

AGENDA
The Denver Public Library Commission
Regular Bi-Monthly Meeting
Thursday, August 20, 2020, 8:30 a.m.–11:30 a.m.
Online

The meeting can be joined via this link: <https://us02web.zoom.us/j/85490156539>

Or via telephone: 1-301-715-8592, Webinar ID: 854 9015 6539

1. Call to order.
2. Introductions.
3. Approval of Commission Minutes from June 18, 2020. Commission
4. Public Comment Period.
5. Board Effect Training. Sylvia Schilling
6. Report of the President and Members.
7. Report of the Friends Foundation. Jeff Riley
8. Second Quarter Financial Report. Amber Lindberg
9. Report of the City Librarian.
10. Other Business.
11. Executive Session: Mid-Year Performance Discussion with City Librarian
12. Adjournment.

Agenda Item 3

Requested Action: Approval

MINUTES

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

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

Staff and Guests¹: Gabriel Casillas, Bec Czarnecki, Rachel Fewell, Olivia Gallegos, Michelle Jeske, Anne Kemmerling, Elaine Langeberg, Zeth Lietzau, Amber Lindberg, Tiffany Mair, Erika Martinez, Stephen Parker, Stephanie Pinales, Nadia Rendon, Amma Romero, Naghem Swade, Rachel Vagts, Virginia Vassar, Bria Ward

1. Call to order. 8:34 a.m.

2. Introductions.

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

President Martinez also addressed the current societal challenges brought on by COVID-19 that are impacting all of us on emotional, physical, and financial levels. He talked about the inequities it has highlighted across systems and the difficulty of trying to experience these things while also working in an industry that serves others. He thanked staff for the incredible job they have been doing and said that the Commission is committed to supporting the library in whatever way it can.

3. Approval of Commission Minutes from April 09, 2020. Commission
The minutes were approved as written.

4. Public Comment Period.
N/A

5. Report of the President and Members.

Commissioners reported on recent activities. Hellmer mentioned a fun popup virtual farm tour organized by a DPL staff member at Tracy Weil's RiNo farm. She mentioned she was also happy to be able to return library books and noted that there was great signage about how to do that. She has also been enjoying the DPL Dynamo videos which feature staff demonstrating skills. Hellmer also attended the virtual Friends Foundation Board meeting and Advocacy Committee meetings.

¹ Names of attendees are captured as accurately as possible given the limitations of using Zoom and people dialing in.

Commissioner Ulibarri met with Erika Martinez about the Latino Awards and how to move ahead with those virtually. Ulibarri also noted that the bookmobile has been coming out to the Girls Inc. neighborhood.

President Martinez thanked all staff for their work and said he appreciates the updates and videos the Commission has received. The Latino Community Foundation of Colorado has received calls about what kids can do this summer and they have been directing people to DPL. The way we have pivoted to maintaining programs and being relevant is critical to supporting the mental health of families.

6. Report of the Friends Foundation. Jeff Riley

The Friends Foundation has finalized an agreement around the *A Story Still to Tell* campaign with the City. The City has also given us a changed schedule with updated milestones and costs for the Central Library renovation. The Foundation is considering extending the campaign to add \$2.6 million to match the new schedule and funding needs.

There will not be a Booklovers Ball patron party in August. There will be a virtual alternative to the Booklovers Ball. The Foundation is meeting weekly to plan it all out and the event will be October 24.

The Advocacy Committee met and sent a letter to the Mayor regarding the importance and value of the library. The Foundation wants DPL to be top of mind as the City thinks about the budget.

There is no summer used book sale and likely there will not be a winter used book sale either. Again, Friends is looking at alternatives and the good news is that they have had record breaking sales on Amazon. Memorial Day weekend was the largest sales they've recorded.

The membership program is performing as normal. They also had a successful event with Colorado Poet Laureate Bobby LeFebre and poet Suzi Q. Smith.

The Foundation had a very successful social media campaign with the library and promoted it over email and had a dance party and sold t-shirts. The goal was to raise \$35,000 and they raised more than \$50,000. The Friends also saw a 10% increase in followers on social media.

They will be circling back to the topic of accepting gifts from the cannabis industry at the July meeting.

Commissioner Kelly asked why the letter sent to the Mayor wasn't circulated to City Council as well. Riley responded that it was because it referenced budget information that was not yet available to the Council but would certainly include them as the budget process moves forward. Hellmer noted that library champions will also be connecting to their City Council people.

7. Approval of the Amended 2020 General Fund Budget. Amber Lindberg

Due to economic decline from COVID-19, the City is expecting a \$226 million budget gap in 2020. Per the request of the City, DPL submitted plans for a 7.5% budget reduction. We have learned that DPL will only be subject to a 4.8% reduction at this time.

There will not be an impact on the collection or filled positions based on this cut. The library will hold 41 vacant positions through the end of the year to help us achieve this reduction. That will amount to approximately \$1.8 million in savings. We will also reduce our supplemental staffing (as needed on-call) spending by \$467,500. Non-personnel supplies and services budgets will also be reduced by \$286,800.

We have the authority to move the budget across lines which is helpful as we start reopening and understand what and where the needs are so we can reallocate funds if needed. The library only needs to seek Commission approval if any budget variance of 10% or more.

Commissioner Kelly applauded everyone who has worked on this and the effort to minimize the overall impact.

Upon motion by Mathews and second by Hellmer the 2020 amended budget was approved.

8. Approval of the Proposed 2021 General Fund Budget Reduction. Amber Lindberg

The economic impact of COVID will continue and the City's projected revenue for 2021 shows a gap between revenue and expenses. DPL is considering how it can maintain appropriate levels of service across the system while prioritizing communities where the library may be most needed.

The City is already anticipating an \$160 million budget gap and that is factoring in the possibility of some recovery. All City agencies have been given the same target of reducing base budgets by 11.65%. That reduction would be from the original 2020 base budget, not the mid-year reduced budget. We recognize reductions could hurt marginalized communities most and will work to reduce harm to the community and staff while still providing quality services. We will center this planning on our values of equity and stewardship and hope to build a more sustainable library for the future.

With this cut there is the potential reduction of up to 13% of current open hours and Central being largely closed to the public in 2021. We will also continue to hold vacant positions through 2021. We will continue to reduce the use of supplemental staffing and only as a last resort look at filled positions. Over 80% of our budget is personnel. This budget reduction will be close to \$5.7 million and could potentially impact 91.25 FTE.

DPL has spent two years trying to build up the collection budget. This cut would wipe that out, approximately \$300,000, and would increase hold times to over 21 weeks and contribute to decreasing circulation.

Programming and operating supplies which include training, travel, office supplies would be reduced by \$400,000.

Jeske and Lindberg worked closely with the Finance and Executive Committees on this budget, which due to City deadlines, was submitted on June 12. President Martinez noted that things may still change and what is being presented now is not necessarily final.

Hellmer reiterated the importance of considering equity when making decisions about hours and programming. Mathews asked about the 13% reduction in hours and how that is quantified. Would it be a one day closure across all branches each week? Jeske stated that there are multiple ways we can get to that kind of reduction. We are a long way from knowing what implementation would look like and it depends on what the final budget reduction is, what happens with COVID-19, and equity considerations.

Commissioner Ulibarri asked if there is any relief being offered for library systems. Jeske replied that it is pretty minimal. The State Library received \$500,000 from the CARES act and DPL is eligible for \$10,000 as part of that. The City has also received \$25 million from CARES and agencies have submitted \$95 million of requests. The larger library community is also advocating for funding as part of the HEROES act. Commissioner Lucas asked if we have access to a federal lobbyist who might be able to help. Jeske replied yes, through the Colorado Association of Libraries and also through the American Library Association.

Upon motion by Hellmer and second by Lucas the proposed 2021 budget reduction was approved.

9. Approval of Minor Change to the Library Use Policy. Anne Kemmerling.

The change adds the word virtual to the policy to be more encompassing of all of our spaces. We will take a bigger look at this policy again in the future but we wanted to make sure this was included now with the increase in virtual programming. Hellmer noted that virtual should also be included in how DPL property is defined.

Upon motion by Kelly and second by Hellmer the change to the Library Use policy was approved.

10. Report of the City Librarian.

Library Update

Jeske addressed the need to document this moment in history and record how we handled these crises. DPL has been increasing outreach efforts as it is safe to do so and has partnered with Denver Public Schools, Denver Parks and Recreation and the Denver Housing Authority. We have distributed materials, while practicing social distancing, that have included free books and craft kits. We are trying to figure out how to support our communities and their technology needs as well.

Our Community Resources team is also very active in the community. Plaza has also continued online and that team is working on outreach as well.

Byers and Smiley, both Denver Historic Landmarks, began their renovation a bit ahead of schedule and did not have to re-close to the public. Blair-Caldwell renovation community engagement has slowed some due to COVID-19 but we are making progress. The Central Library renovation continues on pace.

DPL is still finding some ways to acknowledge Pride month and is working with The Center to do a drag queen storytime. There was a virtual program on trans history in Colorado this week.

Next week Jeske will be inaugurated as President of the Public Library Association (PLA). PLA is an arm of the American Library Association (ALA) which is experiencing some challenges currently.

Equity work at the library is ongoing and DPL is hosting a free online racial equity symposium July 8–10. This is an IMLS funded opportunity that has been brought to life by Ozy Aloziem. Commissioners are welcome to attend and Jeske will send information about it.

Mathews noted that library card registrations are way up. Jeske noted that it is attributed to people wanting to access our online resources.

COVID-19 and Return to Buildings Update (see attached presentation)

This has obviously been a tough time for staff and Jeske noted how proud she is of DPL's resilient team and their ability to pivot and meet these challenges. We are hosting two all staff meetings in the next week to give staff an opportunity to hear about the budget and the return to buildings plan and ask questions. The Executive Team continues to email all staff daily with updates and is in constant touch with the City around recovery and moving forward. We're trying to make sure we are finding ways to increase opportunities for people in vulnerable populations.

