

2020 - 2021 Denver Public Library Updates

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2.3.2021

Library Updates

- Highlights from 2020
- Charting the Course Strategic Planning
- Bond Project Updates
- What you can expect from us in 2021



2020 Highlights



38,945 new card holders in 2020

2020 Circulation



Circulation

Physical Materials: 2.9M

Electronic Materials: 2.5 M (increase from 2019)


Notable Increases:

- **Overdrive (all formats):** 13.6% increase in checkouts, 17% increase in unique users.
- **Kanopy (movies):** 80% increase in plays, 81% increase in visits
- **Personalized Reading Lists:** increased from average of 6 per week, to average 34 per week

DOWNLOADS

eBooks and Audio eBooks <i>Overdrive</i>	Audio eBooks	Magazines	Movies
Libby app	RBdigital app	RBdigital app Flipster app	Kanopy app
Overdrive gives you access to our largest collection of eBooks and Audio eBooks for adults, kids and teens.	Find Audio eBooks you won't find on any other library platform with RBdigital.	RBdigital and Flipster will cover all your magazine needs from pop culture to science and news.	Stream classic films, indie cinema, award winning documentaries and <i>The Great Courses</i> . Plus movies and TV shows for kids. <i>Denver residents only.</i>

denverlibrary.org/downloads

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2020 Circulation

Borrowing

**Curbside Pick Up at all 26 locations
opened**

Officially Began July 7, 2020

New Services: 7/7/20-12/31/20

- **Curbside Bundles:** 39,491 items checked out
- **Bundle Requests:** 25,360 items requested



2020 Programs & Services



Highlights

287 Older Adult Programs
3,755 attendees

Phone-a-Story
61% increase in weekly calls

2020 annual total AskUs
sessions: 19,440

2020 Programs & Services

TALK WITH A DOC...



Friday, July 24, 2 p.m.
Marijuana and Aging


Friday, July 31, 2 p.m.
Hearing and Auditory Changes As We Age

Friday, August 7, 2 p.m.
Nutrition For Healthy Aging

Thursday, August 20, 2 p.m.
Preventing Falls As We Age

CELEBRATE KWANZAA

WITH



DENVER PUBLIC LIBRARY



LitLine

720-865-2003

LEARN MAKE SHARE ONLINE MEETUP


GRAPHIC DESIGN WITH INKSCAPE

THURS NOV 5
7 - 8 PM

ideaLAB



INTERNATIONAL BESTSELLER



WHITE FRAGILITY

WHY IT'S SO HARD FOR WHITE PEOPLE TO TALK ABOUT RACISM

ROBIN DIANGELO

Community Resource Team

***2002 touchpoints**

* individuals, couples, groups

**74.1% of touchpoints
are due to outreach**

**37.2% of contacts
occurred at or near
Central Library**

Community Resource Team

**95.4% are experiencing
housing instability and/or
homelessness**

Need Identified by Customer

- 67.2% - Emotional Support
- 61.8% - Rapport Building (making connections, establishing trust)
- 55.8% - Immigration/refugee support
- 31% - Homeless services

Technology Access

- All branches offer free WiFi outside of our branches even though we are closed (1,400 unique users each week)
- 12 Branches including Central serve as Computer Pop-Up Locations
- 6,182 individuals used Outdoor Computing in 2020 (does not include outreach sites)
- We started offering Chromebooks outside of library property



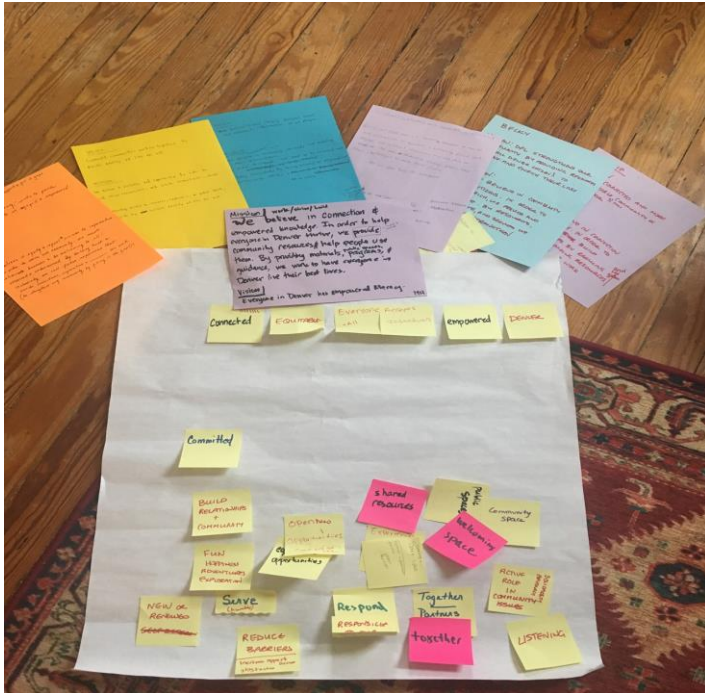
Outreach

- Started going back out into the community in April
- Focused on serving the most vulnerable in our community (DPS lunch sites, older adult locations, food banks, motels with immigrant and refugee communities)
- By the numbers:
 - 22,721 contacts
 - 44,207 books
 - 8,268 waters
 - 36 partners



Charting the Course

The next 10 years!



Charting the Course

New Vision: A strong community where everyone thrives.

Mission: Together, we create welcoming spaces where all are free to explore and connect.

