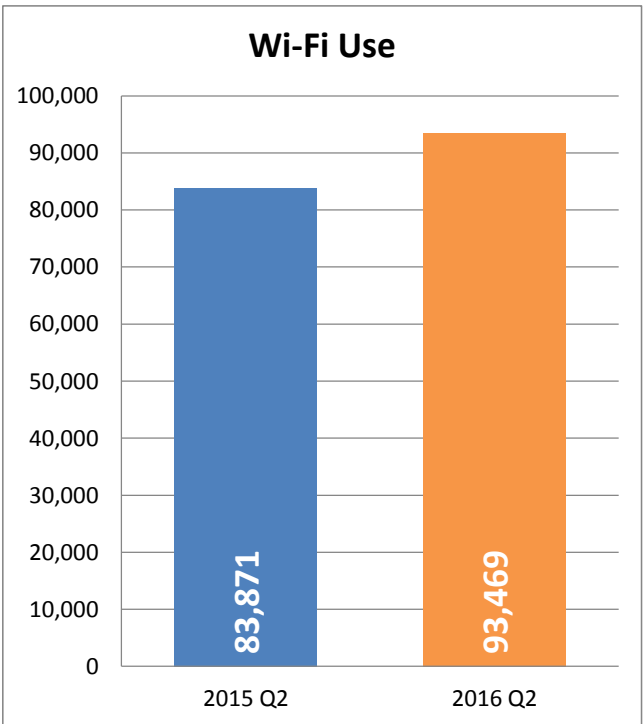
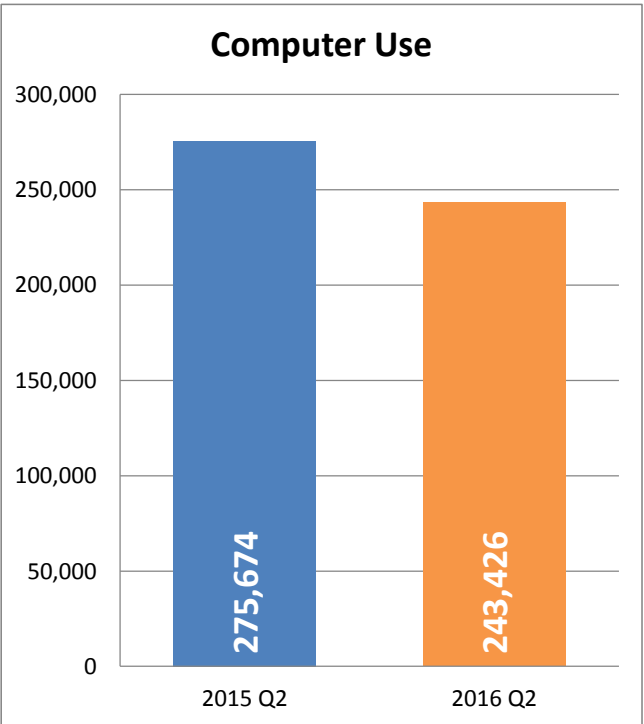
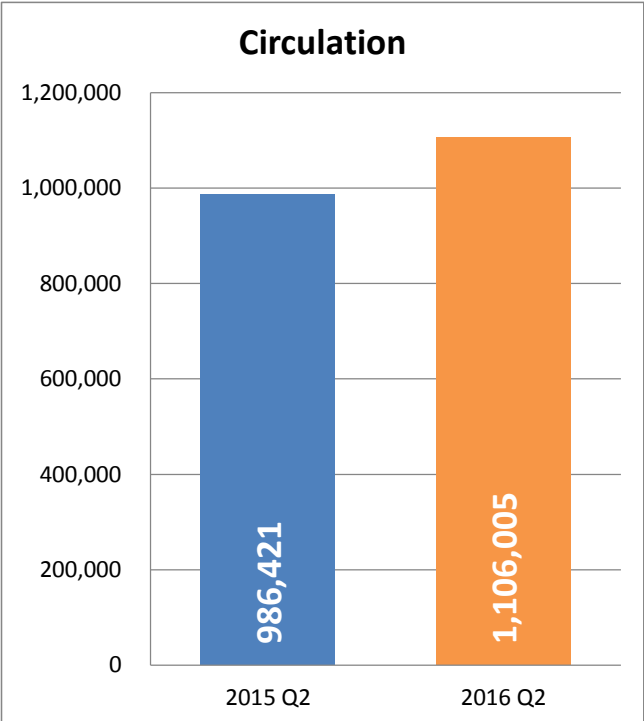
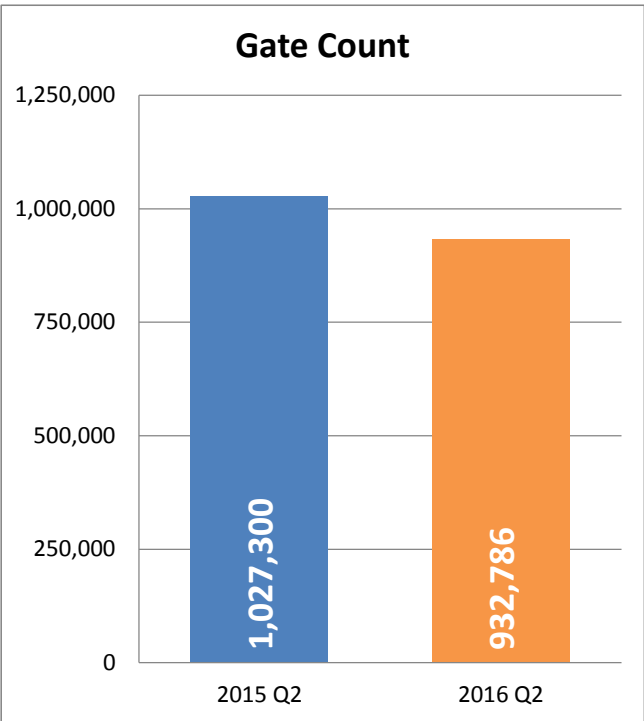


