



DC Public Library

# **LIBRARY SERVICES**

## **QUARTERLY PERFORMANCE REPORT**

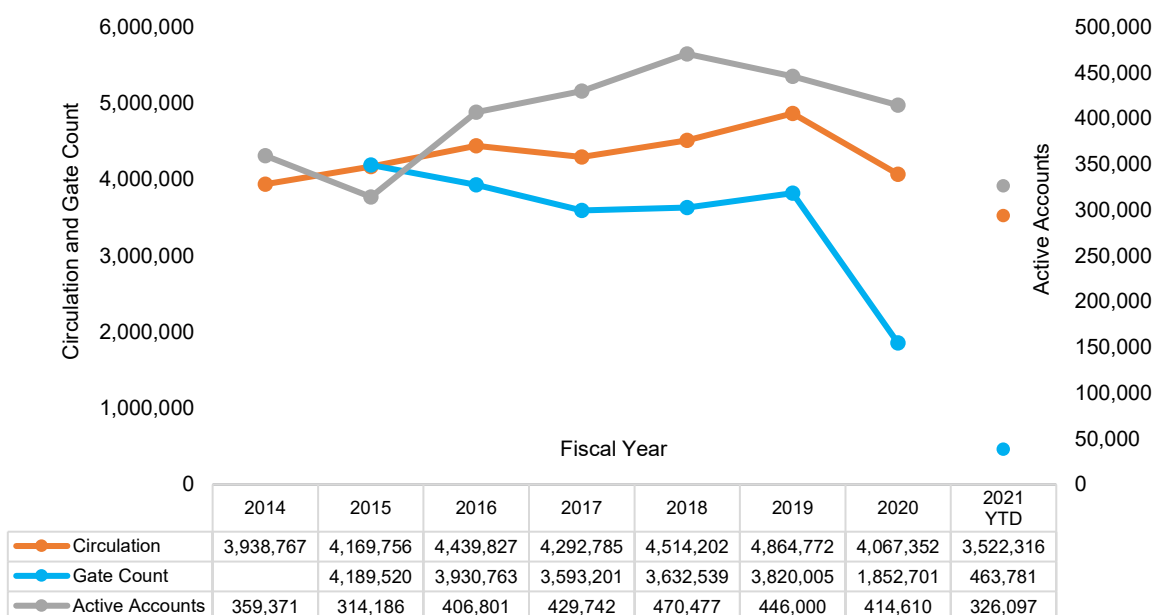
### **Q3 FY21**



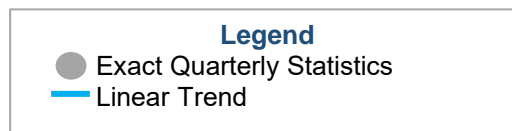
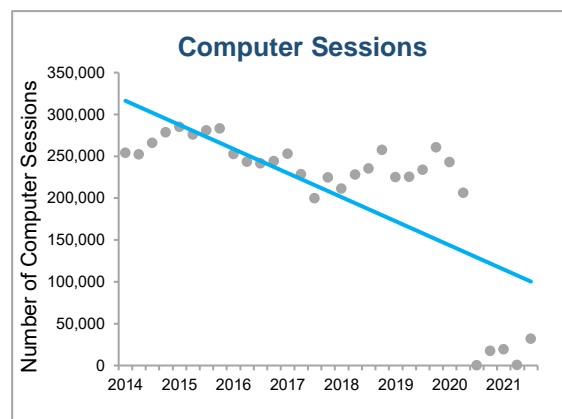
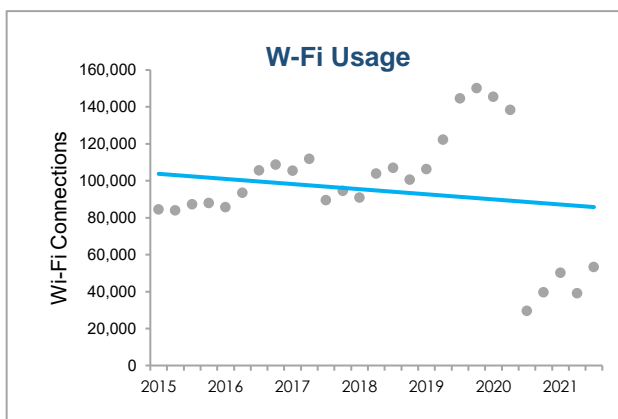
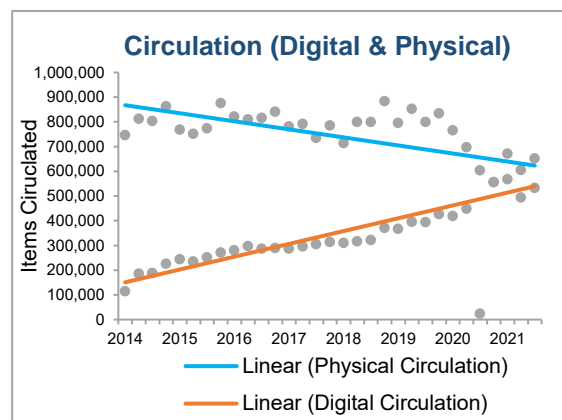
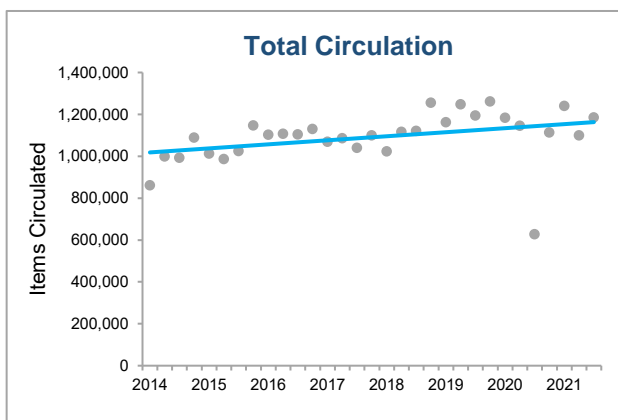
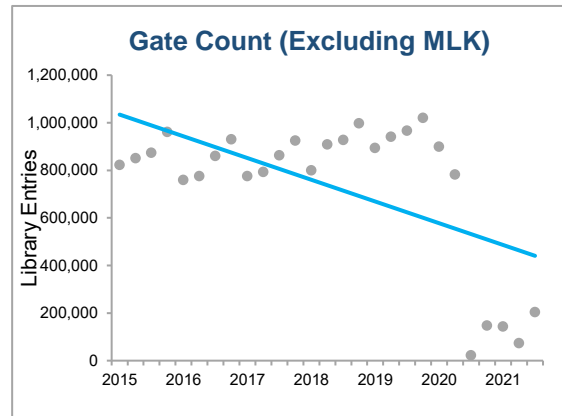
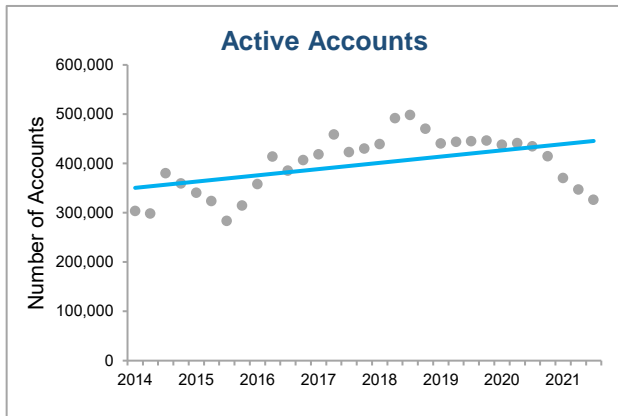
## EXECUTIVE SUMMARY

- Many library service expansions took place during Q3. The quarter began with 18 open locations that began to offer limited, indoor services at the end of Q2. On May 3rd, the Deanwood and Southeast libraries opened. In addition, daily public service hours increased from seven hours (with one cleaning hour) to eight hours of service per day, six days a week. On May 15th, the rebuilt Southwest library opened. On June 1st, book browsing was reintroduced. In addition, computer sessions were increased from 45 minutes (held on the hour) to 70 minutes per session with one session allowed per customer per day -- and express computer sessions resumed. After a few in-person programs were reintroduced in April, outdoor programs commenced in June. On June 21st, services resumed at the Jail Library and on June 28th, Rosedale, Lamond-Riggs (interim), and Parklands-Turner libraries reopened.
- Total library open hours were 10,421 compared to 112 open hours in the same quarter in FY20, and increased 49% over Q2 FY21. With more open hours and services, most performance metrics also increased.
- Between April 5th and May 14th, DCPL partnered with Community Tax Aid and AARP to provide tax assistance to a total of 693 customers at Anacostia, Georgetown and Martin Luther King Jr. Memorial Library.
- In celebration of Pride season, DCPL hosted a range of virtual programming in May and June including three author talks, two drag family story times, trivia, an online documentary watch party, and a conversation with Sheila Alexander-Reid, outgoing director of the Mayor's Office on LGBTQ Affairs. The virtual program, "An evening with Chella Man", held on June 29th had 597 synchronous views.
- DCPL hosted events system-wide to celebrate its 125th birthday on Thursday, June 3. Despite the threat of rain, 647 total attendees participated in 14 events both virtual and in person throughout the city, including a children's parade at the Southeast Neighborhood Library. The first 125 customers at each branch received a commemorative tote bag, balloons and other giveaways

