

**AGENDA**  
**The Denver Public Library Commission**  
Regular Bi-Monthly Meeting  
**Thursday, June 18, 2020, 8:30 a.m.–11:30 a.m.**

Online

*The meeting can be joined via this link: <https://us02web.zoom.us/j/82503212565>*

*Or via telephone:1-253-215-8782, Webinar ID:825 0321 2565*

1. Call to order.
2. Introductions.
3. Approval of Commission Minutes from April 09, 2020. Commission
4. Public Comment Period.
5. Report of the President and Members.
6. Report of the Friends Foundation. Jeff Riley
7. Approval of the Amended 2020 General Fund Budget. Amber Lindberg
8. Approval of the Proposed 2021 General Fund Budget Reduction. Amber Lindberg
9. Approval of Minor Change to the Library Use Policy. Anne Kemmerling.
10. Report of the City Librarian.
  - a. Library Update
  - b. COVID-19 and Return to Buildings Update
11. Other Business.
  - a. Development of a Task Force for Racial Healing and Conversation
12. Adjournment.

### **Agenda Item 3**

Requested Action: Approval

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

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

Staff and Guests: Marilyn Albatais, Chuckie Aucone, Susan Bittan, Melanie Colletti, Bec Czarnecki, Gwyndolyn Davis, Sarah den Harder, Steven Divide, Jina Dunn, Leon Duran, Carole Durst, Rachel Fewell, Olivia Gallegos, Sarah Ganderup, Galia Halpern, Joan Hansen, Jennifer Hoffman, Amber Lee Hanson, Elissa Hardy, Laura Haskins, Michelle Jeske, Anne Kemmerling, William Kochan, Elaine Langeberg, David Marquez-Hernandez, Erika Martinez, Larry Maynard, Joelle Milholm, Lisa Murillo, Ann Murphy, Stephanie Pinales, Javier Ramos, Jeff Riley, Jorge Romero, Dexter Smith, Desiree Sotomayor, Shelley Stash, Rachel Vagts, Nikki Van Thiel, Bria Ward, Betsey Yadon

1. Call to order. 8:33 a.m.

2. Introductions.

Commissioners present introduced themselves. President Martinez went over housekeeping rules for the meeting and asked Commissioners to mute themselves when not speaking.

3. Approval of Commission Minutes from February 20, 2020. Commission  
The minutes were approved as written.

4. Public Comment Period.  
N/A

5. Report of the President and Members.

Commissioners thanked DPL for the work they are continuing to do through the crisis and noted that they and their families have been able to use some of the online services.

6. Report of the Friends Foundation. Jeff Riley

The Friends Foundation is operating as fully as possible. They have continued meeting with donors virtually and are working on membership renewals. They have had to cancel some events, such as the loyalty luncheon. They are looking at how to pivot to doing a virtual membership reception with a Q&A component.

With regard to the conversation about whether or not to accept donations from the marijuana industry there are still concerns about retaining 501c3 status. For now, they will hold off and see if things change at the federal level and will work on a framework for

accepting in the meantime. The framework would likely connect to the gift acceptance policy and so the Friends would ask the Commission for their support.

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

Lindberg reported on the expenditure of the 2019 endowment distribution and fundraising funds. The money we received is based on returns from the endowment, which are tied to how the market is performing. The endowment allocations are based on a designated percentage. There were no significant deviations that required explanation. Approximately 8.5% is allocated to the collections and just less than 79% goes towards Western History and Genealogy for both acquisitions and staff. The fundraising distribution in 2019 supported numerous meeting room upgrades, the collection, Summer of Adventure, as well as some other Western History and Genealogy items.

The 2020 endowment request is for \$200,000 and will continue to support the areas it has traditionally gone towards. One new addition this year is the Leon S. Benson Holocaust Memorial fund. Again, the majority of the funding goes towards supporting Western History and Genealogy. DPL continues to look at how to have more sustainable funding of this department as it receives significant support from the Friends endowment as well as the library's special trust fund.

A subsequent report on fundraising funds will follow.

8. Review financial reports. Amber Lindberg

Lindberg reviewed first quarter financials for DPL. The organization has spent approximately 24% of its budget, which is on target. DPL has just less than \$53 million from the general fund and \$2.5 million from the special trust fund. We anticipated about \$192,000 in project funds to be rolled over from the 2019 budget to complete the Sam Gary branch ideaLAB.

The City has asked DPL for a 3% budget reduction for 2020 because of the economic downturn caused by COVID-19. This equates to almost \$1.6 million dollars for DPL. We are identifying areas for savings and will also rely on holding vacant positions. These budget changes are not reflected in this report so anticipate a different picture for next quarter. We are anticipating the likelihood of a greater reduction for this year as the current cut is operating on the assumption that the stay at home order will lift at the end of April. We are trying to be as prepared as possible and in contact with the Budget Management Office and the Chief Financial Officer.

Martinez noted that as DPL reopens there may be a higher need for our services. If the City comes back and asks for more cuts we might think about how to position the organization as part of the critical economic recovery efforts of Denver.

Lindberg concluded by noting that in the third statement, which looks at special trust fund revenue, staff have not been in our offices for almost a month so it is likely there is a backlog of deposits that we have not been able to process.

9. Report of the City Librarian.

*General Updates*

A learning platform called Udemy replaces LyndaLibrary after we had concerns about Lynda's privacy policy. Udemy is just as good if not better and we are excited to offer it to customers.

Construction has been deemed essential by the Governor and the Mayor so the bond renovation projects continue to move forward although the contractors have to create additional safety plans. The City is working on a guaranteed maximum price for the elevator upgrade at Central. The base scope is still expected to cover elevators, new restrooms (more than \$6 million for those alone), the children's library, large programming space, and some deferred maintenance. What is not currently covered is most of the work on Schlessman Hall, the teen space, and most of the work outside and at entryways. By the end of this month we should have 100% design drawings and hopefully City Council approval by mid-June. Jeske is hopeful that elevator and restroom work could start this year. We've also received \$600,000 to mitigate \$745,000 of ADA challenges that are part of the project. The Byers and Smiley branches are a little further along. We will not be reopening those branches as the timing with COVID-19 will run into the start of construction. The Blair-Caldwell renovation process has kicked off and has only been a little delayed by this crisis. It is not anticipated to affect the overall schedule and construction will start in 2022.

President Martinez asked if the current climate has changed the Friends fundraising plans around the Central Library renovation. Jeske noted that bond funds have IRS regulations around them and have to be used within three years. Since Central is at least a two year project that buys us some time. Riley reiterated that the Friends are moving ahead with virtual donor meetings and they have been seeking and receiving donations from larger foundations. They have \$10 million in outstanding asks with three potential donors. The Friends already have the money to make the first payment.

Sadly, Denise Boothby, our Chief of Staff, has decided not to return to DPL after taking an extended personal leave. For the time being we will hold that position open as part of the 3% reduction we are facing. Commissioner Mathews stated she hopes we don't have to wait too long as it's critical for the library and City Librarian.

#### *COVID-19 Update*

DPL closed on March 15 and the Stay at Home order is through April 30, although it is expected to be extended. Even once the stay is lifted we are not planning on immediately reopening fully. We will be prioritizing safety of staff, then safety of customers and using our values and looking at financial impacts, to reopen in a way that makes sense. Jeske and the Executive Team are trying to communicate extensively with staff. In addition to daily updates (both email and recorded phone messages), checking in with various levels of leadership, Jeske is also going to record an all staff video. Jeske is also attending a weekly meeting with the Mayor and his cabinet. Currently, all staff are getting paid even if they do not have the ability to work from home. Our on-call staff who come in only as needed are the only ones not getting paid. We are doing our best to support our staff and acknowledge that the digital divide exists here as well and that there is not universal access to the internet at home. We've also been trying to identify what is essential and non-essential in a pandemic. Jeske noted how proud she is of all staff and noted in particular the work of the Executive Team.

Jeske circled back to the Commission comment that the current budget reduction target seems low. She noted that we have received a new target but it's not public yet. The City is taking a citywide approach and not targeting certain agencies, which is fortunate. Libraries in other cities are getting hit hard. City agencies are being asked for proposals on

how to reach this target. This is still just a 2020 reduction. We have not received any news for 2021 yet and we know the economic impact will continue.

Staff are working on more and more virtual programming. Online storytimes have an average of 3,600 views per week. Usage of Phone-a-Story for children has seen increased use. We're even trying a story line for adults with poems and stories in Spanish and English. Personalized Reading Lists and phone reference have also seen a big jump. We're also looking at what programs can go virtual. This is not without challenges, making sure they are secure.

We are trying to transition as many of our resources as possible. The community resource team is using phone, email, and chat to engage with customers who need services. We are using our 3D printers to print parts for face shields and we have other staff sewing masks. We're doing virtual 1-on-1 appointments with students. DPL has also connected with DPS on a new app that allows DPS kids to access DPL Overdrive digital content much more easily.

We are thinking about how to get some of our custodial and facilities staff working again safely. Some critical services like snow removal are still happening. There are increased challenges at branch locations because of camping and some vandalism since there are not as many people monitoring the buildings.

Our Communications Director, Erika Martinez, is working three days a week for the City's Joint Information Center (JIC) as part of the Emergency Operations Center (EOC).

Jeske also noted a story in Denverite this morning about materials we sent to shelters. The Public Health Director has also approved us to do some additional outreach. We're thinking about how to mobilize the bookmobiles and how to send materials to support shelter locations, DPS food sites, and older adults.

Human Resources Director, Bria Ward, spoke about the possibility of staff redeployment, both internally and externally. A team has launched to help with these efforts and is taking direction from the Executive Team. For internal redeployment it's identifying projects across the system that need support and can be done remotely and matching those opportunities with staff who can't work from home. Externally, the library has been asked by the City and Denver Human Services to help support large shelters for people experiencing homelessness. We are only asking for staff volunteers. The safety component is paramount and we're making sure personal protective equipment (PPE) and proper precautions are being taken. We will have staff filling shifts next week with coverage into May. We are trying to prioritize staff unable to work remotely and anticipate getting asked for additional help.

Director of Collections, Technology, and Strategy, Zeth Lietzau, spoke about the start of a return to buildings plan to have staff and eventually the public back in our buildings safely. We may only be able to open some branches to begin with and may need metered access. We might start more remote services first and stand up things like materials pickup or home delivery. We're hoping to have our first recommendations in about two weeks. Commissioner Benton-Clark asked about social distancing in a building like Central. Jeske noted that is a concern and that we will need to look at reconfiguring some spaces.

Commissioner Kelly asked how this information will be relayed to the public once the stay at home order is lifted. Jeske feels we will have the support of the City in safely opening the way we need to, that they are also anticipating a phased approach for everyone. All communication we put out will have to go through the JIC.

