's behind the scenes or directly engaging with the public, your work is strategic. This framework will empower staff and leaders to tell the story of how their daily operations positively impact organizational goals and enrich the lives of Denverites.*

## KEY UPDATES

We received 58 applications to engage in DPL's strategic planning process. Representation from the organizations six divisions is strong, and closely aligned with the divisional percentage of total staff with the exception of Finance, Facilities & Security. We are working closely with leadership to recruit voices from this critical employee group and are confident we can bolster involvement.

In addition to location and positional representation, we are focused on ensuring the strategic planning process provides space for diversity of race, gender, ethnicity and experience. Leadership is meeting with the DPL Equity, Diversity & Inclusion Committee to discuss gaps in those opportunities and ways to elevate those voices.

Teams will begin research and development of strategic plans for each Value in Action in early March.

WHERE WE'VE BEEN		WHERE WE'RE GOING	
2016-2017	2018-2019	2020	2021+
<b>Listening</b>  DPL hosted more than <b>60 Community Conversations</b> to better understand the needs and wants of Denver residents.  In addition to helping build critical relationships between neighborhoods and community organizations, these conversations laid the foundation of DPL's work to reimagine it's vision, mission and values in the context of the <b>changing needs of the Denver community</b> .	<b>Reflecting</b>  More than <b>350 staff members</b> shared their opinions and expertise to create a new set of Vision, Mission and Values. This work was approved by Library Commission in early 2019.  In fall 2019, DPL leadership added context to the Values - establishing Values in Action to help staff <b>visualize the results we want to achieve</b> and Indicators, which quantify whether we are achieving our goals.	<b>Planning</b>  Using the <b>Results Accountability</b> framework, teams will analyze the historical trends of Indicator data and develop an understanding of helping/hindering conditions, partners and best practices for achieving community-level goals.  Teams will identify 3-5 Strategies for each Indicator and draft <b>Value in Action Plans</b> for financial and operational decision-making.	<b>Operationalizing</b>  Value in Action Plans will provide strategic guidance for staff as they create <b>Annual Plans</b> for DPL programs and services. Through this process, teams will identify metrics that tell the story of their work and how day-to-day operations support our Values in Action, Indicators and Strategies.  Concurrently, DPL will utilize a <b>priority-based budget model</b> that intentionally aligns funding with strategic priorities.

## **Agenda Item 7a**

Requested Action: Receive Report

### **Denver Public Library - 2019 Endowment Distribution and Fundraising Funds Report**

#### **Endowment**

Endowment Funds help support the operational and strategic work of the Denver Public Library. These funds are managed and invested by the Denver Public Library Friends Foundation on behalf of the library, and are both restricted and unrestricted in nature. The library received \$250,000 in endowment funds from the Friends Foundation in 2019, which is slightly lower than the previous year's distribution of \$270,000 due to lower return on investments. Following are the details of expenditures made by the library from these funds.

#### Collection Development

In 2019, the Collection Development department received the following disbursement of endowment funds from the Denver Public Library Friends Foundation. The funds were used to acquire items for the circulating collection including new musical scores, poetry collections, transportation books and adult education materials.

Sharon Gravelle Endowment		acquisition of library materials
	\$14,950	
Smiley Branch Collection/ Beverly Ann Walker		acquisition of library materials
	\$ 3,235	
Lucille Wilken		acquisition of music
	\$ 1,080	
George Dolmas		acquisition of library materials

	\$ 835		
John Pershing		acquisition of English poetry books	
	\$ 400		
Erlich Fund		acquisition of library materials	
	\$		280
Nell Scott	acquisition of adult education materials	\$	230
Lorraine Sabin	acquisition of transportation materials	\$	
<u>150</u>			
Total			
\$21,160			

#### Western History and Genealogy

In 2019, the Western History and Genealogy department received endowment funds totaling \$197,115. Western History and Genealogy endowment funds are used for the purchase of antiquarian materials including rare and artists' books, conservation of rare materials including professional services and archival supplies, and salaries and benefits for 3.75 FTE staff in the department.

Western History - General Support	\$128,675
DPL Trust	\$
60,395	
Joanne Classen	\$
2,690	
Joy Hilliard	\$
1,645	
Jackson	\$
1,525	
Emil J Massa	\$
810	

Marion G Hendrie	\$
775	
Literary Club	\$ 600
Total	
\$197,115	

### Community Awards

#### **Latino Awards**

The Denver Public Library received \$875 from the Latino Awards endowment in 2019. Funds contributed to the annual Latino Awards event held on September 21, 2019, at the Rodolfo “Corky” Gonzales Branch Library where Solicia E. Lopez received the Lena L. Archuleta Community Service Award for her lifelong work. Diana Chavez was also recognized with the Eric J. Duran Community Service Award.

#### **Barbara Jordan Funds**

In 2019, \$1,320 was distributed to DPL from the endowment to contribute to the cost of the staff learning and development.

#### **Nell Scott Endowment**

\$230 was distributed to support the DPL Employee of the Year award. This year, Jennifer Hoffman, Books and Borrowing Manager, was nominated by peers for her outstanding work during the year and was recognized during our Employee Recognition Event in October. Many other outstanding staff were nominated and years of service were also celebrated during the event.

### Unrestricted Endowment

Unrestricted endowment funds of \$29,300 were combined with other DPL funds in 2019 to support library projects and programs. Additional collection materials were purchased for circulation and laptops and hotspots were acquired for our new

bookmobiles.

## **Fundraising**

In 2019, the Friends Foundation distributed \$199,126 in revenue from general fund fundraising events that occurred from November 2017 to October 2018. These funds were used to support the following library initiatives:

Collection Development

\$122,200

Summer of Adventure Program

\$29,732

Meeting room A/V upgrade at Green Valley Ranch Branch	\$18,137
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Meeting room A/V upgrade at Schlessman Branch	\$11,157
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New study room at Montbello Branch	\$7,500
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Art guards to protect Western History art collection	\$7,000
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Western History and Genealogy	\$3,400
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## **Agenda Item 7b**

Requested Action: Approve Endowment Request and receive fundraising report

### **Denver Public Library - 2020 Endowment Request**

The Denver Public Library requests the disbursement of \$200,000 from the Denver Public Library Friends Foundation Unrestricted and Restricted Endowment Funds for expenditure in 2020 as follows.

#### Collection Development

The Collection Development department requests the following disbursements from Friends Foundation Endowment funds. The funds will be used to acquire items for the circulating collection including new musical scores, poetry collections, transportation books and adult education materials.

Sharon Gravelle Endowment	acquisition of library materials	\$11,900
Smiley Branch Collection/ Beverly Ann Walker	acquisition of library materials	
	\$ 2,580	
Leon S Benson Holocaust Memorial Fund	acquisition of Holocaust materials	\$ 900
Lucille Wilken	acquisition of music	\$ 860
George Dolmas	acquisition of library materials	\$ 660
John Pershing	acquisition of English poetry books	\$ 320
Erlich Fund	acquisition of library materials	\$ 225
Nell Scott	acquisition of adult education materials	\$ 180
Lorraine Sabin	acquisition of transportation materials	<u>\$ 120</u>
Total		\$17,740

#### Western History and Genealogy

The Denver Public Library Western History and Genealogy department requests \$156,980 from the Friends Foundation Endowment funds in 2020. The purpose of this disbursement is to support salary and benefit costs of 2.75 FTE positions, archival supplies and equipment, and other antiquarian materials.

Western History - General Support	\$102,480
DPL Trust	\$ 48,080
Joanne Classen	\$ 2,140
Joy Hilliard	\$ 1,320
Jackson	\$ 1,220
Emil J Massa	\$ 640
Marion G Hendrie	\$ 620
Literary Club	<u>\$ 480</u>
Total	\$156,980

#### Awards and Administration

The Denver Public Library requests \$700 from the Latino Awards Endowment in 2020 to help support the annual Latino Awards event this fall.

The Barbara Jordan Funds of \$1,060 will support staff learning.

The Nell Scott funds of \$180 will be used to recognize the 2020 DPL Employee of the Year. They will receive an award and a membership to an organization of their choice for their dedication and exceptional service.

#### Unrestricted

The Denver Public Library requests the unrestricted endowment distribution in the amount of \$23,340. The unrestricted endowment will be used for electronic and physical collection materials this year.

**Denver Public Library (DPL) Financial Report – 1st Quarter 2020**

This report consists of unaudited financial statements of the Denver Public Library's General Fund and Special Trust Fund year-to-date activity for 2020. The purpose of the statements is to inform the Library Commission of DPL's financial activities and to demonstrate compliance with the 2020 budget approved by the Commission.