Key Performance Metrics by Fiscal Year

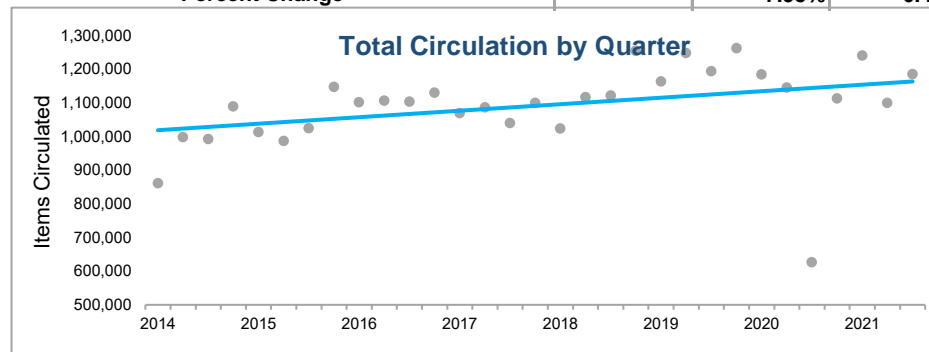


# HISTORICAL TRENDS



# CIRCULATION

Ward	Location	Q3 FY17	Q3 FY18	Q3 FY19	Q3 FY20	Q3 FY21
1	Mt. Pleasant	65,323	73,438	64,048	3,310	47,904
<b>Ward 1 Totals</b>		<b>65,323</b>	<b>73,438</b>	<b>64,048</b>	<b>3,310</b>	<b>47,904</b>
2	Martin Luther King, Jr. Memorial Library	115,369	3,461	258	287	28,894
2	Library Express	-	5,664	8,841	36	1,668
2	Georgetown	45,209	45,472	40,193	276	26,811
2	West End	17,798	40,021	49,389	2,194	34,776
<b>Ward 2 Totals</b>		<b>178,376</b>	<b>94,618</b>	<b>98,681</b>	<b>2,793</b>	<b>92,149</b>
3	Chevy Chase	41,045	52,412	47,603	201	39,963
3	Cleveland Park	35,689	44,907	78,747	6,066	59,987
3	Palisades	6,207	32,111	32,097	68	18,468
3	Tenley-Friendship	69,501	76,470	68,568	347	57,300
<b>Ward 3 Totals</b>		<b>152,442</b>	<b>205,900</b>	<b>227,015</b>	<b>6,682</b>	<b>175,718</b>
4	Petworth	34,638	42,133	45,143	186	49,286
4	Shepherd Park (Juanita E. Thornton)	15,600	16,474	16,720	1,768	31,646
4	Takoma Park	19,863	23,561	20,605	28	1,021
<b>Ward 4 Totals</b>		<b>70,101</b>	<b>82,168</b>	<b>82,468</b>	<b>1,982</b>	<b>81,953</b>
5	Lamond-Riggs	13,132	14,494	15,487	26	507
5	Woodridge	38,165	49,324	46,217	2,215	50,050
<b>Ward 5 Totals</b>		<b>51,297</b>	<b>63,818</b>	<b>61,704</b>	<b>2,241</b>	<b>50,557</b>
6	Northeast	35,902	50,229	50,754	4,027	78,699
6	Northwest One	10,460	9,299	10,529	110	766
6	Rosedale	9,085	12,116	10,625	50	469
6	Shaw (Watha T. Daniel)	42,986	49,690	50,346	392	37,755
6	Southeast	37,165	44,884	44,737	247	12,137
6	Southwest	15,378	17,690	12,918	85	7,983
<b>Ward 6 Totals</b>		<b>150,976</b>	<b>183,908</b>	<b>179,909</b>	<b>4,911</b>	<b>137,809</b>
7	Benning (Dorothy I. Height)	14,932	13,603	11,143	337	11,826
7	Capitol View	1,057	13,292	10,522	48	11,245
7	Deanwood	8,002	10,708	7,582	15	1,091
7	Francis Gregory	8,252	12,276	13,910	17	13,069
<b>Ward 7 Total</b>		<b>32,243</b>	<b>49,879</b>	<b>43,157</b>	<b>417</b>	<b>37,231</b>
8	Anacostia	7,981	9,030	10,039	697	16,187
8	Bellevue (William O. Lockridge)	8,468	8,583	8,707	67	11,805
8	Parklands-Turner	10,624	10,264	7,603	53	121
<b>Ward 8 Totals</b>		<b>27,073</b>	<b>27,877</b>	<b>26,349</b>	<b>817</b>	<b>28,113</b>
Other	Jail Library	5,668	17,394	15,923	0	526
<b>Physical Circulation</b>		<b>733,499</b>	<b>799,000</b>	<b>799,254</b>	<b>23,153</b>	<b>651,960</b>
<b>Digital Circulation</b>		<b>304,788</b>	<b>321,791</b>	<b>394,031</b>	<b>603,320</b>	<b>532,306</b>
<b>Total Circulation</b>		<b>1,038,287</b>	<b>1,120,791</b>	<b>1,193,285</b>	<b>626,473</b>	<b>1,184,266</b>
<b>Percent Change</b>			<b>7.95%</b>	<b>6.47%</b>	<b>-47.50%</b>	<b>89.04%</b>



## Notes:

\*As of Q1 FY18, self-check circulation transactions previously assigned to MLK are assigned 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 item may renew up to 10 times.

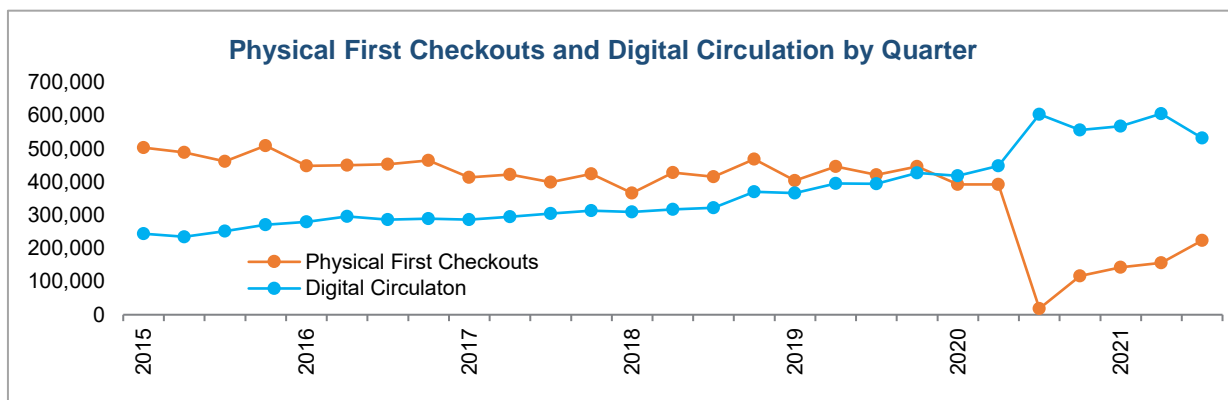
	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	860,350	1,012,275	1,101,415	1,068,319	1,023,328	1,162,307	1,183,530	1,239,201
Q2	997,758	986,421	1,106,005	1,086,077	1,115,873	1,247,601	1,144,682	1,098,849
Q3	992,029	1,024,423	1,102,941	1,039,687	1,120,791	1,193,285	626,473	1,184,266
Q4	1,088,630	1,146,637	1,129,466	1,098,702	1,254,210	1,261,579	1,112,667	
<b>Total</b>	<b>3,938,767</b>	<b>4,169,756</b>	<b>4,439,827</b>	<b>4,292,785</b>	<b>4,514,202</b>	<b>4,864,772</b>	<b>4,067,352</b>	<b>3,522,316</b>

## PHYSICAL FIRST CHECKOUTS

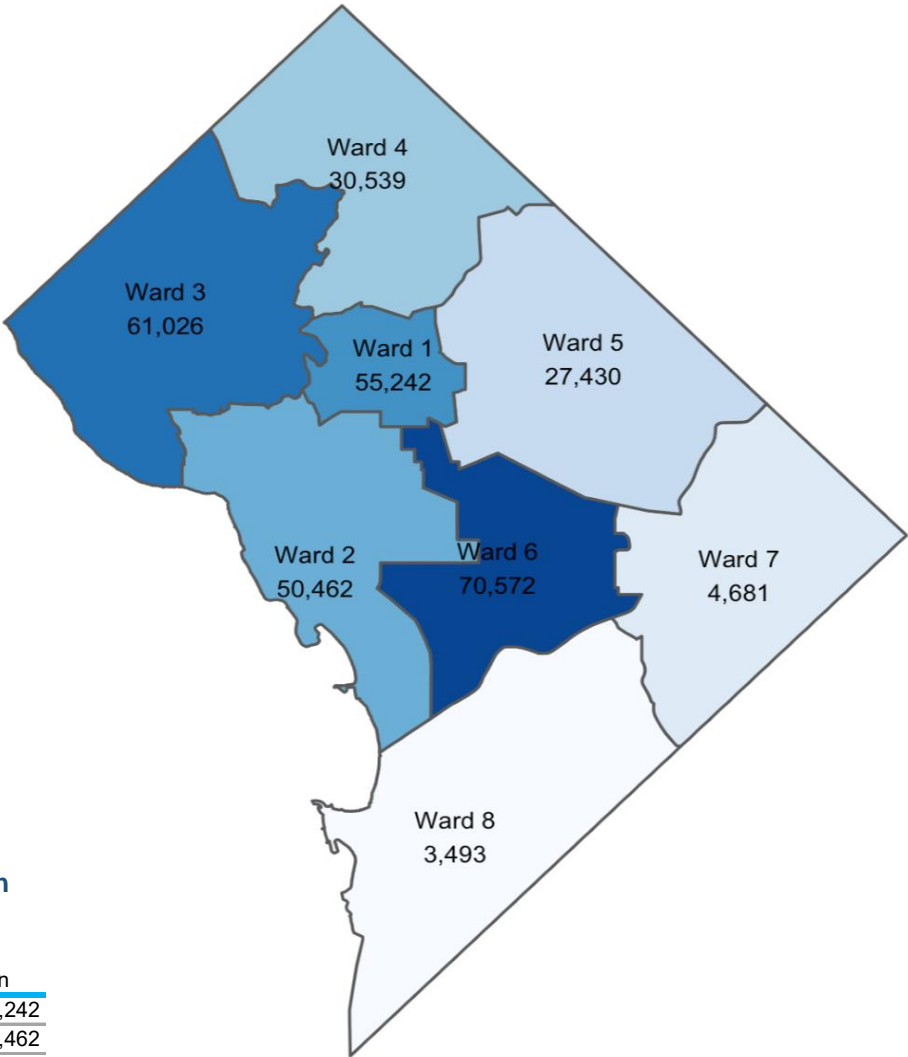
Total	Location	Q3 FY17	Q3 FY18	Q3 FY19	Q3 FY20	Q3 FY21
1	Mt. Pleasant	23,449	32,696	29,069	2,982	13,103
<b>Ward 1 Totals</b>		<b>23,449</b>	<b>32,696</b>	<b>29,069</b>	<b>2,982</b>	<b>13,103</b>
2	Martin Luther King, Jr. Memorial	110,678	2,330	10	0	12,334
2	Library Express	1,138	3,577	3,743	0	-
2	Georgetown	23,440	23,220	21,092	0	9,717
2	West End	5,421	18,969	21,247	1,957	12,357
<b>Ward 2 Totals</b>		<b>140,677</b>	<b>48,096</b>	<b>46,092</b>	<b>1,957</b>	<b>34,408</b>
3	Chevy Chase	21,193	29,470	29,459	0	18,436
3	Cleveland Park	12,936	20,942	41,962	5,614	22,334
3	Palisades	0	19,646	17,829	0	7,060
3	Tenley-Friendship	37,156	41,328	36,412	0	22,105
<b>Ward 3 Totals</b>		<b>71,285</b>	<b>111,386</b>	<b>125,662</b>	<b>5,614</b>	<b>69,935</b>
4	Petworth	16,690	23,634	26,388	0	17,188
4	Shepherd Park (Juanita E. Thornton)	7,917	9,686	8,956	1,675	10,520
4	Takoma Park	9,528	13,853	12,003	0	51
<b>Ward 4 Totals</b>		<b>34,135</b>	<b>47,173</b>	<b>47,347</b>	<b>1,675</b>	<b>27,759</b>
5	Lamond-Riggs	5,991	9,497	8,909	0	65
5	Woodridge	18,655	25,926	23,611	1,968	16,077
<b>Ward 5 Totals</b>		<b>24,646</b>	<b>35,423</b>	<b>32,520</b>	<b>1,968</b>	<b>16,142</b>
6	Northeast	15,620	24,958	27,396	3,458	29,247
6	Northwest One	3,586	4,204	5,653	0	27
6	Rosedale	4,211	6,731	6,893	0	80
6	Shaw (Watha T. Daniel)	19,194	23,795	24,945	0	10,652
6	Southeast	19,200	24,766	25,643	0	5,981
6	Southwest	8,308	9,879	6,684	0	4,852
<b>Ward 6 Totals</b>		<b>70,119</b>	<b>94,333</b>	<b>97,214</b>	<b>3,458</b>	<b>50,839</b>
7	Benning (Dorothy I. Height)	7,831	7,665	5,604	282	1,278
7	Capitol View	63	4,697	4,996	0	2,360
7	Deanwood	3,541	7,794	5,372	0	589
7	Francis Gregory	4,960	7,665	7,547	0	2,058
<b>Ward 7 Total</b>		<b>16,395</b>	<b>27,821</b>	<b>23,519</b>	<b>282</b>	<b>6,285</b>
8	Anacostia	4,817	5,273	6,986	619	3,076
8	Bellevue (William O. Lockridge)	5,749	5,785	5,895	0	1,556
8	Parklands-Turner	5,180	5,013	4,121	0	61
<b>Ward 8 Totals</b>		<b>15,746</b>	<b>16,071</b>	<b>17,002</b>	<b>619</b>	<b>4,693</b>
Jail Library		2,457	2,769	3,032	0	265
<b>Total</b>		<b>398,909</b>	<b>415,768</b>	<b>421,457</b>	<b>18,555</b>	<b>223,429</b>
Percent Change			4%	1%	-96%	1104%