Jeske said we are also determining how to obtain PPE and are working with the EOC to get face masks for staff. The City has placed a large order as have we but there are significant backlogs. Fortunately, we have some for security staff in our buildings currently, such as gloves and face masks.

*Questions and Answers:*

Q: Heard that Xfinity is offering free wi-fi; is that being utilized?

A: That is the Internet Essentials program and unfortunately it is proving to be quite unreliable. The bookmobiles all have wifi so that will help us get some access out to customers.

Q: Addressing the digital divide in regards to virtual programming and are there contingency plans for summer?

A: DPS students have Chromebooks and we are hoping they will let them keep them through the summer. We are working on what Summer of Adventure will look like.

Q: Status of filling EDI manager?

A: Extended the posting of that position through May 1.

*Sustainable Funding Discussion*

Jeske acknowledged the concerns about the need to provide more service when we are looking at reduced resources. She noted at this time library districts are largely able to weather this better economically, especially immediately. Situations like this help you think differently and innovatively and pivot for a new reality. The Commissioners noted their support of DPL and staff.

10. Other Business.

It was noted that more frequent meetings may be needed during this crisis. Bec Czarnecki will help schedule meetings for the off months that can be used as needed.

The meeting adjourned 10:16 a.m.

**Agenda Item 7**

Requested Action: Review and Approval of the Amended 2020 General Fund Budget

Attached is the proposed Denver Public Library (DPL) amended 2020 General Fund budget for discussion and approval at the June 18, 2020, Library Commission meeting.

The packet includes the following material:

- Proposed Budget Reduction
- Amended 2020 General Fund Budget

**PROPOSED BUDGET REDUCTION**

Due to economic decline caused by COVID-19, the City is projecting a budget gap of \$226 million in 2020. As a result, all City agencies were required to submit a 7.5% budget reduction proposal for 2020 on April 24. On May 29, we learned the Mayor approved a reduction of \$2,554,334, or 4.8%, of the library's 2020 General Fund budget. While we consider DPL fortunate that our budget reduction was less than expected, we also acknowledge that this reduction will have an impact on our services.

This cut will not impact currently filled permanent positions, nor will it impact the collection budget. However, this reduction does impact overall staffing levels as well as our supplies and services budget. We will hold 33.0 Full Time Equivalent (FTE) vacancies equal to 41 positions through the end of 2020 to realize \$1,800,000 in personnel costs. We will also reduce our supplemental staffing (as needed on-call) spending by \$467,500. While reducing our use of supplemental staffing does impact scheduled hours at our locations, it does not impact FTE since it is not budgeted in the same manner as other regularly scheduled positions. These staffing mechanisms are critical to providing high quality services to our customers, but are necessary reductions to stay within our revised annual budget.

Non-personnel supplies and services budgets will also be reduced by \$286,800 in 2020. Some of these savings will be achieved naturally while our buildings are closed to staff and customers. Many other expenditures must continue in order to provide basic maintenance to our facilities and prepare for reopening. Therefore, all management is being asked to eliminate any unnecessary supplies and services this year and considering how our modified services will look due to COVID-19.

Keep in mind that DPL has authority to move budget within lines of the same type - within personnel or within non-personnel, but not between the two expenditure types. Much of how we spend our remaining budget is dependent on a safe and strategic reopening of our facilities. As staff begin returning to our buildings and we continue slowly expanding services, we may need to reallocate budget between non-personnel lines to support supplies and services needs.

**2020 General Fund Revised Budget  
Denver Public Library - All Departments**

	<b>2020 Original Budget</b>	<b>2020 Revised Budget</b>	<b>Change Due to Reduction</b>
<b>Personnel</b>			
<b>FTE</b>	595.25	562.25	(33.0)
<b>Salaries and Benefits</b>	<b>42,817,617</b>	<b>40,550,083</b>	<b>(2,267,534)</b>
<b>Non-personnel Budget</b>			
<b>Collection and Programs</b>			
Books and Education Materials	6,225,252	6,208,252	(17,000)
Professional Services	587,182	472,682	(114,500)
<b>Total Collection and Programs</b>	<b>6,812,434</b>	<b>6,680,934</b>	<b>(131,500)</b>
<b>Technology and Maintenance</b>			
Maintenance Agreements and Licensing	1,113,795	1,113,795	0
Building Supplies and Services	330,613	270,613	(60,000)
Repair and Maintenance of Buildings	297,486	297,486	0
Utilities	231,812	231,812	0
Cleaning Supplies and Materials	170,495	155,495	(15,000)
Leases and Rentals	163,850	163,850	0
Technology Supplies and Equipment	61,804	59,604	(2,200)
Landscaping Supplies and Equipment	16,700	16,700	0
<b>Total Technology and Maintenance</b>	<b>2,386,555</b>	<b>2,309,355</b>	<b>(77,200)</b>
<b>Administrative and Other Expenditures</b>			
Office Supplies and Fixtures	342,744	312,744	(30,000)
Training and Official Functions	233,522	213,022	(20,500)
Mail, Freight and Delivery	121,500	101,500	(20,000)
Capital Lease Principal and Interest	99,930	99,930	0
Travel and Transportation	60,600	55,600	(5,000)
Other Supplies and Equipment	37,500	37,400	(100)
Dues, Licenses and Subscriptions	24,640	22,140	(2,500)
<b>Total Admin and Other Expenditures</b>	<b>920,436</b>	<b>842,336</b>	<b>(78,100)</b>
<b>Total Non-Personnel Base Budget</b>	<b>10,119,425</b>	<b>9,832,625</b>	<b>(286,800)</b>
<b>Total Base Budget</b>	<b>52,937,042</b>	<b>50,382,708</b>	<b>(2,554,334)</b>





## **Agenda Item 8**

Requested Action: Review and Approval of the Proposed 2021 General Fund Budget Reduction

This year, we will provide the 2021 Denver Public Library (DPL) Proposed Budget in a different format than we have in prior years because, as you are aware, this year is very different. The City and County of Denver is facing an economic downturn predicted to be worse than the 2008 recession. In addition, City agencies must identify how to safely provide services to a community recovering from a pandemic. The City is facing a considerable budget shortfall impacting every agency. The focus of this proposal is on potential reductions to the DPL General Fund budget in 2021.

## **Economic Overview**

The City Budget Management Office (BMO) provided the following assumptions and projections during the budget kickoff meeting in May.

### *2020*

- The US economy has moved into a recession. Due to timing, this designation is expected to be made official August 2020.
- Denver's economy was already seeing signs of moderation in revenue growth prior to COVID-19.
- Multiple City revenue streams are impacted by the economic shutdown including sales tax, lodgers' tax, Occupational Privilege Tax (a.k.a. "Head tax"), and parking fines and fees.
- As of May, the City is projecting a 2020 budget shortfall of \$226 million.
- Gradual economic recovery is expected during the remainder of 2020 as activity resumes in phases and social distancing remains in place. However, activity will likely remain lower than pre-crisis levels for some time.
- Impending shuttering of businesses unable to weather the economic fallout contributing to unemployment rates expected to remain near 10% by the end of year.

### *2021*

- 2021 economic recovery is largely dependent on public health and medical advances.
- Consumer and business behavior changes will impact spending and investment patterns.
- Economic activity may not return to pre-virus levels until at least the end of 2021 with unemployment expected at 7-8% still at the end of next year and remaining elevated into 2022.
- BMO is currently anticipating a \$160 million budget gap for 2021.
- All City agencies are asked to reduce base budgets by a proportionate share, currently set at 11.65%.

## **Budget Priorities**

City-wide priorities for the 2021 budget are:

- Support a sustainable recovery
- Preserve financial stability
- Deliver a more equitable and inclusive city
- Maintain essential services
- Strengthen the safety net

## **General Fund**

The General Fund is the library's primary operating budget and is funded solely by City revenue sources. We often refer to this as our "base budget" because the total funding remains relatively consistent from year to year and is what we build on for subsequent years. Included in this budget is most library staffing, collections, and supplies and services for daily operations of the library. DPL's original base budget for 2020 was \$52,937,042, consisting of 81% personnel costs and 19% supplies and services.

Any changes to the total base budget must be submitted to BMO and approved by City Finance, the Mayor and City Council annually. While changes generally increase our total budget, they may also decrease. Changes may be one-time or ongoing in nature.

## **Library Impacts**

We recently learned DPL will have a 2020 budget reduction of \$2,554,334 or 4.8%, giving us an amended 2020 budget of \$50,382,708. The library's 2021 General Fund budget is \$54,881,682 which is just under 4% of the total City General Fund. This is a slight increase over the 2020 base budget due to increases in mandated personnel costs including minimum wage adjustments, retirement contributions and health insurance premiums. We have been asked to submit a 2021 budget reduction proposal of \$6,394,445, an 11.65% reduction. Note that the 2021 reduction is not in addition to the 2020 reduction.

There are multiple components to the library's annual budget with various funding sources and processes for each. This proposal focuses on the General Fund and possible impacts to services funded by this source.

## **2021 Budget Timeline**

May 22 - *Base Budget submitted to BMO without changes from 2020*

May 29 - *Library Commission Finance Committee reviews 2021 reduction proposals*

June 2 - *Library Commission Executive Committee reviews 2021 reduction proposals*

June 12 - *2021 Budget reductions submitted to BMO*

June 18 - *Library Commission approval of 2021 budget proposal*

July 20 - *Library presentation to City Finance*

July-August (TBD) - *Library presentation to Mayor*

On or before September 15 (TBD) - *Library presentation to City Council*

## **Reduction Proposal**

An 11.65% reduction to the library budget would have a significant impact on the operation of the library. The proposal below is conceptual and may vary somewhat from actual results based on community needs, shifting library strategies and our ability to provide services under public health guidelines. We also recognize reductions in library services could greatly impact marginalized communities, and we will need to identify ways to intentionally mitigate

harm to under-resourced community members. Under the direction of the Library Commission, library leadership will spend the next several months building a strategy for implementation with goals of lessening the impact on the community and staff, enhancing the quality of services we continue to provide, and building a more sustainable library for the future. We will center decisions on public health guidance and our values of equity and stewardship.

This proposal is based on direction from the library's Finance Committee and Executive Committee.