DPL's curbside service begins on July 7. Leadership feels confident in the phased approach we've outlined and we are trying to keep safety at the forefront. Libraries are still not allowed to be fully open with the exception of one variance in Mesa County. Where we are in reopening is consistent with other large urban libraries while many suburban and rural libraries are further ahead in reopening.

We are working to make sure our website is reflecting updates and phases as we move through them. The public announcement regarding phases two and three was published yesterday. We opened book drops quietly on Monday before announcing they were open yesterday as well. We are also utilizing social media to push out messages.

Hellmer noted that the FAQ for curbside was helpful. Commissioners asked if DPL has enough personal protective equipment for curbside pickup and future stages. Jeske replied we have enough right now and also are telling staff they can wear their own masks.

11. Other Business.

President Martinez stated that he is interested in finding a way to leverage Commissioner skills and expertise to help advance racial equity and healing both at the library and in Denver. Lucas mentioned that MSU has issued a [resolution](#) and perhaps the Commission could do the same.

Commissioners Niyompong and Benton-Clark noted that they have been engaged in similar conversations with their own organizations. Commissioner Ulibarri and others commented this is a good conversation to have but needs to be mindful that it is not adding to the emotional labor of the people, Commissioners included, who are already doing this work. There has been an increase in organizations looking for ways to advance equity and it's important to meet the moment and find meaningful ways to help without increasing the potential for burnout. There needs to be careful consideration around how work is actualized in terms of implementation and accountability metrics.

Martinez agreed with the other Commissioners noting it's about helping DPL live up to its values and that the Commission has a responsibility to have deeper conversations to help drive our work. This should be about how to connect what we are already doing in a way that is complementary to others and helps connect people to resources while recognizing we need to be intentional and pace ourselves.

Jeske agreed with Commissioners and noted the executive team is trying to use the values to make decisions now. DPL's strategic planning and value in action teams have continued to move forward despite it being difficult in this environment. We continue to look to the Commission for guidance.

Commissioners were in agreement that they wanted to actively support equity work. Commissioners need to discuss how to use Commission resources and how to think about partnership requests. President Martinez said he would reach out to each Commissioner individually to see what they think that could look like and then return to this conversation.

The meeting adjourned 10:18 a.m.

Minutes submitted by Bec Czarnecki on behalf of Laurie Mathews

Return to Buildings update

June 2020



DENVER PUBLIC LIBRARY

Where We've Been

Stage 0: Essential Staff

- During Stay-at-Home Order
- Only essential staff allowed in buildings
- Identified virtual programming options
- Due dates extended
- Some Outreach services with partners
- Wifi remained on at branches

Stage 1: Limited Staff

- Stay-at-Home Order Lifted, “Safer-at-Home” in effect
- More staff allowed in buildings, but still only those who need to be there to do the work
- Occupancy limited to 2-3 staff, plus custodian, facilities, etc to maintain physical distance. Focus on collection maintenance, expanding services (e.g., WHG requests), and preparing for Stage 2
- Due dates extended (again)
- Outreach & virtual programming continues
- Wifi remains on at branches

What's Now?

Stage 2: Open Book Drops

- “Safer-at-Home (and in the vast, great outdoors)” in effect
- Began this week
- Book drops open
- Quarantine zones set up, items quarantined for 72 hours before checking in
- Still only those staff who need to be in buildings to do the work
- Outreach & virtual programming continues
- Wifi remains on at branches
- Not all branches will necessarily be in the same stages (e.g., CEN moved to Stage 0 during protests, Montbello not in Stage 2 yet due to carpet project)

What's Next?

Stage 3: Exterior Services

- “Protect Our Neighbors” will be in effect
- Begins July 7
- Start with holds currently on hold shelf or that were placed before closure
- New holds allowed, anticipated start date of July 13
- Curbside pickup is the first service, plan being finalized
- Next increase services we can provide exterior to our buildings
- Still only those staff who need to be in buildings to do the work
- Outreach & virtual programming continues
- Wifi remains on at branches

Stage 4: Limited Open to Public

Stage 5: Open under “new normal”

Stage	Return to Buildings	Whole Library Service	Return to Services
Stage 1			
Stage 2			
Stage 3			
Stage 4			
Stage 5			

Q & A

denverlibrary.org



DENVER PUBLIC LIBRARY

Agenda Item 8

Requested Action: Receive Report

Denver Public Library (DPL) Financial Report – 2nd 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 June 30, 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 June 30 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 June 30, 2020**

	2020 Budget*	Year to Date Expenditures	Budget Remaining
Personnel			
Salaries and Benefits	\$ 40,097,810	\$ 19,664,799	\$ 20,433,011
Training and Staff Recognition	461,074	64,767	396,307
Total	40,558,884	19,729,566	20,829,318
Collection and Programs			
Books and Other Collections	5,902,856	2,069,940	3,832,916 n-1
Central and Branch Programming	975,192	180,455	794,737
Total	6,878,049	2,250,395	4,627,653
Furniture, Fixtures and Equipment			
Technology Supplies and Equipment	1,870,602	1,156,309	714,293 n-2
Facility Operations and Maintenance	1,068,556	449,875	618,681
Furniture and Equipment	106,859	3,200	103,659
Leases - Buildings and Equipment	311,682	138,960	172,722
Safety and Security	27,418	3,674	23,744 n-3
Total	3,385,117	1,752,018	1,633,099
Administrative and Support			
Administrative	638,283	57,795	580,488 n-4
Office Supplies	432,359	148,303	284,056
Printing and Advertising	221,572	15,060	206,512 n-5
Postage	60,692	20,331	40,361
Official Functions	1,639	2,305	(666)
Total	1,354,545	243,794	1,110,751
Total Expenditures	\$ 52,176,594	\$ 23,975,773	\$ 28,200,821

*The 2020 budget of \$52,176,594 includes \$49,325,327 from the City General Fund and \$2,851,267 from the Library Special Trust Fund. The city has moved the following amounts to Restricted Budget: \$2,267,534 for 2020 General Fund budget reduction and \$1,057,380 for 2020 General Fund furlough savings. This money is not available for spending by DPL.

Statement 2

**Denver Public Library
Expenditures by Function, Comparative
For the period ending June 30, 2020**

	2020 Budget	June 30, 2020
Function		
Public Services	\$ 29,499,871	\$ 14,020,647
Collections	7,776,093	2,991,782
Facilities Management	4,625,246	1,604,485
Technology Services	3,792,484	1,975,298
Administration	5,006,618	2,813,669
Communications and Community Engagement	1,476,282	569,892
Total Expenditures	\$ 52,176,594	\$ 23,975,773

Statement 3

**Denver Public Library
Special Trust Revenue, Comparative
For the periods ending June 30, 2020 and June 30, 2019**

	June 30, 2020	June 30, 2019
Operational Activity		
Equipment (copiers, printouts)	\$ 42,806	\$ 96,227
Branch and Central Meeting Rooms	13,808	34,910
Western History Photographic Services	19,256	25,621
Lost Books and Collections	24,961	47,066
Vending and Café	4,479	9,363
Total	105,309	213,186 n-6
Trust Distributions		
Caroline Bancroft Trust	7,243	17,612
Frederick R. Ross Library Trust	-	30,000
Total	7,243	47,612
Friends Foundation Transfers		
Special Use Fund	385,605	975,270
Endowment	-	-
Fundraising Events	145,000	192,526
Total	530,605	1,167,796 n-7
Other Revenue		
Investment Earnings	18,512	17,859
Grants and Sponsorships	-	18,258
Miscellaneous	8,461	21,192
Total	26,973	57,309
Total Revenue	\$ 670,130	\$ 1,485,903

NOTES

Statement 1

As of June 30, 2020, approximately 46% of the budget has been spent. We are halfway through the year bringing us very near targeted spending to date primarily because over 75% of our annual budget lies in Salaries and Benefits. However, disruptions in service and the need to provide services to customers in very different formats is clearly reflected throughout our budgetary reports depicted as under or over spending in most of the non-salary lines. We will continue to monitor our budget closely and reallocate funding to support continuity of operations to the extent possible.

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. The City Budget Management Office has approved 2020 budget reductions of \$2,267,534 for the library along with \$1,057,380 for library furlough savings; these reductions are reflected in the Salaries and Benefits line.

n-1 – Books and Other Collections is 35% spent, which is trending lower than normal. When we closed our buildings to staff in March the book shipments were put on hold until collection development and mailroom staff were able to regain entry in May. This delay caused a gap in processing and paying for collection materials that normally would have occurred during the second quarter of the year. Now that staff are able to order and process materials, and vendors are shipping materials we anticipate collection materials to catch up to prior spending in the third quarter.

n-2 – Technology Supplies and Equipment is 62% spent to date. In addition to some equipment ordered last year that came in 2020, we have also been incurring additional technology costs as we've pivoted to providing more services virtually during COVID. To assist with these costs, the library was recently awarded Coronavirus Relief Funding (CARES) of \$10,000 for hotspots and one year of service and \$26,000 for laptops for teleworking needs.

n-3 – Safety and Security spending is below expectations at this point in the year even though spending is normally heaviest in the fourth quarter for this line. Some contributing factors are the inability to have standard security training and a significant reduction in background checks from the hiring "freeze". The department plans to reallocate this savings to purchase some much needed body cameras for our security officers.

n-4 – Administrative expenses continue to be underspent through the second quarter. Approximately \$470,000 of this budget is unrestricted Special Trust Fund funding. Now that we have received our fundraising support distribution from the Friends Foundation, much of this will be reallocated to other lines for spending, though some will likely remain unspent this year and rolled over to future years when budgets are expected to remain tight.

n-5 - Printing and Advertising was also largely on hold during our initial closure. The Communications and Community Engagement team is now shifting the focus from our standard materials to digital and more traditional style advertising with the goal of reaching communities in need of library services. This will include postcards targeting older adults and radio spots during Hispanic heritage month.

