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

Mission Statement
As we cast a final glance at 2007, one extraordinary highlight stands out for the Denver Public Library.

Denver voters rallied around the Library and said yes to the infrastructure bond initiative for almost $52 million to build three new libraries and take care of long overdue maintenance of our facilities. The exhilarating task of building three libraries will offer many opportunities for participation. Citizens will advise on site selections, tell us what’s most important to them in a library and help us celebrate groundbreaking. There will also be challenges. The Library must raise money to finance enhancements – services, programs, furniture and equipment – not funded by the bond issue. We will look to you in the coming months for your ideas and for your support.

We are also pleased to report that the connection between the Library and the Friends Foundation is strong. In 2007, we worked in close collaboration on all fundraising events, strategic planning, and the Friends’ newly revitalized membership program. In the midst of restructuring and transition, Friends Foundation fund-raising events continued to generate strong revenues. The Annual Used Book Sale, Rare Book Auction, and Booklovers’ Ball brought in nearly $360,000. As Denver’s first large-scale “green” fundraising gala, the 10th Annual Booklovers’ Ball was overwhelmingly successful, with many saying it was the best Ball ever. The ever-growing cooperative bond between the Library and the Friends will help ensure that the best of library services will continue in Denver.

Philanthropy figured largely in the Library’s good news for 2007. Corporate support for programs and events increased by 21.4 percent; we received over $1.2 million in total in-kind contributions and $1,787,207 in state and federal grants.

We thank the many individuals, businesses, organizations and foundations that support us with financial and in-kind contributions.

In 2007, the Denver Public Library took what we do best – customer service – and did it even better. The percentage of customers who were “highly satisfied” with our services increased from 77 percent to 88 percent. Our staff members are the heart and soul of our organization, and we thank them for their passion and commitment in the jobs they do each and every day. Staff worked diligently to revise the Library’s mission statement. The thoughts are not just words on a page, but the way in which we conduct ourselves every day. In this year’s Annual Report, we highlight how we live each aspect of our mission.

Key relationships help us meet our mission. We continue to work with Denver Mayor John Hickenlooper and Denver City Council to help the City reach its top goals: achieving the highest customer service rating, making Denver a better place to work and an even better place to live, growing a vital economy and living within our means.

During the year, we also implemented free wireless Internet access at Central and several branches; expanded Tu Biblioteca Hoy/Your Library Today; and hosted nearly a dozen exhibits, including Jack Kerouac’s hand-typed scroll of On the Road. We also reached more than 31,000 kids through Summer of Reading. And, finally, as the clock approached midnight, Friday, July 20, Harry Potter buffs lined up for a special release party at the Central Library to check out the long-awaited Harry Potter and the Deathly Hallows and delve into the magical world of reading.

Making an impact, helping kids discover the joy of reading, and building a vibrant city one learner at a time. These are the goals that inspire us each and every day. Together, we make an extraordinary difference in our community.

Shirley Amore  
City Librarian

Hanne Lichtenfels  
President, Denver Public Library Friends Foundation

Fofi Mendez  
President, Denver Public Library Commission

Denver voters rallied around the Library and said **yes** to the infrastructure bond initiative for almost $52 million to build three new libraries and take care of long overdue maintenance to our facilities.

Left to right, Hanne Lichtenfels, Fofi Mendez and Shirley Amore
Denver Public Library staff members have always looked for more and better ways to connect customers with the information they need. In 2007, the Library circulated **9.5 million** items, handled more than **43 million online transactions** and answered **821,921 reference questions**. And, we did it with a smile.

*Above: Reference librarian James Davis, right, assists customer Maria Reyes at the Woodbury Branch Library.*
connects people with ideas and experiences
Customers delve into a world of opportunities at the Denver Public Library. The public can access two and a half million items, listen to a librarian read a story, or attend a class on digital photography. In 2007, the Library offered 6,396 classes and programs. Stories, ideas, experiences, dreams. They're all here waiting to be explored.

Above: Four-year-old Dakota searches for a book on his favorite topic: cars. Dakota wants to be a “car doctor” when he grows up.
Muggle Madness: As clocks struck midnight, Friday, July 20, the doors of the Denver Central Library opened to some of the city’s most dedicated bibliophiles. Harry Potter fans of all ages stood in line to claim their copy of *Harry Potter and the Deathly Hallows*.