### ***Reduce library hours, services and programs***

This strategy would impact public service hours and building access at the majority of library locations. Programs (storytimes, out of school learning, older adult and immigrant and refugee programs, ideaLABs, training classes and more), access to public computers and collections (books, DVDs, music, magazines) would all be noticeably reduced as a result. This reduction may result in the following impacts:

- Reduction of up to 172 hours per week impacting most locations. This would be a reduction of just over 13% of our total open hours each week.
- Central Library largely closed to the public during 2021 due to concerns about providing a safe environment during COVID-19. Limited services could continue through appointment, small portion of first floor, curbside, remotely, and/or from alternate locations. This also enables a more efficient renovation which will also result in some renovation cost savings on the bond funding.
- Reduced access to programs, spaces, services, computers and collections.
- Significantly reduced ability to engage with our community outside of our buildings. There would be a reduction in attending community events, neighborhood meetings, classroom visits to connect with and listen to our community, building relationships, and sharing about library services.
- Reduction in total library staffing. If necessary, this would be accomplished through various means.
  - Holding vacant positions open through 2021. Holding positions vacant reduces our ability to provide direct services to our community and contributes to the hours, services and programs reductions. It impacts public services and all support teams such as Administration, Communications, Information Technology, Finance and Facilities. We are currently holding open 41 positions or 33 FTE. We anticipate this number will grow over time.
  - Future attrition. Through natural turnover, necessary changes in job responsibilities, and retirements, positions will become vacant and may not be filled through 2021. The City is seriously considering a retirement-eligible retirement incentive program which we should hear about soon.
  - Significantly reduce use of supplemental staffing. Both public service and support departments depend on this pool to fill gaps in service schedules due to vacancies or staff time off. Reduction of this staffing option may also reduce the library's ability to meet minimum service expectations. While this does not have an impact on FTE, reducing supplemental staffing use does have a significant budget impact.

- Reduction in workforce. As a last resort, filled positions may need to be eliminated and staff would be laid off. We will develop a layoff policy to address this prior to 2021.

Budget reduction      \$5,694,445  
 Potential FTE impact      91.25

***Reduce collections budget***

Reduce access to physical and electronic materials.

- This reduction will nearly eliminate expansion increases we received from the City over the last two years.
- The expansions received merely offset the need to increase electronic services and help us keep holds queues for popular items to a manageable level.
- The impact of reducing this budget will increase holds queues for popular physical and electronic items, likely from an average wait time of around 15 weeks to one of over 21 weeks.
- This will create an anticipated overall decrease in circulation of both physical and electronic materials.

Budget reduction      \$300,000

***Reduce programming and operating supplies***

Reduce spending on employee training and conferences, office supplies and equipment, postage, facilities maintenance, and other operational supplies as well as a reduction in programming services.

Budget reduction      \$400,000

**Agenda Item 9**

Requested Action: Review and approve change to Library Use Policy

Explanation for change:

As we have begun offering expanded virtual programs and services we need to include those in the Library Use policy. This change expands the definition of 'environment' within the policy to include virtual spaces, in addition to buildings and grounds. We will be looking to review the whole Library Use policy in the future.

## **CURRENT Library Use policy**

The Denver Public Library supports the rights of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm or invasion of privacy. The Denver Public Library is dedicated to providing friendly, courteous and respectful service. The goal of the Denver Public Library is to provide an enjoyable, clean and comfortable environment for all library users. This environment encompasses the interior of Denver Public Library buildings, as well as the grounds. The Library Use Policy is designed to:

### **Protect Library Property**

The Denver Public Library protects collections, equipment and property for present and future users. Intentionally damaging, destroying or stealing any materials, equipment or property belonging to the library, another customer or staff member is prohibited, and may be a violation of the law.

### **Ensure a Safe and Secure Environment**

The role of the Denver Public Library is to ensure a safe and secure environment. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal law or ordinance is prohibited on Denver Public Library property. Examples of prohibited activities include but are not limited to:

- Sexual, physical, verbal or other harassment
- Bullying
- Bringing unauthorized weapons on library premises
- Possessing, selling or being under the influence of illegal drugs
- Engaging in peeping, stalking, or indecent exposure
- Soliciting, panhandling or gambling on library property
- Trespassing or entering library property when banned
- Impeding passageways with personal property
- Leaving personal property unattended
- Failure to leave the library during emergencies and at closing time
- Bringing more than a total of three of the following into the library:
  - One medium size piece of luggage (wheeled or not)
  - One medium size carried bag or backpack
  - One personal item (purse/laptop bag/briefcase)

### **Provide a Comfortable and Welcoming Environment**

The Denver Public Library provides a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy library materials and services. We ask library users to be respectful of each other and behave in a manner that does not disrupt other library users or interfere with normal operation of the library. Examples of disruptive behaviors include but are not limited to:

- Using profane, obscene or abusive language, including epithets directed at race, ethnicity, sexual orientation, gender identity, or other personal characteristics
- Creating unreasonable noise and engaging in boisterous activity

- Using audible devices without headphones or using headphones set at a volume that disturbs others. Using any communication devices in a manner that disturbs others
- Running, pushing, fighting or shoving
- Operating roller skates, cycles, skateboards, scooters or other similar devices inside the library
- Failing to comply with a reasonable staff request

### Maintain a Healthy and Clean Environment

The Denver Public Library maintains a healthy, clean, alcohol and smoke-free environment for all library users. Considerate consumption of snack food or a covered beverage is allowed in public areas of the library unless otherwise posted. Examples of behaviors that are not conducive to providing a clean and hygienic environment include but are not limited to:

- Public possession, use or sale of alcohol, cigarettes, e-cigarettes, vapes, marijuana, chewing tobacco or other tobacco
- Consuming food or beverages in a manner that creates an unclean environment, attracts insects or vermin, disrupts other customers or is harmful to library resources
- Sleeping
- Improper dress including not wearing shoes or a shirt
- Personal hygiene that poses a health risk
- Bringing animals inside library buildings, with the exception of service animals and those allowed during special library programs
- Using restrooms for bathing or washing of clothes

### Enforcement of the Library Use Policy

Enforcement of the Library Use Policy will be conducted in a fair and reasonable manner. Library staff and/or Denver Police Department will intervene to stop prohibited activities and behaviors. Individuals who fail to observe the Library Use Policy may be asked to leave the library building and property, be banned from the library for a period of time, be subject to arrest, or be subject to other lawful action.

Any customer banned from the library for a period of more than one year shall be entitled to appeal that ban to the Library Commission. That appeal shall consist of a written request to the Commission to reconsider the decision of the Library's Manager of Security and include a summary of the events which gave rise to the action and the reasons for challenging the decision to impose a ban. The Library's Manager of Security will provide the written report (and any other information pertaining to the action) to the Commission detailing the incident(s) in question and grounds for the decision.

The customer may request that the Commission take statements from the customer in person, but whether the Commission allows for verbal statements is within their discretion. The Commission shall uphold the decision of the Library's Manager of Security if there is reasonable evidence that the incident occurred and that the decision was not arbitrary and capricious under the circumstances.

## REDLINED Library Use policy

The Denver Public Library supports the rights of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm or invasion of privacy. The Denver Public Library is dedicated to providing friendly, courteous and respectful service. The goal of the Denver Public Library is to provide an enjoyable, clean and comfortable environment for all library users. This environment encompasses the interior [and grounds](#) of Denver Public Library buildings, as well as [virtual spaces as the ground](#). The Library Use Policy is designed to:

### Protect Library Property

The Denver Public Library protects collections, equipment and property for present and future users. Intentionally damaging, destroying or stealing any materials, equipment or property belonging to the library, another customer or staff member is prohibited, and may be a violation of the law.

### Ensure a Safe and Secure Environment

The role of the Denver Public Library is to ensure a safe and secure environment. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal law or ordinance is prohibited on Denver Public Library property. Examples of prohibited activities include but are not limited to:

- Sexual, physical, verbal or other harassment
- Bullying
- Bringing unauthorized weapons on library premises
- Possessing, selling or being under the influence of illegal drugs
- Engaging in peeping, stalking, or indecent exposure
- Soliciting, panhandling or gambling on library property
- Trespassing or entering library property when banned
- Impeding passageways with personal property
- Leaving personal property unattended
- Failure to leave the library during emergencies and at closing time
- Bringing more than a total of three of the following into the library:
  - One medium size piece of luggage (wheeled or not)
  - One medium size carried bag or backpack
  - One personal item (purse/laptop bag/briefcase)

### Provide a Comfortable and Welcoming Environment

The Denver Public Library provides a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy library materials and services. We ask library users to be respectful of each other and behave in a manner that does not disrupt other library users or interfere with normal operation of the library. Examples of disruptive behaviors include but are not limited to:

- Using profane, obscene or abusive language, including epithets directed at race, ethnicity, sexual orientation, gender identity, or other personal characteristics
- Creating unreasonable noise and engaging in boisterous activity



- Using audible devices without headphones or using headphones set at a volume that disturbs others. Using any communication devices in a manner that disturbs others
- Running, pushing, fighting or shoving
- Operating roller skates, cycles, skateboards, scooters or other similar devices inside the library
- Failing to comply with a reasonable staff request

### Maintain a Healthy and Clean Environment

The Denver Public Library maintains a healthy, clean, alcohol and smoke-free environment for all library users. Considerate consumption of snack food or a covered beverage is allowed in public areas of the library unless otherwise posted. Examples of behaviors that are not conducive to providing a clean and hygienic environment include but are not limited to:

- Public possession, use or sale of alcohol, cigarettes, e-cigarettes, vapes, marijuana, chewing tobacco or other tobacco
- Consuming food or beverages in a manner that creates an unclean environment, attracts insects or vermin, disrupts other customers or is harmful to library resources
- Sleeping
- Improper dress including not wearing shoes or a shirt
- Personal hygiene that poses a health risk
- Bringing animals inside library buildings, with the exception of service animals and those allowed during special library programs
- Using restrooms for bathing or washing of clothes

### Enforcement of the Library Use Policy

Enforcement of the Library Use Policy will be conducted in a fair and reasonable manner. Library staff and/or Denver Police Department will intervene to stop prohibited activities and behaviors. Individuals who fail to observe the Library Use Policy may be asked to leave the library building, ~~and~~ property, [or virtual space](#), be banned from the library for a period of time, be subject to arrest, or be subject to other lawful action.

Any customer banned from the library for a period of more than one year shall be entitled to appeal that ban to the Library Commission. That appeal shall consist of a written request to the Commission to reconsider the decision of the Library's Manager of Security and include a summary of the events which gave rise to the action and the reasons for challenging the decision to impose a ban. The Library's Manager of Security will provide the written report (and any other information pertaining to the action) to the Commission detailing the incident(s) in question and grounds for the decision.

The customer may request that the Commission take statements from the customer in person, but whether the Commission allows for verbal statements is within their discretion. The Commission shall uphold the decision of the Library's Manager of Security if there is reasonable evidence that the incident occurred and that the decision was not arbitrary and capricious under the circumstances.

