

2021 Action Plan



Charting the Course

**Strong Library.
Strong Community.**



Introduction

With Denver Public Library's Strategic Roadmap as a foundation, each year the library will create an Action Plan to define strategies that will help us move our work forward.

The identified 2021 Actions are based on the most prevalent identified strategies, and known organizational needs for the remainder of the year. While some named actions require new financial investments or staff support, not all 2021 Actions require this - many are extensions of work that the library is already doing.

As our community looks to recover from COVID-19, the library will play a key role in helping the city bounce back. Like most organizations, Denver Public Library faced budget cuts due to the impacts of COVID-19. This is reflected in how actions were prioritized for the remainder of the year.

Many of the actions contain a note regarding whether a project/initiative aligned with the action has been funded for 2021. Thanks to an improving financial outlook for the year, the library has been able to allocate part of its budget reserve to funding these items.

Access & Enrichment

The Denver Public Library is responsive to the diverse needs of its community and reaches beyond its walls to offer library services to all.

The library is committed to broaden our external outreach, better tell the story of our value and services to the community, improve language access of services and materials, and sustain digital inclusion work.

Objectives:

- 1.1 Reimagine service delivery models and grow the library’s commitment to meeting people where they are.
- 1.2 Expand the library’s reach and boost public awareness of what the library has to offer.
- 1.3 Offer relevant and supportive resources, services and materials in Denver’s key languages.
- 1.4 Inspire and encourage a sense of wonder by curating relevant, engaging and diverse materials that reflect the interests of the community and promote literacy at all ages.
- 1.5 Harness the power of current and emerging technology to eliminate barriers and facilitate exploration.

2021 Access & Enrichment Actions

Department	Investment	Objective Alignment	Indicator Alignment	FY21	What’s Funded
Communications	Language Access Plan	1.3	Honoring Public Trust: Trust in the Library	\$15,000	Contract with a specialist to evaluate the current language access landscape at the library and provide a plan to improve practices across the system.
Special Collections & Digital Archives	Diversity Audit	1.2	Honoring Public Trust: Preserving Denver’s History	\$0	In year one, this project does not require additional financial resources; however, the findings will likely result in recommended investments.

Space & Place

All Denver Public Library locations and services are welcoming, reflect and honor the unique needs of neighborhoods and are placed in geographically diverse locations to ensure all have access.

The library is focused on strengthening strategic partnerships, reenvisioning our physical environments to reflect unique community use, and incorporating universal design to make everybody feel more welcome.

Objectives:

- 2.1 Maintain and improve existing library infrastructure to enhance the customer experience and explore opportunities to add new locations as we grow with the community.
- 2.2 Anchor the library's role as a connector within the larger social and economic fabric of the community.
- 2.3 Celebrate unique neighborhood characteristics through the design of culturally representative spaces.
- 2.4 Develop a trauma-informed and culturally responsive customer service model that matches community needs, while also encouraging staff to maintain their own wellness.

2021 Space & Place Actions

Department	Investment	Objective Alignment	Indicator Alignment	FY21	What's Funded
Youth Services	Youth Belong @ DPL Task Force	2.2	Challenging Inequity: Removing Barriers	\$10,625	The Youth Belong @ DPL Task Force efforts to research and provide guidance on how to minimize harm to vulnerable youth, specifically BIPOC youth while at library locations.
Equity, Diversity & Inclusion	Culturally Responsive Wellness Model	2.4	Welcoming Everyone: Staff Engagement	\$30,863	Create a culturally responsive employee support resource model that the library can use to construct systems of support that cultivate individual and community wellbeing. The model will incorporate findings from and include information on the wellness strategies that DPL has piloted.

Culture & Organizational Health

The Denver Public Library offers a strong internal culture for employees focused on equity. The library is a trusted community organization and responsible steward of taxpayer dollars.

The library recognizes the link between internal wellbeing and external service through prioritizing employee engagement, sound financial management, data collection and use, and stakeholder accountability.

Objectives:

- 3.1 Cultivate an inclusive organization focused on equitable outcomes and services for all, leading with race.
- 3.2 Provide responsive and inspired service through data-informed decision making.
- 3.3 Nurture the full employee lifecycle, build staff capacity to deliver on our mission and create opportunities for career exploration.
- 3.4 Align financial and operational resources with strategic priorities to ensure long-term sustainability.
- 3.5 Provide consistent, transparent, high quality communication and prioritize meaningful opportunities for staff and community engagement.

2021 Culture & Organizational Health Actions

Department	Investment	Objective Alignment	Indicator Alignment	FY21	What's Funded
Equity, Diversity & Inclusion	EDI Action Plan	3.1	Challenging Inequity: Perception of Internal Racial Equity	\$25,000	Through a participatory process, DPL will create a five-year racial EDI strategic plan to build a common understanding of EDI in the DPL network and facilitate the development of a set of goals and objectives to advance equity at DPL.
Equity, Diversity & Inclusion	EDI Policy Review Process	3.1	Challenging Inequity: Removing Barriers	\$0	In year one, this project does not require additional financial resources.

Department	Investment	Objective Alignment	Indicator Alignment	FY21	What's Funded
Strategy & Evaluation	Data Collection and Use Policy	3.2	Welcoming Everyone: Quality of Denver Libraries	\$0	In year one, this project does not require additional financial resources; however, the findings will likely result in recommended investments.
Learning & Development	Leadership/supervisory learning opportunities	3.3	Welcoming Everyone: Staff Engagement	\$15,000	Capacity building to provide increased supervisor learning and development.
Learning & Development	Align individual and team work with community needs & strategic direction	3.4	Welcoming Everyone: Quality of Denver libraries	\$0	In year one, this project does not require additional financial resources; however, the findings will likely result in recommended investments.
Communications	Internal communications plan	3.5	Welcoming Everyone: Staff Engagement	\$0	In year one, this project does not require additional financial resources; however, the findings will likely result in recommended investments.
Strategy & Evaluation	Strategic Management Dashboard	3.5	Honoring Public Trust: Trust in the Library	\$20,000	Implement a strategic plan management software that tracks progress in a transparent, accessible way for staff and stakeholders.