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 – Operational Activity revenue relies primarily on customers using our facilities for copying, meeting rooms, paying for lost materials, and vending machines. Without customer access to our buildings this type of revenue will be significantly lower than previous years. We do not expect these revenue streams to recover to normal this year, and depending on public health guidelines and operational budget, 2021 is also expected to generate minimal operational revenue.

n-7 – The Friends Foundation continues to demonstrate commitment to the library through their advocacy and financial support. Just this month, we received our first Endowment installment as well as the remainder of the Fundraising they had committed pre-COVID. Budget was established for the unrestricted portion of these funds in the Administrative line of our Special Trust Fund; E-team has prioritized these funds for collection materials, privacy dividers between computer stations, and completion of the Montbello study room construction.

n-8 - To date, we have no Grants or Sponsorships that have passed through the city in our Special Trust Fund. We have been awarded the following grants that will flow through other grant funds:

- \$30,000 for maker literacy kits
- \$2,500 for personal protective equipment
- \$10,000 for hotspots
- \$26,000 for staff teleworking
- \$105,600 for touchless fixtures

Agenda Item 9

Requested Action: Receive Report

August 2020 City Librarian Report

[August Library Update](#)

[COVID Response Executive Summary](#)

[Central Library](#)

[Collections, Technology, & Strategy](#)

[Communications & Community Engagement](#)

[Finance & Facilities](#)

[Human Resources](#)

[Neighborhood Services](#)

[Stories of Impact](#)

August Library Update

Budget

We submitted the library's 2021 budget reduction proposal to the City in June and have since presented our case to both the City's Budget Office and to the Mayor and his team. We expect to present to City Council in mid-September.

We continue to hold open over 40 FTE positions and expect that 25 FTE (DPL's capped max) will take advantage of the City's retirement incentive program. The retirements will be effective August 30 leaving us with a 10%+ reduction in workforce in a very short amount of time. These vacancy savings support the library's and City's 2020 and 2021 budget reduction needs. At the same time, the library is expected to pay out the retirees' leave and special incentives, making 2020 a very challenging budget year, as the City has already taken back more than \$3 million mid-year.

The Friends Foundation and the library's Resource Development Officer have been busy working on various COVID-19 relief fundraising efforts. At the last Commission meeting, we talked about CARES Act Coronavirus Relief Funding. To date, we have received:

- \$26,000 for staff teleworking laptop needs and \$105,000 for touchless bathroom fixtures from the City's allocation
- \$10,000 for wifi hotspots and one year of service from the Colorado State Library's allocation

We requested and did not receive \$113,500 for technology for our Community Resources team in working with people experiencing homelessness and others from the City's allocation.

We have requested \$499,948 from the Institute of Museum and Library Services CARES fund for Connecting Communities through Digital Inclusion for hotspots, Chromebooks, phones and service, three digital navigator positions, and marketing. Those decisions have been delayed to September due to the overwhelming response

Renovation Updates

Current projects

Blair-Caldwell

We have been working with [ZoZoGroup](#), a Five Points marketing agency, to facilitate our community engagement work. We hosted two virtual sessions with key stakeholders from the community to share information about the project. We will be taking applications shortly for community members to be part of design work groups which will help further define the vision and design for the public service areas of the branch library on the first floor. We expect community engagement and design to take place for the remainder of 2020 with construction documents, bidding and permitting taking place in 2021, construction beginning in 2022 and the library reopening in the last quarter of 2022.

Byers

Construction is underway and the project is on track to be completed in December. Notable progress has been made moving the staircase to the lower level where the service desk used to be. See below.



Central

This project is also on track. We are reviewing 50% construction drawings this month. There is a signed contract with GH Phipps. Early construction packages will include the public restrooms and the elevator work. Some of that may happen by the end of the year depending on permitting times. We expect full construction to start in the first quarter of 2021 and still plan a project that should be complete in 2022 or

2023 depending on additional fundraising results. We are beginning the public art process with the Denver Art Museum and Denver Arts and Venues this month. We are also collaborating with Denver Parks and Recreation on a potential larger vision for the outdoor playspace to follow as a separate construction project if we can raise the funds.



Smiley

Smiley is on track to complete construction in November with notable work being done in the basement, framing out new spaces and updating the community room. There is also progress on the first floor, building out the staff work area. The public area has been cleared out for restoration work.

Upcoming Renovations

In the third issuance of the bond, funds to begin renovation design for Athmar Park and Schlessman branches were included. Due to increasing and competing demands on library and City staff time, the projects have not started as originally planned but will likely begin by the end of the year with the procurement process for design firms. In addition, there may be a fourth issuance of the bond taken to City Council by the end of the year. It would likely include design funds for the renovations of Ross-Barnum and Pauline Robinson branches.



Latino Awards

The Denver Public Library requests nominations for its annual [Latino Community Service Awards](#) to honor individuals who have made a deep and lasting impact on the Latino community. Each year, the library offers three awards to honor Latino leaders. The award winners are selected by a

committee consisting of Library Commissioners, community members and staff. Awards winners will be notified in early September. No public event will be held due to the pandemic. This year, winners will be acknowledged through a social media campaign during Hispanic Heritage Month. Nominations are due Friday, August 28. You can access the nomination form [here](#).

Aging Better Report

Denver Public Library's Services to Older Adults provides increased programming, services, and resources for individuals aged 50 plus. For more information about the impact in the older adult community, check out our new Aging Better Report [here](#).

COVID Response

Executive Summary

Staff Wellbeing

This continues to be a challenging time to be a public servant, a frontline worker, a leader, and well, to just be. Nevertheless, we persevere, like many others. Our work continues to be focused on providing support for staff to help with their wellbeing while at work while providing much needed resources and services to our community. Many staff continue to work from home as their position allows. We are seeking ways to better support that since this pandemic is enduring longer than expected.

For staff needed to work in the buildings, we continue to seek guidance from the Denver Department of Public Health and Environment as well as stay on top of best practices outlined by the Centers for Disease Control and a scientific study being conducted on COVID-19 and library materials. The advice continues to shift as researchers learn more about this virus. As it does, our practices shift. In addition to safety protocols, communication and training, we are trying to offer support for mental health and wellbeing.

City Coordination

Multiple staff members have participated in City-organized COVID response committees focused on youth, behavioral health, food insecurity, homelessness, agency continuity of operations, economic recovery, human resources and other topics. These connections have helped other agencies better understand the library's role and assets and helped the library gain information and insight.

One outcome to date is the library being asked to co-lead a new digital equity plan for the City. Conversations continue about how the library can support remote learning along with other agencies.

Return to Buildings

The library remains in Stage 3 of its 5-stage return to buildings plan. We have told staff that we would not move to Stage 4 before mid-October and will reassess in early September for beyond that. When we move to Stage 4, it will be slow and phased in, starting with a few branches. The team has devised a plan that lists conditions that must be met before moving to Stage 4. The plan also outlines occupancy management, distancing guidelines and cleaning protocols.

In Stage 3, we have been able to provide access to physical and electronic collections,

technology and Internet and staff assistance in person as well as online and by phone. In the divisional reports below, you will see just how dedicated, creative and persistent DPL staff has been during this very difficult time.

Divisional Reports during COVID-19

Central Library

The Community Resources team is supporting customers experiencing life challenges via street outreach services and connection to people spending time outside of and near our branches. Many people are struggling greatly, in the realms of housing, health, mental health, substance use, and connection. Many also do not have access to technology in any way. The team, and other library staff, are collaborating with Denver Department of Public Health and Environment's (DDPHE) Behavioral Health team to bring survival supplies and resources to people.

The Central Children's Library staff continue to support Reference Services online and via the phone, curate the [kids' resources on the web site](#), and coordinate Personalized Reading List requests (July 2020 stats are double July 2019!) and [educator services](#). In August we launched Summer of Adventure book prize distribution outside Central on Broadway and will be helping Bookmobile staff with outreach at DPS Grab 'n Go lunch sites. Staff also provided both books and virtual programming to Denver Parks and Recreation sites who offer child care for essential workers. A virtual program highlight was collaborating with our Cultural Inclusivity Services colleagues to observe World Refugee Day and feature the book [Inside Out and Back Again by Thanhha Lai](#).

Western History and Genealogy (WHG) staff is balancing their time between work from home projects and limited projects back on the 5th and 6th floors. We are actively working with customers to answer reference questions, fill photo sales orders and work with donors of collections materials. We submitted a grant to the National Endowment for the Humanities (NEH) to support the processing and digitization of the Herbert Bayer papers. This collection was transferred from the Denver Art Museum a couple of years ago and the project will be in partnership with the Aspen Institute which is opening a center to study the work of Bayer. We continue to ingest new material into our digital collections and in more "behind the scenes" work, we are nearly finished with our 6th floor shelving renovation project which has meant the past few months we're shifting collections and moving things into their new locations on our new compact shelving. We are resuming our support of two University of Denver Masters in Library and Information Science Practicum students to digitize and catalog the Burnis McCloud photographs - our first all-online practicum endeavor! We expanded our phone reference staff to include archivists and the senior librarian team to cover weekly shifts and increased phone hours to match the new curbside pick-up schedule. A record number of WHG staff attended the first-ever virtual Society of American Archivists conference - an important professional development investment in our teams.

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 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.

Since June, we have reopened book drops and are checking in materials after a 4 day quarantine. Curbside hold pick up launched in early July with staff running holds out to customers at designated metered spaces or providing walk up service at the Broadway entrance. With over 12,500 pre-closure holds on our shelves, staff have been kept very busy. New hold placement began the 2nd week of July and staff are back to pulling and processing daily requests for DPL items as well as borrowing and lending materials through Prospector.

Borrower Services established a curbside reservation phone line to assist customers without internet access in reserving hold pick up appointments for the whole system. Initially staffing two phone lines throughout all curbside hours in Borrower Services, we have since added rollover lines staffed by Schlessman, Barnum and Westwood branch staff.

Community Technology Center (CTC) staff launched virtual [tech help appointments](#). Customers call or email to schedule an appointment, which can be filled over the phone or online with video chat and screen sharing. Technology topics range widely; so far, people have gotten help with questions ranging from how to download eBooks to how to get started in Google Docs. CTC staff provide outdoor technology service at Central, and ideaLAB staff coordinate employees from across DPL to continue sewing face masks for the Community Resources team to give to people in need.

