DC Public Library

LIBRARY SERVICES

QUARTERLY PERFORMANCE REPORT

Q1 FY21

Document #8D.1 - Library Performance Report - FY2021 Q1

EXECUTIVE SUMMARY

- On November 9th, an additional three neighborhood libraries reopened, bringing the total number of library locations open to 18. Hours and services remained limited due to pandemic restrictions. On December 23rd, all reopened locations reverted to the "takeout" only service model which does not allow the public to access services inside libraries. Overall, open hours were 64% lower than the first quarter of last year.

- With hours reduced and services limited, library performance was down in most areas compared to the same quarter last year. The exceptions were a 36% increase in digital circulation and a 70% increase in social media impressions.

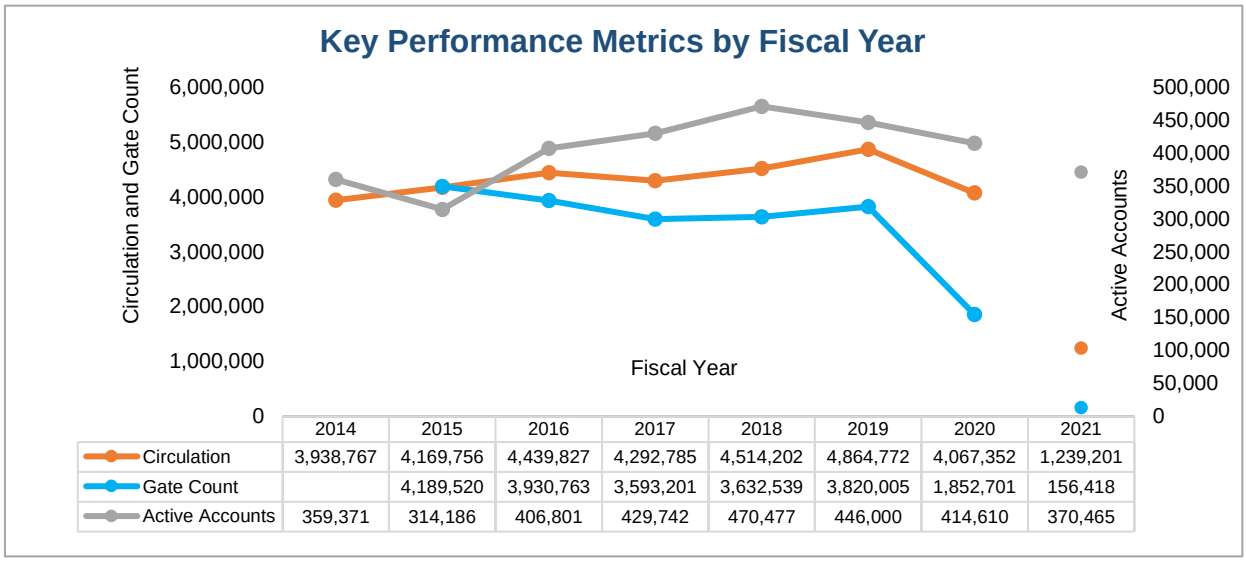
- The quarterly Library Services Performance Report has been updated to better reflect the current scope of services offered and to continue to share more information on library programs. Statistics on copying and meeting and study room use have been removed; they will be reintroduced after these services resume. Features have been added to provide more information on circulation activity, virtual programs, service offerings and hours of service.

- In October, DCPL launched a recurring afterschool virtual program for school-aged children, teens and their families on YouTube. Every school day at 4 p.m., DCPL offers fun and educational live events and videos focusing on STEM/STEAM, history, culture and more. More than 50 of these programs took place in Q1.

- The Library's Facilities Master Plan, "Next Libris", was released in November. The Plan will help guide DCPL's physical service delivery strategy for the next 10 years and beyond.

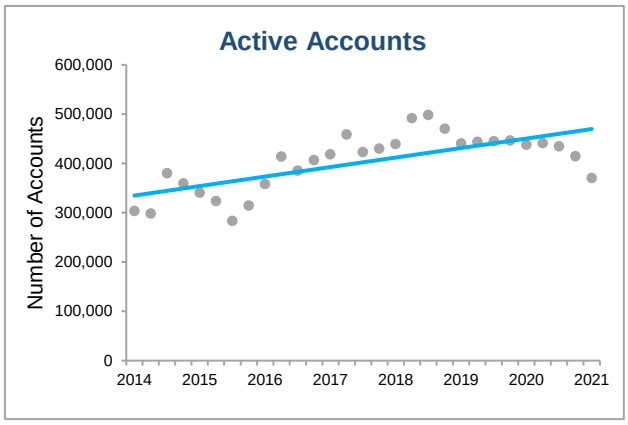
- Also in November, DCPL celebrated Native American Heritage Month by hosting a series of events for all ages and sharing books, films, and digital resources in the Library's collections that honor and pay tribute to the rich ancestry and traditions of Native Americans. In conjunction with the celebration, DC Family Reads' November selection was "Frye Bread: A Native American Family Tradition". In addition to print and e-Book copies, unlimited e-Audiobook copies were available for download on OverDrive in November.

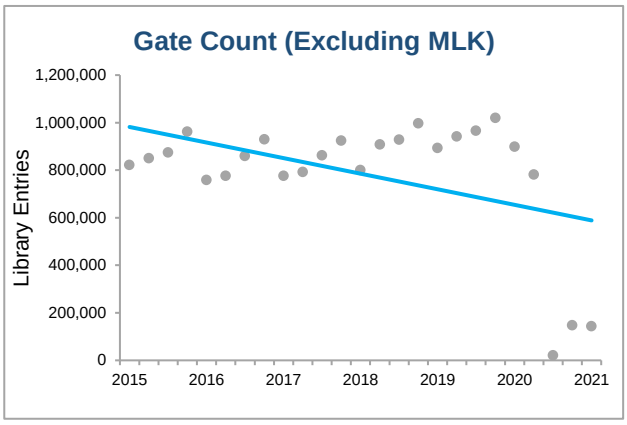
- A series of daily, virtual STEM classes about chemistry, supplemented with program kits and booklets available for pick-up at several locations, was offered in December over winter break. The programs have had almost 300 views. Typically offered in the summer, DCPL has hosted this popular science program for nine years in partnership with the American Association for the Advancement of Science, GlaxoSmithKline and the Franklin Institute.

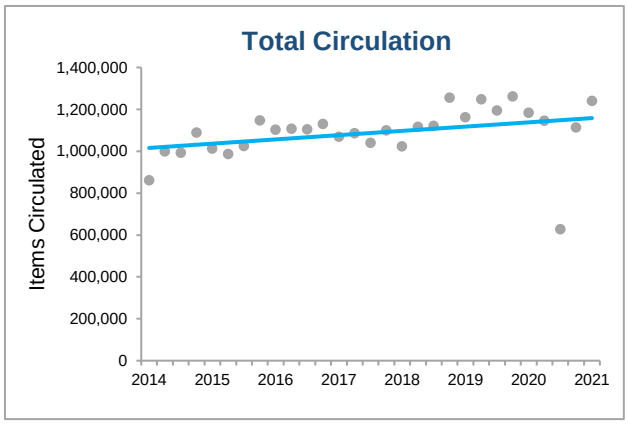


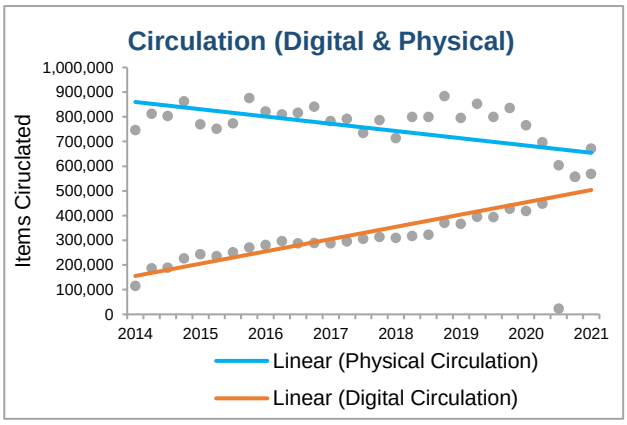
	2014	2015	2016	2017	2018	2019	2020	2021
Circulation	3,938,767	4,169,756	4,439,827	4,292,785	4,514,202	4,864,772	4,067,352	1,239,201
Gate Count		4,189,520	3,930,763	3,593,201	3,632,539	3,820,005	1,852,701	156,418
Active Accounts	359,371	314,186	406,801	429,742	470,477	446,000	414,610	370,465