This report includes the following statements:

- Statement 1 shows the current 2020 budget, 2020 expenditures through March 31, and remaining 2020 budget categorized by type of expenditure. This statement includes both the General Fund and Special Trust Fund activity.
- Statement 2 shows the current 2020 budget, 2020 expenditures through March 31 by function. This statement includes both the General Fund and Special Trust Fund activity.
- Statement 3 shows the Special Trust Fund revenue for 2020 and 2019.

The focus of this report is to disclose significant variances between the approved budget and actual expenditures. Expenditures that are relatively close to the approved budget are not commented on, but can be discussed upon request. The explanation of variances is disclosed in the notes section, arranged by statement. Statement lines that have associated notes are marked with a letter "n" along with the accompanying note reference number.



**Statement 1**

**Denver Public Library  
Budget and Actual Expenditures by Type  
For the period ending March 31, 2020**

	<b>2020 Budget*</b>	<b>Year to Date Expenditures</b>	<b>Budget Remaining</b>
<b>Personnel</b>			
Salaries and Benefits	\$ 43,414,725	\$ 10,478,397	\$ 32,936,328
Training and Staff Recognition	497,074	63,948	433,126 n-1
<b>Total</b>	<b>43,911,799</b>	<b>10,542,345</b>	<b>33,369,454</b>
<b>Collection and Programs</b>			
Books and Other Collections	5,902,856	1,249,079	4,653,777
Central and Branch Programming	823,849	118,378	705,471 n-2
<b>Total</b>	<b>6,726,706</b>	<b>1,367,457</b>	<b>5,359,248</b>
<b>Furniture, Fixtures and Equipment</b>			
Technology Supplies and Equipment	1,861,999	753,616	1,108,383 n-3
Facility Operations and Maintenance	1,130,056	283,246	846,810
Furniture and Equipment	134,459	(3,137)	137,596 n-4
Leases - Buildings and Equipment	311,682	130,312	181,370
Safety and Security	27,418	2,462	24,956
<b>Total</b>	<b>3,465,614</b>	<b>1,166,499</b>	<b>2,299,115</b>
<b>Administrative and Support</b>			
Administrative	643,883	50,623	593,260
Office Supplies	563,416	57,614	505,802
Printing and Advertising	221,572	2,226	219,346
Postage	80,692	212	80,480
Official Functions	1,639	2,305	(666)
<b>Total</b>	<b>1,511,202</b>	<b>112,980</b>	<b>1,398,222 n-5</b>
<b>Total Expenditures</b>	<b>\$ 55,615,320</b>	<b>\$ 13,189,281</b>	<b>\$ 42,426,039</b>

\*The 2020 budget of \$55,615,320 consists of \$52,937,042 from the City General Fund and \$2,678,278 from the Library Special Trust Fund.

**Statement 2**

**Denver Public Library  
Expenditures by Function, Comparative  
For the period ending March 31, 2020**

	<b>2020 Budget</b>	<b>March 31, 2020</b>
<b>Function</b>		
Public Services	\$ 31,361,839	\$ 7,532,122
Collections	7,880,230	1,717,936
Facilities Management	5,063,469	946,076
Technology Services	3,945,601	1,137,755
Administration	5,817,654	1,561,012
Communications and Community Engagement	1,546,527	294,379
<b>Total Expenditures</b>	<b>\$ 55,615,320</b>	<b>\$ 13,189,280</b>

**Statement 3**

**Denver Public Library  
Special Trust Revenue, Comparative  
For the periods ending March 31, 2020 and March 31, 2019**

	March 31, 2020	March 31, 2019
<b>Operational Activity</b>		
Equipment (copiers, printouts)	\$ 39,046	\$ 46,671
Branch and Central Meeting Rooms	16,238	18,850
Western History Photographic Services	11,730	13,313
Lost Books and Collections	23,557	23,664
Vending and Café	2,928	3,610
<b>Total</b>	<b>93,498</b>	<b>106,108</b>
<b>Trust Distributions</b>		
Caroline Bancroft Trust	-	10,366
Frederick R. Ross Library Trust	-	30,000
<b>Total</b>	-	<b>40,366</b> n-6
<b>Friends Foundation Transfers</b>		
Special Use Fund	385,605	684,922 n-7
Endowment	-	-
Fundraising Events	-	-
<b>Total</b>	<b>385,605</b>	<b>684,922</b>
<b>Other Revenue</b>		
Investment Earnings	-	-
Grants and Sponsorships	-	14,500
Miscellaneous	2,341	19,011
<b>Total</b>	<b>2,341</b>	<b>33,511</b> n-8
<b>Total Revenue</b>	<b>\$ 481,444</b>	<b>\$ 864,907</b>

## NOTES

### **Statement 1**

As of March 31, 2020, approximately 24% of the budget has been spent. We are one-quarter through the year bringing us right at targeted spending to date. The City Budget Management Office previously approved rolling \$192,000 of budget to 2019 for completion of the Sam Gary ideaLAB which is not yet reflected in the budget. We anticipate this money to be made available in the third quarter, though economic impacts of COVID-19 will likely cause disruption in standard processes.

Fiscal and operational impacts of COVID-19 are just beginning to appear and are expected to last well into the future, though we can only begin to make assumptions about what it may look like. As of the date of this report, the City Budget Management Office has requested all 2020 agency General Fund budgets be reduced by 3%. This equates to a \$1,588,111 budget reduction for the library. The E-team has combed through divisional budgets to identify areas of savings and we expect these adjustments will be reflected in the quarter 2 financial reports. In an attempt to reduce the impact on services, we will realize most of the budget savings through currently vacant positions.

n-1 – Training and Staff Recognition line is under expectation for the first quarter primarily due to COVID-19. Most planned conferences have been cancelled or postponed this year. This will be an area of intentional savings in 2020 to achieve City-wide budget reductions. \$100,000 is also designated in the Special Trust Fund for our bi-annual all staff event currently scheduled for October.

n-2 – Programming line is approximately 14% spent to date. A large portion of this spending occurs during our Summer of Adventure program which is generally in the planning and scheduling phase at this time. Due to closure of libraries and social distancing, live programming events have been cancelled until further notice. This will be another line where we will realize intentional budget savings in 2020.

n-3 – Technology is overspent in this first quarter due to the purchase of necessary capital equipment items procured in 2019. Equipment was originally expected to be paid from vacancy savings last year but did not arrive until early this year. We do not anticipate being able to roll 2019 budget forward to pay for these items.

n-4 – Furniture and Equipment expenditures reflects a negative expense this quarter due to the city's process of year end accruals (moving expenses back to 2019). We will work with city Finance to make sure all accounting is correct and any needed adjustments are made as the 2019 financial books are closed. We have purchased just \$548 of furniture so far this year, and plan for this to be another area for savings.

n-5 – Administrative expenses are historically underspent in the first quarter of the year and often catch up to target during the second quarter. Items normally accounted for in this category include membership dues, postage and office supplies. Also included in the budget here is unrestricted Special Trust Fund funding to pay for operational costs such as collection agency fees and merchandise inventory. Unrestricted fundraising and other distributions from the Friends Foundation are also budgeted here and are reallocated to other budget lines upon distribution, most of this funding will go toward collection materials this year.

### **Statement 2**

Overall, the library is very near target spending. Variances between budget and actual expenditures are described in detail based on Statement 1 above.

**Statement 3**

n-6 – DPL has not received any trust distributions in the first quarter of 2020. Generally we have received our first distributions by this point in the year. However, Finance staff has not been in our buildings to make deposits in several weeks now and we anticipate a backlog of checks to deposit when we return.

n-7 – The Special Use Fund includes Read Aloud, Summer of Adventure and Western History and Genealogy revenues and other program funding. A request has been made to the Friends Foundation for funding these programs along with branch specific donations. Prior year revenue was significantly higher due to funding for large multi year programs that will be ending in 2020.

n-8 – Other Revenue is down from the prior year primarily due to not receiving any grant funding in the first quarter of 2020. Grants are not generally received or paid in structured monthly payments like other operations are, so it is common to have no revenue in the first quarter.

**Agenda Item 9**

Requested Action: Receive Report

**April 2020 City Librarian Report**

[April Update](#)

[Stories of Impact](#)

## **April Update**

### **New Alferd Packer Papers**

Recently, the Western History and Genealogy department acquired new papers pertaining to Alferd Packer, the controversial, cannibalistic sole survivor of an expedition across the San Juan mountains. While in prison, Packer corresponded with several individuals, one of whom was Mrs. Rebecca A. Newman of New York. The new papers contain Mrs. Newman's original correspondence with Packer. The letters detail his version of the infamous cannibalistic events, as well as his attempts to secure parole, and are available from our digital collections. Learn more [here](#).