Reference Services continues to staff [AskUs chat reference](#) which provides 24/7 availability to customers, averaging 1,558 chat sessions per month and 1,004 email/chat follow-up tickets per month. Bizboost, Nonprofit, Patent and Student one-on-one appointments have moved online. The Student Services team has made two virtual classroom visits to provide instruction to history and International Baccalaureate students. With PEN America, we co-hosted the first of three public online programs focused on media literacy with 78 attendees. We also continued working with a system-wide team to provide public phone service. Staff have answered 6,668 phone questions between June 4 and August 8. The team has continued to develop and provide online versions of reference skills staff training offerings, including two reference roundtables focused on Mile High United Way's 2-1-1 online database of community assistance resources, the Colorado PEAK website, and Denver Human Services website to better prepare staff to address questions from anticipated increases in customers experiencing economic distress. In addition, we held a reference roundtable focused on instructional strategies for working with students virtually.

Collections, Technology, & Strategy

Our Digital Inclusion team has been focused on closing the digital equity gap through external services. We are co-leading a citywide effort to develop a Denver Digital Equity Plan with the Denver Economic Development Opportunity Office. This will build off work started by the Denver Digital Equity Coalition which we helped found.

We have begun an outdoor technology access push at 11 of our locations, focused primarily on

Denver's "inverted L," offering Chromebook access to the internet and free printing at the following locations:

- Central Library: Tue-Fri, 12-3pm
- Athmar Park: Tue-Fri, 2-5pm
- Ross-Barnum: Tue-Fri, 2-5pm
- Bear Valley: Tue-Sat, 2-5pm
- Ford-Warren: Tue-Fri, 2-5pm
- Green Valley Ranch: Tue-Fri, 12-3pm
- Hadley: Tue-Fri 12-4pm; Sat, 10-1
- Hampden: Tue-Fri, 12-3pm
- Montbello: Tue-Fri, 12-3pm
- Rodolfo "Corky" Gonzales: Tue-Fri, 2-5pm
- Valdez Perry: Tue-Fri, 2-5pm; Sat 10-1

The ideaLABs have launched a new series called Learn Make Share! Every Tuesday, we post a new video on a maker topic for people to follow along with, and the following Tuesday we host a live discussion about it. You can view the first two videos on ideaLAB's [YouTube](#) channel. The ideaLAB staff are also producing project cards for distribution through Mobile Services, partnering with the K-5 services team to create some maker activities for virtual classroom visits, and beginning work with community partners to see if there might be effective ways to bring programs like DevCamp and Family Creative Learning online.

The Collections teams have been working to continue offering access to our materials during COVID. We are now offering [curated book bundles](#) available for checkout at 11 of our branches.

We've completed the final report for our state grant to libraries. This grant provided funds which contributed to:

- The creation of a Readalong Collection. This is a collection of picture books, nonfiction, beginning readers and spanish language titles that contain an embedded audiobook to allow for independent enjoyment of these titles by children of all ages. These books are a step up from the cd bookpacks (cd + book) in that anyone may enjoy them anywhere with no extra equipment needed. This is important when we talk about making things equitable across the city.
- Add to our bound Beginning Readers collection. We were able to purchase a number of beginning readers titles that were previously only available in paperback/stapled format, which was not a library friendly format.
- Add an increased focus on social justice and diversity in our Adult, Juvenile and YA ebook/audio-ebooks collections.
- Increase our efforts supporting Welcome to Reading Kits, which consist of books to support Early Readers and those transitioning to higher levels.
- Increase copies of core collection titles, identifying diverse, quality titles in various areas of our collection to create core collections.
- Add Juvenile Nonfiction titles, which tend to be expensive to purchase.
- Increase Storytime Reference Titles, which helps DPL provide consistent, quality storytimes.

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 diligently to provide the technology and phone management behind the curbside checkout experience, has begun strategic planning for the future of our websites, and continues to provide enhanced access to meeting and presentation platforms (Zoom).

Strategy & Evaluation continues to coordinate the measurement of DPL's virtual services during the closure. Bi-weekly reports are provided to the Executive Team and DPL Friends Foundation, and data is accessed and shared with library staff to help analyze services.

Communications & Community Engagement

The division continues to support the entire library system during COVID-19. The Communications team remains focused on internal and external crisis management efforts which continue to be a priority. Currently, the Communications and Marketing teams are preparing for a small campaign for Hispanic Heritage Month. This effort will include a variety of efforts such as programming from different departments and services targeting the Latino community. The team will use a variety of tools to push out this information such as paid and organic social media posts, advertising, and other tactics. In addition, we will incorporate the annual Latino Community Service Awards into this effort. On August 3, nominations opened to the public. Due to COVID-19, we cannot host an annual community celebration. The team is developing a plan to highlight and honor the award recipients through social media, other digital assets and advertising.

We have shifted the strategy for [Engage!](#), our monthly publication that highlights programming. We have introduced brand journalism to highlight our expertise and efforts during COVID. The publication now highlights these articles and it's being developed quarterly as an electronic version instead of printed and monthly.

Our Outreach/Mobile team continues to serve kids, families and adults at DPS lunch sites, Parks and Rec dinner sites, and other partner organizations (Denver Housing Authority, Jewish Family Services, Girls, Inc., Denver men's and women's prisons, among others). The library recently received a donation from BookGive, a foundation by BookBar. This donation worth \$5,000 is allowing the team to continue giving away free books out in the community. Currently, the team is creating book bundles that take into consideration age group and interests. To date, the team has given away 20,397 books and made 7,661 contacts. The team is currently exploring expanding service to older adult facilities and schools in the fall.

Our Partnerships & Community Engagement team remains busy this summer identifying opportunities including COVID-19 related grants. The team has now submitted \$2.8 million in grants this year and confirmed \$396,450 worth of funding for a variety of programs and services. We are preparing to hold a community engagement conversation with partners in the next few months to discuss how organizations are listening and adjusting to the needs of the community during the pandemic.

As part of our overall DPL efforts to advance equity, diversity and inclusion, we hosted a [3-day virtual symposium](#) through a grant we received from IMLS to explore how to advance racial equity and increase diversity within library systems. The symposium was attended by over 3,000 individuals from across the country and included several national representatives discussing different issues related to equity. The coordinator hired as part of the grant has also

conducted an environmental scan of libraries across the US and begun creating a culturally responsive wellness model as preliminary themes generated from interviews conducted with current and former employees have revealed that supports are greatly needed for employees of color at DPL to support wellbeing.

We recently completed final interviews for the Marketing Manager position which has been vacant since October 2019.

Finance & Facilities

This division has been continuing many of the same efforts highlighted in the last Commission report. With some modifications and additional projects, much of our work looks very similar to pre-COVID. Here are a few highlights of the work we have been prioritizing recently.

Finance worked with the City Budget Management Office (BMO) and Michelle to prepare our 2021 Budget Reduction Proposal presentations, which Michelle presented to the Chief Financial Officer and the Mayor back-to-back in July. Finance has also been collaborating with Human Resources on a process for managing vacant positions at the library, and this process was recently presented to the city's Position Review Committee to provide insight on how DPL is ensuring we will meet our 2020 budget reduction targets. We will continue to work closely with BMO to ensure our ability to continue filling essential positions while managing our budget reductions. Internally, Finance just completed second quarter budget reviews with leadership in all DPL divisions.

Security recently added a supervisor position to focus on supporting our branches. The person selected for the position was an internal candidate who is already familiar with the challenges we face as an urban public library. The supervisor is now spending time connecting with branch supervisors to better understand the needs of each location and lay out a collaborative plan for increased support for our staff and customers at library branches. We are also working on updating our Continuity Of Operations Plan (COOP) with lessons we've learned over the past five months while we have been, in effect, living our COOP. The plan provides guidance and priorities in the event of a disruption in operations whether temporary or long term; all City agencies prepare a plan and update it annually.

Facilities is wrapping up cleanup from earlier protest damage; all broken windows have been replaced and efforts to remove shadowing from graffiti are being coordinated citywide. We are also focused on supporting all of our teams in returning to "normal" operations with staff and customer safety top of mind. This work includes researching touchless fixtures for restrooms and drinking water stations, activating exterior electrical outlets for outdoor technology access, enhancing daily custodial cleaning procedures and adding a weekly disinfection at each location with our new electrostatic sprayers, monitoring building airflow to provide the greatest amount of fresh air circulation while maintaining a comfortable working environment for staff, and working with Finance to build an inventory of personal protective equipment (PPE) for staff use and custodial cleaning. We will continue to modify these efforts as we move forward into future stages of reopening.

Human Resources

DPL's HR department continues to provide support, resources and learning opportunities to our staff during this uncertain but busy time. HR Operations, the team consisting of employee

relations, payroll, benefits, wellness, leaves and recruiting, has been available and responsive throughout the closure. They continue to support staff with leaves of absence, including FMLA and the 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. They have also been available to help approved and pending retirees who may wish to take advantage of the City's retirement incentive program. Although the library HR's team isn't hosting the program, we've been working with the City's OHR department as well as DERP (Denver Employers Retirement Program) to help answer questions for eligible staff members prior to their potential September 1, 2020 retirement date.

In addition, the HR Ops team continues to recruit and onboard our essential positions such as custodial and security personnel. The recruiting team is in the process of joining the City's applicant tracking system, Workday, transitioning to using one platform for all of DPL's recruiting, onboarding and hiring needs. This is a large project but comes at an appropriate time since recruiting has slowed significantly.

HR Ops has also been in collaboration with HR Learning and others across DPL to offer wellness opportunities to our staff. Examples include a 5-week stress management series, virtual discussion circles with behavioral health experts, and several on-demand webinars ranging from financial wellness to ergonomic best practices for home offices. DPL also continues to offer virtual care circles for people of color and recently piloted conflict management and leadership training for supervisors, specifically geared toward leading in this time of anxiety and uncertainty. The Learning team continues to create and roll out training specific to the return to building needs, ensuring employees understand expectations at the different phases before they return to library spaces.