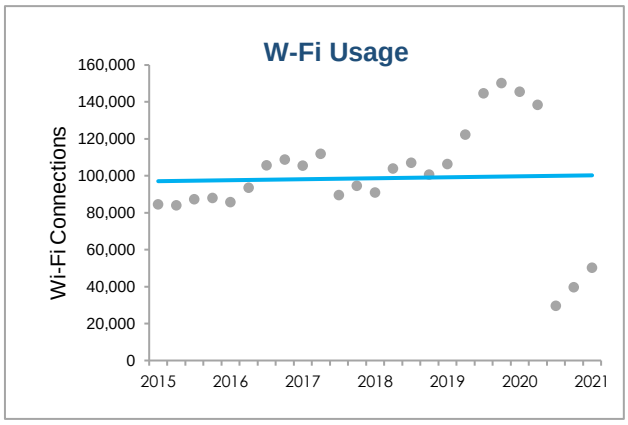
HISTORICAL TRENDS

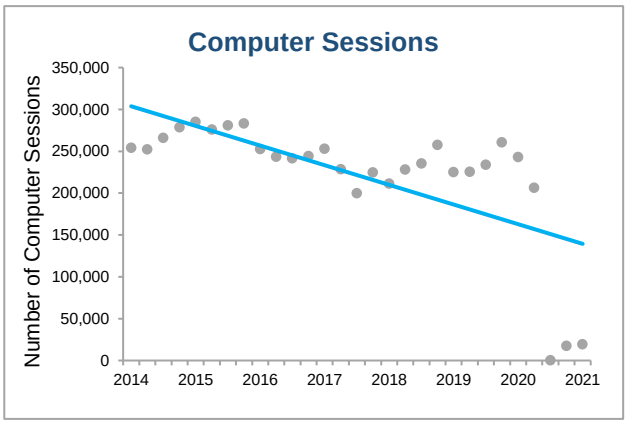


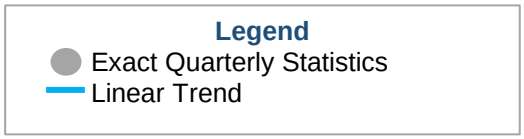






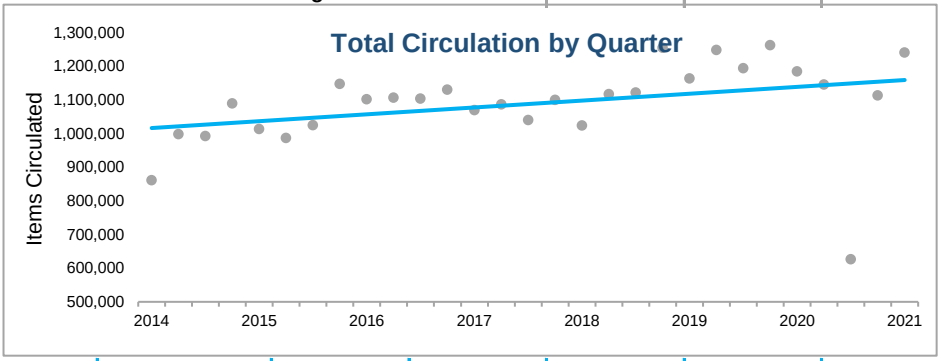






CIRCULATION

Ward	Location	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20	Q1 FY21
1	Mt. Pleasant	57,691	71,387	69,445	64,246	57,801
Ward 1 Totals		**57,691**	**71,387**	**69,445**	**64,246**	**57,801**
2	Martin Luther King Jr/CtrforAccessibility	224,653	3,885	315	296	12,292
2	Library Express	-	4,093	7,780	8,922	3,450
2	Georgetown	37,414	46,236	39,800	38,565	20,873
2	West End	17,719	21,457	46,425	49,946	38,993
Ward 2 Totals		**279,786**	**75,671**	**94,320**	**97,729**	**75,608**
3	Chevy Chase	38,788	45,260	48,769	47,552	27,721
3	Cleveland Park	29,437	42,653	77,059	77,925	73,247
3	Palisades	21,051	7,525	30,869	28,229	16,304
3	Tenley-Friendship	60,781	71,816	65,811	67,625	61,709
Ward 3 Totals		**150,057**	**167,254**	**222,508**	**221,331**	**178,981**
4	Petworth	29,241	40,414	40,453	39,777	39,765
4	Shepherd Park (Juanita E. Thornton)	12,681	16,564	16,428	20,540	27,767
4	Takoma Park	17,800	21,208	22,545	6,596	12,066
Ward 4 Totals		**59,722**	**78,186**	**79,426**	**66,913**	**79,598**
5	Lamond-Riggs	14,310	13,782	15,001	15,303	11,739
5	Woodridge	31,766	48,054	49,001	42,881	45,020
Ward 5 Totals		**46,076**	**61,836**	**64,002**	**58,184**	**56,759**
6	Northeast	33,306	45,563	48,646	49,468	71,383
6	Northwest One	5,679	9,725	10,746	10,237	4,490
6	Rosedale	7,275	11,301	10,312	10,336	6,584
6	Shaw (Watha T. Daniel)	29,241	48,609	50,124	49,731	39,046
6	Southeast	33,015	43,583	44,640	43,565	17,383
6	Southwest	18,119	17,652	17,284	13,985	6,932
Ward 6 Totals		**126,635**	**176,433**	**181,752**	**177,322**	**145,818**
7	Benning (Dorothy I. Height)	12,509	17,300	14,058	11,216	10,779
7	Capitol View	7,501	2,447	5,182	9,859	10,305
7	Deanwood	3,961	7,008	7,597	5,722	3,383
7	Francis Gregory	8,256	13,022	12,243	12,302	12,256
Ward 7 Total		**32,227**	**39,777**	**39,080**	**39,099**	**36,723**
8	Anacostia	8,919	9,088	11,248	9,856	14,893
8	Bellevue (William O. Lockridge)	8,015	8,881	9,392	8,177	8,793
8	Parklands-Turner	10,845	12,366	9,008	8,197	5,916
Ward 8 Totals		**27,779**	**30,335**	**29,648**	**26,230**	**29,602**
Other	Jail Library	1,718	12,635	15,411	14,411	10,366
Physical Circluation		781,691	713,514	795,592	765,465	671,256
Digital Circulation		286,628	309,814	366,715	418,065	567,945
Total Circulation		**1,068,319**	**1,023,328**	**1,162,307**	**1,183,530**	**1,239,201**
Percent Change			**-4.21%**	**13.58%**	**1.83%**	**4.70%**



Notes:
*As of Q1 FY18, self-check circulation transactions previously assigned to MLK are assinged to the physical branch where the transaction took place.
*DCPL initiated automatic renewals on 8/1/2020. Under this policy, if there is not a competing hold, an item renews at the end of its lending period. Each tem may renew up to 10 times.

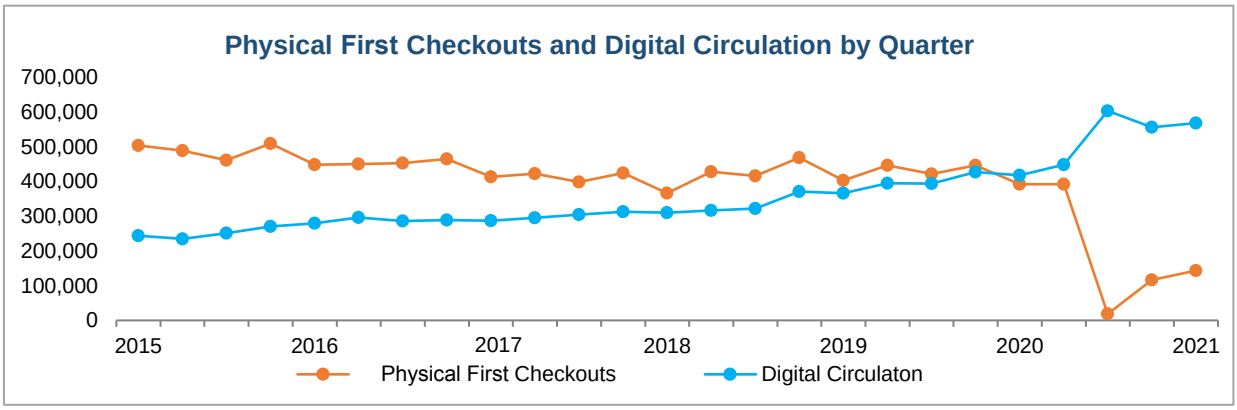
	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	860,350	1,012,275	1,101,415	1,068,319	1,023,328	1,162,307	1,183,530	1,239,201
Q2	997,758	986,421	1,106,005	1,086,077	1,115,873	1,247,601	1,144,682	
Q3	992,029	1,024,423	1,102,941	1,039,687	1,120,791	1,193,285	626,473	
Q4	1,088,630	1,146,637	1,129,466	1,098,702	1,254,210	1,261,579	1,112,667	
Total	**3,938,767**	**4,169,756**	**4,439,827**	**4,292,785**	**4,514,202**	**4,864,772**	**4,067,352**	**1,239,201**

PHYSICAL FIRST CHECKOUTS

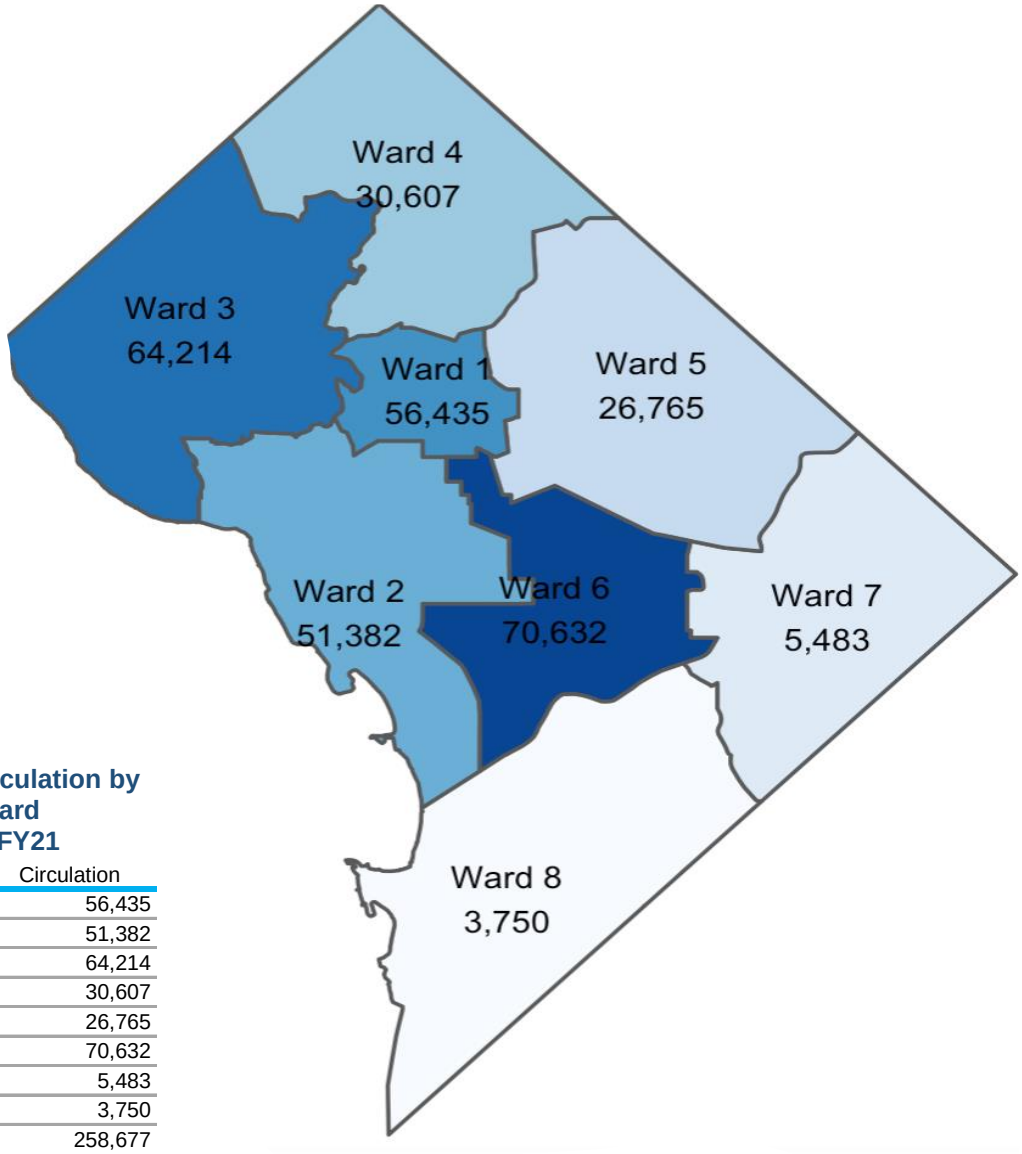
Total	Location	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20	Q1 FY21
1	Mt. Pleasant	23,475	32,381	30,127	27,855	13,774
	Ward 1 Totals	**23,475**	**32,381**	**30,127**	**27,855**	**13,774**
2	Martin Luther King Jr/CtrforAccessibility	141,989	1	9	106	6,840
2	Library Express	0	2,359	2,939	3,580	-
2	Georgetown	15,861	26,023	19,796	19,031	2,857
2	West End	5,479	8,798	19,242	21,252	10,111
	Ward 2 Totals	**163,329**	**37,181**	**41,986**	**43,969**	**19,808**
3	Chevy Chase	20,016	25,377	27,280	27,312	3,871
3	Cleveland Park	9,632	19,161	37,842	39,184	19,297
3	Palisades	11,958	2,452	16,408	16,073	2,055
3	Tenley-Friendship	32,337	38,435	33,626	34,671	17,576
	Ward 3 Totals	**73,943**	**85,425**	**115,156**	**117,240**	**42,799**
4	Petworth	13,778	22,100	22,180	23,901	9,995
4	Shepherd Park (Juanita E. Thornton)	7,363	9,331	8,939	12,695	7,903
4	Takoma Park	9,206	11,239	12,579	520	40
	Ward 4 Totals	**30,347**	**42,670**	**43,698**	**37,116**	**17,938**
5	Lamond-Riggs	5,686	8,122	9,095	10,183	1
5	Woodridge	18,846	24,842	25,154	22,774	10,015
	Ward 5 Totals	**24,532**	**32,964**	**34,249**	**32,957**	**10,016**
6	Northeast	14,929	23,688	25,796	25,663	22,896
6	Northwest One	2,953	4,788	5,049	4,602	1
6	Rosedale	3,867	5,590	5,977	6,652	0
6	Shaw (Watha T. Daniel)	14,348	25,161	23,301	23,330	8,387
6	Southeast	16,453	24,648	23,959	23,728	0
6	Southwest	9,043	9,890	10,177	7,431	0
	Ward 6 Totals	**61,593**	**93,765**	**94,259**	**91,406**	**31,284**
7	Benning (Dorothy I. Height)	6,788	9,330	7,908	5,929	890
7	Capitol View	3,173	1,034	2,404	5,517	1,528
7	Deanwood	2,880	4,395	5,196	3,716	0
7	Francis Gregory	4,980	6,593	6,623	7,805	1,702
	Ward 7 Total	**17,821**	**21,352**	**22,131**	**22,967**	**4,120**
8	Anacostia	5,482	5,976	7,143	6,514	2,394
8	Bellevue (William O. Lockridge)	5,618	5,921	6,295	5,109	1,002
8	Parklands-Turner	5,796	5,923	5,671	4,439	0
	Ward 8 Totals	**16,896**	**17,820**	**19,109**	**16,062**	**3,396**
Other	Jail Library	1,675	2,568	2,800	2,722	0
	Total	**413,611**	**366,126**	**403,515**	**392,294**	**143,135**
	Percent Change		-11%	10%	-3%	-64%