## UPDATED Library Use policy

The Denver Public Library supports the rights of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm or invasion of privacy. The Denver Public Library is dedicated to providing friendly, courteous and respectful service. The goal of the Denver Public Library is to provide an enjoyable, clean and comfortable environment for all library users. This environment encompasses the interior and grounds of Denver Public Library buildings, as well virtual spaces . The Library Use Policy is designed to:

### Protect Library Property

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## Agenda Item 10

Requested Action: Receive Report

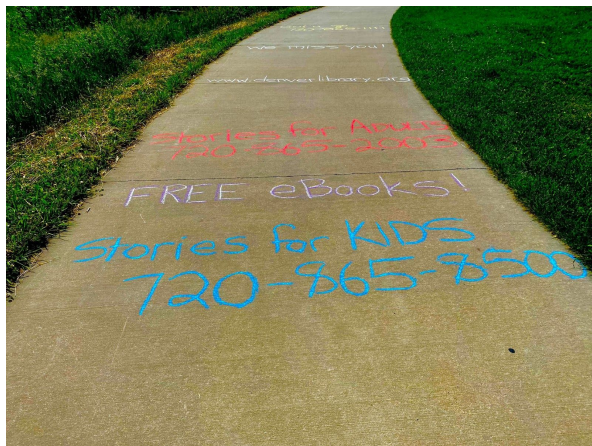
### June 2020 City Librarian Report

#### Library Update



#### Summer of Adventure

Our popular Summer of Adventure has gone virtual. The program launched on June 1 - allowing Denver youth to Read, Make, and Explore with the library while safely at home. Information will be distributed at outreach sites or can be downloaded at home. Learn more at [denverlibraryadventures.org](https://denverlibraryadventures.org). Denver's 7 recently aired an interview about Summer of Adventure - watch it [here](#).



#### Outreach Team



Our outreach team continues to conduct outreach and get books in the hands of Denver youth. We've partnered with Denver Public Schools, Denver Parks and Recreation and the Denver Housing Authority and our list of partners continues to grow. To date, our team has made (socially distant) contact with 1,594 individuals and distributed 4,825 books at 52 stops.





## Renovations

Byers and Smiley, both Denver Historic Landmarks, began their renovation a bit ahead of schedule and did not have to reclose to the public. When completed, Byers will feature many upgrades and changes to the community room including a new projector, more cabinetry, and a much-needed sink area. Access to the basement will be more centralized with stairs on the main floor right as customers walk through the front door. Teens will have their own space and there will be an

early literacy space designed in partnership with the Children's Museum. Lighting will also be upgraded throughout the building and all carpet will be replaced. One of the most anticipated changes is the addition of a second bathroom for our customers.



We are excited to make improvements to our Smiley space, too, including repairs to the outdoor facade and unique built in shelves, new furniture, better access to our ADA ramp, and an upgraded service desk to improve the way staff welcome and assist our customers. The community room in the basement will receive improvements to make the space significantly better for programming, meetings, and working or studying, while the public restrooms will become cleaner, safer, and much more accessible.

Blair-Caldwell renovation plans have been slightly slowed due to the COVID-19 stay at home and safer at home changes. We continue to work with the design firm and a public engagement firm to determine how to do meaningful community engagement during this challenging time. It is likely to include virtual opportunities including a video as well as a trimmed down in person opportunity for key stakeholders.

The Central Library renovation continues on pace. The not to exceed contract with the contractor should be at City Council the week of the Commission meeting. The design team reviewed and commented on the 100% design drawings and new cost estimates based on those drawings are currently being discussed.

## **Racial Equity**

As you know, the library has committed to challenging inequity and being race explicit in its focus. While we have a long way to go, we started on this journey several years ago. It felt natural to make a [public statement](#) about our commitment. This statement is on our web site, was shared widely via social media and was sent out via all of our e-newsletters. Prior to that, I wrote a staff post about keeping racial equity at the forefront as we make decisions about budget reductions and returning to our buildings. I also shared a personal video with staff. Staff have been actively discussing racial issues as well as police brutality.

In addition to the equity work Bria mentions in her HR update in the COVID-19 section below, DPL's R.A.D.A ([Read. Awareness. Dialogue. Action.](#) book discussion group) team recently shared its [Anti-Racist Resources for Kids & Families](#). We have also curated an adult selection: [The Privilege of Learning About Racism: Anti-Racism Resources](#) and purchased an unlimited number of uses (up to \$12,000) of *How to Be an Anti-Racist* and *White Fragility*, two of the most referenced titles right now. R.A.D.A. will also be hosting a learning opportunity for staff titled Our DPL Staff Community and COVID-19 on June 17.

We are fortunate to have received an IMLS grant to create an equity symposium. It was originally intended to be in person but is now a free virtual three-day "Advancing Equity & Inclusion in the Workplace Symposium" that will be taking place July 8-10. The symposium will be a chance to leverage professional networks across a multitude of fields to dive deeper into particular issues that contribute to success in promoting racial equity and inclusion in the workplace. The themes for each day are as follows:

July 8: Planning and Preparing for Equity Work

July 9: Sustaining Equity Efforts and Supporting Staff of Color

July 10: Assessment and Accountability

I will share more details when they are ready. We are lucky to have been able to hire a Community Connections Program Coordinator, Ozy Aloziem, to imagine, create and implement this. The timing couldn't be better.

## **Stories of Impact**

"I am an ECE teacher in the Far North East. For several years now your volunteer reader, Katrina has visited our classroom like clockwork. When school ended and we went to remote learning I asked her if she would join us on our google hangouts to read to my class. Of course she was thrilled and my students had one more precious connection to the classroom we could no longer visit. Since April 14th, Mrs. Katrina, has been on all of my Tuesday Google Hangouts to read and sing songs while she plays her ukulele." - Submitted via Stories of Impact

## **COVID-19 Update**

### **Executive Summary**

DPL staff members have risen to the occasion repeatedly in the last three months of this COVID-19 closure. At first, we only faced one crisis, this coronavirus pandemic. Now, the combined crises of health, budget and racism are weighing heavily on staff. We have continued to communicate at least daily on weekdays.

In addition to the information below, I wanted to let you know that we are very involved in City recovery efforts. This includes E-Team and other staff participation in these City workgroups and more: Continuity and Workforce Workgroup, Social Safety Net Council, Protective Actions Workgroup, Internal Communications and Public Information Workgroup, Coordination of Reopening of City Owned Facilities, Mayor's Weekly Call, COVID-19 Strike Team, Agency Continuity Coordinators, etc.

### **Return to Buildings**

By the time of the Commission meeting, we will have entered Stage 2 of our Return to Buildings plan, which involves opening book drops for customers so they can return items. We will be quarantining items for 72 hours before checking them in and processing them, and preparing for Stage 3: Exterior Services. Stage 3 will start with outside holds pickup, and we'll expand services as we can from there.

We are trying to be as nimble and thoughtful as possible throughout this process. For example, we know that Stage 3 will have minor sub-stages as we move forward, and will define those more specifically as we better understand customer needs now and evolving health recommendations. Internally, we have a core Return to Buildings team consisting of representatives from Neighborhood Services, Communications, Training, Strategy & Evaluation, and leads for sub-teams of Materials Access, Programming, Buildings and Space Use, and Services guiding this work, in conjunction with other partners throughout the organization and in the City.

### **Central Library**

The Community Resources team continues to support customers experiencing life challenges via phone and email. They are also providing street outreach services and connection to people spending time outside of and near our branches. Many people were unaware of the wifi still being on in the buildings and didn't know about the phone line. Many also do not have access to technology in any way. The team, and other library staff, are bringing survival supplies to people and letting them know the library is still here for them. Additionally the team is providing more training for staff as we prepare to return to buildings, and DPL is applying for an IMLS grant (Digital Inclusion and Community Resources will be responsible for implementation) to provide technology to help fill the digital gap.



The Central Children's Library staff provides services online and via the phone, curates the [kids' resources on the web site](#), and continues to respond to personalized reading list requests. We're excited about our new virtual Baby Storytime starting on June 10. DPL's COVID collaboration efforts with DPS were featured in a recent [article in Publisher's Weekly](#). Collaboration with the collection development department on the Picture Book Diversity Audit is ongoing.

In Western History and Genealogy (WHG), our time has turned back to more traditional activities as members of the department documented small businesses in their neighborhoods and the impact of COVID-19 on the community. The collection is located [here](#). We have also started a new collection we are currently calling "George Floyd and Denver Unrest" to document recent protest events. The team has continued our migration into our new collection management system, [ArchivesSpace](#) with over 700 finding aids updated since our closure. Staff continues to research and write new content to share via our social media channels--we have seen a significant increase in the traffic to our Facebook, Instagram, Twitter and blogs. We are also delighted to support the Blair-Caldwell African American Research Library's recent IMLS grant that will digitize 14 frequently used collections. WHG will support the project (which begins on July 1) with our digital lab and assistance from our archivists. We have also been developing our own grant funded projects with one recent submission to support the digitization of the Rocky Mountain News as well as other potential partnerships.

Books & Borrowing librarians remain 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. Several Book Services staff are involved in preparing materials for outreach events and by performing outreach themselves in collaboration with Bookmobile staff. 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 began offering public tech help [over the phone](#) in April (call us at 720-865-1111) and are exploring virtual tech help appointment services. ideaLAB staff coordinated staff from across DPL to sew and donate over 1,972 face masks.

Reference Services continues to staff [AskUs chat reference](#) which provides 24/7 availability to customers, averaging 1,416 chat sessions/month. Bizboost, Nonprofit, Patent and Student one-on-one appointments have moved online. We have completed two public online "How to Spot Fake News" programs in April with 9 attendance and

then one for a group of Democrats in May with 90 attendance. We worked with a system-wide team to re-establish public phone service April 22. Staff have answered 1,326 phone questions as of June 4. Developed online versions of 3 reference skills staff training offerings (Reference Roundtables, Day in Reference and Reference for the Front Lines) and attendance has been great.

### **Collections, Technology, & Strategy**

The Collections teams have been continuing to adjust collection purchasing as necessary during the pandemic, continuing to shift resources to eBooks, and developing appropriate lists to help people find resources (e.g., [Race in America electronic resources](#)). Now that limited staff are back in the buildings, the team is receiving and processing new items as they come in and generally preparing for services to begin again.

The IT teams continue to assist staff with technology troubleshooting, general updates and improvement to our network to protect against cybersecurity threats, while assisting with continually changing needs. Among other things, the team has worked to pull together the technical aspects of the Summer of Adventure online experience, configure phone lines so staff can continue to answer reference questions from home, provide enhanced access to meeting and presentation platforms (Zoom), and work with partners to build software that supports curbside checkout.

The Digital Inclusion team is identifying ways to provide interactive youth programs in a way that protects privacy for the participants. We are also working on pursuing a large Institute of Museum and Library Services federal grant aimed at providing longer-term hotspot checkout, as well as hiring a Digital Navigator for staff assistance with technology needs. The grant would focus on working with customers experiencing homelessness and other life challenges. Additionally, we are working on methods to provide exterior technology services, launching virtual technology help and maker programs, and pushing out an updated cybersecurity training for staff.