## DIGITAL CIRCULATION

	Q3 FY17	Q3 FY18	Q3 FY19	Q3 FY20	Q3 FY21
Digital Circulation	304,788	321,791	394,031	603,320	532,306
Percent Change		6%	22%	53%	-12%

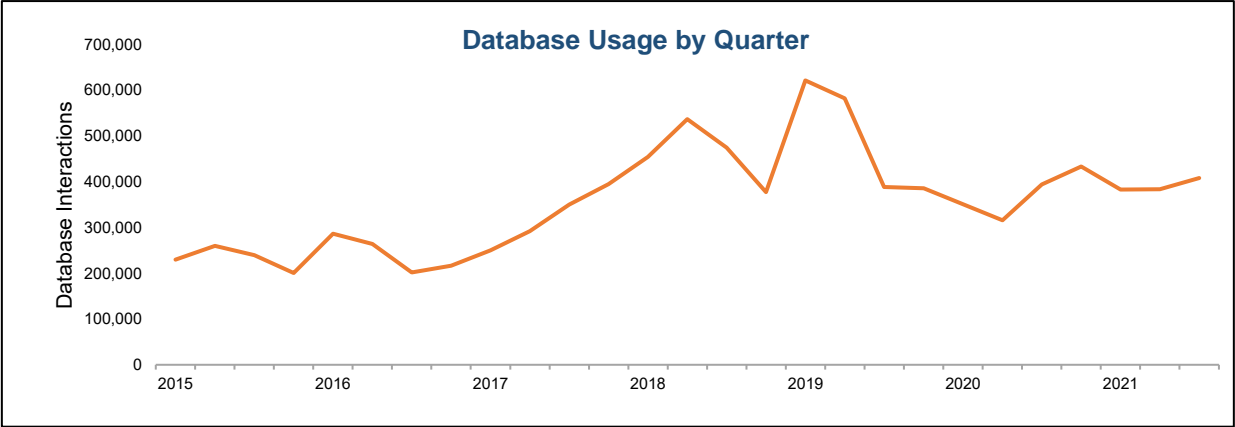


# DIGITAL CIRCULATION



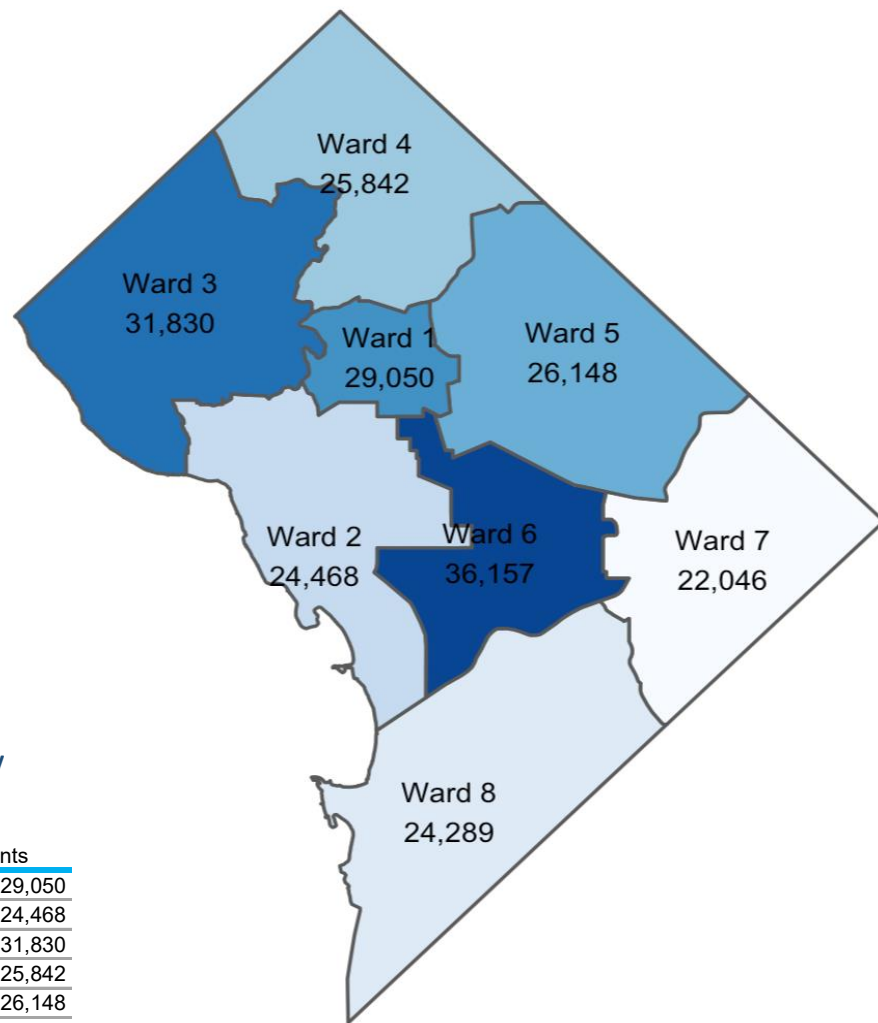
Digital Circulation by Ward  
Q3 FY21

Ward	Circulation
1	55,242
2	50,462
3	61,026
4	30,539
5	27,430
6	70,572
7	4,681
8	3,493
Other	228,861



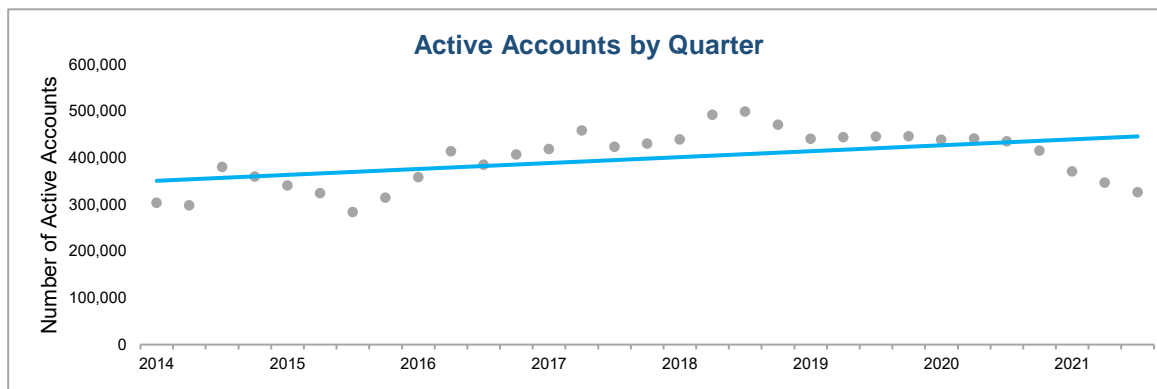


## ACTIVE ACCOUNTS



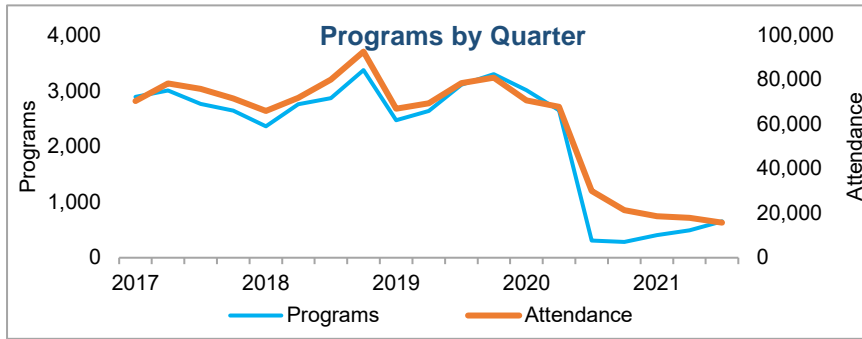
**Active Accounts by Ward  
Q3 FY21**

Ward	Accounts
1	29,050
2	24,468
3	31,830
4	25,842
5	26,148
6	36,157
7	22,046
8	24,289
Other	106,267