### **Friends host 2020 Reunion Breakfast**

On Tuesday, Jan. 14, the Friends Foundation hosted its first annual "Reunion Breakfast." In attendance were past and present library leaders including library commissioners, DPLFF board members, and executive team members. After reconnecting over breakfast, guests were treated to a behind-the-scenes look at the [exciting renovations](#) planned for the Central Library. It was wonderful to see so many library leaders re-engaged and excited about the direction in which DPL is headed! To learn more about "A Story Still to Tell" and the Central Library renovation, click [here](#).

### **Customers are engaging with our virtual services more than ever before**

Below are some data highlights from two weeks ago, our first week of closure:

- [Kanopy](#) (A free movie service for DPL cardholders) usage increased 55% over the average pre-closure week
- [Volume](#) (Local music service) pageviews increased a whopping 361%
- [Ask us](#) (Online reference service) engagements increased 40%
- [Phone-a-story](#) (Weekly stories in different languages for different age groups) calls increased 94%
- [Online library card](#) registrations increased 60%

### **Bridging the digital divide - providing internet access to the community**

All of our public wifi is still on and available for the community to access when they are in close proximity to our locations. While we know people are using our wifi, we have not publicly advertised this to avoid encouraging the public to violate the stay at home order. We also have 90 hotspots checked out to customers and hope to purchase more soon.

### **New virtual programs, new virtual services, new ways to connect**

We're excited to roll out some new virtual services to provide our community with more opportunities for connection and more resources than ever before.



#### *Live storytime*

Our popular story times are now live on our YouTube channel. Viewers can log in to watch one of three live storytimes - 9am - all ages in Spanish, 10am - toddler in English, 11am - all ages in English. Our first five storytimes had over 4,000 combined views

and people are still tuning in to the previous ones. The team is currently working on read alouds for older children as well.

### *LitLine*

Our popular Phone-A-Story for children now has a version for grown ups! "LitLine" launched on Tuesday, March 31 to provide a non-digital way for adults to access services. Customers can call 720-865-2003 to listen to their choice of a story or poem in English or Spanish.



### **Helping the healthcare community**

We are using ideaLAB 3D printers to help produce personal protective equipment (PPE) for healthcare workers. We're following the lead of a statewide group called Make4COVID (<https://www.make4covid.co/>), who are in active communication with hospitals like CU Health and Children's Hospital. The current request is for face shields (they make real PPE last longer and are easy to produce).

We've been contributing to production since 3/21, with six library printers producing PPE (four with staff at home, two with a printer farm at 3D Printing Colorado because they were in process of being repaired by them). *Shown here:* Jesse Perez, Community Technology Center, Central Library



We are not printing masks, as there aren't any thoroughly tested, 3D printable masks out there yet, and we are following the lead of the health professionals in our group. The medical researchers involved with Make4Covid are actively researching respirators, masks, and ventilator parts, and we'll help produce whatever parts we can once they approve some designs.

There is a library group working on sewing masks for Denver Rescue Mission, as they've specifically requested cloth masks for their guests. Make4Covid is currently researching fabric masks and if there are materials/patterns that will make them more effective, but current research recommends fabric masks as an absolute last-ditch PPE for health workers. *Shown here:* Ashley Kazyaka, ideaLAB, Central Library



## **COVID-19 Update**

### **Executive Summary**

It won't be surprising to you that this public health crisis, which has also quickly become an economic crisis, has had a major impact on the Denver Public Library in the space of one month. Below you will find impacts and responses by library division.

Our initial focus at the beginning of the first week of March was to keep our staff and customers safe while we were open. That included putting up signage regarding COVID-19 best practices such as hand washing, moving furniture and computers apart and cleaning high touch surfaces as frequently as possible.

By Thursday, March 12 it was obvious to the executive team that keeping the library open was not responsible to our staff and community. A public library is by nature a public gathering. That day, we began to make the case to close to the Mayor's Office. By noon on Friday, March 13, the City agreed that recreation centers and libraries should close in order to help flatten the curve. As you can imagine, it was a very difficult decision to make knowing that access is so important to us and that vulnerable populations, in particular, need us. It was the right decision, and time and additional information have shown that to be true as more libraries and businesses across our nation have closed.

We closed our doors at 5:00 p.m. on Sunday, March 15, which meant a lot of behind the scenes work to modify our integrated library system, provide technology for staff to work at home, communicate to staff and customers, etc.

Since then, our focus has shifted to:

- Standing up virtual programs and services
- Working from home procedures, guidelines and supports
- Implementing a redeployment program
- Working with the City on continuing pay and other matters
- Developing plans for budget reductions
- Communicating with and reassuring staff
- Communicating with the City, community and other stakeholders
- Planning for the future
  - Ongoing virtual programs and services
  - Potential services before we re-open
  - Ongoing social distancing needed when we re-open
  - Budget reductions
  - New services and programs the community will need due to this crisis (job search, small business support, homelessness, as examples)

What we are considering as we explore this new reality:

- Safety of staff
- Safety of customers
- Consultation with the Denver Department of Public Health and Environment, Mayor's Office and Denver Emergency Operations Center

- Alignment with our values
- Financial impacts

## **Central Library**

The Community Resources team continues to support customers experiencing life challenges via phone and email. This team of social workers and peer navigators is also partnering with other community social services organizations to understand the resources available for vulnerable Denverites during this COVID-19 crisis.

The Central Children's Library staff has been providing services online, curating the [kids' resources on web site](#), conducting storytime live on YouTube, and responding to personalized reading lists (which have seen an almost 300% increase). This staff has been collaborating with Denver Public Schools Educational Technology and Library Services on ways to support educators and students during remote learning. They've also kicked off a collaboration with the collection development department on a Picture Book Diversity Audit.

In Western History and Genealogy (WHG), the team has been updating DPL digital collections including adding the [Evans School Original drawings](#) to our virtual offerings. The closure has fast-tracked our migration into our new collection management system, [ArchivesSpace](#). Staff continues to share our resources via social media, much of which was highlighted in our most recent [newsletter](#) with a link to the WHG version of the Final Four! Reference support for our customers continues virtually, including a new genealogy service "Ask James" - an in-depth genealogy search opportunity with our genealogy librarian James Jeffrey.

Books & Borrowing librarians are very engaged with expanded online advisory services via Personalized Reading List promotion and delivery, helping to generate content for DPL's new LitLine adult phone-a-story-service and exploring delivery of online programs. We continue to assist customers with account questions directly through our [librarycard@denverlibrary.org](mailto:librarycard@denverlibrary.org) portal as well as providing circulation support to librarians monitoring our Ask Us Chat and Email service. Staff have helped to launch Mental Health Buddies, a staff-led effort to promote self care and provide referrals to mental health resources for library staff during the COVID-19 closure and throughout the year.

Community Technology Center staff have been working on developing DPL technology curriculum, including lesson plans for HTML, CSS, Python, and a new Tech Tools for Artists series. They've been working with the education team from Denver Museum of Nature and Science on best practices for engaging adult learners. In partnership with [Make4Covid](#) and as part of Digital Inclusion efforts, staff have been running 3D printers at home to create masks and face shields for local health providers (more info below on this).

Reference Services librarians are staffing [AskUs chat reference](#) and continue to provide 24/7 availability to customers. Bizboost, Nonprofit, Patent and Student one-on-one appointments have moved online. The team is taking some time to concentrate on a Reference Service Manual for system-wide reference training and Federal documents collection maintenance projects that can be done remotely. They're also exploring virtual programming opportunities, including "Fake News" and presentations for specific small business classes and middle and high school classes.

## **Collections, Technology and Strategy**

The Collections team has been able to proceed mostly status quo, with some adjustments. Through late March we were still placing orders for new physical materials, but fewer copies of them. We are preparing orders further into the future, but holding them until we're able to get a better handle on how the closure will affect eBook demand - the first weeks were modest but we anticipate that demand to increase. We continue to monitor usage and will shift budget as appropriate. We canceled Lynda Library as of April 1, but were able to transition to the [Udemy learning platform](#) a few days earlier. Udemy is now available for our customers.

Our Digital Inclusion team continues to look for ways to connect people with resources, and to use our existing resources as positively as possible. Our library 3D printers are being used to produce Personal Protective Equipment (PPE) for medical professionals. Several of these are in staff homes being operated by our folks, and a couple were out for repair and the repair company asked early on if they could keep them there temporarily to use them to manufacture PPE. We will be launching a public all-ages Maker Challenge this month. This is the first year we've included adults, and we've generally timed this with Summer of Adventure, but will be running it earlier this year. This stay-at-home situation has highlighted digital divide issues in our community and across the country - this [Washington Post article](#) summarizes it well. We continue to advocate and search for ways to help alleviate this, such as pushing to include municipal broadband as a public utility.

Our Information Technology teams have been able to operate essentially unchanged, as they are used to being able to work remotely, and much of their work is not dependent on the library being open. Our IT Service (help) Desk staff is busy helping our staff be best prepared to work from home, including providing technology like Google Chromebooks for use during this time. Given the nature of the work, we've been able to on-board two new staff members virtually despite the closure.