The Strategy and Evaluation team worked to launch its Usage & Community Needs Assessment on 5/27; as of 6/10 we have received about 3,700 responses. Strategy & Evaluation has collaborated with the Communications team to leverage community partners, neighborhood associations, political leaders, non-profit associations and all existing communication tools to get the word out. The survey is available electronically in 5 languages, as well as via phone in English and Spanish. Strategy & Evaluation has also connected with a number of community organizations to provide the instrument in PDF format to help reach traditionally missed voices. The survey will remain open through 6/19.

Strategy & Evaluation is also coordinating the measurement of DPL's virtual services during the closure. Bi-weekly reports are provided to the Executive Team and DPL

Friends Foundation. Some highlights:

- 85% increase in Phone-a-Story calls,
- Average 4.4 Stars rating on virtual programming,
- 44% increase in first-timer Personalized Reading List requests,
- 34% increase in Ask Us chats, and
- Average of 5,500 views a week on our YouTube channel.

### **Communications & Community Engagement**

In the past two months, crisis management both internally and externally has continued to be of great need. Timely and accurate information to customers and staff remains an important component of our work. Our team has focused on using the existing tools to communicate which include a variety of newsletters, internal tools (email, blogs, etc), social media, website and more targeted tools like Library Express (an electronic tool that highlights our efforts and is shared with the Mayor's Office, City Council and other elected officials) to communicate with our customers and staff. We've leaned on these tools to help us communicate more frequently than before, such as daily emails to staff with updated information.

Our marketing team has also continued supporting the needs of COVID-19. For example, we've developed different signage for staff areas as we began to welcome staff back into our buildings in May. We are currently working with other committees who are preparing to open book drops and curbside pickups. Efforts include signage needs and other communications such as media relations in preparation for our limited openings. Social media also continues to be a tool we've used during the closure. Due to the increased workload, we've redeployed two DPL staff members from other teams to assist with data tracking and branch assistance to ensure we are using this tool appropriately to reach our customers.

Our outreach and mobile services team has also been busy during the past two months. We've partnered with Denver Public Schools, Denver Parks & Rec, and Denver Housing Authority to distribute free books and other promotional materials at lunch and dinner pick up locations throughout the city. We are getting ready to provide outreach services to Girls, Inc. as well.

Our Partnerships & Community Engagement team has been busy identifying opportunities including COVID-19 related grants. Overall, we've submitted almost \$2M worth of grants in 2020 that would support different DPL programs and services including those impacted by COVID-19. In addition, our community engagement efforts have changed due to the pandemic. We are exploring what this can look like. Over the last 2 months, we've focused on our efforts on a virtual training that has already been taken by approximately 300 staff members.

Our team is shifting to support the opening of the library but also exploring campaigns

that help push our programs and services in a more strategic way. For example, members of our team have been working on the launch of Summer of Adventure that includes many deliverables from the department. In addition, we will introduce a campaign focused on the LGBTQ community with programming, social media and other elements demonstrating our commitment to the community the last two weeks of June.

### **Finance & Facilities**

Finance and Facilities has been busy over the past two months responding to our immediate needs and preparing for the future. Several members of the Facilities and Security teams are on the Return to Buildings planning team planning for Stages 2 and 3 of reopening while continuing to refine Stage 1 details. Facilities is coordinating closely with our City partners including General Services, Purchasing and Risk departments on disinfecting, physical distancing, and air quality to combat the spread of COVID-19 while trying to balance comfort of staff as more teams begin returning to our buildings. Security continues patrolling Central Library and our 25 branch locations checking on the conditions of our facilities and of our customers that continue to use our exteriors for free wifi access or a quiet place to eat lunch.

Most recently, the work of Facilities and Security has been pulled toward responding to protest activity downtown. Fortunately, most of the protest activity has been peaceful. With several of our libraries (Central, Blair-Caldwell, Broadway) in close proximity to the protest activity, staff were closely monitoring our buildings 24-hours a day ready to respond as needed. The Central Library did sustain some damage in the form of broken windows and graffiti, but luckily no damage was done to other locations. Custodial and Maintenance staff were quick to respond each morning cleaning up glass and boarding shattered windows, and City Solid Waste was extremely proactive with graffiti removal. We continue to work with our City partners coordinating repairs and insurance claims.

Behind the scenes, Finance continues budget planning for the remainder of 2020 and also for 2021. We continue gathering information from the Budget Management Office and City Finance on economic forecasts and budget process modifications. Timelines and priorities of the City have been more reactive than in years past, but DPL does well staying ahead of the timelines and planning for various scenarios to be as prepared as possible. The Budget Team continues working with DPL leadership on budget management through workshops focusing on restoring services to our customers and increasing collaboration within DPL and with other City partners. We have also attended several City-facilitated budget sessions to prepare for reduction implementation including the annual Budget Kick Off meetings and a three day Race and Social Justice academy. Conceptual budget reductions for 2020 and 2021 have been prepared under guidance of the Library Commission, and we have been working hard to keep staff informed on the budget process and outcomes along the way.

## **Human Resources**

DPL's HR department has been actively providing support, resources and learning opportunities to our staff during this uncertain but busy time. In addition to the work done by our HR Operations and Learning teams, Volunteer Services, also under HR's umbrella, continues to receive inquiries from current and prospective volunteers. Our community members want to engage with us and we will be working to allow volunteers into our spaces again soon, using safety as our priority and a phased re-entry approach that aligns with staff and volunteer needs.

HR Operations, the team consisting of employee relations, payroll, benefits, wellness, leaves and recruiting, has been available and responsive throughout the closure. They have also supported employees through leave of absence opportunities, walking staff through eligibility requirements for both federal leave options such as FMLA and the newly expanded FFCRA (Family First Coronavirus Response Act) leave as well as DPL's Pandemic Personal leave option, designed to assist employees who may not be eligible for FMLA or FFCRA coverage but would like to take a leave of absence from DPL during this time. This team also assists employees with questions around City-mandated furlough days and has partnered with teams across the agency to bring wellness and support resources to staff.

Several members of the HR Operations team are on our redeployment workgroup; this workgroup developed an internal process for redeployment of staff and resources within DPL and partnered with City leaders to redeploy staff externally across Denver. They have worked with City agencies to fill needs at the temporary shelters including covering meal shifts and providing programming at the Coliseum. The redeployment workgroup has also organized several rounds of internal redevelopment opportunities, matching close to 200 staff members with over 20 different internal project opportunities. These have included sewing fabric masks, phone bank staffing, data and evaluation projects, and Summer of Adventure assistance. In addition, we had 31 employees volunteer to participate in the City's contact tracing efforts in partnership with Denver's Department of Public Health & the Environment. Almost half of these staff members also possess another language skill. We are excited to see how this effort develops and believe this is a great fit for our staff's skills and expertise.

HR's Learning team has been advising internal trainers and moving training courses online, where appropriate. One of the biggest strengths of DPL as a workplace is our shared passion for learning. It's something that draws people to careers at the library and is connected to our Values in Action through Fostering Curiosity. Our adaptability, resiliency, and openness to learning new things has helped us respond thoughtfully and creatively to our COVID-19 closure, too. The flipside of that energy and passion is that it's easy to feel overwhelmed by all the opportunities being shared and can be hard to know what information is truly essential.

To help us identify essential learning in this new and ever-changing environment, the learning team has prioritized certain opportunities for DPL staff. They've worked with supervisors and the E-Team to determine what matters most right now. These highlighted opportunities align with the following learning priorities: new safety practices, asserting new practices & procedures, personal wellness & collective care, acknowledging inequitable impacts, and job-specific skills. The learning team has also created and rolled out training specific to the Return to Building needs, ensuring employees understand expectations at the different phases before they return to library spaces.

The EDI Manager position closed in May after accepting applications for two months. The hiring committee has narrowed the talented pool of applicants and will begin initial interviews shortly. The committee consists of members of the EDI Committee, Cultural Inclusivity team and HR. We are taking a collaborative, inclusive approach to hiring and are excited to move forward with the process. In addition, the EDI Committee has continued to meet monthly, focusing much of their attention on the EDI perception survey results. They have a set of preliminary findings and are working with our consultant to learn more about the full results and analysis. The Committee is anxious to share the survey findings with staff and the Library Commission in a way that provides valuable insights. Ultimately, they look forward to working with our EDI manager once they are onboard to guide us in putting these results into action.

The EDI Committee also created an EDI statement, and it documents the disproportionate effects of this health epidemic on people of color and also outlines our organizational commitment and responsibility to challenging inequity.

In collaboration with HR's Learning team, the EDI Committee and others, we have been able to offer our employees training and support in areas related to equity, such as hosting virtual care circles for staff of color, creating discussion spaces for staff to connect to discuss selected racial equity and COVID-19 related articles, and holding twice weekly virtual discussion circles with the Mental Health Center of Denver. HR also continues to encourage and support supervisors in connecting and checking in with their staff, particularly their Black colleagues, during this time.

### **Neighborhood Services**

Neighborhood Services has worked to support schools during COVID and has hosted virtual resource open houses between librarians and educators. In partnership with Denver Public schools we launched the Sora Public Library Connect program, which provides all DPS students access to the public library e-book collection using their student credentials as their library card. Our staff have also virtually visited classrooms to provide research and reader's advisory resources.

Summer fun can't be stopped by social distancing! This year DPL launched a Summer

of Adventure [prequel](#) to engage kids and families and support their school year learning. Our full [Summer of Adventure](#) (SOA) has also now virtually launched. We have successfully transitioned to online registration since we are currently unable to register kids in our branch locations. If kids do not have access to the internet, they are able to call our main phone line and staff can register them. Participants are able to download and print the brochure or have one mailed to their home. [The Maker Challenge](#) was also launched early this year and invites adults to join in the creativity as well as kids. To help spread the word about SOA we created an [Educator Toolkit](#) which helps educators communicate about SOA in their communities and slow the summer slide. Bear Valley and Athmar will provide summer meals starting in June and if Denver Public Schools discontinues its food service more branches will be brought in to participate.

Phone-a-Story continues to reach record numbers with a little help from our friends. Stories read by team members of the Colorado Rockies were a huge hit! Just a couple weeks ago we had over 5,000 folks call in.

[Our Cultural Inclusivity team](#) (formerly Services to Immigrants and Refugees) has been providing one-on-one virtual appointments for Plaza attendees and English conversation tables. Last week they had participants join from their homes of Canada and Brazil. They have also been hosting citizenship study groups online.