The Learning team has also shared the upcoming Performance @ DPL timeline which outlines when self evaluations, 360 reviews, supervisor and manager/director evaluations and ratings will be due for the 2020 performance cycle. HR is encouraging all staff to foster a spirit of appreciation and understanding for one another as we prepare for these annual evaluations. While our relationship with the City means we might not have the control we need to reshape the entire process, we do have the power as individuals to extend gratitude to one another as we complete reviews, taking the opportunity to acknowledge and appreciate the varied and unique ways that each of us has learned to cope with the stress of our current times.

The Equity, Diversity and Inclusion (EDI) Manager position closed in May after accepting applications for two months. The hiring committee narrowed the talented pool of applicants and completed several rounds of initial interviews. We will host final interviews this month and will continue with our collaborative approach, inviting members of the EDI Committee, Cultural Inclusivity team, R.A.D.A. (DPL's Reading.Awareness.Dialogue.Action. team) and the E-Team to participate and give feedback. In addition, the EDI Committee continues to meet monthly, focusing attention on the EDI perception survey results. The Committee is anxious to share the survey findings with staff in a way that provides valuable insights. Ultimately, they look forward to working with our EDI Manager once they are onboard to help guide us in putting these results into action. We recognize that the new Manager will need a team and look forward to figuring out how to create that within our overall plans for staffing during this pandemic and budget crisis.

Neighborhood Services

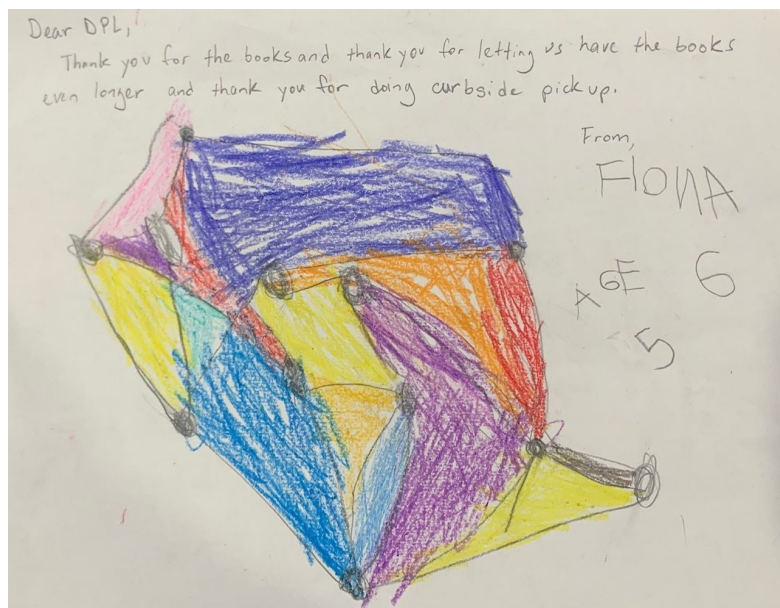
Neighborhood Services has begun providing curbside services at all of our locations 5 days a week from 10-6pm with shorter hours on Saturdays. This was the first time in recent memory that we have launched such an extensive new service system-wide. Staff and customers have been developing and figuring out workflows and customer service interactions in order to provide access to our materials safely and efficiently. We continue to evolve ways to access the collection and evaluate this service as we go. We also continue to deliver services outside of our buildings in new and creative ways. As mentioned above, some of our locations are providing technology access. In addition we have partnered with the Census and their staff to provide onsite support in completing the forms.

Our staff has also been distributing Summer of Adventure prizes as the program has wrapped up with just over 3,300 kids registered. Bear Valley, Athmar, and Schlessman continue to provide meals for members of their communities. We will be expanding food access with snacks through a grant with Healthy Food for Denver Kids. This program is slated for 9 locations, hopefully beginning in August, and will include the hiring of youth assistants to help facilitate the program. We also received funding to support Maker Literacy (English and Spanish) kits that will be distributed at our locations and across the city through our various outreach efforts and community partners.

Our [Educator Services Team](#) has been developing services to support educators and students through virtual classroom visits, research appointments, homework resources, and teacher sets. Our Youth Services team has partnered with our Plaza program for a pilot to provide math help for K-12th grade students.

In terms of programming, we continue to create virtual experiences through our [YouTube channel](#) from storytimes to read alouds to Memory Cafe TV (for people experiencing memory loss and their caregivers) in English and Spanish. Our Cultural Inclusivity team has been providing virtual appointment services and drop-in programming to help our community members with citizenship exam assistance, English conversation, and collaborated with our Youth Services team in supporting a homework help pilot for immigrant and refugee families. In addition, our Read Aloud program is also transitioning to the virtual space to support early learning classrooms in our community. Additional [volunteer applications are being accepted](#), if you or someone you know might be interested. Our Older Adults Services continue to expand, connecting through the phone, mail, and over the internet. Here is a sampling of the offerings: [Virtual Memory Cafe](#), [Reflective Writing Workshop](#), Talk With a Doc, Summer Health and Wellness Series in partnership with CU Anschutz, topics included, [Marijuana and Aging](#), [Hearing and Auditory Changes As We Age](#), [Nutrition and Healthy Aging](#), and [Preventing Falls](#) and starting in September, Dating and Sexual Health for Older Adults, Aging Mastery Program in partnership with the National Council on Aging.

Stories of Impact



Last Saturday, as we were running holds out for curbside pickup, I spotted a regular customer and shouted "hey, is that Tracy?" across the parking lot. She yelled "yes! Are you guys ok?" She walked up and we had a really nice (safe) conversation. She expressed how worried she has been about us, hoping we are all ok, and we got a little teary eyed. "You are like extended family, and I've just worried so much, I'm so glad to see you and so glad to know you are all safe." This re-connection, and her concern for us, really made my day!

- Submitted by staff via stories of

impact

A customer wrote us the following note - with a check for \$250! - "To the best library crew in town, thank you for reopening. I missed your hold shelves, your browsing carts, your comfy chairs, and your wise counsel. Please give this to DPL as a small token of our thanks. We need books, we need libraries, and we need you all right now."

- Submitted by staff via stories of impact



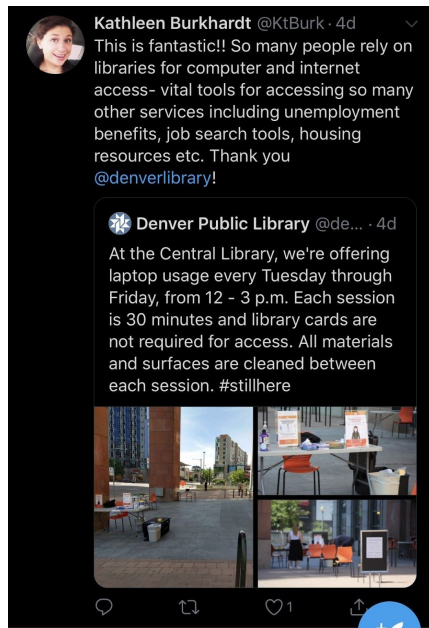
Thank you so much for the kids' activity bags! What a great surprise to pick up with our curbside books. They loved making paper crowns, painting them, and decorating them. It was a total hit. You even supplied us with enough paint, sparkle tape, and gems to make more items: rocket ships!

Thank you so much for being thoughtful, fun, creative, and ultimately supportive of families. This activity has been a sweet time for our family this week. Thank you!

- Submitted by staff via stories of impact

I am so happy that my taxpayer dollars are going to DPL. This morning's presentation was just one more reason why the minimal investment in the library gives so much more in return!

- Submitted by staff via stories of impact



I have been intending to write to you. I do hope that the Denver Public Library is getting closer to open to the public. And hope this does include continuing the Memory Cafe again, in public. As we have talked about previously, the Virtual Memory Cafe (via Zoom) has been a blessing to both Linda and I.

As for me, these events allow me to see that I am not alone in this fight against Alzheimer's. I typically end up weeping or crying at these events. I loved the focus of how to utilize our creative side of our minds. I love creativity, and am able to continue somehow with Linda.