DIGITAL CIRCULATION

	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20	Q1 FY21
Digital Circulation	286,628	309,814	366,715	418,065	567,945
Percent Change		8%	18%	14%	36%

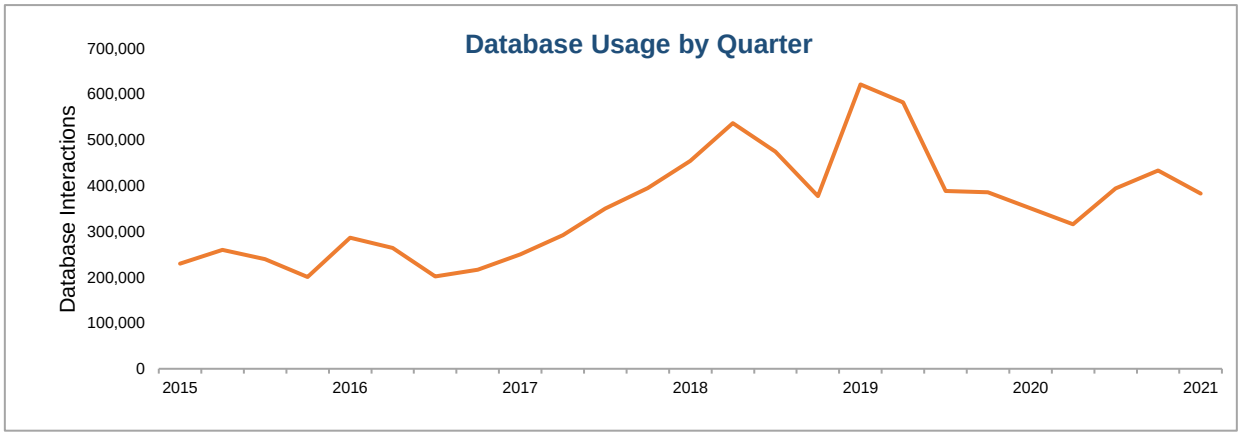


DIGITAL CIRCULATION

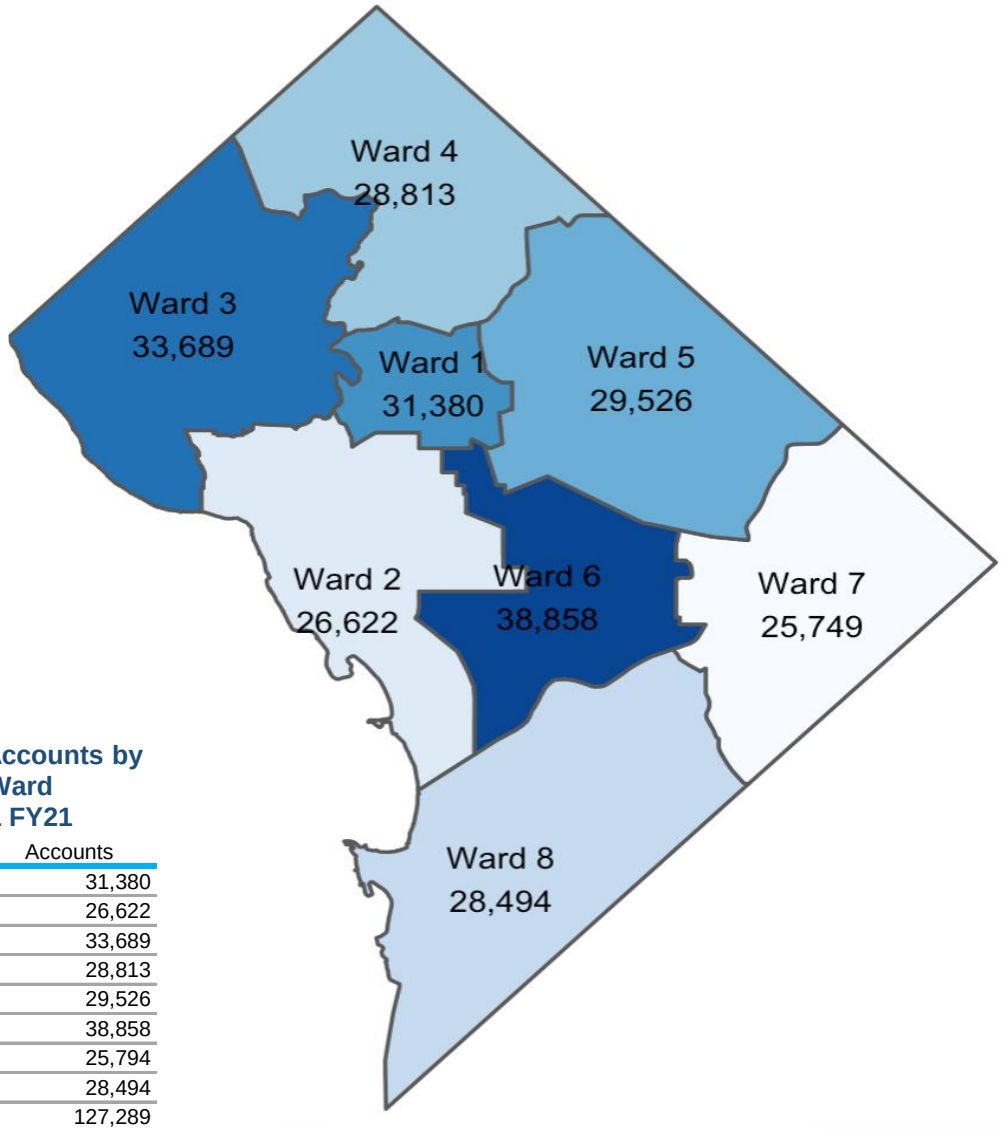


Digital Circulation by Ward
Q1 FY21

Ward	Circulation
1	56,435
2	51,382
3	64,214
4	30,607
5	26,765
6	70,632
7	5,483
8	3,750
Other	258,677

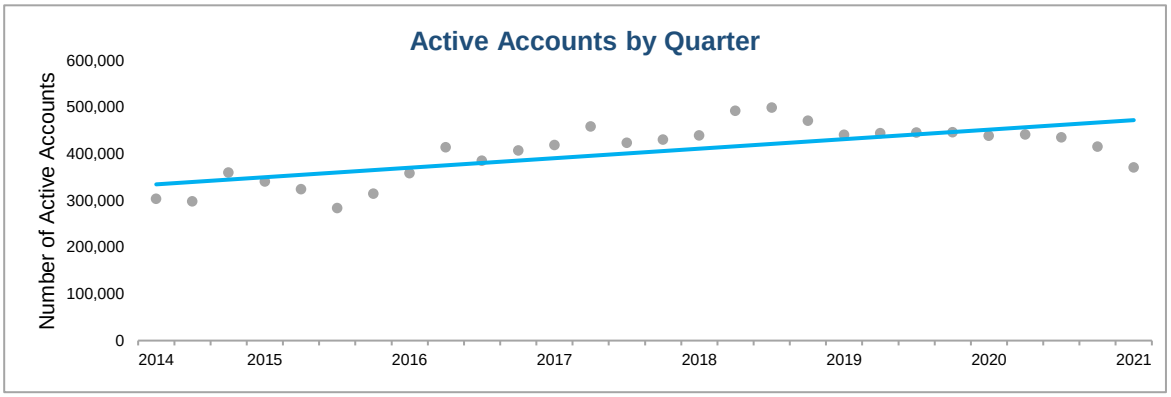


ACTIVE ACOUNTS



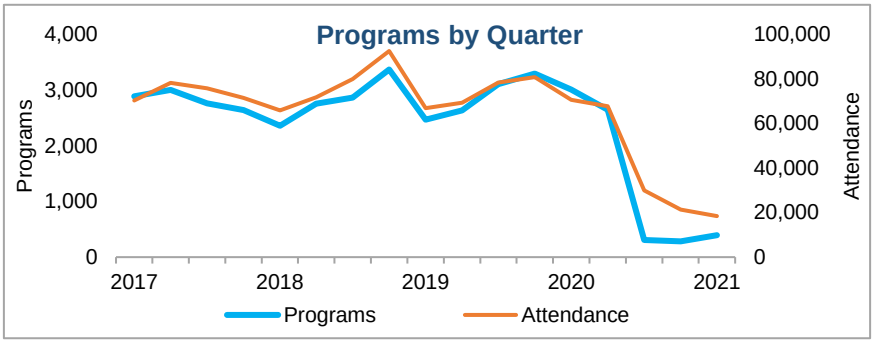
Active Accounts by Ward
Q1 FY21

Ward	Accounts
1	31,380
2	26,622
3	33,689
4	28,813
5	29,526
6	38,858
7	25,794
8	28,494
Other	127,289



