Dear Library Community,

At the time of this publication, our locations have been closed for nine weeks in response to the COVID-19 crisis. While closing our locations was painful, it was the right thing to do to keep our customers and staff safe.

During this time, our incredible team has been working diligently to move our programs online, enhance our virtual services, and connect with our customers in new ways.

This special edition of Engage is no different. In this month’s issue, along with our traditional content about upcoming programs and events, you’ll also find articles from members of our team from across the Denver Public Library system. We’ve gathered content that we hope you’ll find useful during this time including some tips around navigating the new virtual world we live in and some insight into how our team is still working when not in our buildings.

We miss seeing you at our locations – in the meantime, continue to connect with us on the phone or online at denverlibrary.org or via our social media channels. We are #StillHere for our community and we hope you enjoy what we’ve put together for you.

Sincerely,

Michelle Jeske, City Librarian

Poet Suzi Q. Smith and Colorado Poet Laureate Bobby LaFebre have worked tirelessly throughout Denver communities. Uniting everyone through poetry. The work we do at Denver Public Library will always be focused on our communities and how we can continue to provide access to information for all. In each of their poems, they remind us that there is always hope when we work together.
Mezzo Sopranos Get the Sad Songs
Suzi Q. Smith

Did you hear the one about the long lines around the gun shop and the sold out bullets and the empty grocery store shelves in the United States? What will happen when our lights are out?

I hope we sing like the people in Italy.
I only really know two arias, one of which is “Lascia Te Mi Morire”
translation: bring me my death

so I don’t think I’ll sing that one,
but I’ll tell you this:
I’ll sing before I shoot,
I’ll sing before I shoot,
ain’t never been afraid of heaven anyhow.

Nothing Left
Bobby LeFebre

And when there is nothing left to do but live, let us retire the noise, and build a home inside the stillness.

Grab a wrench and unfasten the parts of you that have become mechanical; rest your weary limbs in the bed of anomaly.

Outside, the machine is powering down. You can hear the birds when the gears aren’t grinding. When there is nothing left to do but live, make a vacation of your body; each part explored, a stamp on your passport.

Begin with your heart, maybe? Crawl inside and sightsee, ask difficult questions about who it is, and why.

Outside, the machine is powering down. You can hear yourself when the gears aren’t grinding.

When there is nothing left to do but live, simply show up; that has always been enough.

And together in this sudden strangeness, radical imagination will run wild; tomorrow being built today.
During this difficult time, many parents and caregivers are looking for routine and activities for their children while they are home. The Denver Public Library storytime team understands this need and wants to help fill a void for families in our community. We have developed some tips to provide similar activities and storytimes to your children, creating your own library time at home.

Reading aloud and storytime are two important but different activities. A good storytime has a few key elements for success. The first step is to select some great books that your child and YOU will enjoy. If you don’t like the book, your child can tell. Since you may read more than one book during your storytime, try to choose books that aren’t too long and have the ability to provide interaction. Interaction can be:

- Encouraging your child to make animal sounds
- Asking your child questions about what is happening or what is going to happen
- Letting your child say repeated phrases with you
- Moving like the characters or animals in the book

These examples are simply a starting point—use your imagination to come up with other fun ways to keep your child engaged by becoming a part of the storytelling process.

To make your storytime even more like the library’s, add songs and finger movement activities like the Itsy Bitsy Spider. Think of songs you already know, have learned at storytime or can stream from your favorite device that your child will love. When you sing a new song together, sing it a few times so you and your child can learn the words and actions. Once you know the song, try speeding up or slowing down to make it even more fun. Singing songs helps your child to learn new words, practice rhyming, break words into syllables and have fun.

Balancing work, home life, parenting and teaching is certainly a challenge right now. You may not have time to devote to storytime. Not a problem! Encourage your child to create their own storytime. They can be the storytime presenters for their stuffed animals or pets. You can help your child with selections or let them choose books that they can “read” and let them set up their own storytime. This is a great way for them to try an adult role and practice reading.