Work on Charting the Course has slowed for the Strategy and Evaluation team because of the closure. Our next step is pulling together Values in Action teams to start working together to dig into how we can best serve the community. Those teams have been chosen, and we're beginning team-building, which will likely take longer since folks will not be able to be in the same room for awhile. Meanwhile, the Strategy & Evaluation team is working to pull together data to understand how new and existing services are resonating with our customers during our closure.

## **Communications and Community Engagement**

From a communications perspective, COVID-19 has given us a crash course in crisis management. Our efforts shifted to respond to the emergency internally and externally delivering timely and accurate information to staff and customers. COVID-19 has increased our internal communications efforts drastically which has been an area of needed growth for DPL. Marketing played a significant role in the COVID-19 response through building signage and other digital needs. In addition, a good portion of our design needs have stalled due to the cancellation of programs. Our marketing efforts have shifted to digital needs which has increased due to the closure. Social media is now focused on COVID-19 information, DPL virtual services and online engagement. This is different from the previous strategy which was in person program promotion.

Outreach and community engagement have also been affected by COVID-19. This work relies on face to face contact with customers and partners. We immediately stopped all bookmobile stops due to the amount of people we see daily. This department in our division has been affected the most by the virus. Community engagement work also had to stop because our model is people focused. We are working on ways to engage online keeping our existing philosophy.

Lastly, our efforts in partnerships continue. We haven't seen many changes in grant deadlines but have seen an increase of opportunities for COVID-19 related grants which the team is exploring and researching at the moment. In addition, the support we are offering the Friends Foundation for the capital campaign has continued.

### **Finance, Facilities and Security**

The Finance team continues to work full speed ahead on the 2021 budget. Education and planning sessions have moved to virtual classes, and a total of six classes are scheduled through mid-April. The virus has also had an economic impact on our 2020 budget, forcing Finance and E-Team to comb through supplies, services and vacant positions in search of savings to sequester this year. Other Finance staff are seeing notable declines in workload as normal operations have come to a near halt. As we settle into our "new normal" this workload is expected to increase, and we will take advantage of this time to focus on process improvements and documenting procedures.

The Facilities department is composed of maintenance, delivery and custodial teams. Maintenance staff continue to respond to building needs such as water leaks and heating issues and are also performing thorough walk-throughs of all buildings to ensure maintenance issues are discovered in a timely manner. Delivery is currently on pause while buildings are closed and physical materials are not being circulated. Custodial services have also been deemed nonessential at this time, though our custodial supervisors continue periodic exterior clean ups as general trash coupled with camping could quickly become a public health hazard. There is a great deal of work waiting for all members of the facilities team and we are anxious to begin as soon as we can be back on library grounds full time.

At the other end of the extreme, Security staff have really seen no change in their workload and many are still at Central Library 40 hours a week. Our dispatch center operates 24/7/365 monitoring cameras and alarms, taking calls from staff and customers, and patrolling Central Library. Since the closure, security officers have also begun patrolling all 25 branches collecting library materials left by customers, moving campers from library property, and monitoring the overall safety and condition of library facilities.

To end on a positive note, we feel more prepared to handle COVID-19 than the library would have been in the past. The Security team has been facilitating emergency planning sessions with library leadership for several months now, working through possible scenarios and documenting procedures. While we never would have expected to have such a significant live event this year, department leadership is working through our DPL Continuity Of Operations Plan (COOP) and I am confident we will come out stronger on the other side!

## **Human Resources**

Prior to the COVID-19 outbreak, as an E-Team we had been working on emergency preparedness procedures, and although we did not anticipate a global pandemic as one of our scenarios, we did have relevant discussions over the past few months with our teams. Within HR, we determined that several of our operations are considered essential (for example: payroll, benefits, leaves) while other services and support would need to be evaluated based on the situation. We were able to put these thoughts into action and our HR Operations team has stepped up in a big way to offer support and answers during this uncertain time. This team consisting of employee relations, payroll, benefits, wellness, leaves and recruiting has been available and responsive throughout the closure. They have been guided by the E-Team's decisions and are able to work collaboratively with the City to ensure library staff continue to receive their essential HR services.

Several members of the HR Operations team are on our newly formed Redeployment Workgroup; this workgroup consists of leaders across the library and they are tasked with developing, communicating and implementing an internal process for redeployment of staff and resources within DPL as well as integrating into the City's redeployment efforts across Denver. This workgroup will be moving quickly to meet internal and external needs during this time. See below for information on how this is being communicated to staff.

Similar to most organizations at this time, we have slowed down recruitment efforts and are working with individual hiring managers and candidates to communicate changes as necessary. We have also been able to offer support and information around self-care, behavioral health concerns, and ergonomics during this time. Our learning team has been focusing on rescheduling or postponing on-site learning opportunities and has also transitioned to help internal trainers move content online and host virtual meetings and training sessions. The learning team also continues to promote webinars and other forms of remote professional development during this time. We are confident that as our priorities continue to shift as a community, the HR department will follow suit to support and engage our library staff.

## **Neighborhood Services**

Each branch library coordinated the closure of their locations and bookdrops for our systemwide closure on March 15. Since then staff have been creating and sharing virtual [programming](#), [services](#), and [resources](#) with our community. Daily live storytimes have launched and been well received. We hosted our first online book club and Memory Cafe through Google Meet and attendees were so happy to connect with one another and our staff hosts. Our branch Facebook pages have been activated with COVID-19, community resources, and engagement opportunities.

Our staff are also working on some internal projects. One big project that has been completed was an Adult Fiction Diversity Audit and the just recently launched Picture Book Diversity Audit. A Diversity Audit is a tool being used to establish a baseline of diversity within the circulating picture book and adult fiction collections. It will help us inspect our collection to identify gaps and holes. We will be able to use this knowledge as a system to better purchase and promote diverse titles.

We have also initiated conversations on how we can be nimble and adjust to the different scenarios that may present themselves over the next couple of months. This includes asking

ourselves what Summer of Adventure might look like or how we can continue to address issues around equity and access to our services that are not in the virtual world. We have also been in discussion with Denver Public Schools about how we can support their virtual learning which is launching soon.

## **Addendum**

### **Initial Redeployment Plan**

We believe this is a great opportunity to learn about what needs exist across the system and then actively match them with interested DPL staff members who are available to lend their skills and expertise to a new project or task. Redeployment throughout DPL will take a coordinated effort to determine the needs requested in order to effectively match them with available staff and skills.

The first step will be for supervisors, managers, committee leads and program or initiative managers to complete an intake form to measure needs across the system.

- This form will include such information as a description of the role, hours per week required, technology required, special skills preferred, etc.
- Points for supervisors, managers, committee leads and program or initiative managers to consider:
  - Do you have a project, initiative or other staffing need that can be met by utilizing current DPL staff virtually?
    - What are the skills and/or prior knowledge that would be required for these projects?
    - If none are needed, will there be opportunity for training/onboarding for new redeployed staff members to understand the scope of the project(s)?
  - What are the physical resources that would be needed for these projects (internet access, computer access, etc.)?
  - What is the timeline for completion of this project? Is the need ongoing, temporary, etc?
- If you have a need for additional staff resources on your team, project or committee, please complete the internal redeployment intake form [here](#).

Upon receipt of the request, the redeployment workgroup will send a call out to staff describing the opportunity.

- Points for all staff to consider:
  - Is there an area, department or project that I am interested in assisting or working with?
  - What are my skills and abilities that I am willing to contribute to an assignment?
  - If I am a full-time employee, how many hours can I dedicate to working on a redeployment project or assignment?
- Matches will be made based on the following criteria:
  - Availability, prioritizing those who are currently unable to work from home and are on close to 100% pay continuation. This information has been pulled from Kronos and verified by the employees' supervisors.

- Applicable job classification and/or seniority, based on the specific need described by the leader in the intake form.
  - Availability of resources needed to contribute to the project.
- A member of the redeployment workgroup will then connect the DPL volunteer with the supervisor or lead making the request. The DPL staff member's current/permanent supervisor will also be included in the communication to ensure all staff (the one who has been matched, the one who has the need and the match's supervisor) are all in the loop.
- The DPL staff member's current/permanent supervisor will be responsible for approving and/or updating [Kronos each pay period](#).