	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	346,670
Q3	380,142	283,407	384,992	422,946	498,436	444,948	434,683	326,097
Q4	359,371	314,186	406,801	429,742	470,477	446,000	414,610	

# PROGRAMS AND OUTREACH

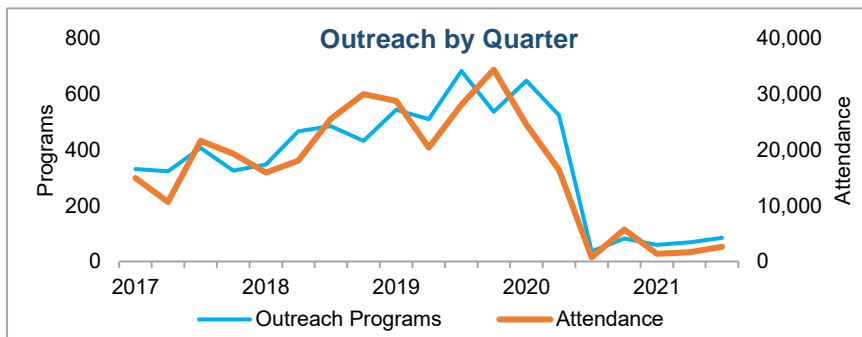


## Programs

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	2,894	2,361	2,470	3,010	407
Q2	3,006	2,760	2,639	2,650	490
Q3	2,766	2,870	3,112	311	654
Q4	2,642	3,373	3,299	284	
<b>Total</b>	<b>11,308</b>	<b>11,364</b>	<b>11,520</b>	<b>6,255</b>	<b>1,551</b>

## Attendance

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	70,436	65,915	66,972	70,646	18,617
Q2	78,363	71,810	69,384	67,879	17,907
Q3	75,937	80,012	78,530	30,025	15,773
Q4	71,550	92,637	80,931	21,428	
<b>Total</b>	<b>296,286</b>	<b>310,374</b>	<b>295,817</b>	<b>189,978</b>	<b>52,297</b>



## Outreach

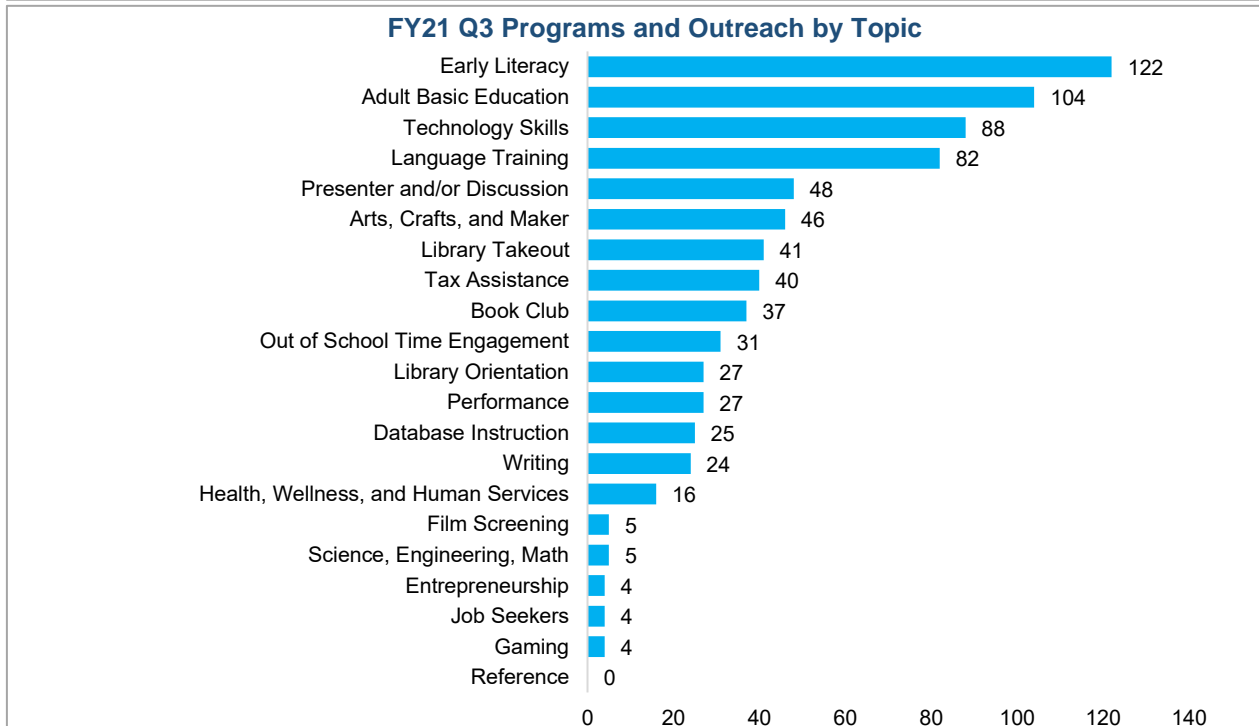
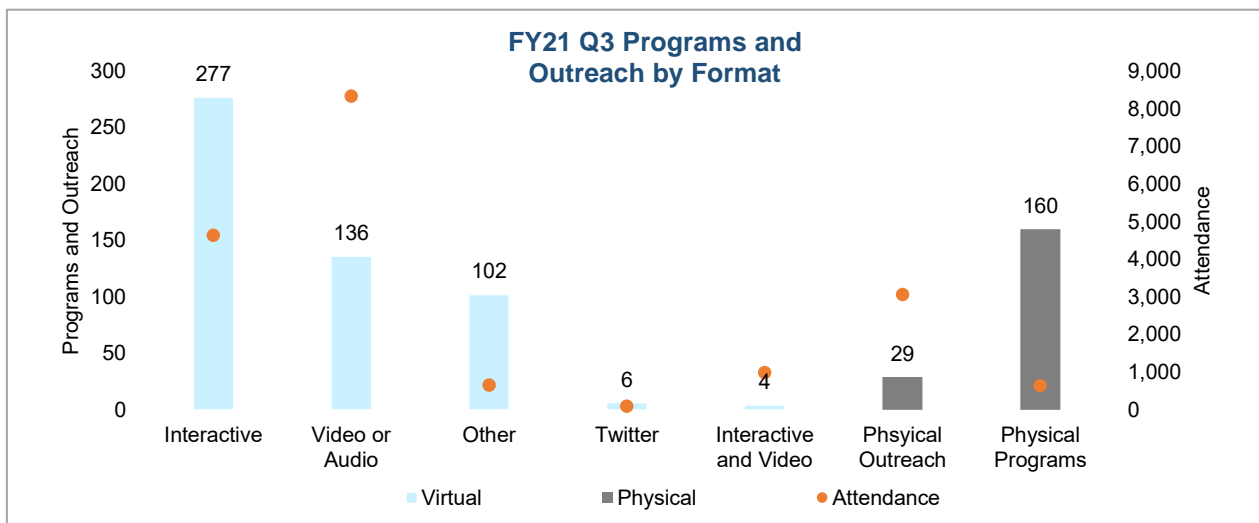
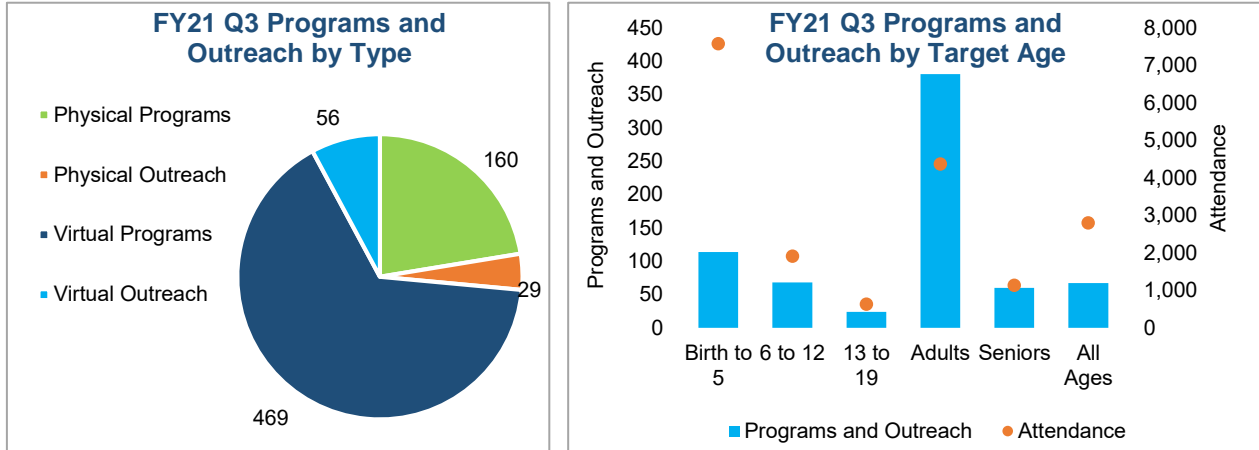
	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	331	348	544	648	60
Q2	323	467	510	524	69
Q3	407	485	683	36	85
Q4	326	432	537	83	
<b>Total</b>	<b>1,387</b>	<b>1,732</b>	<b>2,274</b>	<b>1,291</b>	<b>214</b>

## 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	1,633
Q3	21,599	25,552	28,127	738	2,632
Q4	19,318	29,972	34,396	5,723	
<b>Total</b>	<b>66,522</b>	<b>89,524</b>	<b>111,743</b>	<b>47,395</b>	<b>5,665</b>