First customer to receive the book, Mindy Osborne, left, and DPL staff Lisa Kemmerling

Library staff members Emilia Valerio, left, and Gwen Vanderhage get into the spirit of Summer of Reading at the kickoff event at the Central Library. The theme for 2007 was “Ride into Reading.”

An astonishing number of kids and teens – 31,218 – participated in Summer of Reading, the Library’s ten-week program designed to help students improve and maintain their reading skills over the summer.

Midnight
Harry Potter Release Party

Byers Branch Senior Librarian Leslie Williams
Nearly four million people walked through our doors in 2007 to check out books, movies, or music, research their dream job or attend a cooking demonstration. There are countless ways to enjoy the Library. The more you look here, the more you’ll find.

Above: Frock Out, a fashion competition featuring some of Denver’s hottest designers, drew hundreds to the Library. In addition, Fresh City Life (DPL’s adult cultural programming) offered 243 programs, including everything from “Knit and Lit” to “The Nuts and Bolts of Screenwriting.”
In this day of instant information, you’ll still find a friendly face and personal attention at the Denver Public Library. In 2007, the Library took what it does best—customer service—and did it even better. According to an independent research firm, the percentage of customers who were “highly satisfied” with Library services increased from 77 percent to 88 percent. It’s not just the business we do that’s important, but the way in which we do it.

Above: Reference librarian Bruce Hanson, left, assists customer Wes Brown in the Library’s Western History/Genealogy Department. The department is world-renowned for its collection and services.
Building a vibrant city – **one learner at a time** – is the goal that motivates us each and every day. Whether inspiring a child to read or guiding an entrepreneur through the process of writing a business plan, **we make an extraordinary difference in people’s lives.**

Above: On a sunny March day, 127 people from 45 countries came to the Central Library to take the oath to become United States citizens. The Library offers classes on earning a GED, getting naturalized as a U.S. citizen and improving English language skills.
Denver Public Library

**Assets**
- Total assets: $6,508,586
- Liabilities and net assets: $6,508,586

**Liabilities and net assets**
- Total net assets: $6,185,857

**Library revenues**
- Total revenues: $3,007,541
- Contributions: $748,439
- Events/fund raising: $235,557
- Investment income: $246,209
- Membership/direct mail: $158,686
- Total revenues: $1,388,891

**Library expenditures**
- Total expenses: $3,252,535
- Staff salaries and expenditures: $2,370,988
- Library materials: $4,716,724
- Supplies, services: $4,428,823
- Capital improvement projects: $333,000

**Denver Public Library Friends Foundation**

**Assets**
- Total assets: $6,508,586
- Cash and cash equivalents: $1,531,359
- Pledges, accounts receivable, prepaid expenses: $4,152
- Assets held in trust for Library: $313,464
- Long term investments: $4,655,322
- Fixed assets: $4,289
- Total assets: $6,508,586

**Liabilities and net assets**
- Total net assets: $6,185,857
- Accounts payable and accrued expenses: $9,265
- Accounts held in trust for Library: $313,464
- Unrestricted net assets: $621,343
- Temporarily restricted net assets: $621,343
- Permanently restricted net assets: $3,893,458
- Total liabilities and net assets: $6,508,586

**Revenues**
- Contributions: $748,439
- Investment income: $246,209
- Membership/direct mail: $158,686
- Total revenues: $1,388,891

**Expenses and transfers to the Denver Public Library**
- Supporting services expenses: $276,955
- Unrestricted transfers: $22,026
- Restricted transfers: $902,872
- Total expenses/transfer: $1,201,853

**the numbers**
- Items circulated: 9,517,573
- Full-time equivalent staff members: 434
- Hours donated by docents and volunteers: 103,411
- Transactions conducted online: 43,052,707
- Public access computers: 565
- Visitors to the Central Library and 22 branch locations: 3,931,231
- Reference questions answered system-wide: 821,921
- Summer reading program participants: 31,218
- eBooks, audio eBooks and eFlicks downloaded: 61,254
We believe people take pride in doing an excellent job and are devoted to providing exceptional customer service.
devoted to providing exceptional service.

The Denver Public Library
www.denverlibrary.org
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We believe powerful results are possible when every person, every day, brings his or her intellect, compassion, creativity and unique talents to our common goals.

We believe that with trust, respect, teamwork,
We believe that with trust, respect, teamwork, communication, and shared responsibility, Suneeta Hazra and Todd Mair helped promote sustainable living practices; funds raised benefit the Denver Public Library.
we create a work environment that supports learning, growth, innovation and risk-taking.

Together, we make an extraordinary difference in our community.