No matter how you conduct storytime in your house, it can help to bring your child a sense of routine in uncertain times. While we look forward to when we can welcome everyone again at our libraries, we hope these tips will help you create an enjoyable storytime in the comfort of your own home.
Take a break and join us for storytime!

Join our staff from throughout the library for storytimes Monday through Friday at youtube.com/user/denverlibrary

DPL has virtual programs for kids, teens, and adults. Join us for lectures, discussions, crafts, gaming, trivia, book clubs, and more at denverlibrary.org/events
The abrupt ending to the school year for Denver Public Schools (DPS) students and their families has created myriad challenges, including getting educational support materials into the hands of DPS students. Thanks to a partnership between DPS, the library’s mobile services team and the Foundation, students and their families now have access to age appropriate reading materials at DPS meal pick-up sites.

Similarly, the Foundation has made providing books to homeless shelters a priority since the library’s closure. In the month of April alone, the Foundation has distributed more than 4,000 books to four Denver shelters. Additionally, the Foundation and the library’s mobile services team have teamed up to offer books, games, crafts and puzzles at two new shelters in the National Western Complex.

In the coming weeks, the Foundation will be organizing more book drop offs in partnership with the library’s mobile services team and Leif Books, a vendor that collects leftover books from the Foundation’s book sale events. Leif is a long-time library partner, and when the Foundation contacted them to request books for community members in need, they didn’t hesitate to volunteer to help.

“We are happy to do this,” says Leif Books owner Kevin Christoffersen, “Our drivers are sitting idle and so are the books that we would normally ship internationally to charities. We love the Denver Public Library and helping kids get access to books is really important to us.”

If you’d like to support the work of the Denver Public Library and the Denver Public Library Friends Foundation, please consider a financial donation now, and a book donation when things get back to normal. Go to dplfriends.org to make a gift today.

As libraries around the country close indefinitely due to the COVID-19 crisis, many are left wondering how communities, especially vulnerable communities, can access library materials and services. Denver Public Library closed to the public on March 16 and in the meantime, staff has been working behind the scenes and around the clock to develop free virtual services and programs for customers of all ages. However, due to the digital divide, many community members still lack access to physical materials that are typically available at library locations.

Recognizing that need, the Denver Public Library Friends Foundation, a 501c3 dedicated to supporting the Denver Public Library, jumped into action to help satisfy the needs of library customers by distributing books and other materials to those in the community who need them.

The Foundation typically raises funds to support library programs, services and collections through sales of donated books in the Red Chair Bookshop and online, and at large book sales throughout the year, as well as donating thousands of books annually to nonprofits and educational facilities. While these fundraising opportunities are on hold, giving books to the community during the COVID crisis helps fulfill the Foundation’s mission and connect with customers who may have limited or no access to reading materials at home.

“Our mission is largely the library’s mission,” notes Jeff Riley, Executive Director of the Friends Foundation. “Providing reading materials and activities to Denver kids and our most vulnerable neighbors is one way we can help the community get through this crisis.”
How to Spot Fake News

Robin Filipczak, Reference Librarian

In this time of COVID-19, we have become familiar with the immediate physical threat to our health that has us washing our hands often, practicing social distancing, and more recently, donning cloth face coverings.

But, COVID-19 puts us at risk for more than just physical illness. Inaccurate and incomplete information about the novel coronavirus can spread just as rapidly as the virus itself, making us vulnerable to misinformation. During a pandemic, misinformation itself can be harmful, and even deadly (e.g. fraudulent cures and violence against stigmatized ethnic groups).

Libraries can provide the antidote to the viral spread of false information. Fighting deception and inaccuracy is in the librarian’s professional marrow. In 2017, Denver Public Library developed a course called “How To Spot Fake News” to teach the tricks and tools reference librarians use to evaluate the credibility of news stories.

We based our class on an infographic created by the International Federation of Library Associations and Institutions (IFLA), focusing on eight simple steps you can take to guard yourself against misinformation. ■
**Consider the source.**
Are you viewing an established news site?
What do fact-checking sites say about it?
Does it have an “About Us” page?
Does it promote a particular outlook?
Does it seem to lean right or left politically?
Are the articles fact-based, or emotionally charged?
Are you reading a news piece or something from the opinion section? Once these were in different sections of the paper. On websites, the line is blurred.