## **Stories of Impact**

### **From Gonzales**

*I work at Plaza and right now most of our customers cannot participate in English conversation practice, citizenship study and other Plaza activities due to the closure.*

*Last week I had a couple of one-on-one sessions with our Russian speaking customer Evgeniya, who earlier participated in [Mementos From Home](#) project. Evgeniya is a regular at Plaza at Schlessman Family Branch. She is the one who always moves the conversation at Plaza and helps other participants to feel welcome.*

*Over the Skype calls, we discussed health safety, risk-taking and the pressure that our communities experience right now. Evgeniya tries to stay positive while on a break and puts all of her available time on language acquisition via online services.*

*We don't ask our customers at Plaza for contacts, or any other personal information, so that we provide them with a comfortable and safe environment, which makes it hard to connect with them during the closure. Evgeniya, though, is a little bit more proactive than others and she insisted on contacting me over text messages a few months ago. It seems like being proactive works for her even during the closure!*

### **From Books & Borrowing**

*On Friday afternoon, shortly after the news broke about our pending closure, I encountered a child and her parents exiting the children's library. Each carried a stack of books 10 or more high, tucked up under their chins. I said to them, "now that would be an amazing picture." The father stopped, handed me his smartphone, while struggling to keep his tower of books from tumbling and asked, "Would you?"*

*I'm a little wary now to say that I did. I sanitized my hands with purell after handling the phone, which he wiped off before placing back in his pocket. It mattered to him that he capture the memory of the day his family learned that the library would close.*

*Saturday afternoon, on my way in for a meeting, I passed a young woman exiting the library onto Broadway, a tower of books snugly balanced under her chin, a look of determination on her face."*

*While our buildings won't be open during the closure, clearly the library will be helping many get through this challenging time.*

### **From Reference**

*At the last REF roundtable, representatives from the Denver Economic Development & Opportunity (Workforce Services) shared with us the opportunities they bring to job seekers. Most importantly, the representative/supervisor for the Workforce Services located within DIA shared how desperately employers are seeking staffing.*

*We were able to get two positions for Plaza customers who completed their resumes and cover letters during Plaza. The one big caveat is that these positions are located within DIA (which these customers were fine with, luckily).*

*The representative from Workforce also stated that there are other positions near downtown Denver that they are seeking staffing for as well.*

*The customers began their jobs recently!*

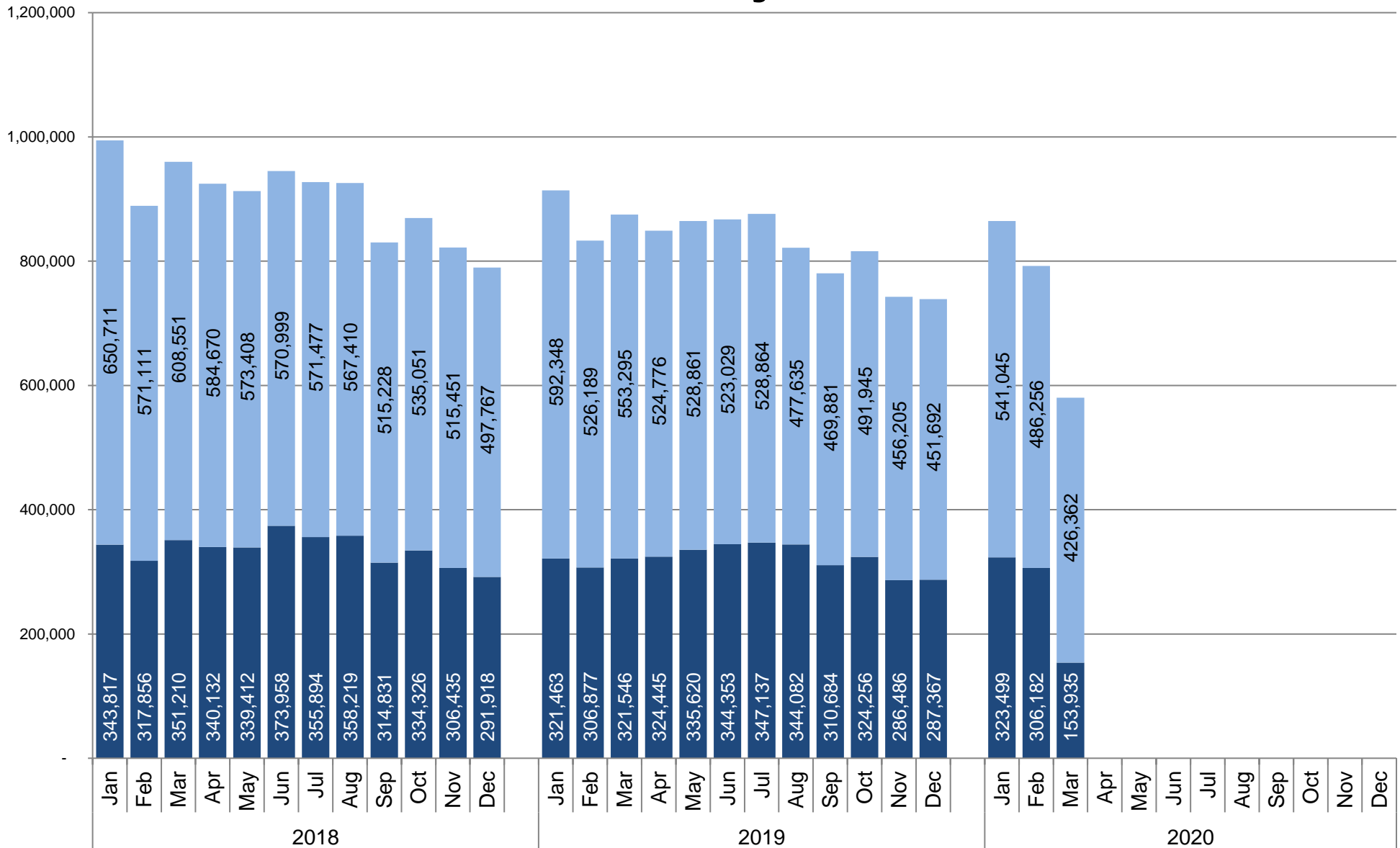
**From a customer comment card giving kudos to Jim at Ford-Warren Branch Library**

*Patron: Qwidget: Hey there DPL, would you mind giving Mr. Jim at the Ford-Warren Branch Library a raise? He is so amazing and deserves everything in the world. Thanks!*



# Denver Public Library Total Visits By Month

■ Online  
■ In Person



➔ All DPL locations closed on March 16, 2020 in response to COVID-19.

➔ 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, from Google Analytics

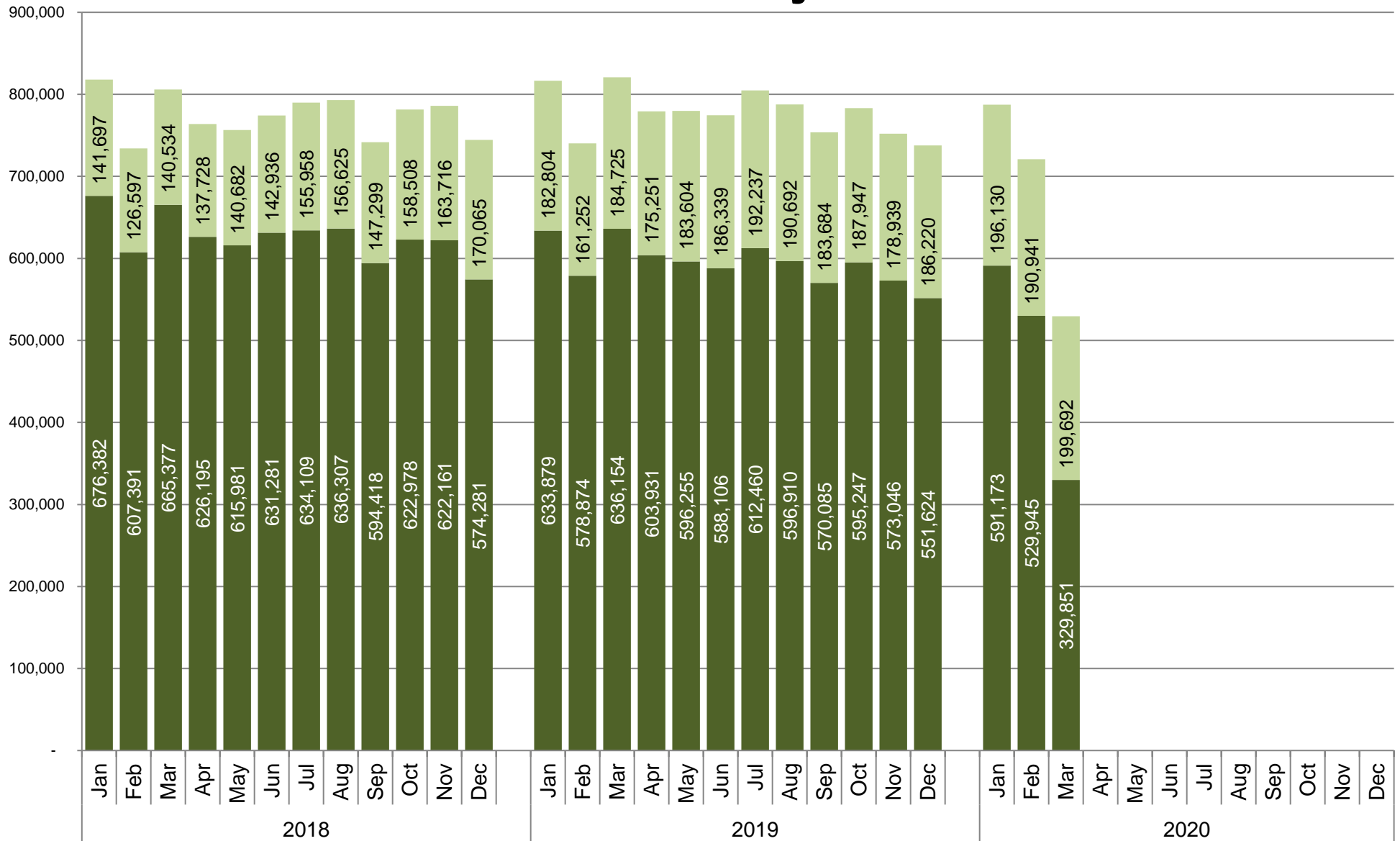
**In Person visits** - total door count from all locations, as collected by Trafys doorcounter system.