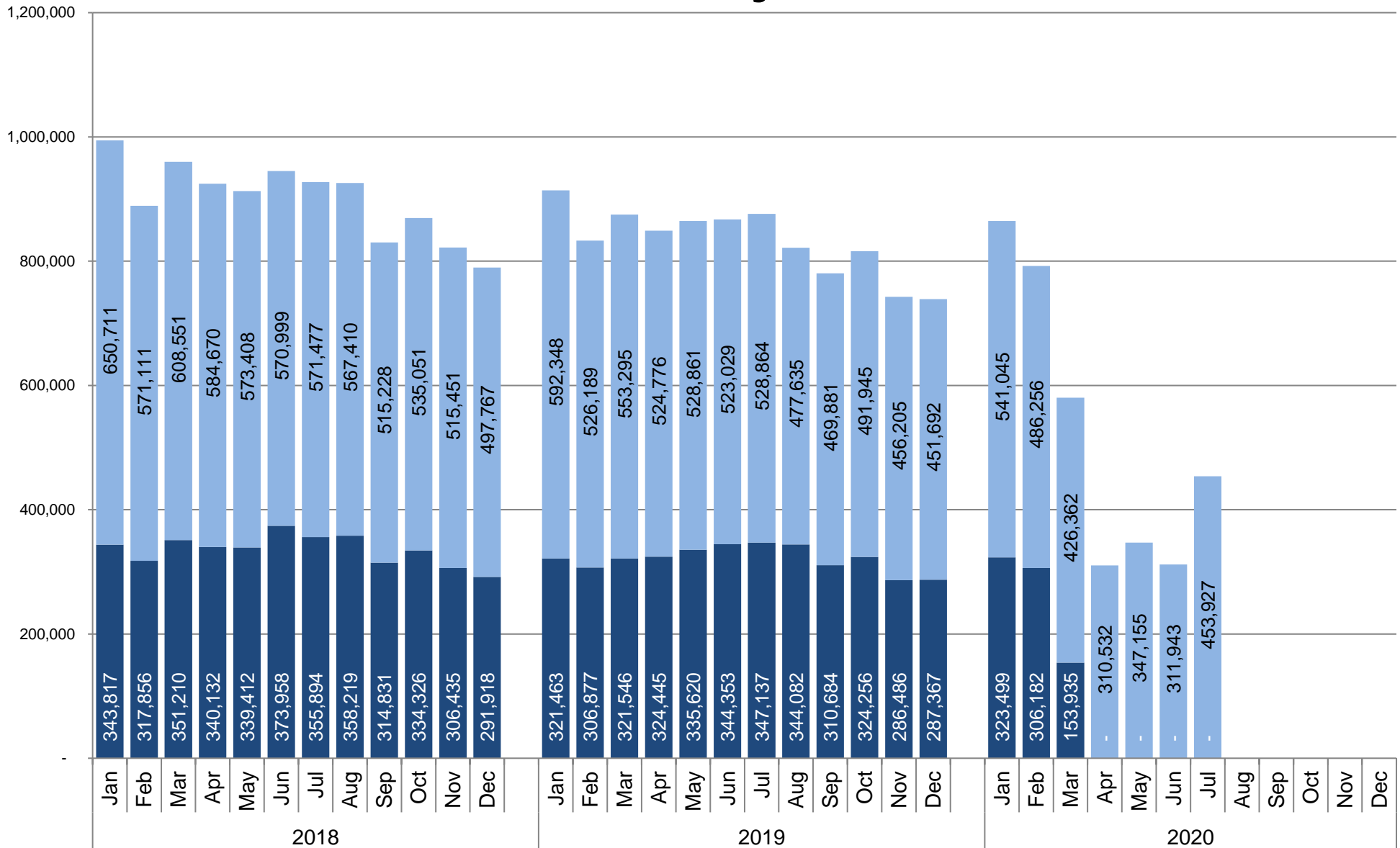
Amy, I have to say, the Virtual Memory Cafe helps me as well. It is a social setting that makes my heart swell! it's a beautiful moment of our day and week. Linda enjoys seeing the same people every week. The music, the art! Discussions on our favorite things! It is wonderful!

All in all, I do hope somehow, that you are able to continue these Virtual Memory Cafe's, online. I do know that this is a very personal venture for you. I tear up just thinking about it. You may forward my message to whomever you wish.

- Submitted by staff via stories of impact

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

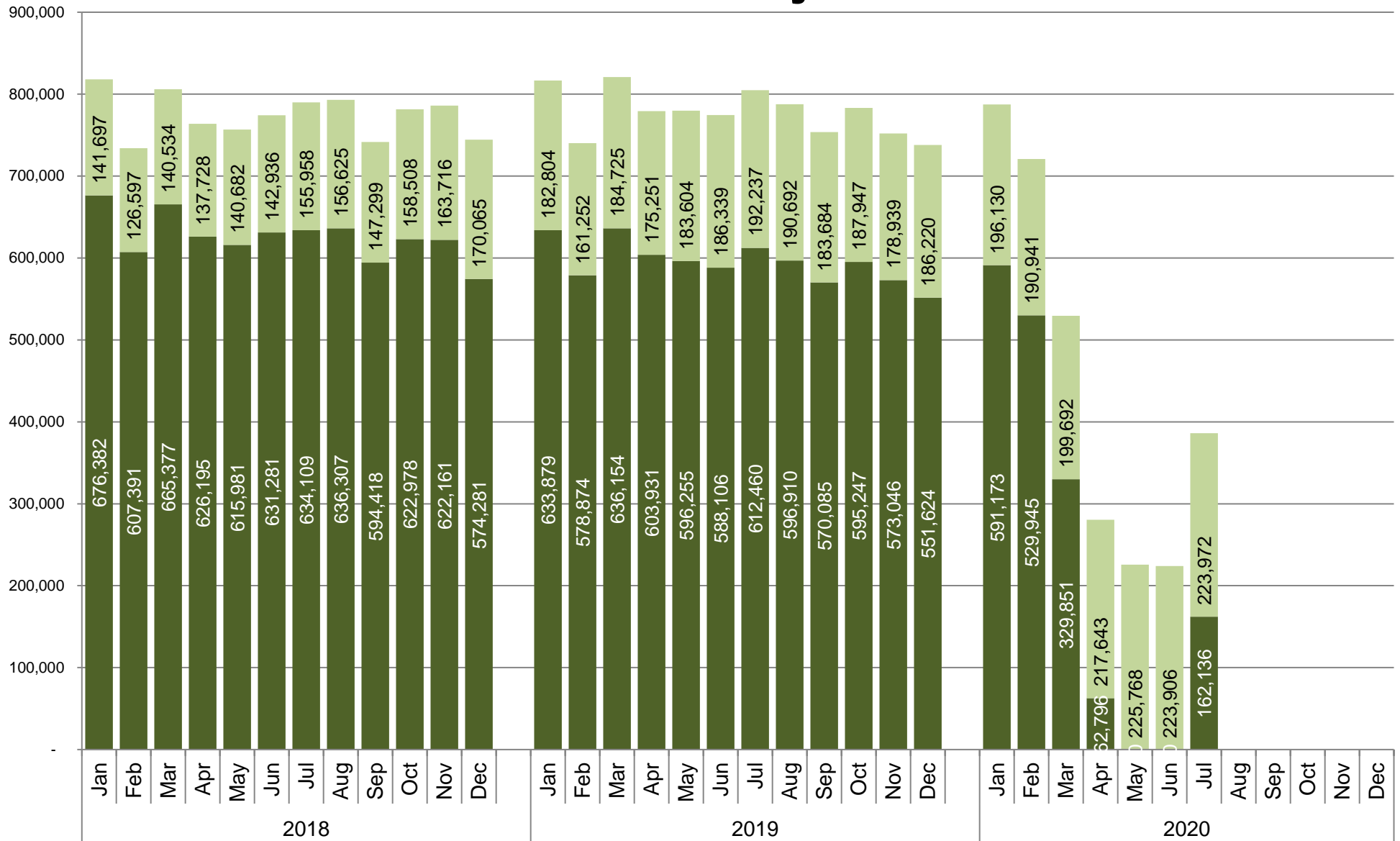
In Person visits - total door count from all locations, as collected by Trafsys doorcounter system.

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.

➔ Curbside Services commenced at all locations on July 7, 2020.

➔ 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

July 2020

Location	Total Circulation	+/- Previous Month	2020/2019 Year/Year	YTD Y/Y
Athmar Park	1,882	↑ 1,819	↓ (5,739)	-62.5%
Bear Valley	6,774	↑ 6,622	↓ (22,751)	-62.2%
Blair-Caldwell African American Research Library	2,182	↑ 1,956	↓ (6,783)	-62.8%
Byers	558	↑ 554	↓ (2,788)	-64.4%
Central Library	18,672	↑ 17,574	↓ (68,531)	-61.8%
Decker	5,115	↑ 5,093	↓ (9,333)	-54.8%
Eugene Field	6,435	↑ 6,294	↓ (17,309)	-63.0%
Ford-Warren	4,030	↑ 3,906	↓ (9,523)	-58.8%
Green Valley Ranch	5,331	↑ 5,229	↓ (21,140)	-64.7%
Hadley	1,947	↑ 1,901	↓ (6,366)	-58.5%
Hampden	8,318	↑ 8,194	↓ (21,397)	-58.6%
Mobile Services (Bookmobiles)	903	↑ 897	↓ (2,003)	-52.7%
Montbello	1,754	↑ 1,725	↓ (6,764)	-68.3%
Park Hill	9,719	↑ 9,638	↓ (21,403)	-57.9%
Pauline Robinson	1,601	↑ 1,544	↓ (4,126)	-62.5%
Rodolfo "Corky" Gonzales	5,674	↑ 5,503	↓ (15,534)	-57.2%
Ross-Barnum	1,924	↑ 1,868	↓ (5,314)	-59.2%
Ross-Broadway	4,430	↑ 4,341	↓ (9,165)	-57.4%
Ross-Cherry Creek	7,807	↑ 7,587	↓ (19,059)	-57.1%
Ross-University Hills	14,354	↑ 14,092	↓ (37,977)	-59.4%
Sam Gary	17,922	↑ 17,533	↓ (45,457)	-56.7%
Schlessman Family	15,096	↑ 14,979	↓ (35,054)	-58.2%
Smiley	3,950	↑ 3,927	↓ (14,957)	-64.0%
Valdez-Perry	641	↑ 618	↓ (2,229)	-63.2%
Virginia Village	7,438	↑ 7,348	↓ (21,888)	-63.1%
Westwood	534	↑ 490	↓ (2,570)	-63.5%
Woodbury	7,117	↑ 6,974	↓ (15,121)	-61.2%
Denverlibrary.org Downloadables	223,972	↑ 66	↑ 31,735	16.8%
Total	386,080	↑ 158,272	↓ (418,546)	