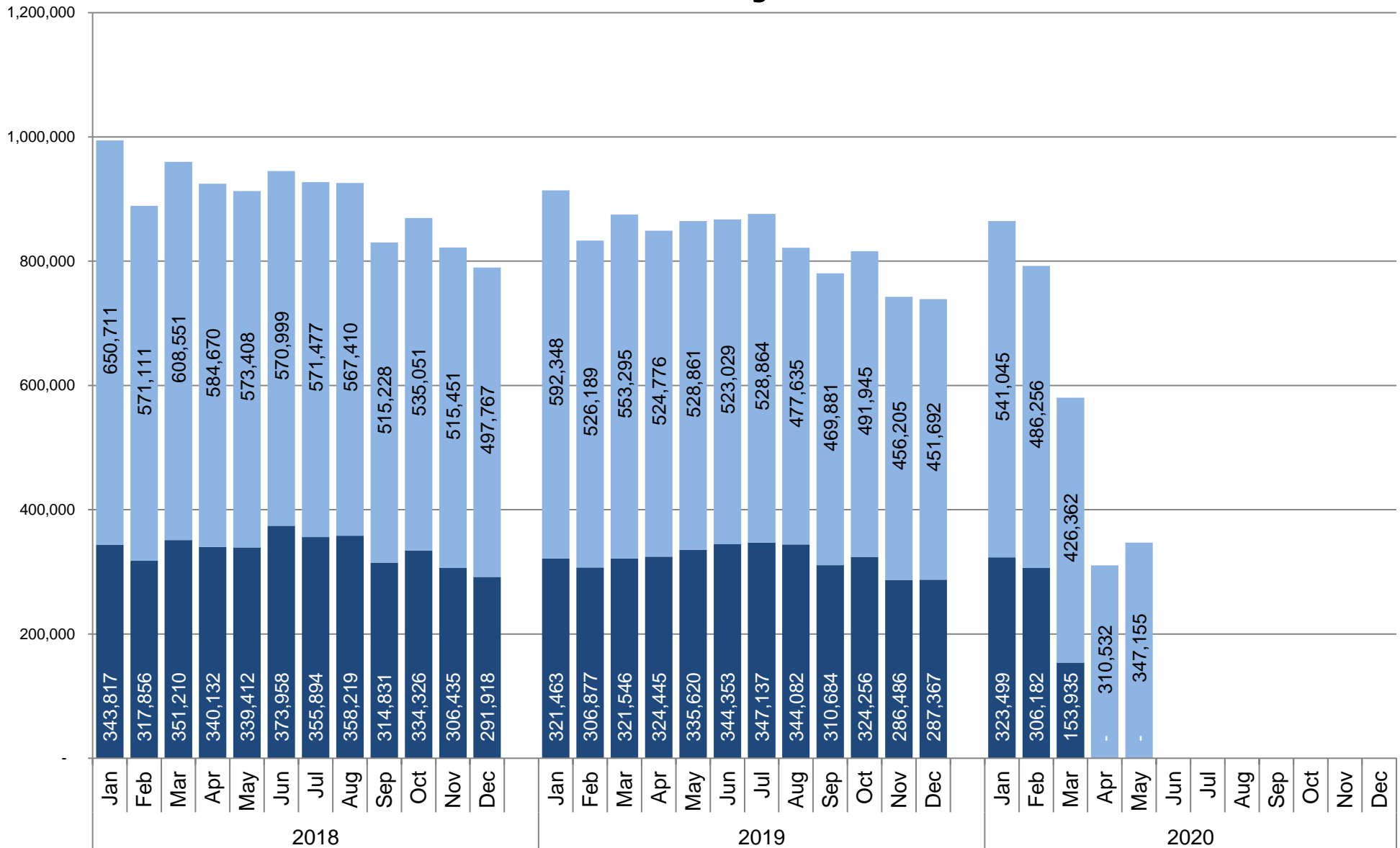
We continue to reach older adults over the phone, online, and through mail and delivery. We are hosting virtual memory cafes and launched LitLine (a phone line that has stories read by DPL staff in English and in Spanish). Older adults can also sign up for the [Postcard Project](#) and receive personal, hand-written notes from staff.

During the closure we have continued to expand our virtual programming suite to include Half Happy Hour musical performances, trivia nights, book clubs, story writing and telling, DPL Dynamos, a series that our staff showcase their talents. You can see recorded programming on our [YouTube Channel](#) or upcoming programming on our [events page](#)

The week of June 15 our bookdrops reopen and branch staff have created plans to quarantine, process, shelve materials that the community has waited many months to return. Branch staff are both anxious and excited for this next stage in returning to our buildings and serving the community.

# 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.

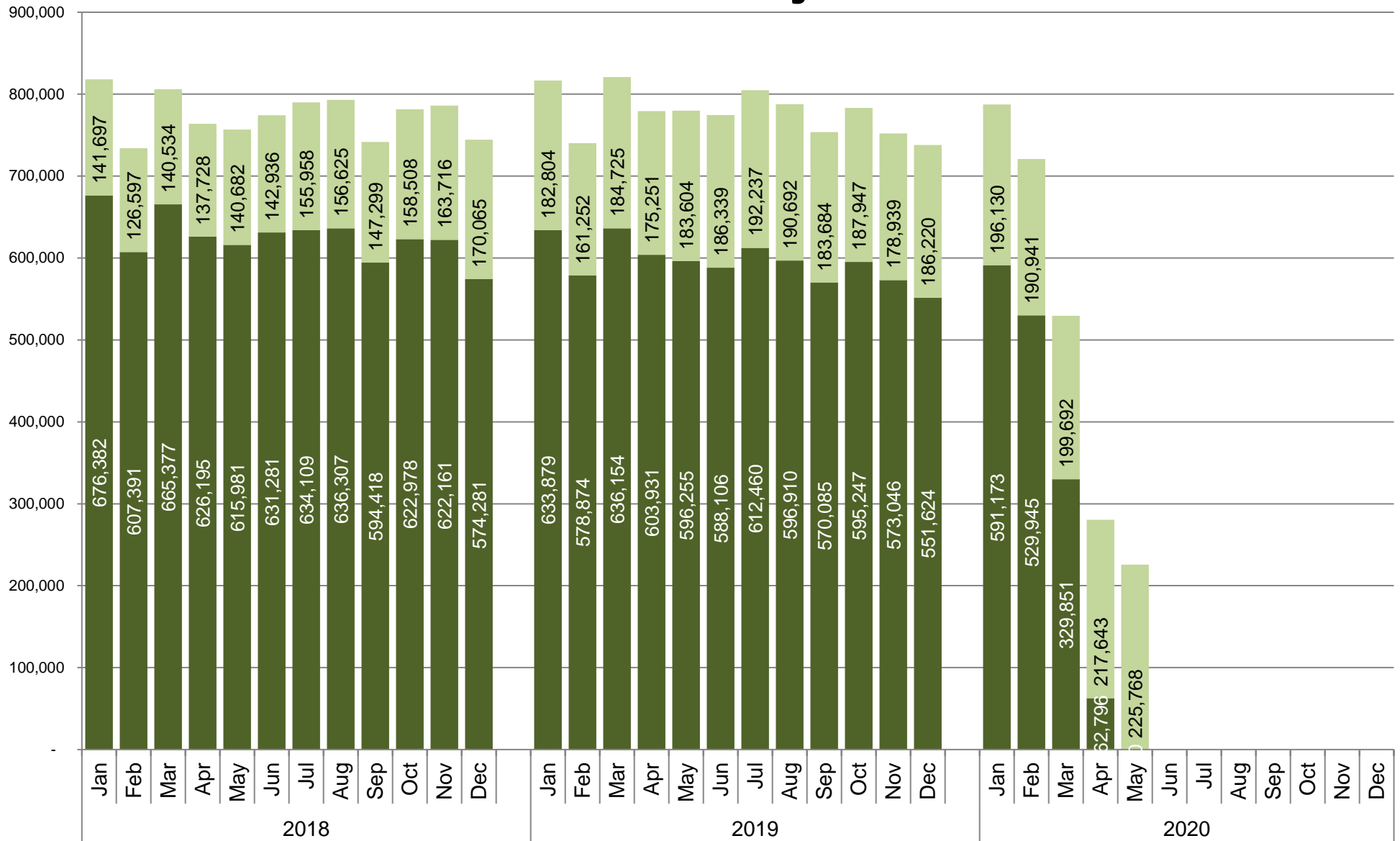


# Denver Public Library

## Total Circulation By Month

Downloads

Materials



➔ All DPL locations closed on March 16, 2020 in response to COVID-19. Renewals of physical materials can still accumulate.

➔ 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

### May 2020

Location	Total Circulation	+/- Previous Month	2020/2019 Year/Year	YTD Y/Y
Athmar Park	41	↓ (554)	↓ (6,733)	-52.3%
Bear Valley	74	↓ (2,341)	↓ (27,887)	-51.9%
Blair-Caldwell African American Research Library	39	↓ (512)	↓ (9,961)	-54.0%
Byers	10	→ (276)	↓ (3,467)	-53.8%
Central Library	675	↓ (10,042)	↓ (84,511)	-51.6%
Decker	33	↓ (1,827)	↓ (13,891)	-44.1%
Eugene Field	57	→ (41)	↓ (21,837)	-53.0%
Ford-Warren	64	↓ (1,415)	↓ (12,857)	-48.9%
Green Valley Ranch	60	↓ (2,180)	↓ (23,206)	-54.4%
Hadley	19	↓ (863)	↓ (8,407)	-47.0%
Hampden	72	↓ (3,802)	↓ (28,711)	-47.6%
Mobile Services (Bookmobiles)	1	→ (1)	↓ (5,732)	-46.4%
Montbello	37	→ (8)	↓ (8,531)	-59.9%
Park Hill	123	↓ (3,807)	↓ (30,782)	-47.7%
Pauline Robinson	10	→ (393)	↓ (6,270)	-55.1%
Rodolfo "Corky" Gonzales	78	↓ (3,826)	↓ (21,687)	-46.4%
Ross-Barnum	32	↓ (646)	↓ (7,395)	-49.5%
Ross-Broadway	32	↓ (1,504)	↓ (13,983)	-48.2%
Ross-Cherry Creek	122	↓ (3,029)	↓ (25,740)	-45.9%
Ross-University Hills	153	↓ (6,211)	↓ (49,996)	-48.7%
Sam Gary	99	↓ (9,632)	↓ (56,988)	-44.6%
Schlessman Family	140	↓ (7,469)	↓ (49,139)	-47.5%
Smiley	15	→ (23)	↓ (19,718)	-54.3%
Valdez-Perry	19	→ (278)	↓ (2,696)	-52.4%
Virginia Village	61	→ (64)	↓ (29,245)	-53.8%
Westwood	1	→ (273)	↓ (3,502)	-55.5%
Woodbury	54	→ (11)	↓ (21,200)	-52.6%
Denverlibrary.org Downloadables	225,768	↑ 8,125	↑ 42,164	29.2%
<b>Total</b>	<b>227,889</b>	↓ (52,903)	↓ (551,908)	