# Denver Public Library

## Total Circulation By Month

Downloads

Materials



➔ All DPL locations closed on March 16, 2020 in response to COVID-19.

➔ March 2020 downloads do not include Flipster digital magazines, as reporting was unavailable at the time.

➔ 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.

➔ MacMillain publishers ebook embargo (limiting libraries to a single copy of any title for the first eight weeks after publication) took effect on November 1, 2019.

**Downloads** - total downloads, including electronic books, movies, magazines, and music, as reported by CDO

**Materials** - total circulation of physical materials at all locations, including auto-renewals from Polaris ILS

# Denver Public Library

## Monthly Circulation by Branch

### March 2020

Location	Total Circulation	+/- Previous Month	2020/2019 Year/Year	YTD Y/Y
Athmar Park	3,577	↓ (2,422)	↓ (3,966)	-26.1%
Bear Valley	13,939	↓ (9,939)	↓ (15,037)	-23.5%
Blair-Caldwell African American Research Library	4,344	↓ (3,792)	↓ (5,265)	-25.9%
Byers	1,589	↓ (964)	↓ (1,654)	-23.3%
Central Library	46,891	↓ (24,611)	↓ (47,062)	-24.9%
Decker	8,955	↓ (4,835)	↓ (5,763)	-12.4%
Eugene Field	9,482	↓ (9,125)	↓ (11,942)	-20.4%
Ford-Warren	7,323	↓ (4,431)	↓ (6,263)	-18.2%
Green Valley Ranch	12,563	↓ (7,932)	↓ (14,735)	-29.1%
Hadley	4,715	↓ (3,514)	↓ (4,770)	-16.5%
Hampden	16,290	↓ (8,956)	↓ (13,410)	-17.4%
Mobile Services (Bookmobiles)	3,301	↓ (3,153)	↓ (2,504)	-11.8%
Montbello	3,496	↓ (3,305)	↓ (5,798)	-35.4%
Park Hill	18,081	↓ (9,060)	↓ (14,022)	-17.8%
Pauline Robinson	2,833	↓ (2,536)	↓ (3,889)	-28.7%
Rodolfo "Corky" Gonzales	14,589	↓ (5,828)	↓ (9,590)	-19.2%
Ross-Barnum	4,515	↓ (2,741)	↓ (3,840)	-21.6%
Ross-Broadway	7,815	↓ (5,306)	↓ (6,865)	-18.3%
Ross-Cherry Creek	15,434	↓ (8,336)	↓ (11,446)	-13.7%
Ross-University Hills	28,999	↓ (15,387)	↓ (23,512)	-18.4%
Sam Gary	37,029	↓ (16,992)	↓ (26,417)	-14.6%
Schlessman Family	29,970	↓ (12,958)	↓ (21,755)	-18.6%
Smiley	8,094	↓ (9,085)	↓ (12,146)	-24.3%
Valdez-Perry	1,595	↓ (979)	↓ (1,372)	-22.5%
Virginia Village	12,837	↓ (12,681)	↓ (17,308)	-24.4%
Westwood	1,919	↓ (1,426)	↓ (2,153)	-30.2%
Woodbury	9,636	↓ (9,695)	↓ (13,842)	-21.8%
Denverlibrary.org Downloadables	199,692	↑ 8,751	↑ 14,967	
<b>Total</b>	<b>529,503</b>	↓ (191,238)	↓ (291,359)	

➔ All locations closed beginning March 16 in response to COVID-19.