	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	303,280	340,389	358,106	418,598	439,213	440,471	437,962	370,465
Q2	297,916	323,628	413,650	458,368	491,518	443,759	440,971	
Q3	380,142	283,407	384,992	422,946	498,436	444,948	434,683	
Q4	359,371	314,186	406,801	429,742	470,477	446,000	414,610	

PROGRAMS AND OUTREACH

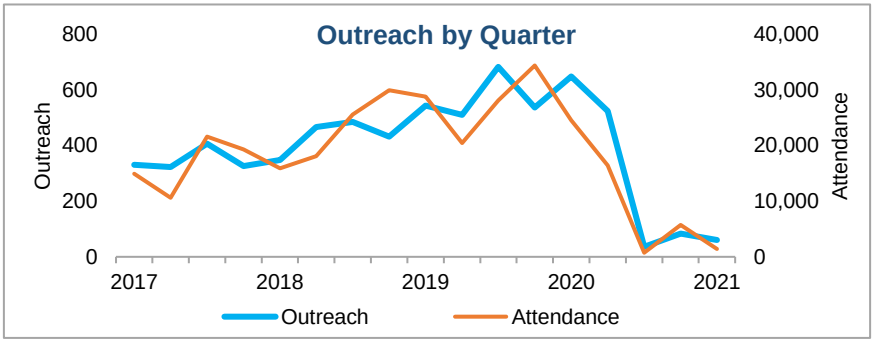


Programs

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	2,894	2,361	2,470	3,010	392
Q2	3,006	2,760	2,639	2,650	
Q3	2,766	2,870	3,112	311	
Q4	2,642	3,373	3,299	284	
Total	**11,308**	**11,364**	**11,520**	**6,255**	**392**

Attendance

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	70,436	65,915	66,972	70,646	18,440
Q2	78,363	71,810	69,384	67,879	
Q3	75,937	80,012	78,530	30,025	
Q4	71,550	92,637	80,931	21,428	
Total	**296,286**	**310,374**	**295,817**	**189,978**	**18,440**



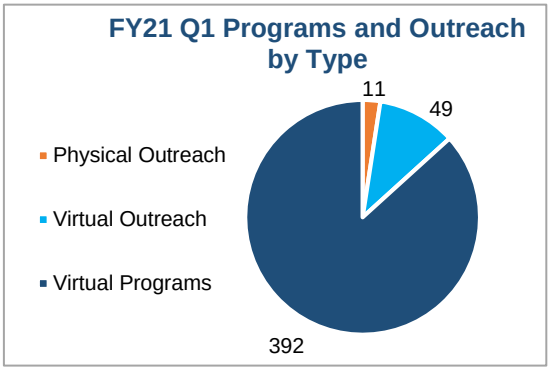
Outreach

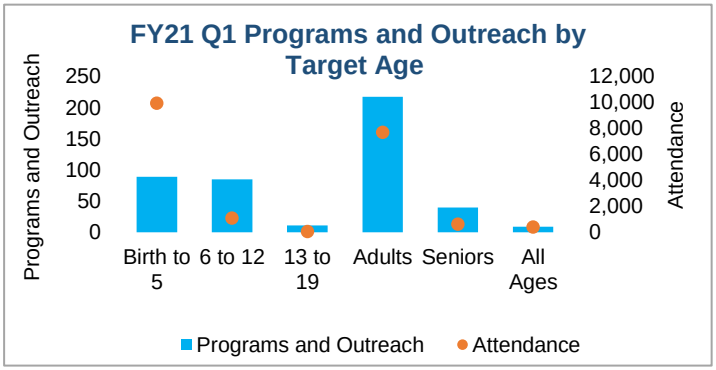
	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	331	348	544	648	60
Q2	323	467	510	524	
Q3	407	485	683	36	
Q4	326	432	537	83	
Total	**1,387**	**1,732**	**2,274**	**1,291**	

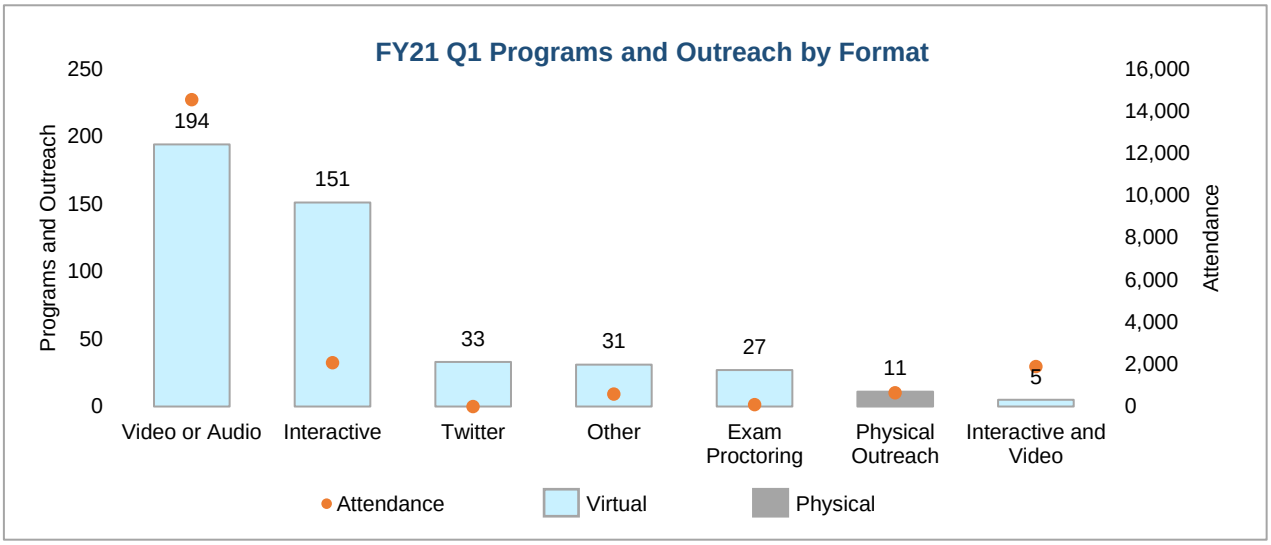
Attendance

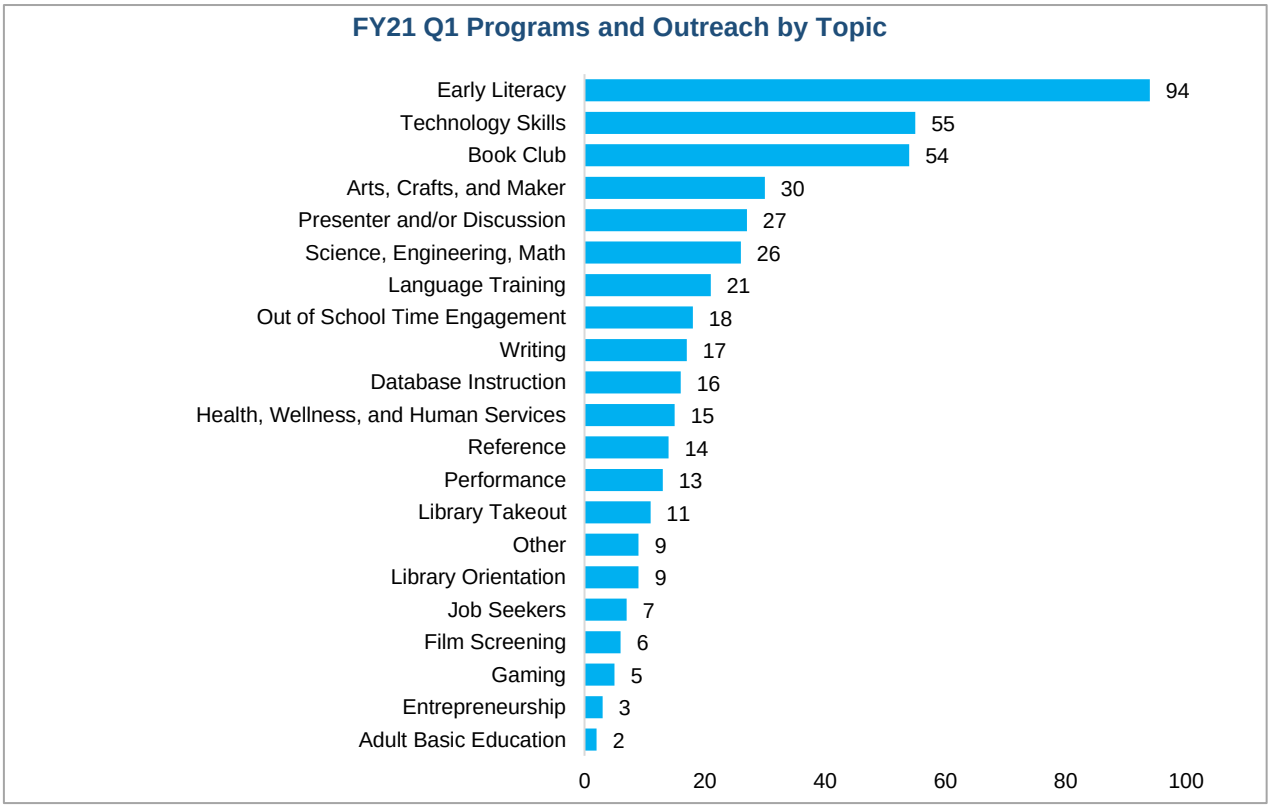
	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	14,958	15,917	28,789	24,519	1,400
Q2	10,647	18,083	20,431	16,415	
Q3	21,599	25,552	28,127	738	
Q4	19,318	29,972	34,396	5,723	
Total	**66,522**	**89,524**	**111,743**	**47,395**	**1,400**