# Denver Public Library

## Monthly Circulation by Branch

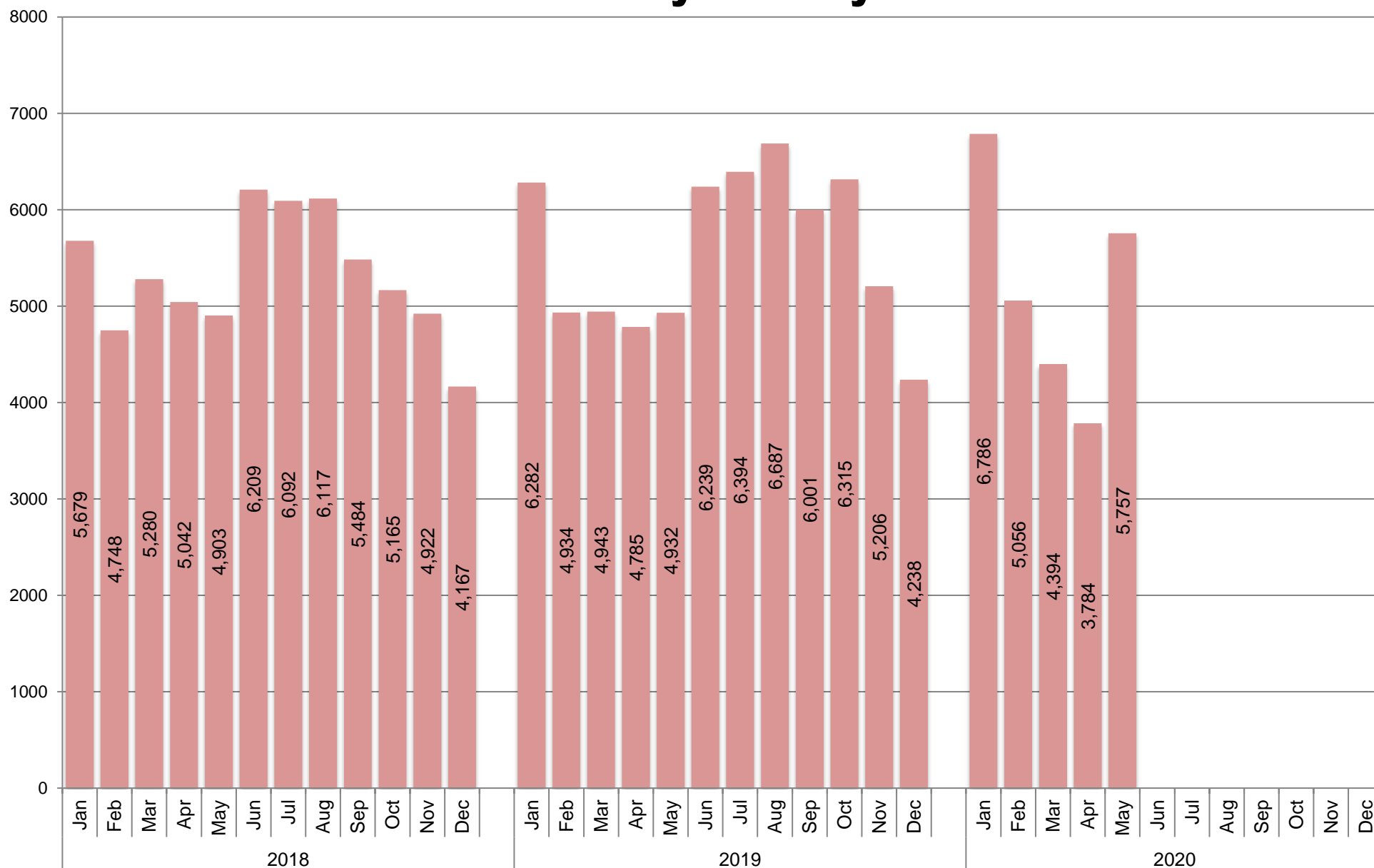
### April 2020

Location	Total Circulation	+/- Previous Month	2020/2019 Year/Year	YTD Y/Y
Athmar Park	595	↓ (2,982)	↓ (6,461)	-41.6%
Bear Valley	2,415	↓ (11,524)	↓ (25,566)	-40.2%
Blair-Caldwell African American Research Library	551	↓ (3,793)	↓ (8,709)	-42.3%
Byers	286	↓ (1,303)	↓ (3,138)	-41.4%
Central Library	10,717	↓ (36,174)	↓ (77,238)	-40.3%
Decker	1,860	↓ (7,095)	↓ (12,328)	-30.7%
Eugene Field	98	↓ (9,384)	↓ (21,079)	-40.6%
Ford-Warren	1,479	↓ (5,844)	↓ (12,293)	-36.6%
Green Valley Ranch	2,240	↓ (10,323)	↓ (23,287)	-44.3%
Hadley	882	↓ (3,833)	↓ (7,898)	-34.6%
Hampden	3,874	↓ (12,416)	↓ (23,989)	-34.4%
Mobile Services (Bookmobiles)	2	↓ (3,299)	↓ (6,900)	-34.8%
Montbello	45	↓ (3,451)	↓ (8,333)	-50.4%
Park Hill	3,930	↓ (14,151)	↓ (26,455)	-34.8%
Pauline Robinson	403	↓ (2,430)	↓ (6,042)	-44.5%
Rodolfo "Corky" Gonzales	3,904	↓ (10,685)	↓ (18,419)	-34.1%
Ross-Barnum	678	↓ (3,837)	↓ (7,577)	-38.6%
Ross-Broadway	1,536	↓ (6,279)	↓ (12,578)	-35.6%
Ross-Cherry Creek	3,151	↓ (12,283)	↓ (23,074)	-32.5%
Ross-University Hills	6,364	↓ (22,635)	↓ (45,205)	-36.1%
Sam Gary	9,731	↓ (27,298)	↓ (47,279)	-31.2%
Schlessman Family	7,609	↓ (22,361)	↓ (40,205)	-34.5%
Smiley	38	↓ (8,056)	↓ (19,196)	-42.8%
Valdez-Perry	297	↓ (1,298)	↓ (3,001)	-41.6%
Virginia Village	125	↓ (12,712)	↓ (28,665)	-42.5%
Westwood	274	↓ (1,645)	↓ (3,787)	-45.9%
Woodbury	65	↓ (9,571)	↓ (22,048)	-41.3%
Denverlibrary.org Downloadables	217,643	↑ 17,951	↑ 42,392	28.8%
<b>Total</b>	<b>280,792</b>	↓ (248,711)	↓ (498,358)	

# 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.

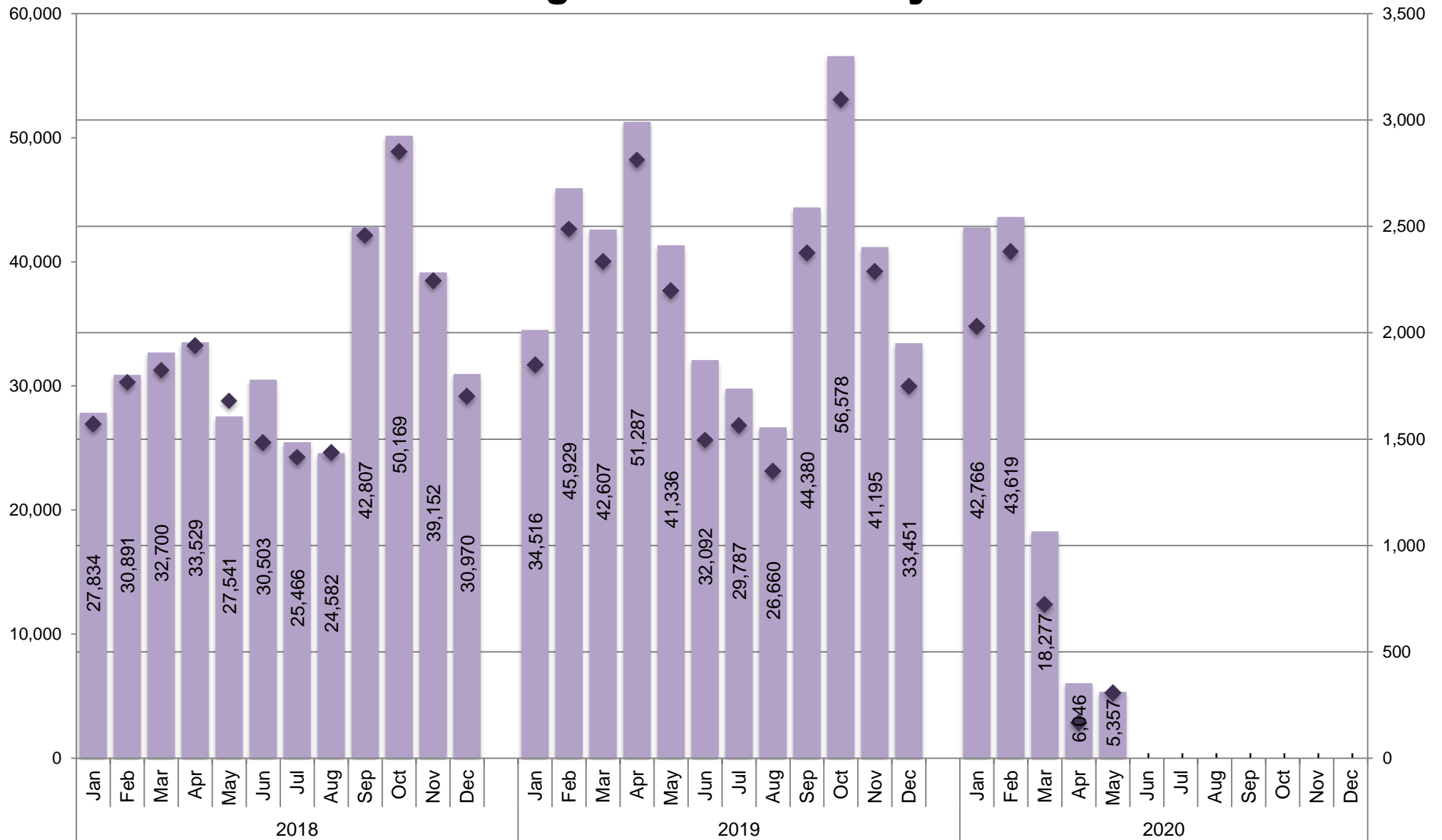
**New Cards** - total number of new library card registrations (including computer user only cards), from Polaris.

# Denver Public Library

## Total Program Attendance By Month

■ Attendance

◆ Sessions



➔ All in-person programs were cancelled starting March 12, 2020 and all DPL locations closed on March 16, 2020 in response to COVID-19. Virtual programming was introduced starting March 27, 2020, with only live views counting for attendance totals.

