



DENVER PUBLIC LIBRARY

Annual Report 2009

denverlibrary.org





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From Left to Right:
Shirley Amore, Lois Ann Rovira and Michelle Onoda

**Message from
Lois Ann Rovira, Library Commission President
Michelle Onoda, Friends Foundation President
and Shirley Amore, City Librarian**

Even in the face of tough economic times, the Denver Public Library had much to celebrate in 2009.

Thanks to voters who approved the Better Denver Bond Program in 2007, we renovated several branch libraries. Customers were all smiles as they walked through the doors to discover their newly refurbished library. In 2010, we continue to renovate branches and are thrilled to break ground for the new branch locations in Green Valley Ranch and Stapleton. A third site in west Denver is in the process of being selected.

We are profoundly grateful to donors who support the Library through the Friends Foundation and to our volunteers who gave 102,447 hours of service. Without you, we could not serve the community nearly as well.

In 2009, some 52 million online transactions were conducted, and more than four million customers walked through our doors. Behind every statistic is a face, a spirit, a personal journey.

In this year's Annual Report, several customers share their stories about how the Library transformed their lives. Carole Bechtol credits the Library's computer lab with helping her land her dream job. After participating in an after-school program at the Athmar Park Branch Library, fourteen-year-old Alexis Magaña was invited to participate on the Mayor's Youth Commission. And, with help from Library staff, Sarah Amorese finished her business plan to open a chocolate shop.

Multiply these stories by thousands and one gets an idea of how many lives the Library transforms. It all begins by serving one customer at a time.

Lois Ann Rovira
Library Commission President

Michelle Onoda
Denver Public Library
Friends Foundation President

Shirley Amore
City Librarian



meet Donald Murphy■

When Donald Murphy first came to the Denver Central Library, he says it was such an attractive facility, he thought he might be in the wrong building.

"I couldn't believe a library could be so beautiful," he says.

The businessman had recently begun a new position with a fundraising organization and wanted to get information about best hiring practices.

"To come here and get help from librarians and be able to access their knowledge is an incredible resource," Murphy says. "And, it's instant."

Murphy said he completed his research, compiled the data, and assembled a packet for his company.

"I am amazed at the resources here, and I'd definitely say it was life-changing," he says. "The Library helped me do my job and do it well. For that I am grateful."

In this day of instant information, the Denver Public Library still offers a friendly face and personal attention.



meet
Alexis Magaña

Alexis Magaña is a typical teen. She texts, hangs out with her friends and loves using the word awesome.

One thing not so typical about the 9th grader is that after participating in a bookclub and anti-graffiti art project at the Athmar Park Branch Library, Magaña was invited to participate in the Mayor's Youth Commission, a group of kids who meet to discuss issues in their neighborhood.

