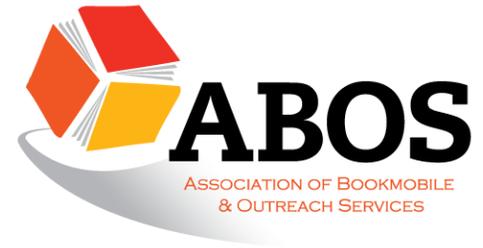


Association of Bookmobile and Outreach Services

1190 Meramec Station Road
Ballwin, MO 63021



Press Release – For Immediate Release

Hana Zittel, Community Engagement & Outreach Coordinator at the Denver (CO) Public Library, is the recipient of the 2021 ABOS Rising Stars Award. The Rising Stars Award, sponsored by the Association of Bookmobile and Outreach Services, highlights the achievements of those new to the bookmobile and outreach profession.

“The Denver Public Library Outreach department, including mobile services, received an injection of energy, creativity and smarts when Hana Zittel became the team leader,” according to nominator Consuelo Cosio of the Denver Public Library. With three brand new bookmobile vehicles in various stages of being built, Hana had the opportunity to rebuild mobile services to enable greater community service and engagement, and provide job enrichment for mobile services staff. Hana re-established delivery schedules and sites, completely refreshed the bookmobile collections, empowered mobile services staff to make delivery improvements, and quickly began establishing relationships with senior facilities, Denver Housing Association (DHA) living facilities, Denver Public School (DPS) leads, cultural institutions, and more. Hana been unapologetic about bringing library services to people that need them the most. This includes youth and families of color in areas where reading scores are low, older adult facilities, and has provided programming and books to men and women who are incarcerated.

Through Hana's whole library lens, every member of the Denver community is a library customer, one that may need DPL to come to them. With a robust schedule and eager staff, DPL Outreach could be found all over Denver - Wheelie the Book Bike at the Sante Fe Art Walk or Civic Center Eats, Scoot (formerly a paleta cart) at Indigipop, and bookmobiles at neighborhood festivals. In a short time, Hana was able to establish DPL as a "go-to" for partnerships; she even established a request form for the public to use to ask for DPL mobile presence, which further elevated accessibility to library resources and staff.

Hana's ability and passion to quickly and efficiently adapt services to meet the needs of the public in the time of COVID has greatly impacted the Denver community and the library staff that serve them. Organizing and leading the efforts to distribute water, books, supplies, snacks, craft kits and information on much needed resources, Hana and her team have helped maintain the trust between the library and the community.

“By bringing DPL services to those in the community who are unable to use our physical facilities, Hana has positively impacted the entire Denver community. The positive impact on her staff has been empowering them to create new services, re-envision processes and procedures, and grow in their positions. Hana is an inspiration to all DPL staff with her enthusiasm for serving the public, and the tenacity she has exhibited to accomplish big and little things,” Consuelo Cosio shares.

Erika Martinez, Director of Communications and Community Engagement at the Denver Public Library, highlights that Hana “has a deep commitment to serving the underserved and ensuring library services meet people where they are at.” Dodie Ownes, Adult Services Librarian at the Denver Public Library, mentions that “It’s hard to point to a single program or moment that would epitomize Hana Zittel as a Rising Star; it is really her ongoing commitment to making sure that the areas of Denver which are underserved by physical facilities can count on mobile services to bring the library to them!”

The Rising Stars Award will be presented at the Awards Ceremony to be held on Tuesday, October 12, 2021, during the 2021 Virtual Conference of the Association of Bookmobile and Outreach Services. The ceremony starts at 10:15 a.m. CST.