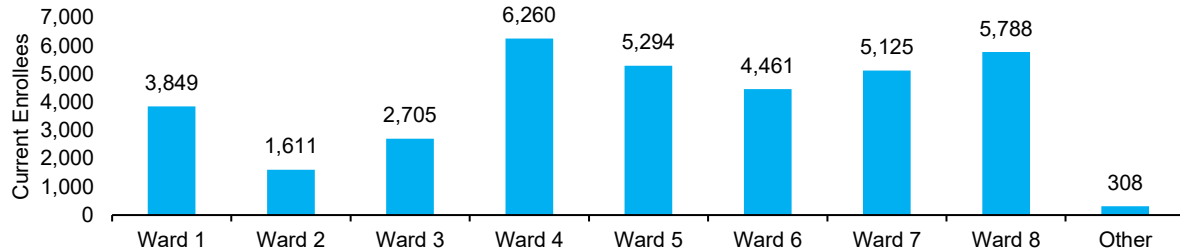


# PROGRAMS AND OUTREACH



## EARLY LITERACY & YOUTH

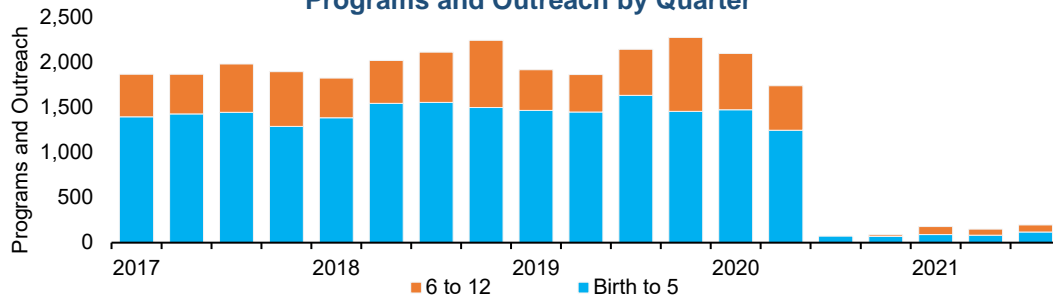
Books from Birth Enrollment by Ward FY21 Q3



Books from Birth Enrollment by Quarter

	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20	Q1 FY21	Q2 FY21	Q3 FY21
Eligible Children Citywide	41,955	41,955	41,955	41,955	41,955	41,955	41,955
Enrollment Citywide	36,243	36,839	36,691	37,267	37,217	36,555	35,401
% of Citywide Eligible Enrolled	<b>86.39%</b>	<b>87.81%</b>	<b>87.45%</b>	<b>88.83%</b>	<b>88.71%</b>	<b>87.13%</b>	<b>84.38%</b>
Graduated Citywide	13,536	14,728	15,988	17,195	18,569	20,536	23,070
Eligible Children in Target Areas	25,217	25,217	25,217	25,217	25,217	25,217	25,217
Enrollment in Target Areas	23,368	23,802	23,493	23,882	24,120	23,391	22,600
% Target Areas Enrolled	<b>92.7%</b>	<b>94.4%</b>	<b>93.2%</b>	<b>94.7%</b>	<b>95.6%</b>	<b>92.8%</b>	<b>89.6%</b>
Total Enrolled + Total Graduated	<b>49,779</b>	<b>51,567</b>	<b>52,679</b>	<b>54,462</b>	<b>55,786</b>	<b>57,091</b>	<b>58,471</b>

Programs and Outreach by Quarter



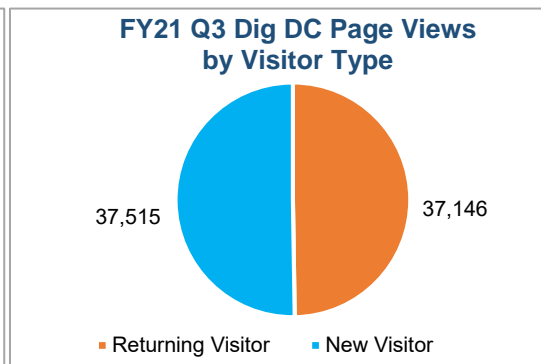
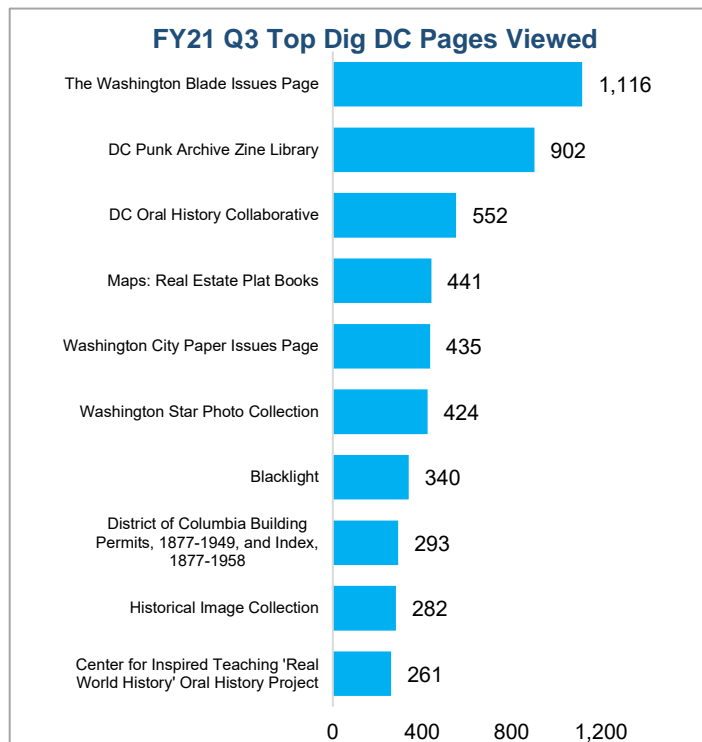
Birth to 5 Programs and Outreach by Quarter

	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	82
Q3	1,447	1,558	1,637	73	120
Q4	1,291	1,502	1,458	68	
<b>Total</b>	<b>5,564</b>	<b>5,994</b>	<b>6,016</b>	<b>2,866</b>	<b>291</b>

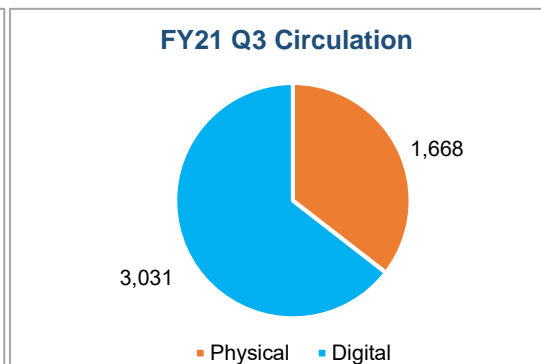
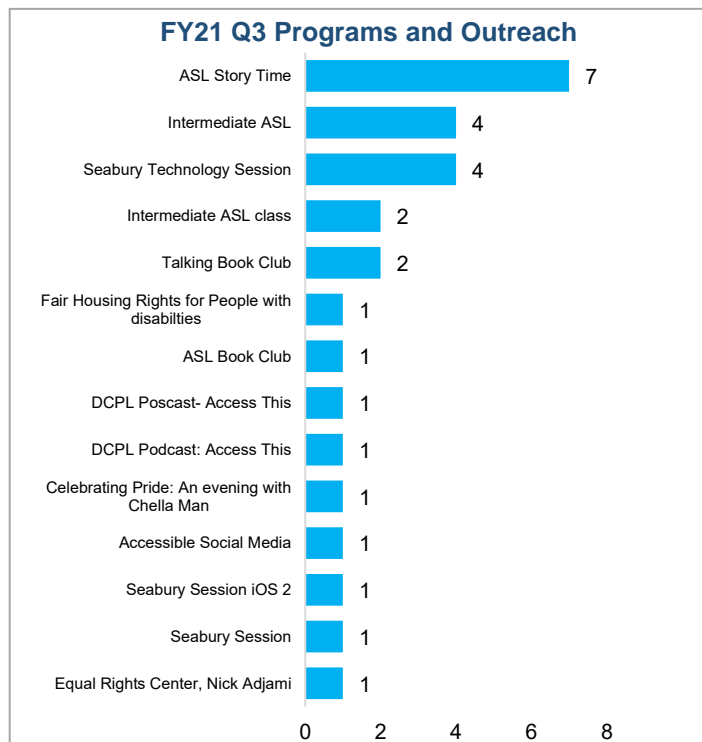
Ages 6 to 12 Programs and Outreach by Quarter

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	473	441	451	626	85
Q2	442	477	414	492	64
Q3	537	557	510	6	76
Q4	607	743	819	18	
<b>Total</b>	<b>2,059</b>	<b>2,218</b>	<b>2,194</b>	<b>1,142</b>	<b>225</b>