PROGRAMS AND OUTREACH

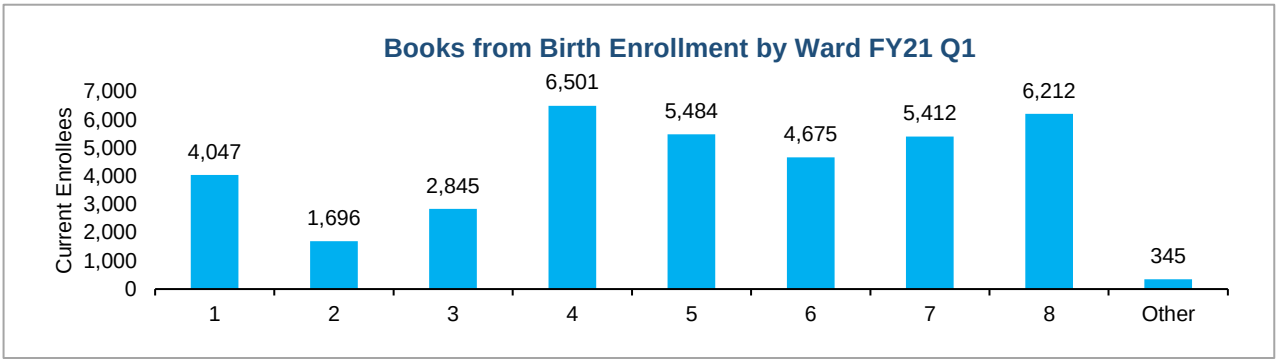






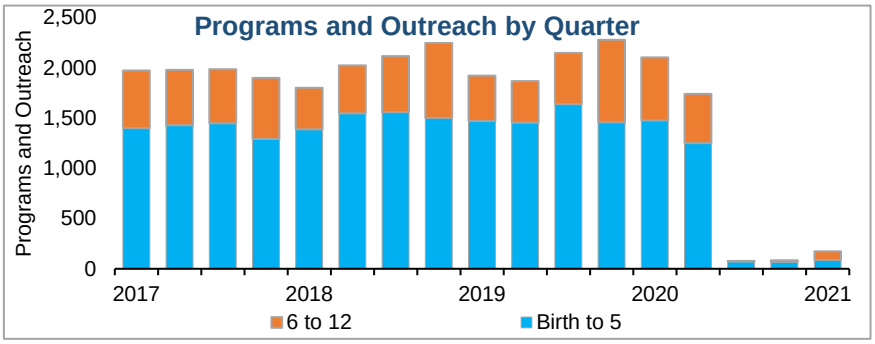


EARLY LITERACY & YOUTH



Books from Birth Enrollment by Quarter

	Q3 FY19	Q4 FY19	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20	Q1 FY21
Eligible Children Citywide	41,955	41,955	41,955	41,955	41,955	41,955	41,955
Enrollment Citywide	34,813	35,736	36,243	36,839	36,691	37,267	37,217
% of Citywide Eligible Enrolled	***82.98%***	***85.18%***	***86.39%***	***87.81%***	***87.45%***	***88.83%***	***88.71%***
Graduated Citywide	11,167	12,304	13,536	14,728	15,988	17,195	18,569
Eligible Children in Target Areas	25,217	25,217	25,217	25,217	25,217	25,217	25,217
Enrollment in Target Areas	22,504	23,077	23,368	23,802	23,493	23,882	24,120
% Target Areas Enrolled	***89.2%***	***91.5%***	***92.7%***	***94.4%***	***93.2%***	***94.7%***	***95.6%***
Total Enrolled + Total Graduated	**45,980**	**48,040**	**49,779**	**51,567**	**52,679**	**54,462**	**55,786**



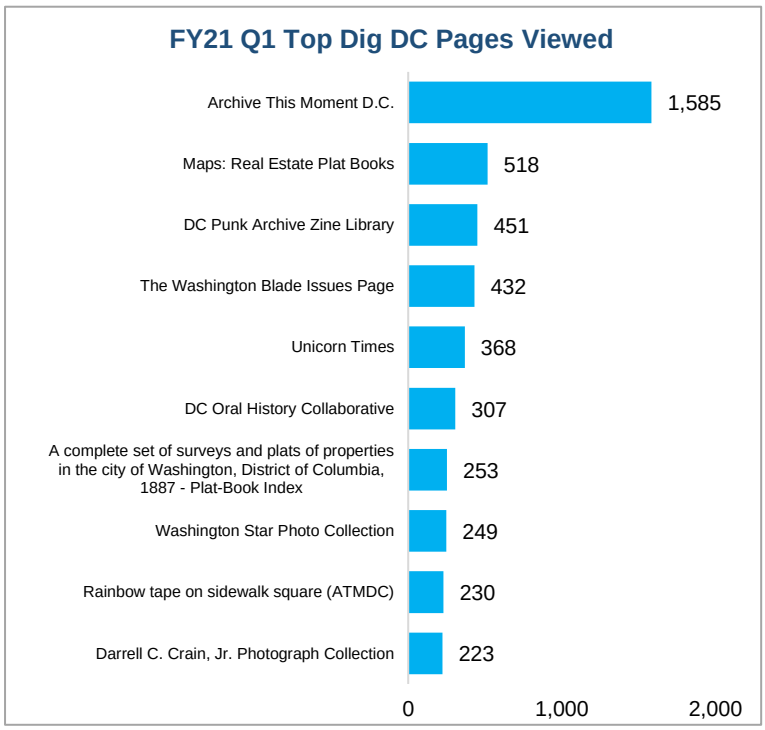
Ages Birth to 5 Programs and Outreach by Quarter

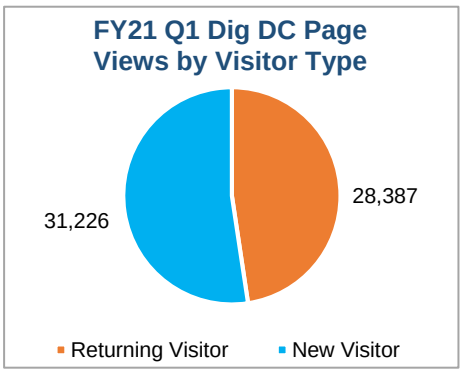
	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	1,398	1,388	1,469	1,476	89
Q2	1,428	1,546	1,452	1,249	
Q3	1,447	1,558	1,637	73	
Q4	1,291	1,502	1,458	68	
Total	**5,564**	**5,994**	**6,016**	**2,866**	**89**

Ages 6 to 12 Programs and Outreach by Quarter

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	573	411	451	626	85
Q2	552	477	414	492	
Q3	537	557	510	6	
Q4	607	743	819	18	
Total	**2,269**	**2,188**	**2,194**	**1,142**	**85**

PEOPLE'S ARCHIVE





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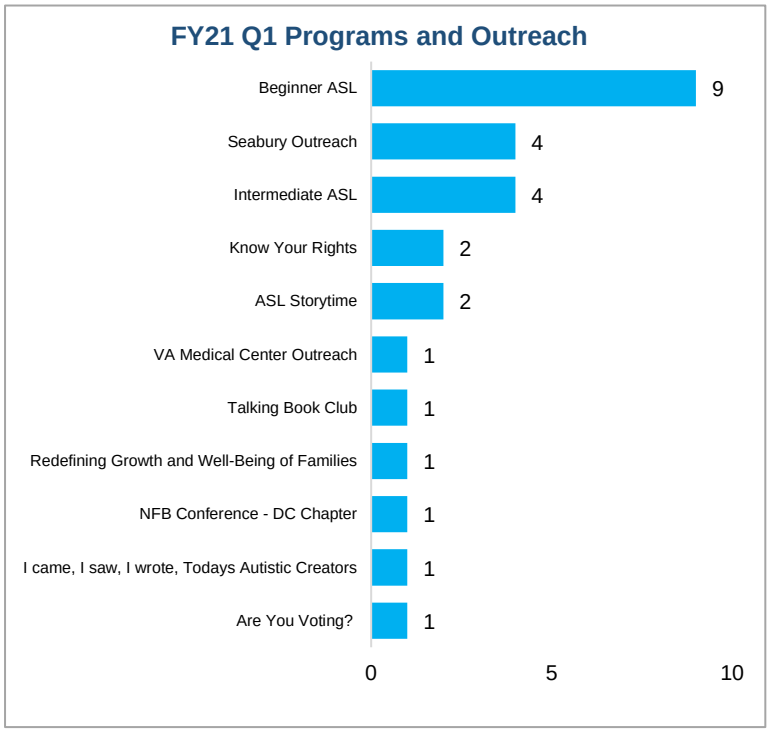
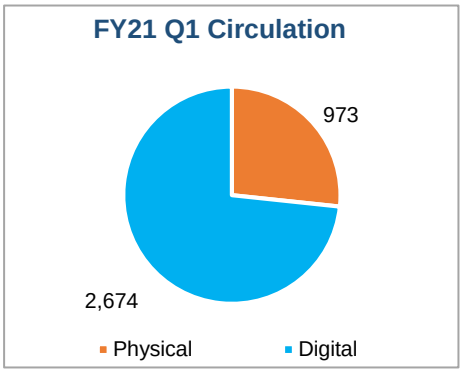
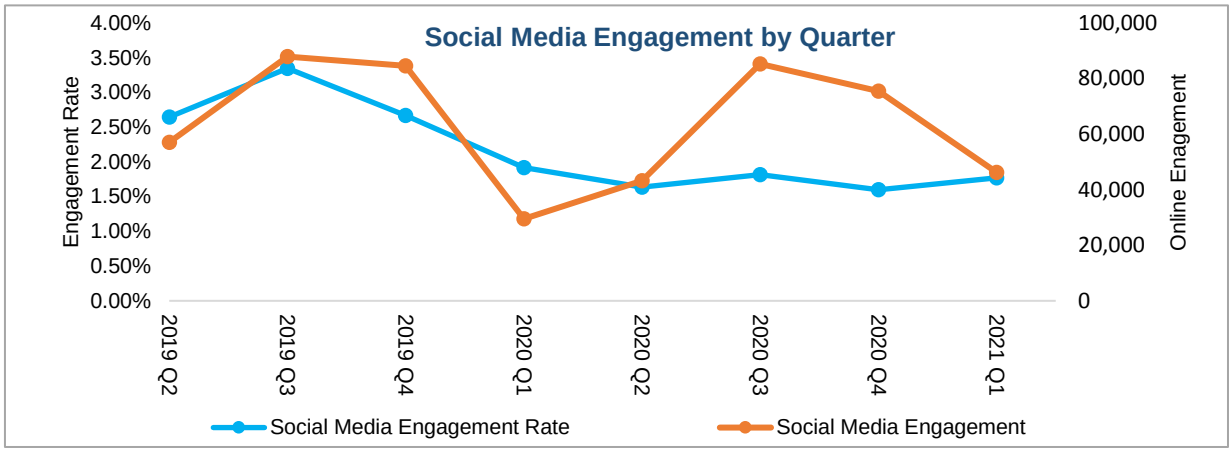
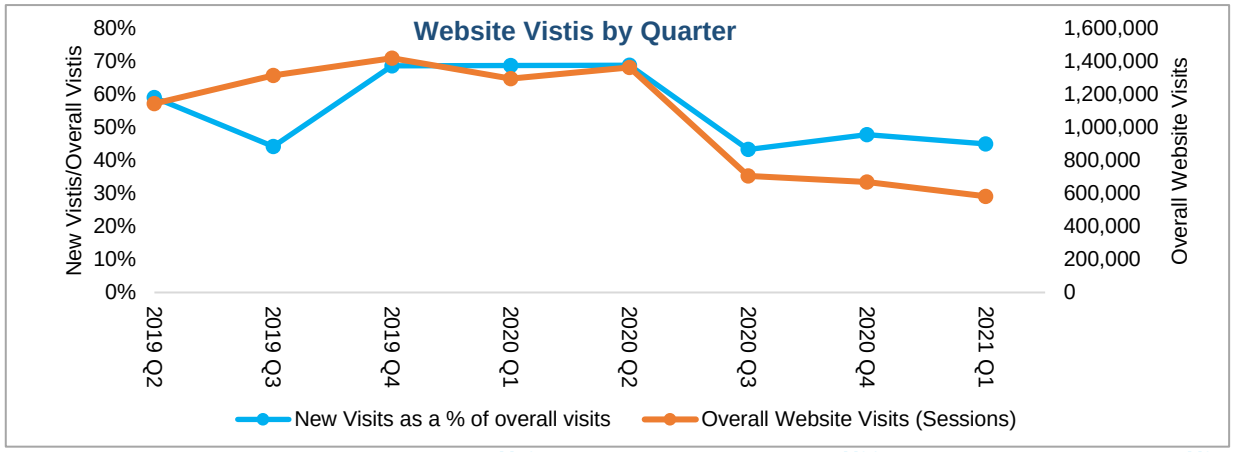