# Denver Public Library

## Monthly Circulation by Branch

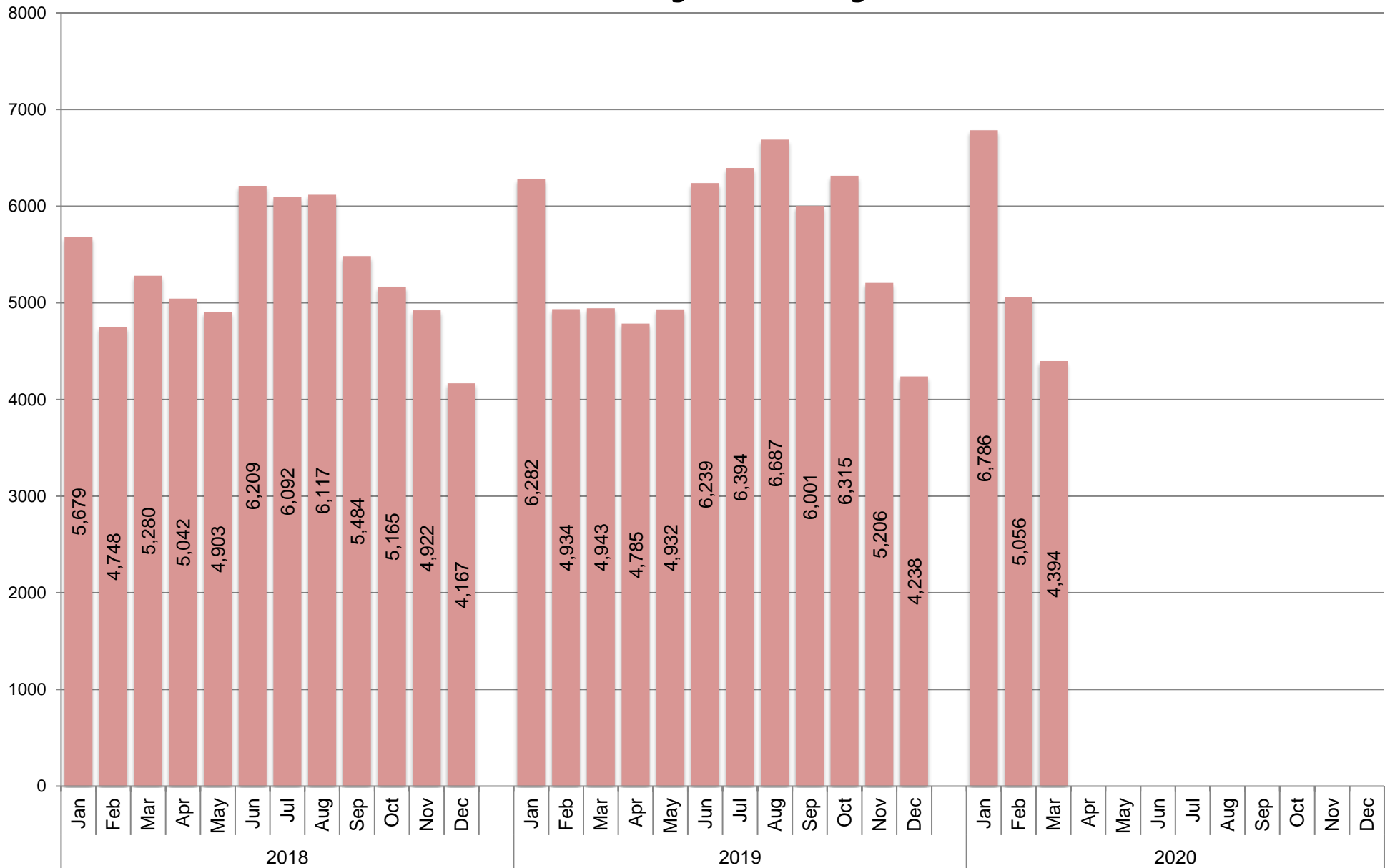
### February 2020

Location	Total Circulation	+/- Previous Month	2020/2019 Year/Year	YTD Y/Y
Athmar Park	5,999	↓ (1,134)	↓ (1,297)	-13.6%
Bear Valley	23,878	↓ (3,203)	↓ (3,409)	-10.2%
Blair-Caldwell African American Research Library	8,136	↓ (989)	↓ (1,538)	-12.9%
Byers	2,553	→ (480)	→ (327)	-10.4%
Central Library	71,502	↓ (11,263)	↓ (12,776)	-12.9%
Decker	13,790	↓ (1,215)	↑ 350	-0.1%
Eugene Field	18,607	↓ (1,882)	↑ 867	-3.1%
Ford-Warren	11,754	↓ (1,100)	→ (332)	-5.0%
Green Valley Ranch	20,495	↓ (1,715)	↓ (4,516)	-17.3%
Hadley	8,229	↓ (1,010)	→ (106)	0.3%
Hampden	25,246	↓ (2,706)	↓ (1,179)	-4.0%
Mobile Services (Bookmobiles)	6,454	↓ (986)	↑ 188	1.3%
Montbello	6,801	→ (493)	↓ (1,772)	-22.4%
Park Hill	27,141	↓ (3,539)	↓ (1,607)	-60.0%
Pauline Robinson	5,369	↓ (596)	↓ (1,322)	-15.2%
Rodolfo "Corky" Gonzales	20,417	↓ (2,363)	↓ (3,155)	-10.3%
Ross-Barnum	7,256	↓ (1,075)	↓ (1,234)	-10.8%
Ross-Broadway	13,121	↓ (1,169)	↓ (674)	-5.2%
Ross-Cherry Creek	23,770	↓ (3,122)	→ (203)	0.3%
Ross-University Hills	44,386	↓ (3,793)	↓ (2,729)	-5.6%
Sam Gary	54,021	↓ (4,672)	↓ (982)	-1.4%
Schlessman Family	42,928	↓ (4,693)	↓ (3,818)	-7.8%
Smiley	17,179	↓ (1,720)	↓ (1,382)	-7.1%
Valdez-Perry	2,574	↑ 232	→ (258)	-10.7%
Virginia Village	25,518	↓ (3,836)	↓ (3,807)	-9.2%
Westwood	3,345	↑ 136	↓ (795)	-19.2%
Woodbury	19,331	↓ (2,867)	↓ (1,237)	-3.0%
Denverlibrary.org Downloadables	190,941	↓ (5,189)	↑ 29,689	
<b>Total</b>	<b>720,741</b>	↓ (66,442)	↓ (19,361)	

# Denver Public Library

## Total New Library Cards By Month

■ New Cards  
◆ Outreach Signups



➔ All DPL locations closed on March 16, 2020 in response to COVID-19.

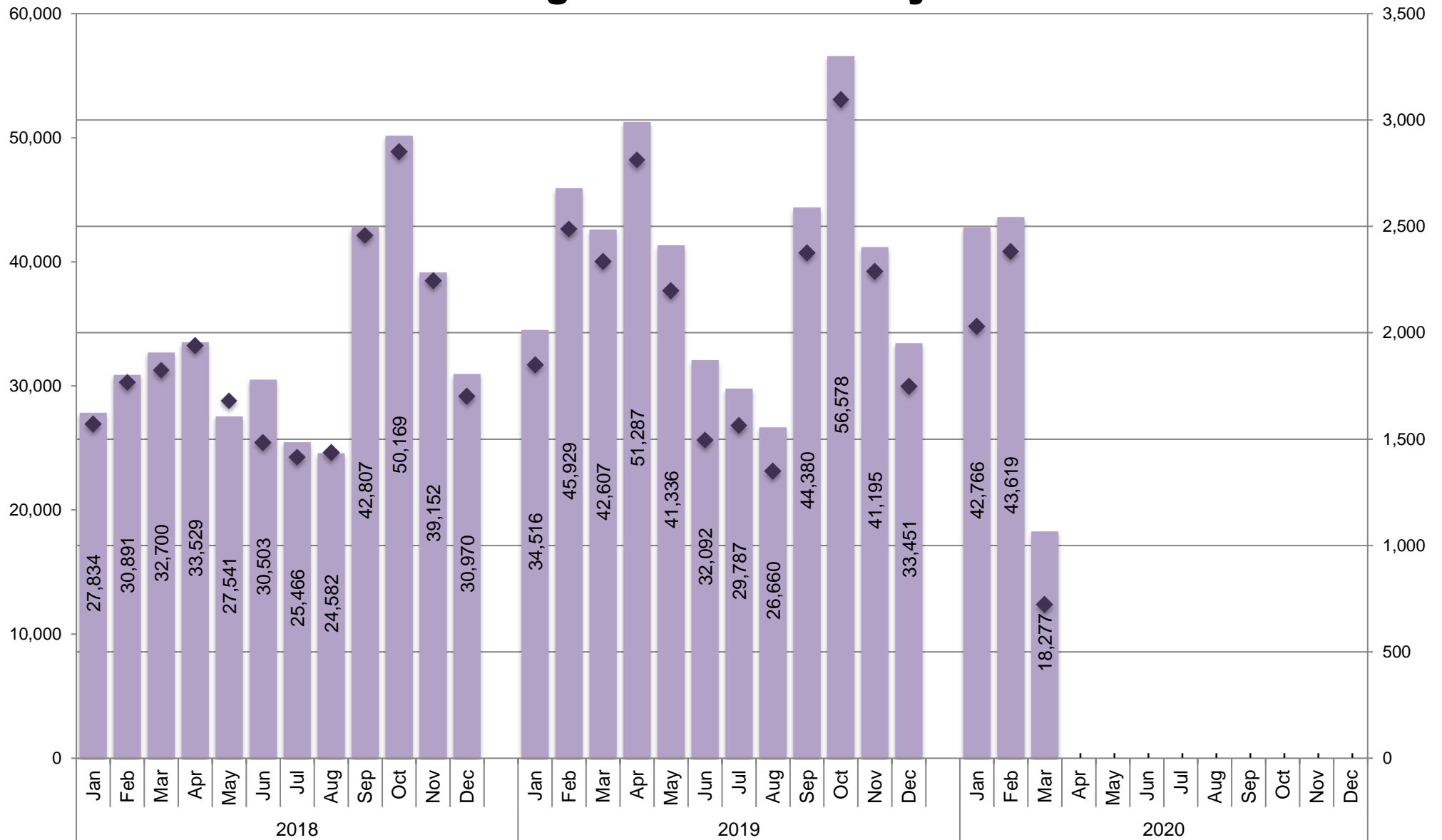
**New Cards** - total number of new library card registrations (including computer user only cards), from Polaris.

# Denver Public Library

## Total Program Attendance By Month

■ Attendance

◆ Sessions



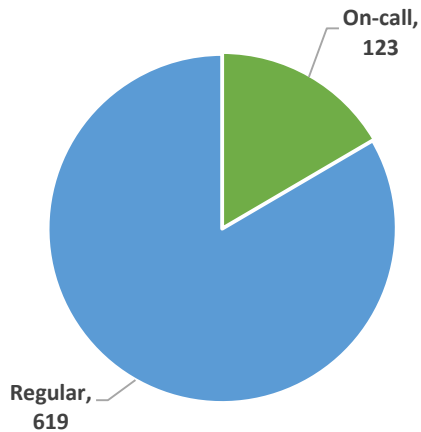
➔ All programs were cancelled starting March 12, 2020 and all DPL locations closed on March 16, 2020 in response to COVID-19.

**Attendance** - total program attendance from all locations, as submitted to Events Management tracking application (includes programs, library events, storytimes, and tours).

**Sessions** - total number of program sessions offered (as defined in Attendance), as submitted to Events Management tracking application

# Denver Public Library Human Resources Dashboard January – March 2020

## Employee Breakdown



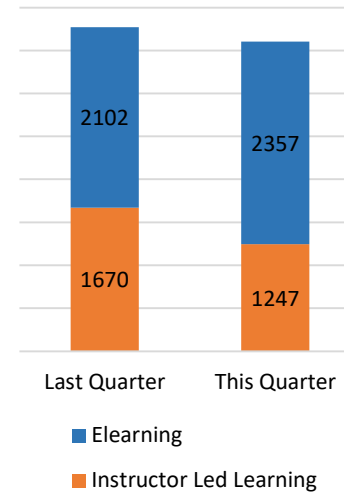
Recruiting	
Positions Posted	39
Positions View Count	45,416
Submitted Applications	3,867
Movement	
New Hires	43
Internal Transfers	4
Promotions	9
Separations	
Total Separations	23
Resignations	21
Retirements	1
Dismissals	1
<b>Turnover Rate</b>	<b>3%</b>

## Learning & Development

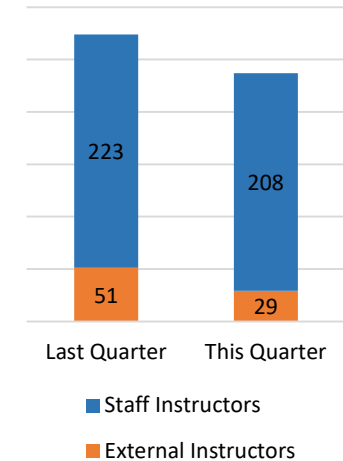
The HR team developed “Diversity in Recruiting and Hiring: A Sincere Conversation”, a learning opportunity that was developed as a discussion to aid hiring managers. Its objectives are to:

- Recognize the importance of a diverse workforce.
- Enhance personal and team goals for recruiting.
- Commit to a professional strategy for hiring a diverse team.