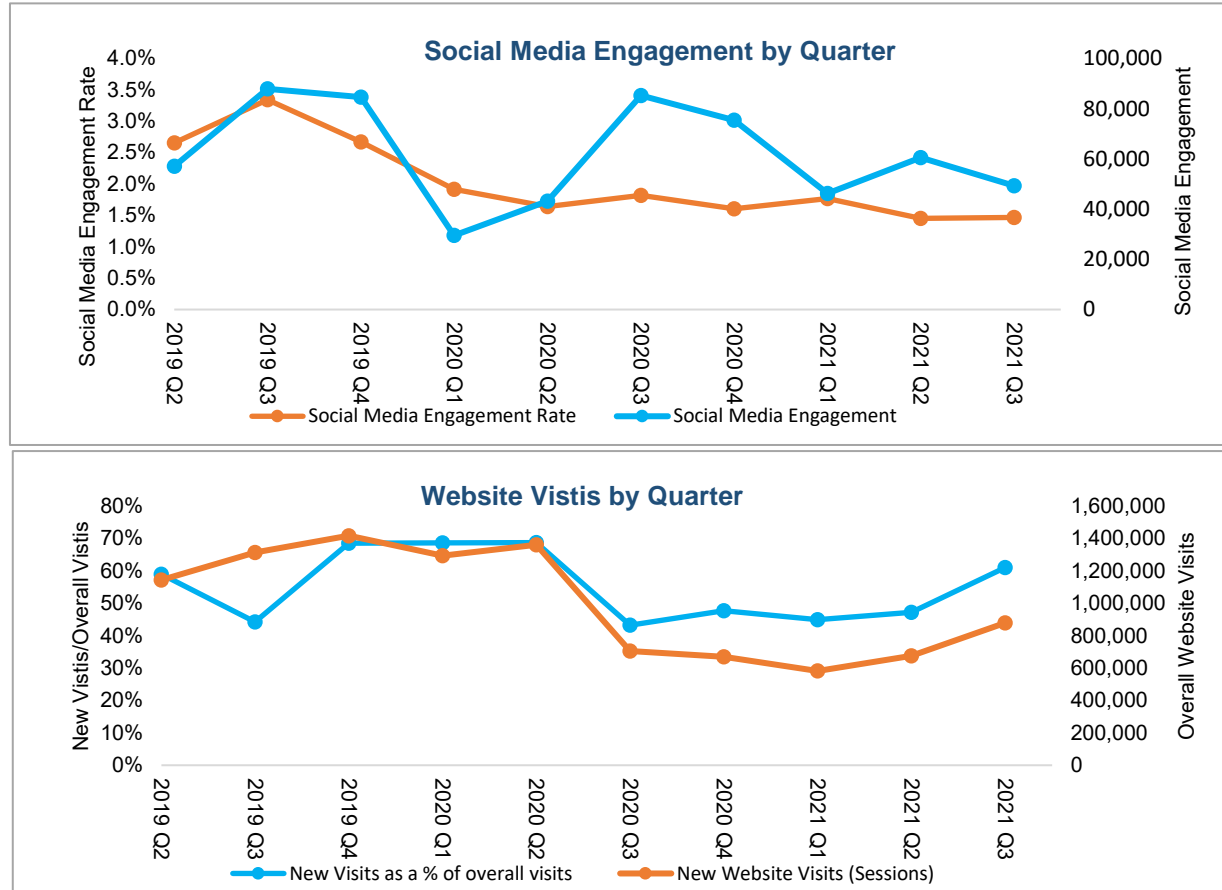
## PEOPLES ARCHIVE



## CENTER FOR ACCESSIBILITY

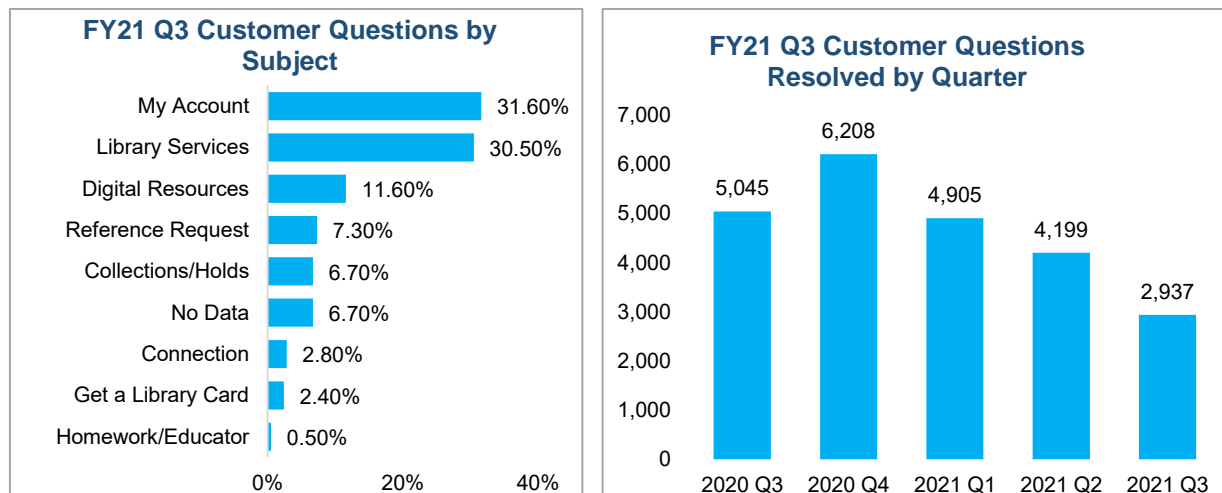


## ONLINE ENGAGEMENT



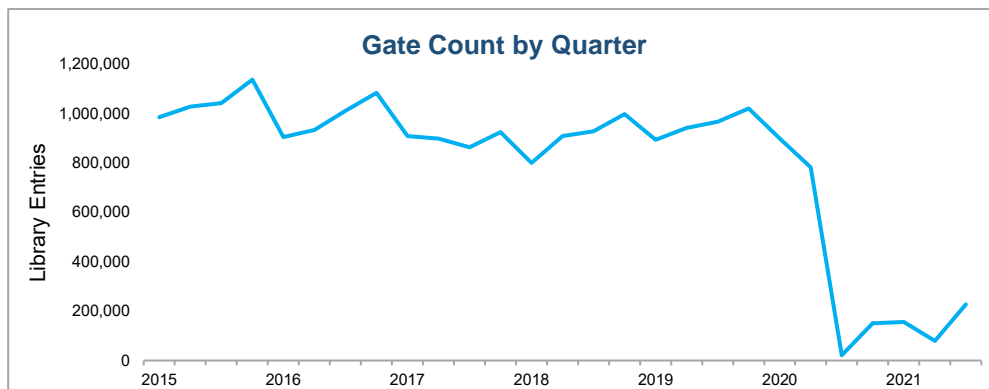
	FY20				FY21	
	Q2	Q3	Q4	Q1	Q2	Q3
Social Media Impressions	2,637,497	4,686,713	4,708,554	2,614,638	4,166,892	3,366,906
Social Media Engagement	43,271	85,345	75,535	46,217	60,563	49,354
Social Media Engagement Rate	1.6%	1.8%	1.6%	1.8%	1.5%	1.5%
New Website Visits (Sessions)	937,082	305,716	319,860	261,865	319,380	1,118,821
Overall Visits (Sessions)	1,362,270	706,440	669,400	582,425	675,593	2,138,592
New Visits as a % of overall visits	68.8%	43.3%	47.8%	45.0%	47.3%	52.3%

## ASK DCPL



# GATE COUNT

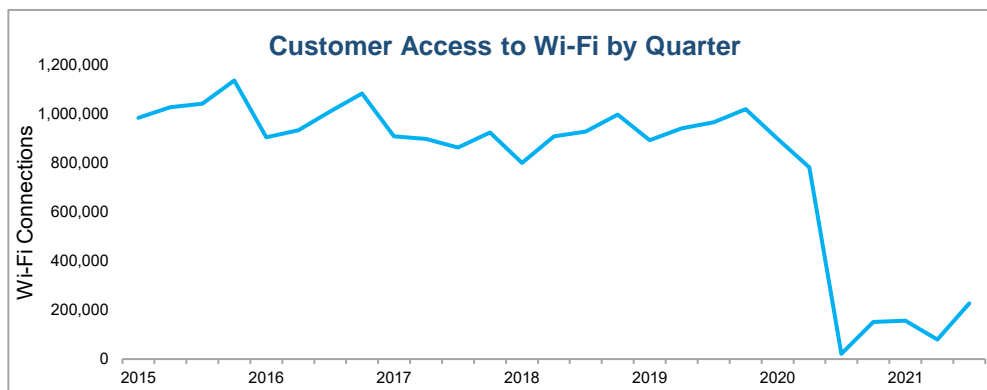
Ward	Location	Q3 FY17	Q3 FY18	Q3 FY19	Q3 FY20	Q3 FY21
1	Mt. Pleasant	65,603	62,302	60,619	3,441	14,384
<b>Ward 1 Totals</b>		<b>65,603</b>	<b>62,302</b>	<b>60,619</b>	<b>3,441</b>	<b>14,384</b>
2	Martin Luther King, Jr. Memorial Library	0	-	-	-	24,123
2	Library Express	-	25,752	26,595	229	-
2	Georgetown	41,985	34,937	36,448	118	8,233
2	West End	24,390	46,807	55,192	2,031	13,966
<b>Ward 2 Totals</b>		<b>66,375</b>	<b>107,496</b>	<b>118,235</b>	<b>2,378</b>	<b>46,322</b>
3	Chevy Chase	37,737	38,477	37,998	121	8,080
3	Cleveland Park	18,777	21,240	63,081	3,486	16,616
3	Palisades	0	26,901	25,318	181	7,297
3	Tenley-Friendship	65,284	61,784	46,419	76	16,497
<b>Ward 3 Totals</b>		<b>121,798</b>	<b>148,402</b>	<b>172,816</b>	<b>3,864</b>	<b>48,490</b>
4	Petworth	43,689	45,153	48,015	84	13,216
4	Shepherd Park (Juanita E. Thornton)	24,620	27,439	27,310	3,229	9,982
4	Takoma Park	19,064	19,433	19,522	527	510
<b>Ward 4 Totals</b>		<b>87,373</b>	<b>92,025</b>	<b>94,847</b>	<b>3,840</b>	<b>23,708</b>
5	Lamond-Riggs	30,070	24,979	27,911	79	903
5	Woodridge	41,083	42,463	47,163	779	11,199
<b>Ward 5 Totals</b>		<b>71,153</b>	<b>67,442</b>	<b>75,074</b>	<b>858</b>	<b>12,102</b>
6	Northeast	34,786	39,952	42,239	2,822	15,102
6	Northwest One	31,637	25,364	21,867	36	132
6	Rosedale	22,977	27,582	24,764	76	1,012
6	Shaw (Watha T. Daniel)	67,210	69,655	63,937	64	12,353
6	Southeast	42,931	41,570	46,552	161	6,490
6	Southwest	25,015	23,701	17,149	75	7,939
<b>Ward 6 Totals</b>		<b>224,556</b>	<b>227,824</b>	<b>216,508</b>	<b>3,234</b>	<b>43,028</b>
7	Benning (Dorothy I. Height)	52,550	50,927	47,551	518	9,065
7	Capitol View	0	17,861	22,774	50	6,948
7	Deanwood	26,031	22,826	22,529	101	1,115
7	Francis Gregory	29,072	28,523	28,702	13	5,298
<b>Ward 7 Totals</b>		<b>107,653</b>	<b>120,137</b>	<b>121,556</b>	<b>682</b>	<b>22,426</b>
8	Anacostia	43,955	39,401	43,770	2,945	10,651
8	Bellevue (William O. Lockridge)	27,040	25,641	27,954	98	5,564
8	Parklands-Turner	35,516	36,967	34,681	103	908
<b>Ward 8 Totals</b>		<b>106,511</b>	<b>102,009</b>	<b>106,405</b>	<b>3,146</b>	<b>17,123</b>
<b>DCPL Total</b>		<b>851,022</b>	<b>927,637</b>	<b>966,060</b>	<b>21,443</b>	<b>227,583</b>
<b>Percent Change</b>			<b>9.00%</b>	<b>4.14%</b>	<b>-97.78%</b>	<b>961.34%</b>