Denver Public Library

Monthly Circulation by Branch

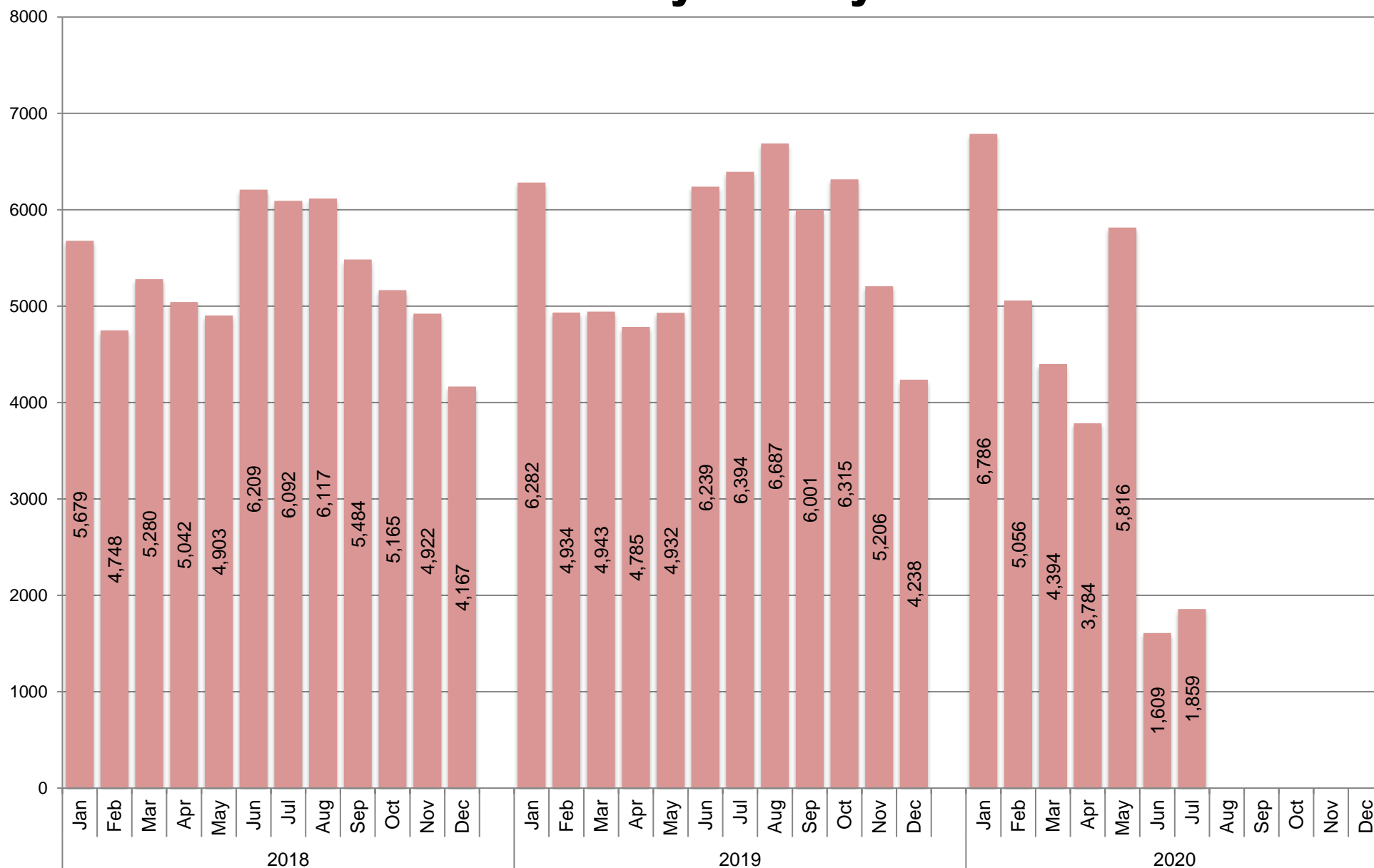
June 2020

Location	Total Circulation	+/- Previous Month	2020/2019 Year/Year	YTD Y/Y
Athmar Park	63	↑ 22	↓ (7,466)	-60.3%
Bear Valley	152	↑ 78	↓ (26,981)	-59.6%
Blair-Caldwell African American Research Library	226	↑ 187	↓ (8,840)	-60.8%
Byers	4	→ (6)	↓ (3,131)	-61.2%
Central Library	1,098	↑ 423	↓ (82,331)	-59.1%
Decker	22	→ (11)	↓ (13,712)	-53.1%
Eugene Field	141	↑ 84	↓ (22,345)	-61.1%
Ford-Warren	124	↑ 60	↓ (12,344)	-56.8%
Green Valley Ranch	102	↑ 42	↓ (25,810)	-62.0%
Hadley	46	↑ 27	↓ (8,730)	-55.7%
Hampden	124	↑ 52	↓ (27,989)	-56.2%
Mobile Services (Bookmobiles)	6	↑ 5	↓ (3,236)	-51.3%
Montbello	29	→ (8)	↓ (8,696)	-66.5%
Park Hill	81	→ (42)	↓ (29,467)	-56.1%
Pauline Robinson	57	↑ 47	↓ (5,148)	-61.1%
Rodolfo "Corky" Gonzales	171	↑ 93	↓ (21,665)	-54.7%
Ross-Barnum	56	↑ 24	↓ (7,407)	-57.0%
Ross-Broadway	89	↑ 57	↓ (12,432)	-55.8%
Ross-Cherry Creek	220	↑ 98	↓ (25,516)	-54.7%
Ross-University Hills	262	↑ 109	↓ (48,337)	-57.1%
Sam Gary	389	↑ 290	↓ (59,946)	-54.0%
Schlessman Family	117	→ (23)	↓ (49,188)	-56.2%
Smiley	23	↑ 8	↓ (18,560)	61.6%
Valdez-Perry	23	↑ 4	↓ (3,154)	-60.9%
Virginia Village	90	↑ 29	↓ (28,386)	-61.2%
Westwood	44	↑ 43	↓ (2,745)	-60.8%
Woodbury	143	↑ 89	↓ (20,576)	-60.0%
Denverlibrary.org Downloadables	223,906	↓ (1,862)	↑ 37,567	16.8%
Total	227,808	→ (81)	↓ (546,571)	

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.

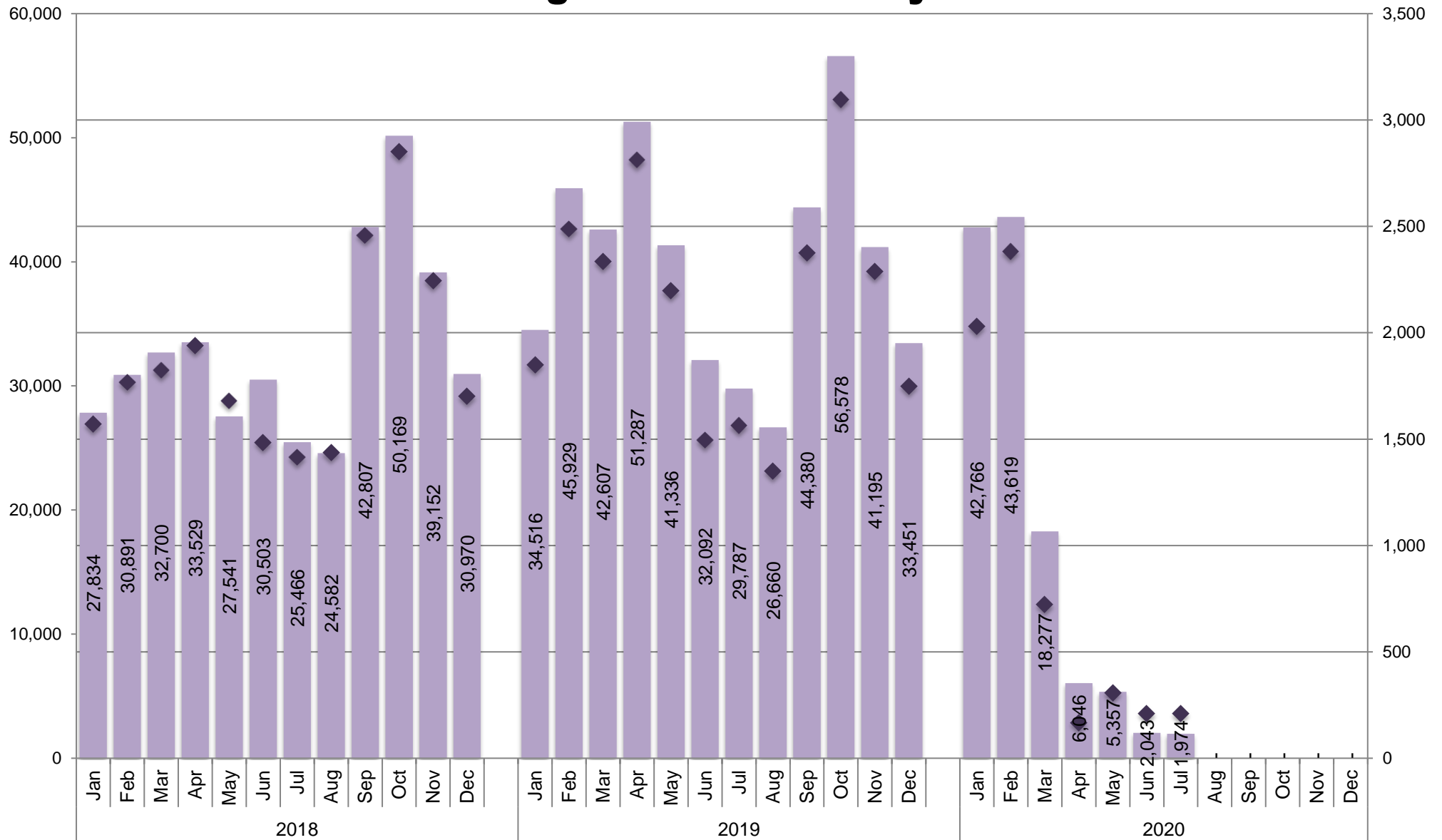
New Cards - total number of new library card registrations (including computer user only cards), from Polaris.

Denver Public Library

Total Program Attendance By Month

■ Attendance

◆ Sessions



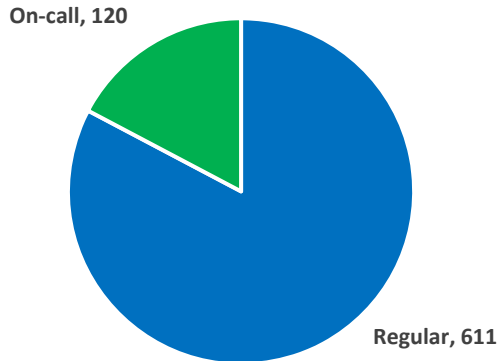
➔ All in-person programs were cancelled starting March 12, 2020 and all DPL locations closed on March 16, 2020 in response to COVID-19. Virtual programming was introduced starting March 27, 2020, with only live views counting for attendance totals.