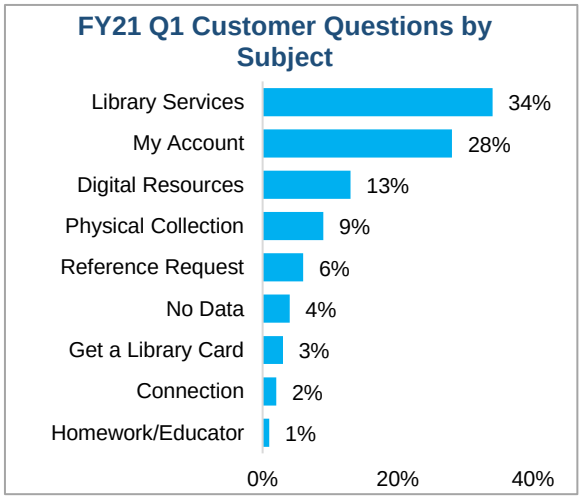
ONLINE ENGAGEMENT

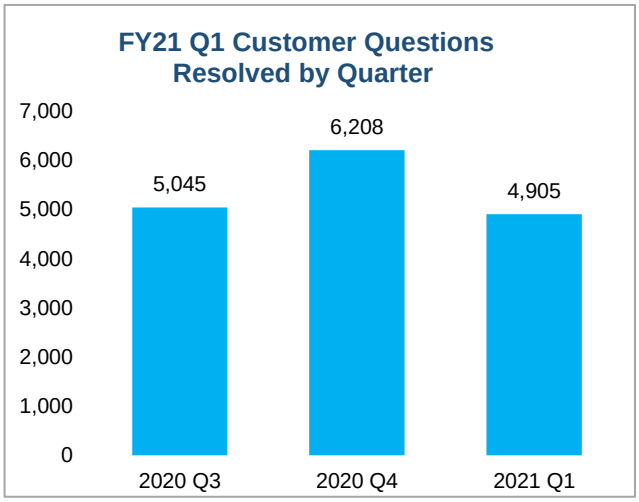




	FY19	FY20				FY21
	Q4	Q1	Q2	Q3	Q4	Q1
Social Media Impressions	3,169,148	1,541,071	2,637,497	4,686,713	4,708,554	2,614,638
Social Media Engagement	84,677	29,522	43,271	85,345	75,535	46,217
Socia Media Engagement Rate	2.67%	1.9%	1.6%	1.8%	1.6%	1.8%
New Website Visits (Sessions)	972,676	889,909	937,082	305,716	319,860	261,865
Overall Visits (Sessions)	1,418,605	1,294,662	1,362,270	706,440	669,400	582,425
New Visits as a % of overall visits	68.57%	68.7%	68.8%	43.3%	47.8%	45.0%

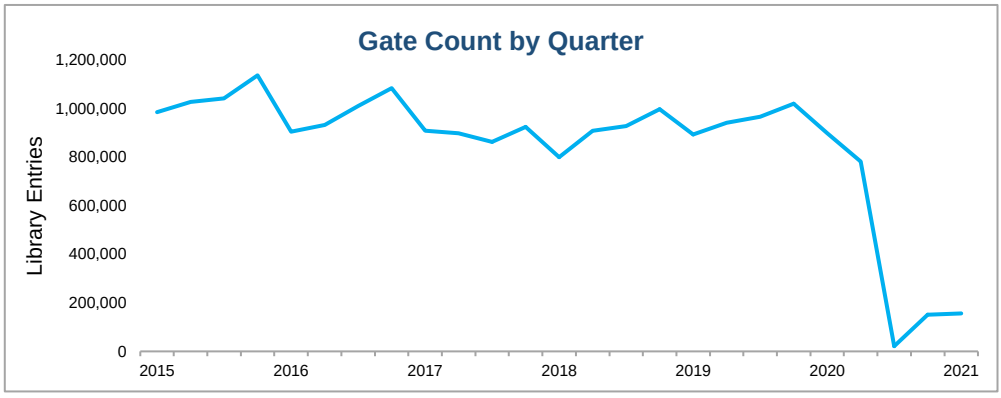
ASK DCPL





GATE COUNT

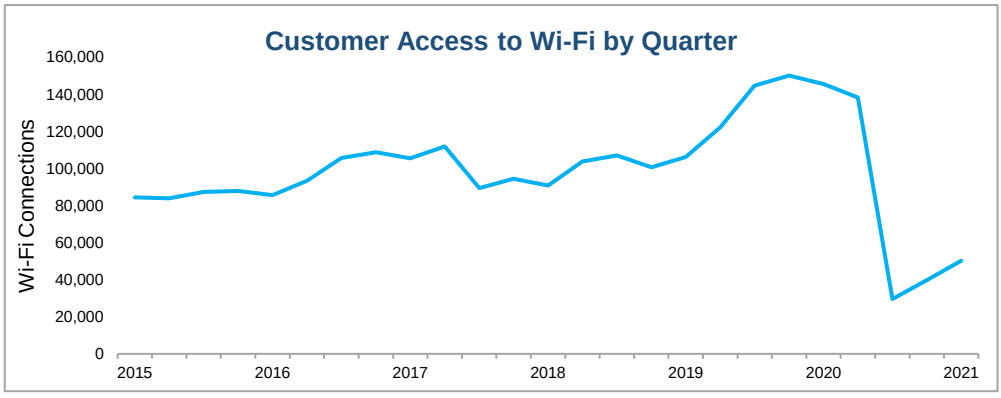
Ward	Location	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20	Q1 FY21
1	Mt. Pleasant	60,886	59,814	59,784	57,461	12,629
Ward 1 Totals		**60,886**	**59,814**	**59,784**	**57,461**	**12,629**
2	Martin Luther King, Jr. Memorial Library	133,135	-	-	-	12,947
2	Library Express	-	26,906	24,796	24,271	-
2	Georgetown	28,953	37,649	31,318	31,060	2,357
2	West End	19,370	20,779	49,601	83,111	10,967
Ward 2 Totals		**181,458**	**85,334**	**105,715**	**138,442**	**26,271**
3	Chevy Chase	35,339	37,196	33,291	35,868	2,030
3	Cleveland Park	12,685	17,239	55,523	55,291	12,554
3	Palisades	22,661	0	20,164	21,975	2,899
3	Tenley-Friendship	57,431	59,645	56,235	55,207	15,881
Ward 3 Totals		**128,116**	**114,080**	**165,213**	**168,341**	**33,364**
4	Petworth	40,184	39,744	40,716	49,231	10,229
4	Shepherd Park (Juanita E. Thornton)	19,619	23,078	26,679	29,003	10,679
4	Takoma Park	18,025	16,090	17,566	992	516
Ward 4 Totals		**77,828**	**78,912**	**84,961**	**79,226**	**21,424**
5	Lamond-Riggs	24,278	27,202	22,585	24,642	0
5	Woodridge	34,421	41,833	42,567	39,641	8,993
Ward 5 Totals		**58,699**	**69,035**	**65,152**	**64,283**	**8,993**
6	Northeast	28,549	30,011	35,097	36,406	14,699
6	Northwest One	20,133	22,458	25,017	22,106	26
6	Rosedale	18,374	21,901	21,259	24,716	59
6	Shaw (Watha T. Daniel)	49,360	61,886	60,350	53,678	9,623
6	Southeast	34,010	38,620	38,846	38,505	147
6	Southwest	23,614	22,905	22,310	15,230	81
Ward 6 Totals		**174,040**	**197,781**	**202,879**	**190,641**	**24,635**
7	Benning (Dorothy I. Height)	57,686	48,054	47,052	37,784	7,114
7	Capitol View	30,136	1,073	10,158	28,048	5,243
7	Deanwood	20,215	22,816	23,762	16,376	174
7	Francis Gregory	23,667	25,338	25,560	21,865	4,202
Ward 7 Totals		**131,704**	**97,281**	**106,532**	**104,073**	**16,733**
8	Anacostia	40,276	39,596	41,199	41,261	8,163
8	Bellevue (William O. Lockridge)	24,012	24,084	26,281	24,289	3,965
8	Parklands-Turner	31,608	33,705	35,321	30,413	241
Ward 8 Totals		**95,896**	**97,385**	**102,801**	**95,963**	**12,369**
DCPL Total		**908,627**	**799,622**	**893,037**	**898,430**	**156,418**
Percent Change			**-12.00%**	**11.68%**	**0.60%**	**-82.59%**



	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	984,658	904,632	908,627	799,622	893,037	898,430	156,418
Q2	1,027,300	932,786	897,774	908,160	941,174	781,659	
Q3	1,041,107	1,009,816	862,639	927,637	966,060	21,443	
Q4	1,136,455	1,083,529	924,161	997,120	1,019,734	151,169	
Total	**4,189,520**	**3,930,763**	**3,593,201**	**3,632,539**	**3,820,005**	**1,852,701**	**156,418**