### Total Staff Learning Completions



### Total Instructor Led Learning Sessions





# DENVER PUBLIC LIBRARY

## Communications and Community Engagement

### Earned Media

February 13 - April 1, 2020

#### News:

[Denver Public Library Cancels Lynda Courses Over Privacy Concerns](#) - Westword  
[Check out Denver Public Library's Western History collection](#) - 9News  
[Denver Public Library hosting Spring Book Sale today](#) - Denver 7 (story ran at 4:30 a.m., 5 a.m. and 6 a.m.)  
[Appraiser Workshops](#) - Appraiser Workshops (blog)  
[Innovative Programs for Engaging Teens \(Thane Benson SGB\)](#) - Circulating Ideas

#### DPL mentions:

[No Need To Be Stir Crazy](#) - Greater Park Hill Community  
[Things to Do in Denver Without Leaving Your Home](#) - Westword  
[PHOTOS: Denver stays home — views of a shuttered city](#) - The Denver Post  
[Coronavirus updates in Denver](#) - Denverite  
[Things to do in Denver this weekend while Mar. 27-29](#) - Denverite  
[All Aboard! Great Railroad Reads](#) - Colorado Parent  
[Most area civic facilities are closed to public](#) - The Denver Post eEdition  
[Keep on reading](#) - The Denver Post eEdition  
[Coronavirus in Colorado: Updates from March 18-19, 2020](#) - Denver 7  
[Kanopy is helping us get through these times of social distancing](#) - Reddit  
[50 Things To Do At Home in Colorado in 2020](#) - 303 Magazine  
[Things to do in Denver this weekend now that coronavirus is here, Mar. 20-22](#) - Denverite  
[How to support Denver-area bookstores, libraries with ebooks and home delivery](#) - *The Know*, The Denver Post  
[Free Resources Offered in Denver](#) - CU Denver News  
[Ways to entertain your kids \(and keep your sanity\) during the coronavirus outbreak](#) - *The Know*, The Denver Post  
[Ways to entertain your kids \(and keep your sanity\) during the coronavirus outbreak](#) - The Denver Post eEdition  
[Serving Homeless Patrons in the COVID-19 Shutdown \(blog\)](#) - American Libraries  
[Serving Patrons Experiencing Homelessness in a COVID-19 Shutdown](#) - Programming Librarian  
[What To Do With Kids At Home On Coronavirus Break For Who Knows How Long](#) - CPR News  
[The Parent's Guide to Entertaining Kids During Social Distancing](#) - Colorado Parent  
[Denver Libraries, Rec Centers, DMV Now Closed](#) - Westword  
[Golf Today, Because Denver Courses Close Tomorrow](#) - Westword  
[Denver's Arts and Culture Venues Shut Down Over Coronavirus](#) - Westword  
[The Best Things to Do in Denver This Week, March 16-22](#) - Westword  
[Denver is working on a coronavirus plan for people experiencing homelessness](#) - Denverite



[83 Free Things To Do This Week Around Denver \(spring UBS\)](#) - Mile High On The Cheap  
[Art + Feminism: Edit-a-Thon with Guerrilla Girls](#) - 303Magazine  
[Hot Property: Denver Country Club's "Corner Chateau"](#) - 5280 Magazine  
[303 Day and 34 Things To Do in Denver This Week](#) - 303Magazine  
[The 21 Best Events in Denver This Week, March 2 to March 8 \(spring UBS\)](#) - Westword  
[In Colorado, a chaotic time of desperate measures to halt raging influenza](#) - Cañon City News  
[Archival research](#) - American Military News  
[Community Resource Specialist-The Denver Post via Getty Images \(2017 image\)](#) - FromPress  
[Red Feather Library: Thinking Inside the Box](#) - North Forty News  
[Community Announcements](#) - Greater Park Hill Community  
[At the Library: Spring Break Inspiration](#) - Greater Park Hill Community  
[You can't just sit anywhere at Denver's Union Station](#) - Denverite  
[Prom dresses, cake pans, and power tools: Welcome to the new public library](#) - The Boston Globe  
[Denver Public Library Holds Spring Used Book Sale](#) - Mile High On The Cheap  
[Fix it! Our Right to Repair](#) - 350 Colorado  
[Tesoro Cultural Center lecture series continues](#) - *YourHub*, The Denver Post  
[The Vote's In: Colorado Women Changed History](#) - Westword  
[Imagine the world in 2050: What will society look like?](#) - Denver Center Performing Arts  
[Tesoro Cultural Center lecture series continues](#) - *eEdition*, The Denver Post  
[Literary Events for Kids in Metro Denver](#) - Colorado Parent  
[More Libraries Are Doing Away With Overdue Fines](#) - The New York Times  
[More libraries are doing away with overdue fines](#) - StarTribune  
[9News Spotlights Cherry Creek North](#) - 9News  
[Preserving the Moment](#) - Colorado Homes Magazine  
[Surprise, surprise. Denver's pit bull ban has always been controversial](#) - Denverite  
[Take advantage of a snowy day downtown with fun activities for all](#) - UC Denver  
[Fresh Start at library offers opportunities for success reentry of ex-inmates](#) - The Trentonian  
[Clinic Helps Consumers Fix What They Already Bought \(And Broke\)](#) - CBS Denver  
[As Compassion Fatigue Takes its Toll](#) - School Library Journal  
[Tesoro Cultural Center lecture series continues](#) - The Denver Post  
[Denver City Government Closed For President's Day](#) - Patch Denver  
[Things to do in Denver this weekend, Feb. 14-16 \(U-Fix-It Clinic\)](#) - Denverite

### **Photo/Resource credit:**

[Los Angeles Theatres](#) - La Mar Theatre  
[Twice-Weekly Trolley History \(blog\)](#) - Trolley Tuesday  
[Today in History: Inauguration Day](#) - History of US  
[Mush! Mush! First Woman Wins Iditarod \(blog\)](#) - History of U.S  
[This Colorado ghost town was once an oasis for black lives in the Jim Crow era](#) - OutThere Colorado  
[This Colorado city's population has more than doubled](#) - 9News  
[Pieces From The Past - The Mayflower \(blog\)](#) - Melva Loves Scraps  
[Vonnegut Was Right: You can study stories with computers](#) - Business Quick Magazine  
[One of the most romantic cities in the U.S.-](#) 9News  
[The lives Justina Ford touched](#) - The Denverite

**Macmillan:**

[Macmillan Ends Library Ebook Embargo](#) - Library Journal

**Of Interest:**

[Updates from Library Journal](#) - Library Journal

[Libraries Get Creative With E-Books](#) - *All Things Considered*, National Public Library

[Governing in a crisis: An interview with Gov. Jared Polis](#) - Colorado Politics

[Social distancing could drag on for months in Colorado. How will we stay sane?](#) - Colorado Sun

[There Can Be No "Science of Reading" \(blog\)](#) - Lighthouse Consulting INC.

[Shout Out: Katie O'Brian, outreach and school services librarian](#) - Chicago Tribune

[The Bookstore to open during First Friday in Haines](#) - KHNS FM Radio

[ALA Cancels 2020 Annual Conference](#) - Library Journal

[Drag Queen Story Hour' Draws Protests At Broomfield Library](#) - CBS4

[Loveland Public Library Closes Floor Due To Bedbugs](#) - CBS4

[Taylor is remembered as a champion for choice and community activist](#) - 9News

[Bannock Street to permanently close to cars in front of City and County Building](#) - FOX 31

[Gov. Jared Polis: Colorado Is Ready If \(Or When\) Coronavirus Comes](#) - Colorado Public Radio

[Alternate routes are Washington and Steele streets, Vasquez Boulevard](#) - The Denver Post

[Denver jumps 6 spots on 'Best-Performing Cities' list](#) - Denver Business Journal

[Denver's government doesn't hold citizenship ceremonies anymore](#) - Denverite

[Girls Inc. Fears Impact Of Proposed RTD Service Cuts \(Public Meetings held at branch locations\)](#) - CBS4