**Check the author.**
Is the author named? What are the author’s credentials?
What can you find out about the author on other websites? Is the author even real?

**Check the date.**
Notice the date of the story.
Is it an old article? If so, is it still relevant, or is posting it now misleading?
Is the website this news appears on updated regularly?

**Check your biases.**
Most of us are prone to confirmation bias, the tendency to interpret information as it confirms our existing beliefs.
Do you really want to believe (or not believe) what the article says? If so, you’re at risk for bias.
Do you prefer reading partisan sources, or do you look at multiple points of view?
Which of your beliefs are facts, and which are opinions?
Can your belief be empirically verified?

**Read beyond the headline.**
Does the headline match the information in the article or is it sensationalized?
Read a little further before you decide to pass along the shocking information.

**Supporting Sources?**
Does the article cite or link to its sources?
Do the links back up the article’s claims?
If there is data, how was it gathered?
Do the researchers and institutions cited actually exist?
Does the author or media source have a financial or ideological interest in persuading you?

### HOW TO SPOT FAKE NEWS

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<tr>
<th><strong>CONSIDER THE SOURCE</strong></th>
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<td>Click away from the story to investigate the site, its mission and its contact info.</td>
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<th><strong>READ BEYOND</strong></th>
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<td>Headlines can be outrageous in an effort to get clicks. What’s the whole story?</td>
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<th><strong>CHECK THE AUTHOR</strong></th>
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<td>Do a quick search on the author. Are they credible? Are they real?</td>
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<th><strong>SUPPORTING SOURCES?</strong></th>
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<td>Click on those links. Determine if the info given actually supports the story.</td>
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<th><strong>CHECK THE DATE</strong></th>
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<td>Reposting old news stories doesn’t mean they’re relevant to current events.</td>
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<th><strong>IS IT A JOKE?</strong></th>
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<td>If it is too outlandish, it might be satire. Research the site and author to be sure.</td>
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<th><strong>CHECK YOUR BIASES</strong></th>
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<tr>
<td>Consider if your own beliefs could affect your judgement.</td>
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<th><strong>ASK THE EXPERTS</strong></th>
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<tr>
<td>Ask a librarian, or consult a fact-checking site.</td>
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### Is it a joke?
Does it seem too outrageous to be true?
Does the site say it is satire?
If you search the web for the site, is it labeled satire?

### Ask the experts.
Fact-checking can take time.
Rely on fact-checking sites. Use more than one to triangulate the story. Good fact-checking sites will show you how they made their determinations about a story’s veracity.

*Politifact.org*

*FactCheck.org*

*Snopes.com*

*Washington Post Fact Checker*

### Finally, ask a librarian.
when you have questions about a story you are questioning. Librarians are trained to evaluate the credibility of information.
Denver Public Library staff members are contributing to the production of personal protective equipment (PPE) for healthcare workers using the library’s 3D printers, while working remotely. The printers are from the library’s ideaLABS and are printing in DPL staff garages, kitchens and dining rooms now.

The library is working in collaboration with Make4COVID, a collaboration of makers, designers, healthcare professionals and policy makers, to produce the materials.

The library’s team is using the 3D printers, to print headbands and mask buckles for face shields. The headbands and mask buckles made by the library’s team are assembled into a face shield using an elastic band and clear shield produced by other members of the collaborative group. To date, the library’s team has produced 257 headbands and mask buckles.

“Our team has been very thoughtful about how we can serve the community while our locations are closed,” said City Librarian Michelle Jeske. “I am so proud of our staff for using the library’s resources to help the community during this time of need, and we are pleased to partner with Make4COVID to ensure our healthcare workers on the front lines have what they need.”

The library is following guidelines from Make4COVID which has developed a detailed Standard Operating Procedure to ensure products produced are clean and minimize the risk of infection.

“As we’re all coming to grips with this new world, it’s been fulfilling to be able to create something that will help someone else,” added Nate Stone, program administrator for the Denver Public Library’s ideaLABs.
Have a burning question you’d like to ask us?