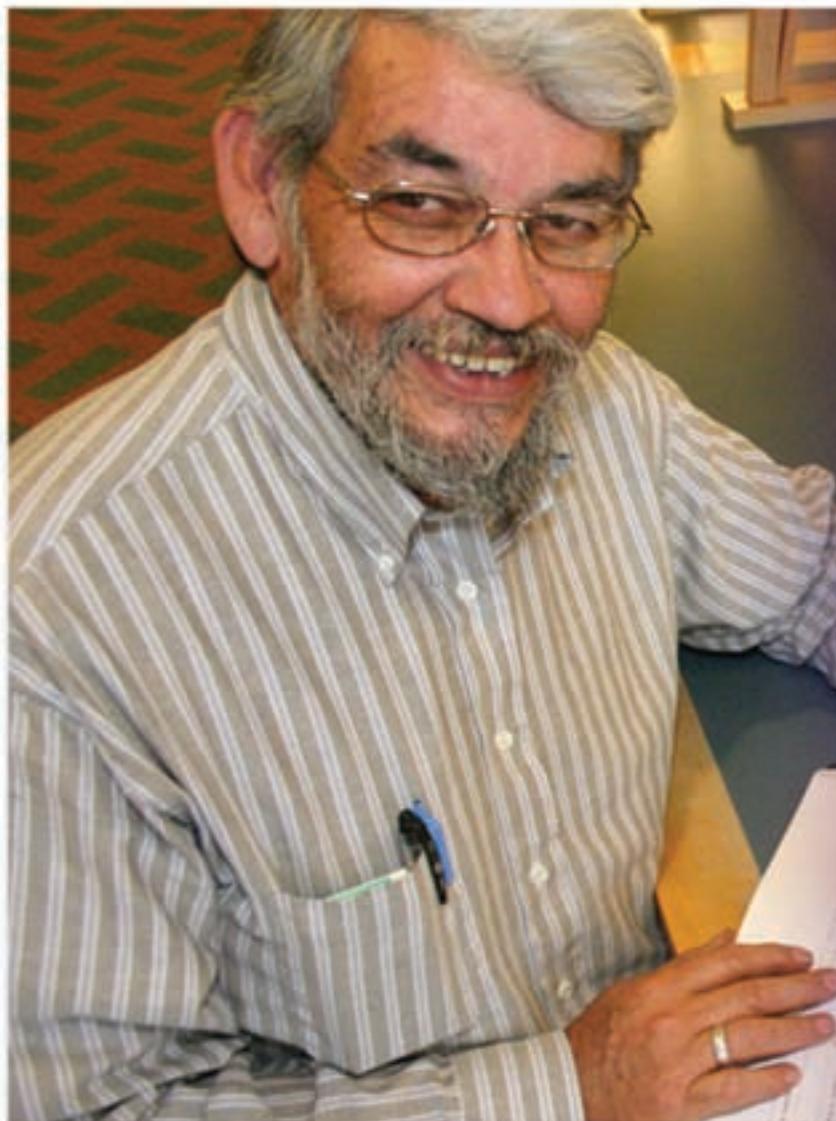
The teenager says the Library changed her life...well, at least her summer. She went from "having nothing to do" to spending the entire day – every day – at the Library.

"My friends and I would sit around outside the branch waiting for it to open," she says. "Then we would stay until it closed."

"Staff here is like family," she adds, smiling. "I have learned so much. I don't know what I would do without the Library."

Awesome.

In 2009, the Library provided 10,700 programs for children and youth.



meet John Gallegos ■

John Gallegos spends so much time in the Western History/Genealogy Department at the Denver Central Library that he says he may as well live there, which would be fine with him.

"The Library has changed my life... in a really good way," says the retired truck driver who has been working on his family history since 1992.

"I'd rather be doing family research than just about anything. My only disappointment is when the announcement comes on that the Library is closing in 15 minutes," he says. "I just hate to hear that."

Gallegos says that Library staff helped him find information about his grandparents who had died before he was born. He traced his roots back to 1598.

"One of my grandfathers was a soldier in the Spanish Army in New Mexico," Gallegos says. "Knowing what my family did makes me feel proud."

The Library's Western History/Genealogy Department is world-renowned for its collection and services



**meet
Carole Bechtol■**

Carole Bechtol slips in a few French phrases when she gushes about staff in the Central Library's Community Technology Center.

The former Foreign Service employee who lived and worked overseas most of her life says, "The computer lab changed my life."

After returning to the U.S., Bechtol found herself in the job market with an impressive portfolio, but lacking the computer skills needed in today's job search.

The soft-spoken woman comes to the library lab so faithfully that when she left town for a few days, staff wondered if everything was okay. Bechtol recently landed her dream job: serving in the Peace Corps. She leaves for Armenia any day.

"I would not have that job if I hadn't come to the Library for help," she says. "The staff here is amazing. They are my angels."

Staff at the Computer Technology Center at the Central Library teach customers everything from double clicking to creating an Excel spreadsheet.



**meet
Blanca Estela ▀**

Blanca Estela brings her young children to the Community Learning Plaza at the Hadley Branch Library several times a week to practice her English and computer skills. The busy mom says that the Library has changed her life... as well as her kids' lives.

"Now, I read to my kids all the time, and they LOVE it," she says. "Before I came to the Library, I didn't read that much or even know where to get books. I can't imagine not being able to use the Library."

The kids work on children's computers and play games in the same room where their mom studies. A Library staff member and a volunteer are there to assist.

What does Estela love most about the Library? "I'm happy my children can play educational games while I'm studying. And I love learning," she says. "It's the best."

The Community Learning Plaza, available at six branch locations, offers classes on resume-writing, computer skills, citizenship tests, English language learning and overall life skills.



meet
Sarah Amorese ■

Sarah Amorese has dreamed about opening a chocolate shop for 15 years. Today, that dream is close to becoming a reality. The chocolatier says that after hearing DPL's outreach librarian Dixie Malone speak at a seminar, she came to the Library for help in formulating a business plan.