CUSTOMER ACCESS TO WI-FI

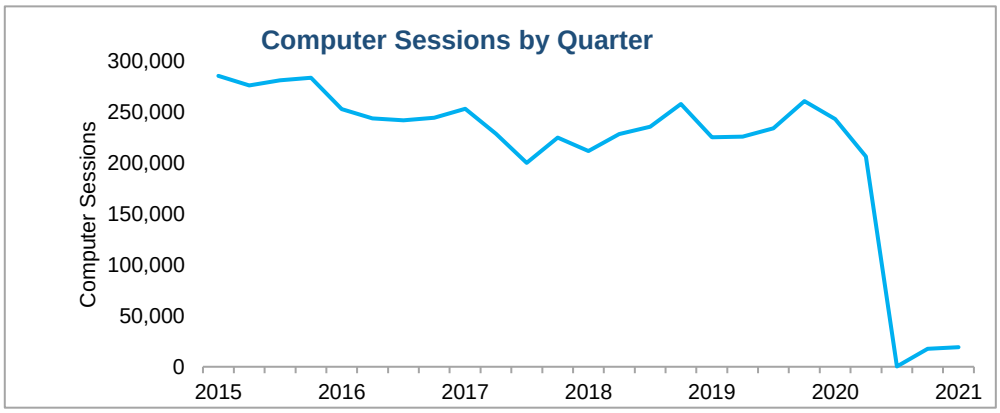
	Location	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20	Q1 FY21
1	Mt. Pleasant	5,928	6,712	5,741	8,009	3,152
	Ward 1 Totals	**5,928**	**6,712**	**5,741**	**8,009**	**3,152**
2	Martin Luther King, Jr. Memorial Library	25,191	-	-	-	9,251
2	Library Express	-	3,617	2,481	2,342	-
2	Georgetown	5,375	6,059	4,783	6,775	1,710
2	West End	1,005	1,745	8,394	9,906	1,649
	Ward 2 Totals	**31,571**	**11,421**	**15,658**	**19,023**	**12,610**
3	Chevy Chase	2,873	3,499	2,712	3,644	782
3	Cleveland Park	1,056	1,699	9,813	12,698	5,403
3	Palisades	1,381	0	2,325	3,369	464
3	Tenley-Friendship	5,007	4,229	3,616	7,051	975
	Ward 3 Totals	**10,317**	**9,427**	**18,466**	**26,762**	**7,624**
4	Petworth	6,613	6,970	6,317	13,304	4,975
4	Shepherd Park (Juanita E. Thornton)	1,877	2,289	2,443	3,109	715
4	Takoma Park	1,510	1,340	1,773	414	300
	Ward 4 Totals	**10,000**	**10,599**	**10,533**	**16,827**	**5,990**
5	Lamond-Riggs	1,917	2,031	2,307	3,364	325
5	Woodridge	3,835	5,165	4,395	5,498	1,586
	Ward 5 Totals	**5,752**	**7,196**	**6,702**	**8,862**	**1,911**
6	Northeast	3,859	4,229	3,332	4,705	1,745
6	Northwest One	1,715	1,652	1,686	2,116	347
6	Rosedale	1,476	1,668	1,826	2,307	360
6	Shaw (Watha T. Daniel)	7,420	9,317	10,916	14,727	4,243
6	Southeast	3,221	3,661	3,717	5,991	2,745
6	Southwest	1,742	2,584	2,071	1,807	266
	Ward 6 Totals	**19,433**	**23,111**	**23,548**	**31,653**	**9,706**
7	Benning (Dorothy I. Height)	5,714	5,915	5,789	6,482	1,200
7	Capitol View	1,893	215	876	4,146	890
7	Deanwood	1,412	1,624	2,039	2,139	340
7	Francis Gregory	2,145	2,487	2,587	3,050	607
	Ward 7 Totals	**11,164**	**10,241**	**11,291**	**15,817**	**3,037**
8	Anacostia	4,340	4,598	5,859	6,493	2,533
8	Bellevue (William O. Lockridge)	2,542	2,557	2,790	4,481	776
8	Parklands-Turner	4,426	4,979	5,623	7,575	2,888
	Ward 8 Totals	**11,308**	**12,134**	**14,272**	**18,549**	**6,197**
	DCPL Total	**105,473**	**90,841**	**106,211**	**145,502**	**50,227**
	Percent Change		**-13.87%**	**16.92%**	**36.99%**	**-65.48%**



	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	84,388	85,689	105,473	90,841	106,211	145,502	50,227
Q2	83,871	93,469	111,816	103,815	122,218	138,341	
Q3	87,306	105,611	89,442	107,013	144,670	29,586	
Q4	87,916	108,699	94,437	100,573	150,151	39,647	
Total	**343,481**	**393,468**	**401,168**	**402,242**	**523,250**	**353,076**	**50,227**

COMPUTER SESSIONS

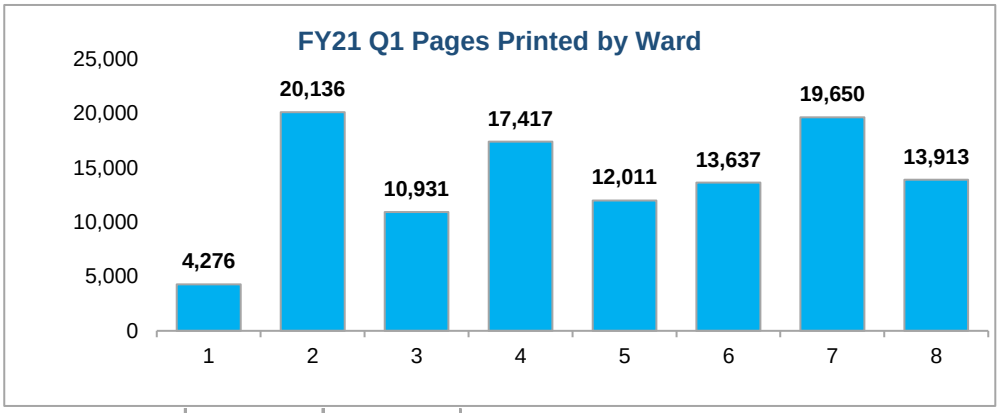
	Location	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20	Q1 FY21
1	Mt. Pleasant	12,135	13,998	12,934	12,863	1,014
	Ward 1 Totals	**12,135**	**13,998**	**12,934**	**12,863**	**1,014**
2	Martin Luther King, Jr. Memorial Library	54,060	0	0	0	2,614
2	Library Express	0	6,192	5,405	7,003	-
2	Georgetown	6,975	7,068	6,729	6,809	201
2	West End	2,661	4,368	12,576	14,965	1,339
	Ward 2 Totals	**63,696**	**17,628**	**24,710**	**28,777**	**4,154**
3	Chevy Chase	2,780	4,016	4,066	5,072	162
3	Cleveland Park	1,408	1,869	4,306	5,766	773
3	Palisades	1,280	0	1,351	1,799	29
3	Tenley-Friendship	10,093	9,858	9,671	10,303	1,447
	Ward 3 Totals	**15,561**	**15,743**	**19,394**	**22,940**	**2,411**
4	Petworth	11,382	10,938	11,844	14,203	1,274
4	Shepherd Park (Juanita E. Thornton)	5,696	6,593	7,973	10,648	1,247
4	Takoma Park	5,311	3,658	4,380	72	0
	Ward 4 Totals	**22,389**	**21,189**	**24,197**	**24,923**	**2,521**
5	Lamond-Riggs	5,786	7,154	6,978	7,855	0
5	Woodridge	11,137	13,474	13,927	14,765	1,527
	Ward 5 Totals	**16,923**	**20,628**	**20,905**	**22,620**	**1,527**
6	Northeast	7,568	8,485	7,867	8,345	932
6	Northwest One	7,699	9,546	10,743	8,445	0
6	Rosedale	6,406	6,632	5,820	7,504	0
6	Shaw (Watha T. Daniel)	15,140	18,939	16,664	17,926	1,517
6	Southeast	4,958	8,078	7,920	9,023	0
6	Southwest	5,614	7,356	7,600	6,019	0
	Ward 6 Totals	**47,385**	**59,036**	**56,614**	**57,262**	**2,449**
7	Benning (Dorothy I. Height)	12,295	14,493	12,550	13,543	1,194
7	Capitol View	8,050	466	4,108	11,256	972
7	Deanwood	7,227	6,090	5,501	4,395	0
7	Francis Gregory	10,761	7,759	8,531	8,652	838
	Ward 7 Totals	**38,333**	**28,808**	**30,690**	**37,846**	**3,004**
8	Anacostia	13,492	12,217	12,209	12,094	1,331
8	Bellevue (William O. Lockridge)	12,829	10,648	11,158	10,462	839
8	Parklands-Turner	10,150	11,497	11,998	13,104	0
	Ward 8 Totals	**36,471**	**34,362**	**35,365**	**35,660**	**2,170**
	DCPL Total	**252,893**	**211,392**	**224,809**	**242,891**	**19,250**
	Percent Change		**-16.41%**	**6.35%**	**8.04%**	**-92.07%**



	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	285,146	252,545	252,893	211,392	224,809	242,891	19,250
Q2	275,674	243,426	228,529	228,155	225,484	206,174	
Q3	280,764	241,568	199,793	235,243	233,656	314	
Q4	283,268	243,956	224,737	257,518	260,428	17,589	
Total	**1,124,852**	**981,495**	**905,952**	**932,308**	**944,377**	**466,968**	**19,250**

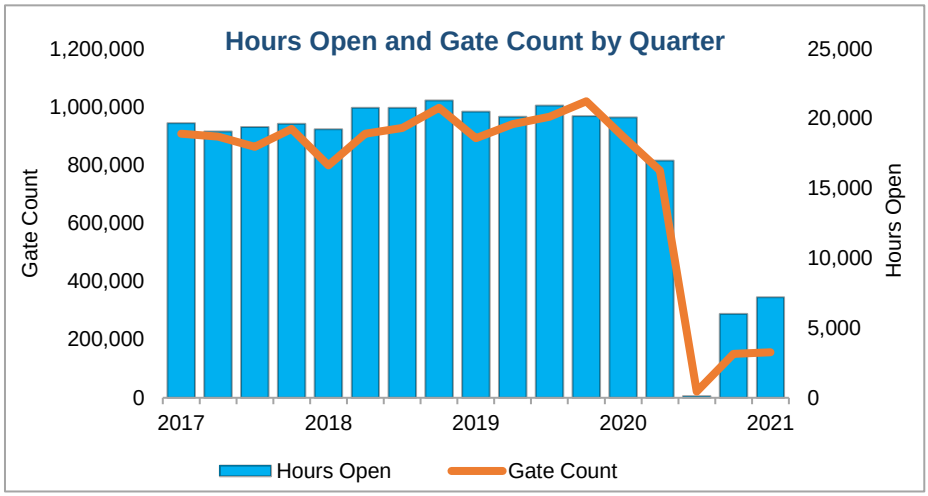
PAGES PRINTED

	Location	Q1 FY19	Q1 FY20	Q1 FY21
1	Mt. Pleasant	23,404	34,559	4,276
	Ward 1 Totals	**23,404**	**34,559**	**4,276**
2	Martin Luther King, Jr. Memorial Library	-	-	12,110
2	Library Express	11,874	18,689	-
2	Georgetown	18,266	22,560	695
2	West End	21,326	28,619	7,331
	Ward 2 Totals	**51,466**	**69,868**	**20,136**
3	Chevy Chase	14,322	23,109	742
3	Cleveland Park	6,617	23,212	4,152
3	Palisades	4,017	8,001	53
3	Tenley-Friendship	24,020	24,402	5,984
	Ward 3 Totals	**48,976**	**78,724**	**10,931**
4	Petworth	32,328	40,998	5,227
4	Shepherd Park (Juanita E. Thornton)	22,062	37,896	12,190
4	Takoma Park	18,154	248	0
	Ward 4 Totals	**72,544**	**79,142**	**17,417**
5	Lamond-Riggs	23,436	38,017	0
5	Woodridge	39,267	55,782	12,011
	Ward 5 Totals	**62,703**	**93,799**	**12,011**
6	Northeast	22,069	25,850	5,866
6	Northwest One	9,980	17,105	0
6	Rosedale	13,797	18,453	0
6	Shaw (Watha T. Daniel)	37,970	52,496	7,771
6	Southeast	21,374	30,878	0
6	Southwest	18,454	18,237	0
	Ward 6 Totals	**123,644**	**163,019**	**13,637**
7	Benning (Dorothy I. Height)	34,378	48,486	6,477
7	Capitol View	14,603	42,141	6,355
7	Deanwood	16,468	14,550	0
7	Francis Gregory	33,063	41,868	6,818
	Ward 7 Totals	**98,512**	**147,045**	**19,650**
8	Anacostia	32,326	25,849	7,674
8	Bellevue (William O. Lockridge)	26,384	42,524	6,239
8	Parklands-Turner	41,465	46,110	0
	Ward 8 Totals	**100,175**	**114,483**	**13,913**
	DCPL Total	**581,424**	**780,639**	**111,971**
	Percent Change		**34.26%**	**-85.66%**