Call the Denver Public Library phone reference line, 720-865-1111. Dial 1 for English and 2 for Spanish. Monday through Friday, 11 a.m.–3 p.m.

DPL has virtual programs for kids, teens, and adults. Join us for lectures, discussions, crafts, gaming, trivia, book clubs, and more at denverlibrary.org/events
Tips and Tricks for a Successful Virtual Meeting

Megan Hartline, Community Technology Center Supervisor

With many people working from home, video conferencing offers a way to keep in touch using audio and video, but these platforms can be tricky to navigate. The Community Technology Center at Denver Public Library has you covered with tips for acing virtual meetings in your home environment.

USE VIDEO FOR HIGH-TOUCH CONNECTION
Video offers a personal connection in our new socially distanced world. Seeing the faces and hearing the voices of your colleagues offers the closest possible experience to talking with people in person.

Most smartphones and many laptops have a video camera built in that you can use for live video chats. If your device doesn’t have a video camera, or you want to ensure high quality video, you can purchase a separate camera (also known as a webcam) that connects via USB.

CHOOSE A PLATFORM
Once you’re connected with a webcam, you can connect with colleagues over a variety of video conferencing platforms. Your company may recommend a specific platform, like Google Hangouts, Zoom, or Skype.

All of these offer free services. Each provides similar video, voice, and text chat options with an account based on your email address. For a fast and free option that doesn’t require email, try Talky.

USE A MICROPHONE AND HEADPHONES
You’ll get the best audio with a dedicated microphone and headphones, even if your computer has these built in. When audio from your computer speakers is picked up by your computer’s microphone, you and your colleagues will hear an echo. Avoid audio issues by using a microphone and headphones. Earbuds with an inline microphone are available for as low as $15, and even very affordable options will fix potential audio issues.

LIGHTS, CAMERA, ACTION!
Choose a background that won’t distract your fellow conferencers. To keep video looking the most natural, make sure your video camera is at eye level or slightly above. Test out your appearance on camera. It’s best to keep lighting at about the same level as your face. Try placing lamps at different angles from desk level.

SHARE YOUR SCREEN
You can share relevant documents, images, or even software steps with your colleagues on video conferencing. Using a share your screen feature, you can show people exactly what you see on your computer screen. Make sure to clean up your desktop and close tabs ahead of time so that you’re only sharing what you want people to see!

LEARN MORE ABOUT VIDEO CHAT
You can access in-depth courses on teleconferencing on Udemy. Log in with your library card, then search “video conferencing.”

New to video chat? Check out our guide to Video Chat Basics.
When the Denver Public Library announced it would be closing indefinitely to help mitigate the spread of COVID-19, staff members scrambled to gather materials that would help them maintain library operations without the actual library. What followed was a real-life version of which books would you take with you if you were going to be marooned on a desert island?

As a Special Collection Librarian in the Western History and Genealogy Department, my books focused on Colorado history with a strong emphasis on Denver, although a couple of professional development resources made the cut too. I figured I should grab books that I’ve wanted to read for awhile, but just didn’t have the time to read. Plus, a couple are books that anyone who works in Colorado or Denver history should be intimately familiar with.
Here's what I grabbed:

This is one of the best Denver history books ever written and is probably used to answer more questions in the Western History & Genealogy department than any other single title. Goodstein’s encyclopedic work is a wealth of knowledge that DPL staff often use to craft social media posts and to answer reference questions remotely.

This Bancroft History Prize winner has been on my list for a long time. Thanks to my coal-miner grandfather, the Coalfield Wars and the Ludlow Massacre have always held great appeal to me. Given the significance of this era to Colorado history, it’s a must-read for local historians.

Another Bancroft History Prize winner, this covers Denver’s notorious 1880 Anti-Chinese Riot from a contemporary perspective. When reading about this event in older publications, like Jerome Smiley’s *History of Denver* (1901), one gets the feeling that they are not getting the full picture. This book fills in those gaps.

There’s so much more to the Alfred Packer story than what’s portrayed in popular culture. Schecter’s book focuses on Packer’s trials and the efforts to release him in the early 20th century. I expect many myths to be busted in this title.