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 Human Resources Dashboard April - June, 2020

Employee Breakdown



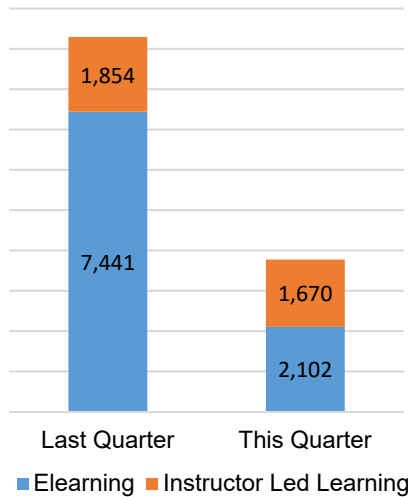
Employee Grand Total:
731
Position Grand Total:
756

Recruiting	
Positions Posted	6
Positions View Count	9,058
Submitted Applications	673
Movement	
New Hires	6
Internal Transfers	1
Promotions	0
Separations	
Total Separations	16
Resignations	10
Retirements	4
Dismissals	2
Turnover Rate	2%

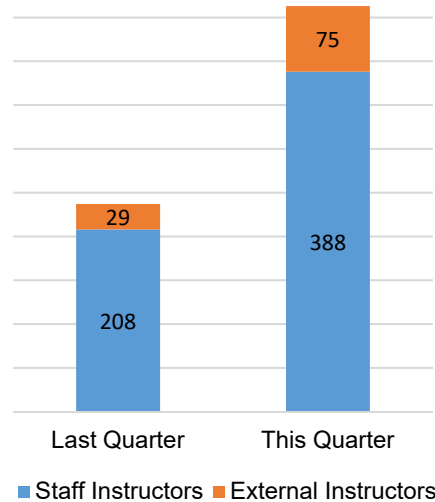
Learning & Development

There was an exceptional increase in elearning opportunities as our staff and staff instructors continue to adapt to a virtual learning environment. The most prominent of these elearning opportunities was our Return to Our Buildings series, which goes over safety, procedure, and customer service guidelines in different steps.

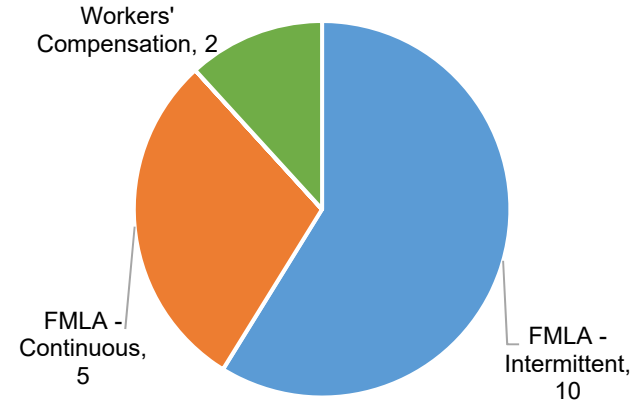
Total Staff Learning Completions



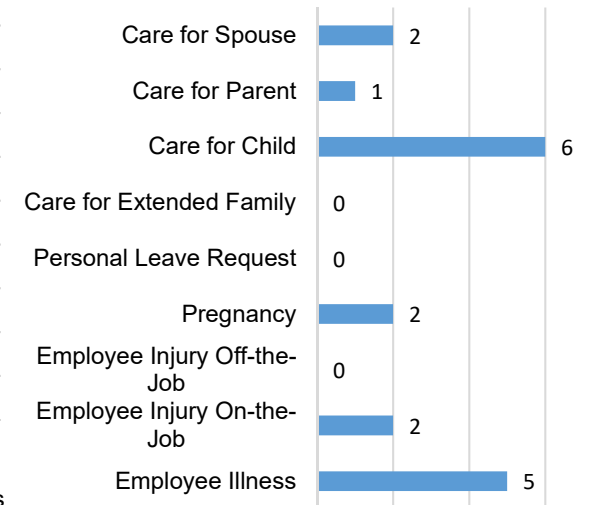
Total Instructor Led Learning Sessions



Open Leave Cases



Type of Leave Taken





DENVER PUBLIC LIBRARY

Communications and Community Engagement

Earned Media

June 12 - August 12, 2020

News:

[Reflective Life Writing Workshop](#) - Colorado Parent
[Summer Adventures: Make 2020 Memorable](#) - Greater Park Hill Community
[Denver Public Library Now Accepting Nominations](#) - Latin Life Denver
[Reflections and Resources: Advancing Racial Equity and Inclusion in the Workplace](#) - WebJunction
[How librarians became secret weapons in fight against coronavirus](#) - Yahoo! News
[Denver Libraries Prioritize Digital Access With Outdoor Laptop Lending](#) - wbur
[Denver Library expanding laptop program to 4 more branches](#) - Denver 7
[Denver Library starts curbside pickup today](#) - Denver 7
[Denver library starts "Summer of Adventure" program](#) - Denver 7
[Denver Public Library Hosts Virtual Racial Equity Symposium](#) - Library Journal
[Need a computer to apply for unemployment or find a job? The library's got you](#) - Denverite
[Curbside Pickup Begins At Denver Library, New Checkouts Begin Next Week](#) - CBS Denver
[Did you have a book on hold from the Denver Public Library? Get ready to read](#) - Denverite
[Denver Public Library offering curbside pick-up](#) - FOX 31
[Denver Public Library opens for curbside service—finally](#) - The Denver Post
[Denver Public Library should strengthen financial oversight, audit finds](#) - Colorado Politics
[Denver Public Libraries to Begin Phased Reopening](#) - 303Magazine
[Book Drops Open At Denver Public Library Locations](#) - CBS Denver
[Denver city libraries to begin limited in-person services](#) - 9News
[Denver Public Library re-opens to limited in person services](#) - North Denver News
[Denver Public Library re-opens to limited in person services](#) - Denver Headlines Blog
[Denver Public Library resumes limited in-person service in July, book drops now open](#) - FOX 31
[Changes are coming to Denver Central Library](#) - Denverite

DPL mentions:

[DU Field Notes: Best Stops Using Light Rail/Transit](#) - University of Denver
[7 safe and socially distant things to do in Denver this weekend](#) - Denver 7
[Denver Architecture Foundation Launches Free Audio Tour of Downtown Denver](#) - Mile High CRE
[A real mess on our hands](#) - Greater Park Hill Community
[Fayetteville Public Library expansion almost complete](#) - Arkansas Online
[Should city offer access to internet?](#) - The Denver Post
[Looking for something to read?](#) - *The Know*, The Denver Post
[Things to do in Denver this weekend, July 31-Aug. 2](#) - Denverite

[1899 architect's drawings provide glimpse into Redstone Castle's history](#) - The Aspen Times
[Active Minds re-creates lectures as webinars](#) - My Prime Time News
[Things to do in Denver this weekend, July 24-26](#) - Denverite
[Virtual travel](#) - Intermountain Jewish News
[Library Announces End of Daily Overdue Fines](#) - Oil City News
[Meet the woman who will manage Denver's first sanctioned camp](#) - Denverite
[Denver Days Is Re-Imagined For 2020](#) - Patch, Denver
[2020 Youth One Book, One Denver Selection](#) - Mile High on the Cheap
[ArthYve Is Archiving This Turbulent Historical Moment](#) - Westword
[2020 Youth One Book, One Denver Selection](#) - Broadway World Denver
[Things to do in Denver this weekend, July 10-12](#) - Denverite
[Rethinking Police Presence](#) - American Libraries
[DU Field Notes: Best Parks in Denver](#) - University of Denver
[Denver City Government Closed](#) - Patch Denver
[The man who helped La Raza Park become a Chicano epicenter in Denver](#) - Denverite
[Screen Time to the Rescue! Virtual Early Learning](#) - School Library Journal
[Documenting a pandemic in Denver](#) - Parker Chronicle
[Colorado Leaders Hold 'March To The Polls' Ahead Of June Primary](#) - CBS Denver
[Things to do in Denver this weekend, June 26-28](#) - Denverite
[Controversial statue of First Colorado Cavalry soldier toppled](#) - Colorado Politics
[Museums and More: 9 Denver Cultural Institutions Reopening Right Now](#) - 5280 The Denver Magazine
[Denver City Services, Parks: Reopening Updates](#) - Denver Patch
[Letters: The fight for and against density in east Denver](#) - The Denver Post
[How to watch 2020 virtual Denver PrideFest](#) - 9News
[Examining The History Of The KKK In Colorado](#) - Golden Patch
[Things to do in Denver this weekend, June 19-21](#) - Denverite
[Denver to reopen as COVID-19 rates continue trending downward](#) - Colorado Politics
[William DeBose Police Shooting Video: No Charges, Fresh Outrage](#) - Westword
[Dear Denver: 'I'm a Black educator, and I think you're too late'](#) - Denverite
[Denver City Council Approves Pause In Demolition/CDE Review Process](#) - Denver Patch
[Denver Dog Parks, DMV, Playgrounds, City Offices & More To Reopen](#) - Mile High On The Cheap
[How Five Points leaders made Juneteenth a rich tradition in Denver](#) - Denver 7
[Dog parks, DMV set to re-open in Denver as city cautiously emerges from COVID-19](#) - The Denver Post
[No charges for Denver police officer who fatally shot William DeBose](#) - The Denver Post
[Colorado Just Made Reopening Denver a Little Easier](#) - Westword
[A Denverite guide to 2020 Pride](#) - Denverite
[The era the Ku Klux Klan controlled Colorado politics](#) - 9News
[Ten Ways to Celebrate Pride in Denver](#) - Westword

Photo/Resource credit:

[Classic trains photos from the Denver Public Library](#) - Classic Trains
[Stories behind the summits](#) - Denver 7
[Pipelines into the past](#) - YourHub