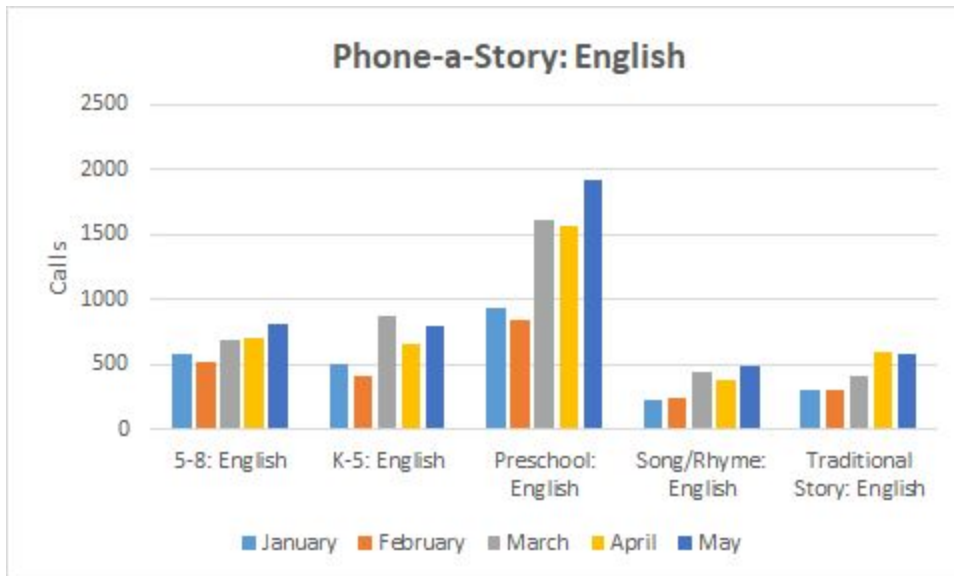
**Attendance** - total program attendance from all locations, as submitted to Events Management tracking application (includes programs, library events, storytimes, and tours).

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



# DENVER PUBLIC LIBRARY

## Closure Services Trend Report

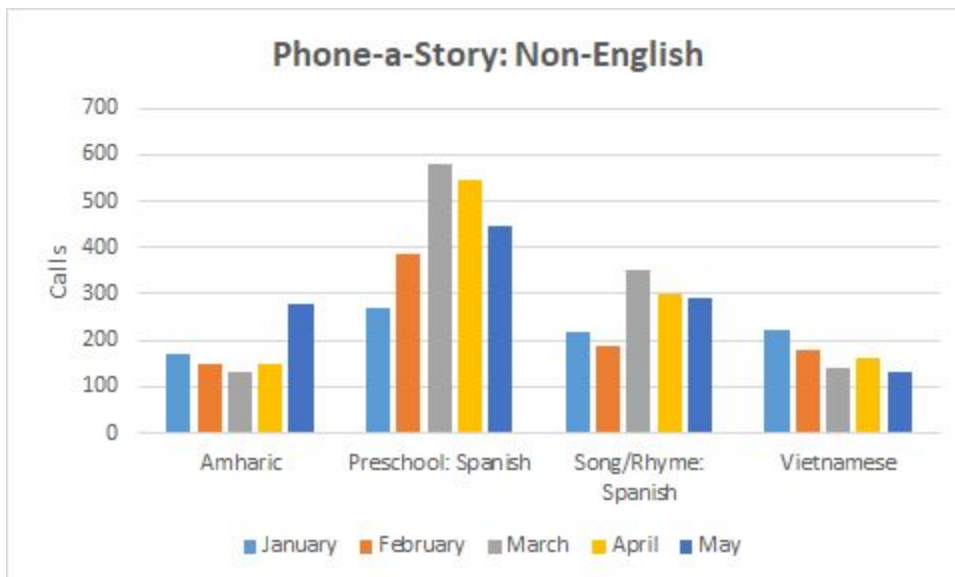


**74.9%**

Increase in **Phone-a-Story Calls** per week. Since the closure, the lines have received 15,532 total calls; this figure includes 684 calls to DPL's adult version - Lit-Line.

The most popular line is "Preschool" in both English and Spanish.

The line that has experienced the most notable growth in 2020 is Amharic, which nearly doubled in calls from April to May.



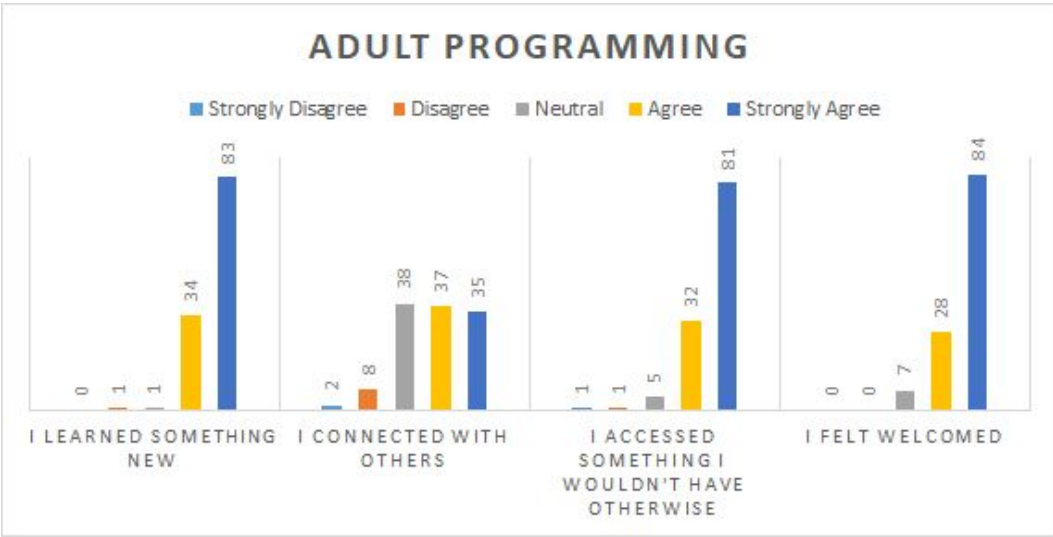
**Considerations:** Lit-Line, which is designed for Denver's adult population, receives an average of 69 calls each week across its four service lines. The number of calls has dropped consistently each week since late April.

**390.3%**

Increase in **Personalized Reading Lists** requests received by DPL Reader's Advisory. This represents an average of 29 requests per DPL Reader's Advisory per week, whereas the pre-closure average was 6 requests per week. Roughly 100 of the 362 requests received were for children's materials.

**Considerations:** DPL does not collect demographic, geographic or library card information for PRL requestors; thus, analysis of who is using the resource is limited.

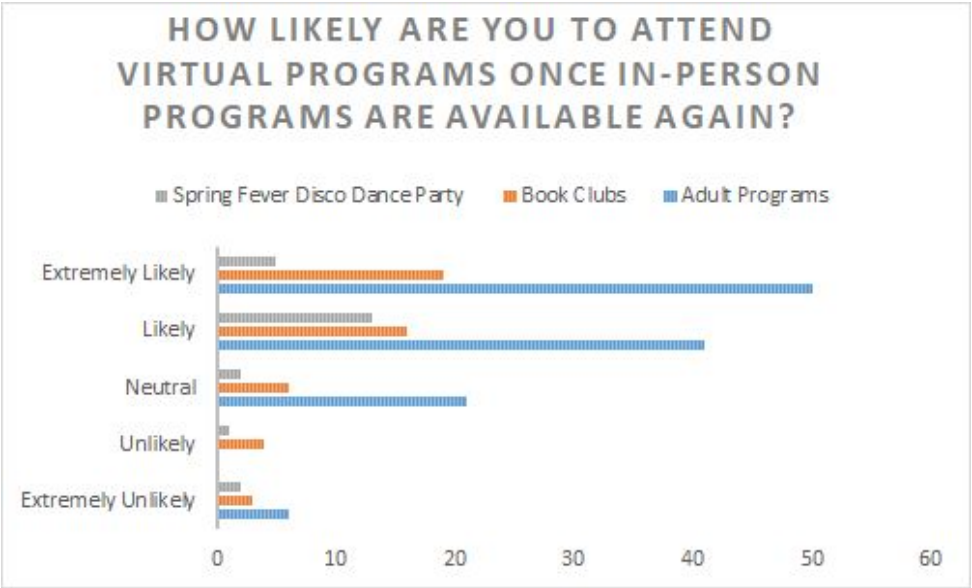
**Note:** Prior to the closure DPL tracked this information manually, so early reports of weeks 1-10 of 2020 were artificially inflated. S&E has since been able to review historical data.



### 1.3

Average number of **viewers per household** for DPL's adult programs. The programs that made attendees feel most welcomed were Saturday Morning Matinee and the National Poetry Month Reading.

Most of the open-ended responses were thanking DPL for hosting virtual programs and making opportunities accessible during the pandemic.



### 71%

Average of respondents who would be interested in attending DPL programs virtually, even when in-person programming resumes.

**Considerations:** Early analysis of DPL's Usage & Community Needs Assessment (aka: re-opening survey) show a slightly lower willingness (53%) to adopt virtual programming if in-person options are available.

### 16

Unique zip codes provided via the virtual programming survey. The majority of attendees reported Colorado residency, while a few viewers came from Texas, California and Canada. Of those attendees who shared a Denver zip code, the following neighborhoods were likely present:

Zip Code	Neighborhood(s)
80033	Regis
80113	Rosedale, University, Wellshire
80203	Baker, Lincoln Park, Speer
80204	Barnum, Barnum West, Sloan Lake, Sun Valley, Valverde, Villa Park, West Colfax

80205	City Park, City Park West, Clayton, Cole, North Park Hill, Skyland, South Park Hill, Whittier
80206	Belcaro, Cheesman Park, Country Club, Hale, Hilltop, Washington Park
80207	East Colfax
80209	Cory-Merrill, Platt Park, Washington Park West
80210	University Hills, University Park, Virginia Village
80211	Berkeley, Sunnyside, West Highland
80219	Athmar Park, Harvey Park, Mar Lee, Ruby Hill, Westwood
80220	Lowry Field, Montclair
80222	Goldsmith, Hampden
80224	Indian Creek, Washington Virginia Vale, Windsor,
80231	Kennedy
80238	Montbello

**Considerations:** Denver has 78 unique statistical neighborhoods represented by 24 zip-codes, meaning some zip codes span more than one neighborhood. For example 80210 can be traced back to University Hills, University Park and Virginia Village





# DENVER PUBLIC LIBRARY

## **Communications and Community Engagement Earned Media**

- [Denver Library offers free, personalized reading lists](#)
- [Denver library starts "Summer of Adventure" program](#)
- [Hana Zittel with @denverlibrary tells us how people can enjoy their virtual reading activities and programs.](#)
- [Things to do in Denver this weekend, June 12-14 - featured weekly](#)
- [What Have The Colorado Rockies Been Up To During Quarantine? Home Workouts, Waiting And Watching Mickey Mouse](#)
- [Eleven Ways to Celebrate Pride in Denver](#)
- [Museums, galleries located in the center of Denver's protests clean up, fundraise for protests](#)
- [Librarians Recruited as COVID-19 Hunters](#)
- [Colorado Rockies: Ian Desmond, Ryan McMahon reach kids through books](#)