	FY2019	FY2020	FY2021
Q1	581,424	780,639	111,971
Q2	699,080	731,013	
Q3	770,156	8,027	
Q4	839,799	152,199	
Total	**2,890,459**	**1,671,878**	**111,971**

SERVICE HOURS



Hours Open by Fiscal and Year and Quarter

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	19,677	19,239	20,505	20,088	7,202
Q2	19,075	20,780	20,128	16,997	
Q3	19,409	20,780	20,935	112	
Q4	19,623	21,295	20,175	6,008	
Total	**77,783**	**82,092**	**81,742**	**43,204**	**7,202**

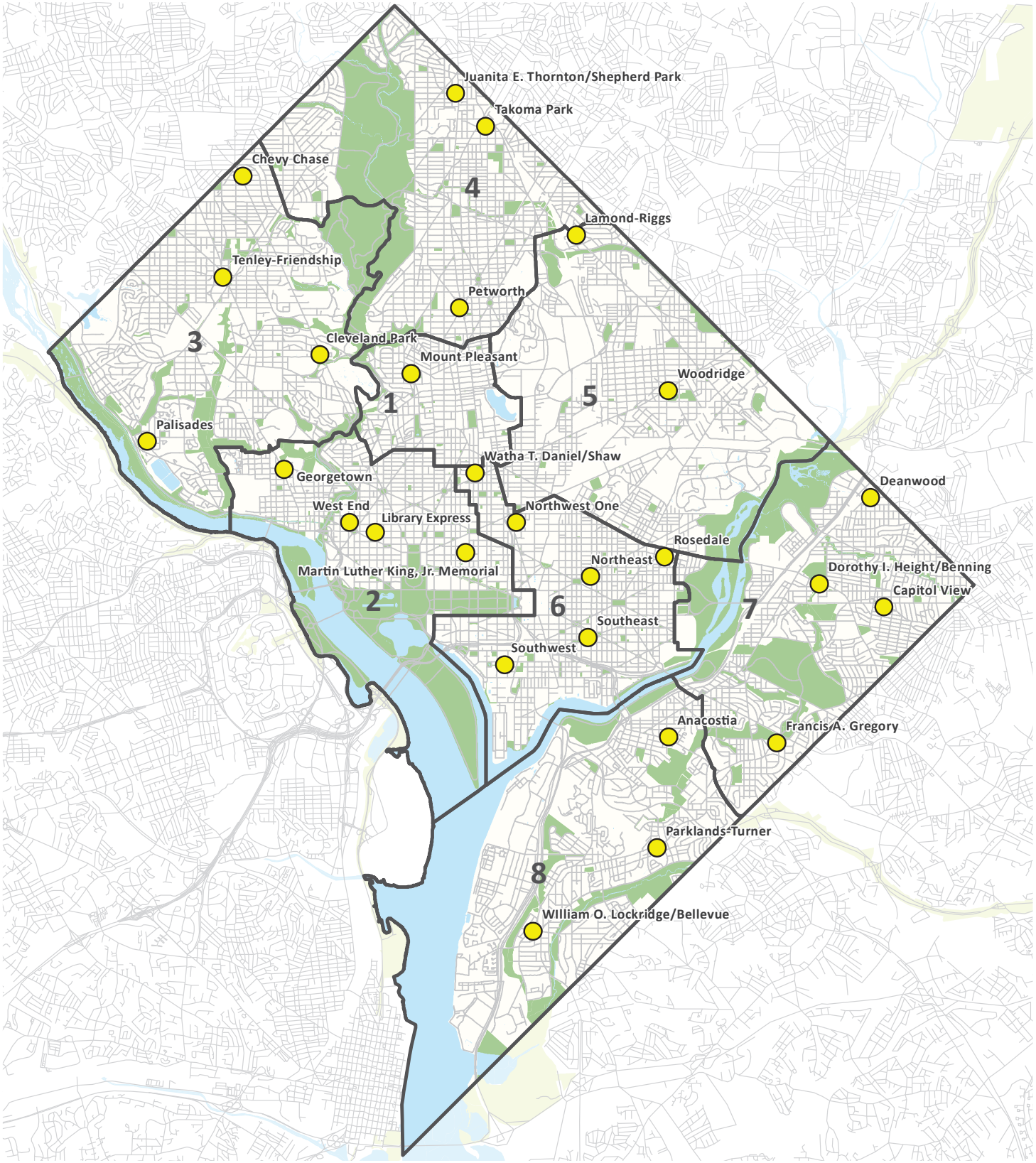
FY 21 Hours of Unplanned Closure

	Q1	Q2	Q3	Q4	Total
Anacostia	4.5				4.5
Benning (Dorothy I. Height)	13				13
Martin Luther King, Jr. Memorial Library	10				10
Mt. Pleasant	14				14
Palisades	7				7
Total	**48.5**	**0**	**0**	**0**	**48.5**

HUMAN RESOURCES

	Q1 FY20	Q1 FY21	% Change
Vacancy Rate	9.5%	14.8%	55.8%
# Staff of Extended Leave New	9	4	-55.6%
# Staff on Extended Leave (Cont.)	8	18	125.0%
Total Staff on Extended Leave	17	22	29.4%

Map of DC Public Libraries by Ward



DCPL PERFORMANCE REPORT DATA GLOSSARY

Active Accounts by Ward - The number of user accounts with activity in the last three years. Accounts are sorted by ward of residence provided in account information. The total is collected on the last day of the reported quarter.

Ask DCPL – Ask DCPL is the Library's online information and help service**.** Library staff answer customer questions virtually using a chat feature on DC Public Library's website.

Books from Birth - Books from Birth is a program for children from birth up to age five to receive a free book each month mailed to their home; families and children are able to keep the books to start a personal library.

Books from Birth - Graduated Citywide - Number of Books from Birth enrollees that have turned five years old and, therefore, aged out the program.

Books from Birth Target Enrollment Areas -Target enrollment areas for Books from Birth include zip codes in Wards 1, 5, 7 and 8.

Center for Accessibility – The Center for Accessibility provides individuals with disabilities access to Library programs, services, and collections.

Circulation - Physical and digital lending transactions from the library's collection, including physical first checkouts, in-house use, and renewal circulation transactions.

Computer Sessions - A computer session is the use of a public access computer from the moment a customer logs into the computer until the customer logs out of the computer.

Customer Access to Wi-Fi - The number of devices connected to the DCPL Wi-Fi network including laptops, smartphones, and other mobile devices.

Database Usage - Counts the number of times users interact with each database. The same counting metric cannot be used for each database. "Database Usage" captures only one metric for each database and can include one of the following: downloads, views, clicks on links, searches, or sessions.

Dig DC Page Views- Number of instances of a Dig DC web portal page being loaded (or reloaded) in a browser. The Dig DC portal includes selected digitized and born-digital items from the People's Archive at DC Public Library.

Digital Library Circulation - Total of all E-Books downloaded and streamed, videos streamed, songs downloaded and streamed, audiobooks downloaded and streamed, and magazines downloaded and streamed. Digital circulation is attributed to library branches based on the library home location on the cardholder's account attributed to wards based on the cardholder's residence provide in account information.

Extended Leave - Categories of legally authorized extended absences of three consecutive weeks or more that may impact staffing levels and productivity including, but not limited to, Family Medical Leave, Paid Family Leave, Workers' Compensation, and Leave Without Pay.

Gate Count - Number of people entering library locations. Thermal imaging technology senses traffic traveling underneath sensor. Devices are mounted at the public entry and exit locations.

New Website Visits (Sessions) - Number of first time visits to the website; includes first time users as well as returning users using a different method to access website.

Outreach - Programs that are planned, sponsored, or carried out by the library staff but do not take place at the library.

Overall Website Visits (Sessions) - Number of times the website was visited.

Pages Printed - Number of pages printed from public access multifunction device.

People's Archive – Library department that connects users to unique resources that illustrate the District of Columbia's local history and culture. Collections encompass digital resources, special collections including Black Studies, Washingtoniana, the Peabody Room at the Georgetown Neighborhood Library, community archives and more.

Physical First Checkouts – Initial lending transactions of physical items from the library's collection. This category excludes renewals and in-house use.

Programs - Programs that take place on DCPL property, including programs that are led by staff members, partner organizations, and paid presenters/contractors. Public programs held in meeting rooms are counted under meeting room use.

Social Media Engagement Rate - Measure of the effectiveness of posts.

Social Media Engagements - The number of people who have engaged (clicked, liked, retweeted, etc.) with posts.

Social Media Impressions - The number of times posts have been seen.

Vacancy Rate - The total number of vacant positions divided by the total number of authorized positions.

Virtual Formats - Video or audio formats include Youtube Live, Facebook Live, Podcasts, and Big Marker. Interactive formats include Zoom, WebEx and Google Meet.

Virtual Programs - Live content led by staff members, partner organizations, and paid presenters/contractors hosted by DC Public Library on digital or virtual formats.

Virtual Outreach – Live content led by staff members, partner organizations, and paid presenters/contractors hosted by other entities on digital or virtual formats.

Virtual Attendance - Attendance is calculated based on each virtual format. Facebook program attendance is the number of views during the first hour of the video is posted. Google Meet, WebEx, and Zoom program attendance is the number of participants during the duration of the program. Twitter and Podcast attendance is not calculated.