"I am passionate about chocolate, but it takes more than that to open a business," Amorese says.

Amorese says she credits the Library for her progress. With her determination and drive, there is, no doubt, a sweet ending in sight.

"I know I'll be successful. I can feel it," Amorese declares, smiling. "There's nothing to stop me."

Whether inspiring a child to read or guiding an entrepreneur through the process of writing a business plan, the Library makes an extraordinary difference in our community.



**meet
Michael White**

Michael White has one published book under his belt and is currently researching a second novel at his neighborhood branch, Ford-Warren.

White says his life has been transformed by books. Especially free ones.

"I'm amazed at what the Library has," White says. "There is no way I would be able to buy every book I need to do my research."

His first novel, "Weeping Underwater Looks a Lot Like Laughter", will arrive at the Library any day. There are already six names on the hold list.

Selected by Barnes and Noble as one of their Discover Great New Writers/Spring 2010, White adds, "I really like the feeling at the Library. This is where I interact with people. Libraries are just my favorite."

More than 4 million customers walked through our doors in 2009. It is a privilege to be a part of their lives.



Denver Public Library

Financials 2009

Library Revenues

Grants- State and Federal \$1,079,160

Donations, Transfers, Misc Revenues \$1,825,795

\$32,000,417 City General Fund

\$34,905,372 Total Revenues

Library Expenditures

Supplies, Services \$4,890,954

Library Materials \$4,703,155

\$24,494,691 Staff Salaries and Expenditures

\$34,088,800 Total Expenses

**Denver Public Library Friends Foundation****Denver Public Library Friends Foundation- Statement of Financial Position and Statement of Activities 2009****Statement of Financial Position**

*Audited Statement
December 31, 2009*

Assets:

Cash and Cash Equivalents	1,068,458
Pledges, Accounts Receivables, Prepaid Expenses	12,828
Assets Held in Trust for Library	65,485
Long Term Investments	4,110,501
Fixed Assets	789
Total Assets	<u>5,258,061</u>

Liabilities and Net Assets:

Accounts Payable and Accrued Expenses	8,931
Assets Held in Trust for Library	65,485
Unrestricted Net Assets	602,822
Temporarily Restricted Net Assets	2,399,913
Permanently Restricted Net Assets	2,180,910
Total Net Assets	<u>5,183,645</u>
Total Liabilities and Net Assets	5,258,061

**Denver Public Library Friends Foundation****Denver Public Library Friends Foundation- Statement of Financial Position and Statement of Activities 2009****Statement of Activities**

Audited Statement
December 31, 2009

	Unrestricted	Restricted	Total
Revenues:			
Contributions	5,225	573,136	578,361
Memberships	233,260	-	233,260
Events/Fund Raising (Less: Direct Expenses)	190,712	-	190,712
Investment Income	127,292	772,847	900,139
Total Revenues	<u>556,489</u>	<u>1,345,983</u>	<u>1,902,472</u>
Expenses:			
Support Services	312,058	-	312,058
Total Expenses	312,058	-	312,058
Transfers:			
Transfers to DPL	203,657	803,235	1,006,892
Total Expenses and Transfers	<u>515,715</u>	<u>803,235</u>	<u>1,318,950</u>
Total Change in Net Assets	<u>40,774</u>	<u>542,748</u>	<u>583,522</u>



DPL by the numbers



638,169
Total number
of DPL cardholders



9,681,013
Circulation



4,024,525
Visitors



52,637,572
Online
Transactions



102,447
Volunteer
hours



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Michelle Onoda, Mayor John Hickenlooper, Judy Joseph



Fofi Mendez and Tony Bierbrauer

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Booklovers Ball



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Claudia and Sid Wilson and their daughter Cydney Wilson

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Marci and Jason Maxwell

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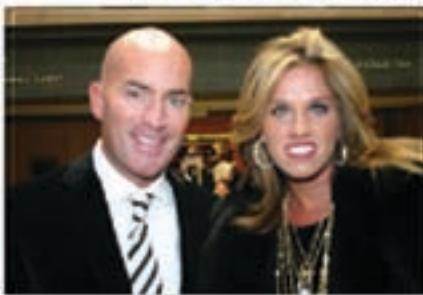
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