*Timber Line, A Story of Bonfils and Tammen*, by Gene Fowler (Halcyon House, 1943) Timber Line tells the story of the Denver Post and Rocky Mountain News’ early days. Given the importance of these papers to Denver history, they are a must-read for local historians.

*Denver’s Mayor Speer*, by Charles A. Johnson (Bighorn Books, 1969)
Robert Speer was arguably Denver’s most influential mayor, and his administration set the stage for the political machinations that are still with us today. (Full disclosure: I’ve read this one before, but a WHG librarian can never know too much about Mayor Speer...who died in the 1918 Spanish Flu pandemic.)

Finding time to read professional development materials during normal business hours isn’t easy. With fewer meetings and other distractions, DPL librarians will definitely have the opportunity to hone their skills and bring back some new ideas when we eventually return to our various branches.

Did you know that DPL has an amazing, and quite large, rare books collection? DPL’s vast rare books collection is full of wonders from first edition copies of *Tom Sawyer* to a signed copy of Bob Hope’s autobiography. But it requires a degree of care that’s far beyond what’s required for our circulating collections. For that reason, reading up on rare book librarianship best practices is something that will benefit the library for a long time.

In the cold light of day, these selections seemed random. They’re reflective of the uncertainty that library staff were feeling with news of an indefinite closure. The workplace we love, the customers we care about, and the co-workers who are such a big part of our lives would be gone for who-knows-how-long.

The fact is that DPL librarians would much rather be at our branches, assisting customers. But if we have to work from home, we’re going to make the best of it. And if we wind up finding out what our true desert island books are along the way, and piquing your interest for something new, so much the better.
Supporting Small Businesses During COVID-19
Lauren Seegmiller, Reference Services

ORDER TAKEOUT. Closures have hit Colorado restaurants hard, with 9News reporting that 14% may never reopen. The Colorado Restaurant Association has a master list of takeout/to-go information to guide selection. Current research seems to indicate takeout/delivery is a low transmission risk for coronavirus, but you may want to research how specific restaurants have incorporated social distancing into their operations.

CHECK IN WITH YOUR FAVES. I investigated some of my favorite businesses by looking at websites and social media. I found that, like people, each individual business has its own pandemic experience—and some appear to be faring better than others. Besides restaurants, many retailers have also begun curbside service, moved operations online, and/or started GoFundMe pages. Some businesses are donating masks, meals, and relief to others.

BUY LOCAL. Research has shown that local companies have a stronger impact on local economies compared to larger chains. I empathize with the stress of news overload, but local press coverage has led me to substantial information about which local businesses have pivoted or may be facing challenges. Colorado Proud has a statewide directory of homegrown businesses who sell directly to consumers.

BUY GIFT CARDS/PRE-PAY. Some businesses can’t transition to online or curbside. I spoke to a fellow consultant from the Small Business Development Center. Her salon and spa clients have said that pre-paying/buying gift cards for future appointments keeps money coming in now. Denver’s 7 has also reported on a large salon support effort on social media.

SHOW YOUR APPRECIATION. Kindness goes a long way in these stressful times, especially to people whose livelihoods can’t move online. If you’re talking to employees at a restaurant or store, showing gratitude in the moment is key but so is following public health orders, exercising patience, tipping well, and leaving good reviews online. The hashtag #ColoradoCurbside allows consumers to do word-of-mouth promotion.

As one of Denver Public Library’s BizBoost librarians, I’m used to supporting small businesses by guiding entrepreneurs through business planning resources. As a member of society, I’m not used to so much uncertainty. I miss idling in cafés, touching all the yarn in the craft store, seeing movies on the silver screen.

It’s hard to accept that one of the trade-offs for safety is the financial health of places we cherish in our community, and a domino effect on many different industries. If you’re in a position where you can support small businesses, here are some actions you can take:

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It's empowering to feel a city's presence in a time when we must isolate from our neighbors. The messages from Denver's businesses remind me that we will continue to move through this as a collective. And that we will get through it.

Photo courtesy, local photographer Nick Chiolo (@nickchiolo)
Read books and audiobooks on the Libby app.