	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	79,780
Q3	1,041,107	1,009,816	862,639	927,637	966,060	21,443	227,583
Q4	1,136,455	1,083,529	924,161	997,120	1,019,734	151,169	
<b>Total</b>	<b>4,189,520</b>	<b>3,930,763</b>	<b>3,593,201</b>	<b>3,632,539</b>	<b>3,820,005</b>	<b>1,852,701</b>	<b>463,781</b>

## CUSTOMER ACCESS TO WI-FI

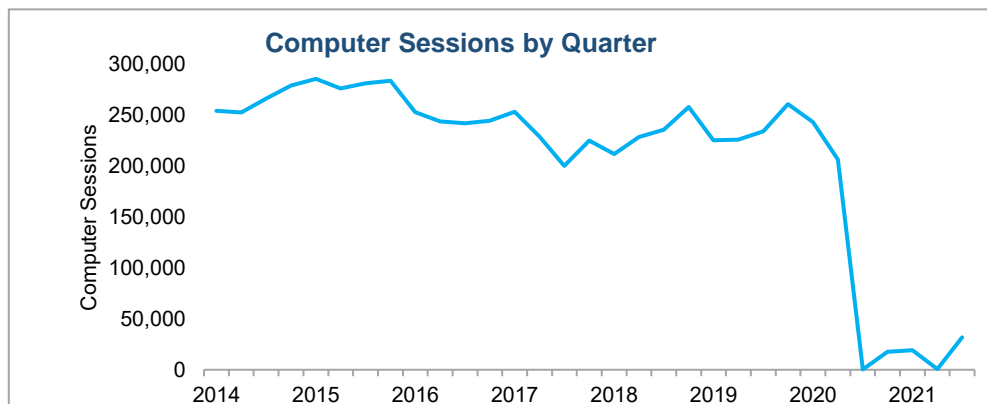
	Location	Q3 FY17	Q3 FY18	Q3 FY19	Q3 FY20	Q3 FY21
1	Mt. Pleasant	6,614	6,730	8,749	1,957	2,842
<b>Ward 1 Totals</b>		<b>6,614</b>	<b>6,730</b>	<b>8,749</b>	<b>1,957</b>	<b>2,842</b>
2	Martin Luther King, Jr. Memorial Library	0	-	-	-	11,026
2	Library Express	1,370	2,833	2,754	630	-
2	Georgetown	6,459	5,827	6,996	1,412	2,216
2	West End	1,019	10,293	10,510	927	2,318
<b>Ward 2 Totals</b>		<b>8,848</b>	<b>18,953</b>	<b>20,260</b>	<b>2,969</b>	<b>15,560</b>
3	Chevy Chase	3,273	3,849	3,383	437	1,113
3	Cleveland Park	1,517	2,711	13,119	4,299	5,007
3	Palisades	0	2,287	3,019	194	726
3	Tenley-Friendship	5,829	4,269	6,470	143	1,029
<b>Ward 3 Totals</b>		<b>10,619</b>	<b>13,116</b>	<b>25,991</b>	<b>5,073</b>	<b>7,875</b>
4	Petworth	6,697	7,353	12,277	4,036	4,801
4	Shepherd Park (Juanita E. Thornton)	2,377	2,613	2,826	476	752
4	Takoma Park	1,106	1,674	2,034	187	321
<b>Ward 4 Totals</b>		<b>10,180</b>	<b>11,640</b>	<b>17,137</b>	<b>4,699</b>	<b>5,874</b>
5	Lamond-Riggs	2,147	2,111	2,942	404	366
5	Woodridge	5,098	5,304	5,525	779	1,605
<b>Ward 5 Totals</b>		<b>7,245</b>	<b>7,415</b>	<b>8,467</b>	<b>1,183</b>	<b>1,971</b>
6	Northeast	4,463	4,328	4,478	1,017	1,517
6	Northwest One	2,139	1,696	2,225	365	259
6	Rosedale	1,531	2,100	2,043	228	739
6	Shaw (Watha T. Daniel)	8,977	9,148	15,197	3,209	3,716
6	Southeast	3,550	3,710	4,375	1,637	2,051
6	Southwest	2,507	2,561	2,113	244	2,096
<b>Ward 6 Totals</b>		<b>23,167</b>	<b>23,543</b>	<b>30,431</b>	<b>6,700</b>	<b>10,378</b>
7	Benning (Dorothy I. Height)	6,201	6,033	6,722	731	1,304
7	Capitol View	0	2,161	3,365	445	981
7	Deanwood	1,705	1,762	2,260	292	442
7	Francis Gregory	2,650	2,330	3,089	266	627
<b>Ward 7 Totals</b>		<b>10,556</b>	<b>12,286</b>	<b>15,436</b>	<b>1,734</b>	<b>3,354</b>
8	Anacostia	4,882	4,616	6,988	1,995	2,257
8	Bellevue (William O. Lockridge)	2,792	2,728	3,748	258	846
8	Parklands-Turner	4,539	5,986	7,463	3,018	2,359
<b>Ward 8 Totals</b>		<b>12,213</b>	<b>13,330</b>	<b>18,199</b>	<b>5,271</b>	<b>5,462</b>
<b>DCPL Total</b>		<b>89,442</b>	<b>107,013</b>	<b>144,670</b>	<b>29,586</b>	<b>53,316</b>
<b>Percent Change</b>			<b>19.65%</b>	<b>35.19%</b>	<b>-79.55%</b>	<b>80.21%</b>



	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	39,132
Q3	87,306	105,611	89,442	107,013	144,670	29,586	53,316
Q4	87,916	108,699	94,437	100,573	150,151	39,647	
<b>Total</b>	<b>343,481</b>	<b>393,468</b>	<b>401,168</b>	<b>402,242</b>	<b>523,250</b>	<b>353,076</b>	<b>142,675</b>

# COMPUTER SESSIONS

	Location	Q3 FY17	Q3 FY18	Q3 FY19	Q3 FY20	Q3 FY21
1	Mt. Pleasant	14,390	13,469	12,737	34	1,619
<b>Ward 1 Totals</b>		<b>14,390</b>	<b>13,469</b>	<b>12,737</b>	<b>34</b>	<b>1,619</b>
2	Martin Luther King, Jr. Memorial Library	0	0	0	0	3,886
2	Library Express	1,928	6,144	5,696	0	-
2	Georgetown	6,832	6,554	6,568	0	773
2	West End	5,886	12,214	13,859	44	2,376
<b>Ward 2 Totals</b>		<b>14,646</b>	<b>24,912</b>	<b>26,123</b>	<b>44</b>	<b>7,035</b>
3	Chevy Chase	3,223	4,058	4,368	0	743
3	Cleveland Park	1,963	1,936	5,386	14	910
3	Palisades	0	1,215	1,568	0	182
3	Tenley-Friendship	10,080	9,651	9,254	0	1,785
<b>Ward 3 Totals</b>		<b>15,266</b>	<b>16,860</b>	<b>20,576</b>	<b>14</b>	<b>3,620</b>
4	Petworth	8,526	12,318	13,359	0	1,757
4	Shepherd Park (Juanita E. Thornton)	6,210	7,986	7,917	32	1,634
4	Takoma Park	4,016	4,777	4,652	0	0
<b>Ward 4 Totals</b>		<b>18,752</b>	<b>25,081</b>	<b>25,928</b>	<b>32</b>	<b>3,391</b>
5	Lamond-Riggs	7,807	7,736	7,523	0	12
5	Woodridge	11,825	13,377	14,194	49	2,314
<b>Ward 5 Totals</b>		<b>19,632</b>	<b>21,113</b>	<b>21,717</b>	<b>49</b>	<b>2,326</b>
6	Northeast	7,786	8,767	8,439	28	1,434
6	Northwest One	10,119	10,300	7,518	0	0
6	Rosedale	4,689	6,757	6,861	0	51
6	Shaw (Watha T. Daniel)	17,900	19,064	16,035	0	2,631
6	Southeast	9,375	8,318	8,810	0	577
6	Southwest	7,096	8,014	5,241	0	935
<b>Ward 6 Totals</b>		<b>56,965</b>	<b>61,220</b>	<b>52,904</b>	<b>28</b>	<b>5,628</b>
7	Benning (Dorothy I. Height)	12,459	14,233	13,863	49	1,888
7	Capitol View	0	7,315	9,036	0	1,377
7	Deanwood	6,671	5,476	5,772	0	420
7	Francis Gregory	8,582	9,233	9,570	0	939
<b>Ward 7 Totals</b>		<b>27,712</b>	<b>36,257</b>	<b>38,241</b>	<b>49</b>	<b>4,624</b>
8	Anacostia	12,311	11,975	11,788	64	2,044
8	Bellevue (William O. Lockridge)	11,574	12,644	11,694	0	1,465
8	Parklands-Turner	8,545	11,712	11,948	0	75
<b>Ward 8 Totals</b>		<b>32,430</b>	<b>36,331</b>	<b>35,430</b>	<b>64</b>	<b>3,584</b>
<b>DCPL Total</b>		<b>199,793</b>	<b>235,243</b>	<b>233,656</b>	<b>314</b>	<b>31,827</b>
<b>Percent Change</b>			<b>17.74%</b>	<b>-0.67%</b>	<b>-99.87%</b>	<b>10035.99%</b>