Values in Action:

- Welcoming Everyone
- Fostering Curiosity
- Strengthening Connection
- Challenging Inequity
- Honoring Public Trust



DENVER PUBLIC LIBRARY

Equity, Diversity & Inclusion

- EDI Committee consisting of staff representation from across the organization was established in 2018
- Staff perception survey to understand internal challenges
- Hosted Symposium on Advancing Racial Equity and Inclusion in the Workplace
 - July 8-10
 - Attendance: Approx. 3,000 people from across the nation
 - Supported by the Institute of Museum and Library Services
- Hired Equity, Diversity & Inclusion Manager
 - Part of Executive Team
- Began hosting Care Circles in May for BIPOC staff
- Contracted mental health specialist to offer 1:1 sessions to staff for approx. 2 months



Bond Projects

Smiley

- Renovation includes
 - Outdoor facade
 - Improved ADA ramp
 - Upgraded service desk
 - Updated community room in the basement
 - Other: new furniture, unique built-in bookshelves, interior book drop
- Opening curbside February 2021



Bond Projects

Smiley



Bond Projects

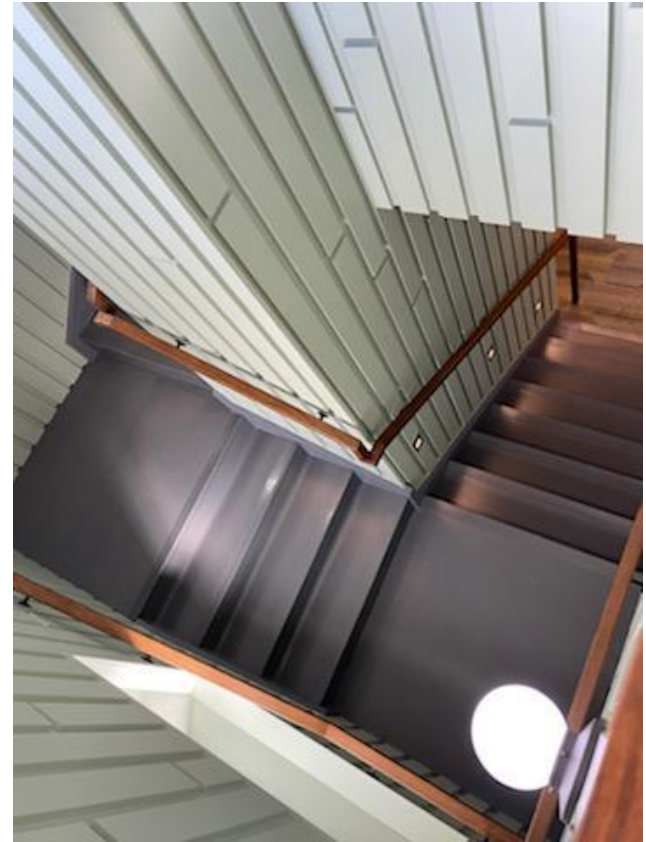
Byers

- Renovation includes:
 - Improved layout including updated community room
 - Early literacy space for children and caregivers
 - New teen space
 - Seating and workspace updates
 - Others: Improved lighting, painting interior wall, new carpet
- Opening curbside in February 2021



Bond Projects

Byers



Bond Projects

Central Library

- Renovation includes:
 - New, modernized elevators
 - Redesign and enlarge public restrooms to increase access and security; adding a bay of all gender restrooms to first floor
 - Grand hall renovation with relocated, centralized service points
 - Additional meeting rooms
 - Large programming space on the first floor with views of Civic Center Park and more accessible location
 - Deferred building maintenance
 - Re-imagined Children's Library
 - And more!
- Construction has begun! Major construction begins April 1, 2021.
 - June 1, 2021 - Open first floor for services
 - Q1 2022 New Children's Library opens
 - Q1 2023 Construction Complete, Building to open

Bond Projects



Bond Projects



Central Library



Bond Projects

Blair-Caldwell African American Research Library

- Renovation includes:
 - Floor plans will be reconfigured to increase space for learning, making, creating, meeting and collaboration
 - Preservation needs for archival collections and areas will be met. Building systems and components will be new and improved.
 - Community and conference rooms will be transformed into flexible multi-function spaces with the power, data, technology and sound systems to support out-of-school learning, adult classes, meetings, collaboration, cultural programming and community events.
 - And much more!
- Project is currently in design phase
 - Construction is expected to start in late 2021

What can you expect from us in 2021

Collection Access

**Technology
Access**

**Access to Public
Space**

Key Customers

BIPOC

Vulnerable Youth

Unemployed

Unhoused

Refugees

Immigrants

Older Adults

What can you expect from us in 2021

- Chromebook/hotspot lending in partnership with DEDO
- Continuing to pivot to center our services on our commitments
 - Virtual programming
 - Outreach (mobile services, community resource team)
- Extended curbside hours - We started the week of 1/25
- Home Delivery Service
- Restoring in-person services once it's safe to do so
- Renaming of Byers and Barnum branches
- Opening of Art Park Library location
- Continuing bond renovations
- Continue to move EDI work forward
- Focus on internal communications to support our staff
- Approval of our strategic plan



Friendly Reminder!

A reading challenge for adults 17+!

January 2 - February 28

How to play:

- [Do online for the first time, download a brochure](#) and print at home, or pick one up at any branch location.
- Complete any 5 activities.
- Bring your completed brochure to any branch location by February 28, 2021 to claim your prize.



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