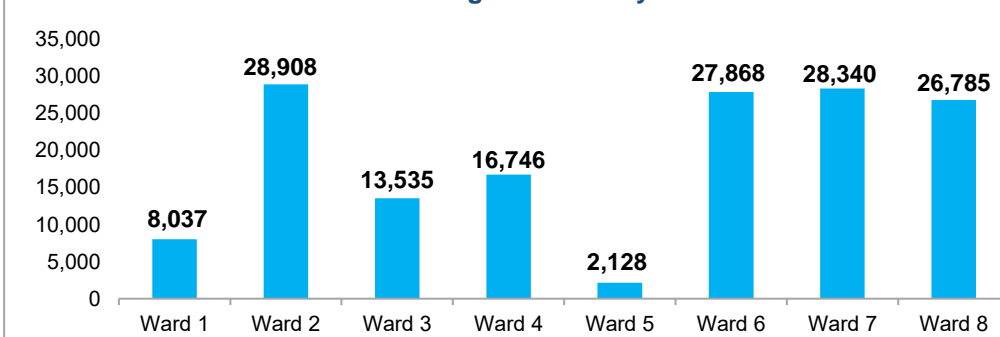
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	285,146	252,545	252,893	211,392	224,809	242,891	19,250
Q2	275,674	243,426	228,529	228,155	225,484	206,174	613
Q3	280,764	241,568	199,793	235,243	233,656	314	31,827
Q4	283,268	243,956	224,737	257,518	260,428	17,589	
<b>Total</b>	<b>1,124,852</b>	<b>981,495</b>	<b>905,952</b>	<b>932,308</b>	<b>944,377</b>	<b>466,968</b>	<b>51,690</b>



## PAGES PRINTED

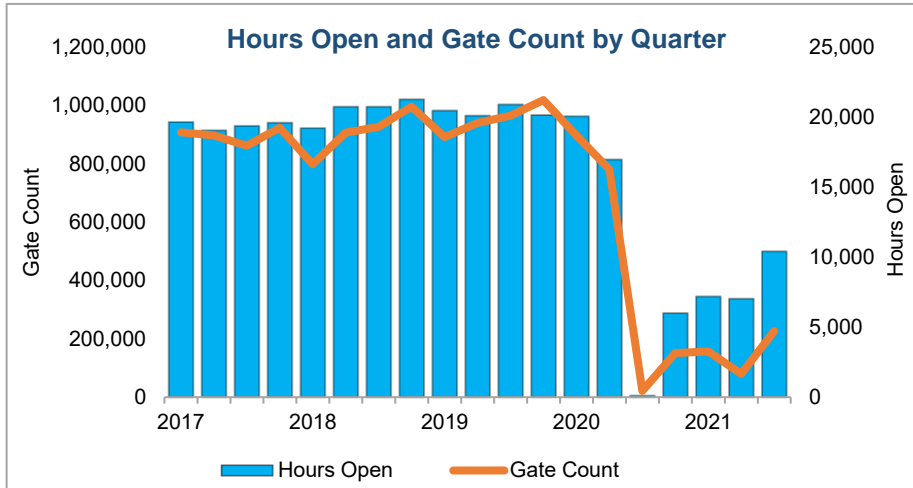
	Location	Q3 FY19	Q3 FY20	Q3 FY21
1	Mt. Pleasant	34,990	712	8,037
<b>Ward 1 Totals</b>		<b>34,990</b>	<b>712</b>	<b>8,037</b>
2	Martin Luther King, Jr. Memorial Library	-	-	17,320
2	Library Express	14,691	0	-
2	Georgetown	22,895	0	2,740
2	West End	35,347	334	8,848
<b>Ward 2 Totals</b>		<b>72,933</b>	<b>334</b>	<b>28,908</b>
3	Chevy Chase	18,436	0	6,446
3	Cleveland Park	18,720	1,073	4,628
3	Palisades	6,747	0	1,189
3	Tenley-Friendship	26,418	0	1,272
<b>Ward 3 Totals</b>		<b>70,321</b>	<b>1,073</b>	<b>13,535</b>
4	Petworth	45,117	0	4,532
4	Shepherd Park (Juanita E. Thornton)	29,417	1,730	12,214
4	Takoma Park	21,044	0	0
<b>Ward 4 Totals</b>		<b>95,578</b>	<b>1,730</b>	<b>16,746</b>
5	Lamond-Riggs	29,256	0	22
5	Woodridge	54,398	1,071	2,106
<b>Ward 5 Totals</b>		<b>83,654</b>	<b>1,071</b>	<b>2,128</b>
6	Northeast	29,177	1,141	7,349
6	Northwest One	14,087	0	0
6	Rosedale	13,461	0	43
6	Shaw (Watha T. Daniel)	41,842	0	12,331
6	Southeast	31,908	0	3,295
6	Southwest	20,380	0	4,850
<b>Ward 6 Totals</b>		<b>150,855</b>	<b>1,141</b>	<b>27,868</b>
7	Benning (Dorothy I. Height)	49,907	1,161	8,889
7	Capitol View	35,314	0	10,221
7	Deanwood	17,233	0	2,258
7	Francis Gregory	42,783	0	6,972
<b>Ward 7 Totals</b>		<b>145,237</b>	<b>1,161</b>	<b>28,340</b>
8	Anacostia	27,354	805	11,352
8	Bellevue (William O. Lockridge)	43,038	0	10,423
8	Parklands-Turner	46,196	0	5,010
<b>Ward 8 Totals</b>		<b>116,588</b>	<b>805</b>	<b>26,785</b>
<b>DCPL Total</b>		<b>770,156</b>	<b>8,027</b>	<b>152,347</b>
<b>Percent Change</b>			<b>-98.96%</b>	<b>1797.93%</b>

**FY21 Q3 Pages Printed by Ward**



	FY2019	FY2020	FY2021
<b>Q1</b>	581,424	780,639	111,971
<b>Q2</b>	699,080	731,013	2,418
<b>Q3</b>	770,156	8,027	152,347
<b>Q4</b>	839,799	152,199	
<b>Total</b>	<b>2,890,459</b>	<b>1,671,878</b>	<b>266,736</b>

## SERVICE HOURS



**Hours Open by Fiscal 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	7,038
Q3	19,409	20,780	20,935	112	10,421
Q4	19,623	21,295	20,175	6,008	
<b>Total</b>	<b>77,783</b>	<b>82,092</b>	<b>81,742</b>	<b>43,204</b>	<b>24,660</b>

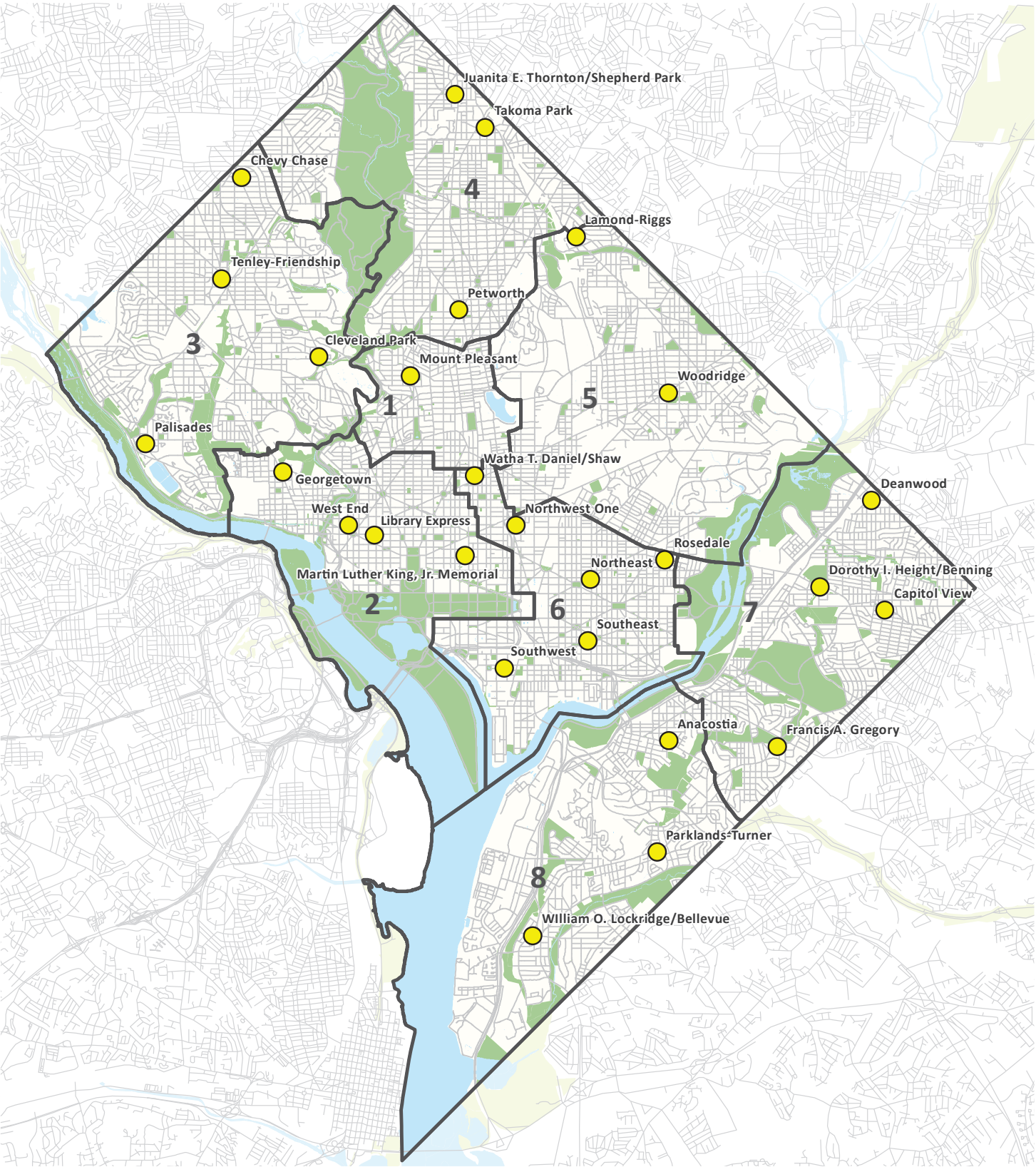
**FY21 Hours of Unplanned Closures**

	Q1	Q2	Q3	Q4	Total
Anacostia	4.5				4.5
William O. Lockridge/Bellevue			6		
Benning (Dorothy I. Height)	14	7			21
Deanwood			10		
Francis A. Gregory			2.5		
Martin Luther King, Jr. Memorial Library	11	37			48
Mt. Pleasant	14				14
Palisades	7				7
West End		7			7
Systemwide		51			
<b>Total</b>	<b>50.5</b>	<b>102</b>	<b>18.5</b>	<b>0</b>	<b>222</b>

## HUMAN RESOURCES

	Q3 FY20	Q3 FY21	% Change
Vacancy Rate	10.2%	14.1%	38.2%
# Staff of Extended Leave New	13	8	-38.5%
# Staff on Extended Leave (Cont.)	2	6	200.0%
Total Staff on Extended Leave	15	14	-6.7%

# 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.