LIBRARY SERVICES QUARTERLY PERFORMANCE REPORT

FY2016 Q2

FY15 Q2 vs FY16 Q2



- Notes:**
- In FY2016 Q2, DCPL experienced 7.5 days of closure due to weather (3.5 days) or scheduled holidays (4 days).
 - Chevy Chase Library closed for a makeover on 11/7/2015 and reopened on 2/1/2016 . The library was open for 2 months in Q2.
 - Shepherd Park Library closed for a makeover on 11/7/2015 and reopened on 3/30/2016 The library was open for 2 days in Q2.

Gate Count

Locations	Q2 FY15	Q2 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	176,685	157,012	-19,673	-11.13%
ANACOSTIA	49,755	39,397	-10,358	-20.82%
BELLEVUE (William O. Lockridge)	24,184	23,672	-512	-2.12%
BENNING (Dorothy I. Height)	55,073	45,333	-9,740	-17.69%
CAPITOL VIEW	23,579	22,504	-1,075	-4.56%
CHEVY CHASE ¹	33,578	20,916	-12,662	-37.71%
CLEVELAND PARK	67,521	59,329	-8,192	-12.13%
DEANWOOD	24,253	20,662	-3,591	-14.81%
FRANCIS A. GREGORY	28,307	26,035	-2,272	-8.03%
GEORGETOWN ²	21,793	31,906	10,113	46.40%
LAMOND-RIGGS	26,651	27,141	490	1.84%
MT. PLEASANT	60,118	59,060	-1,058	-1.76%
NORTHEAST	27,773	27,863	90	0.32%
NORTHWEST ONE	22,645	20,291	-2,354	-10.40%
PALISADES	26,092	22,633	-3,459	-13.26%
PARKLANDS-TURNER	34,067	32,536	-1,531	-4.49%
PETWORTH	41,622	43,608	1,986	4.77%
ROSEDALE	20,915	19,596	-1,319	-6.31%
SHAW (Watha T. Daniel)	53,426	50,927	-2,499	-4.68%
SHEPHERD PARK (Juanita E. Thornton) ³	22,650	112	-22,538	-99.51%
SOUTHEAST	38,093	38,311	218	0.57%
SOUTHWEST	28,749	24,893	-3,856	-13.41%
TAKOMA PARK	20,497	21,086	589	2.87%
TENLEY-FRIENDSHIP	57,388	58,253	865	1.51%
WEST END	23,498	20,887	-2,611	-11.11%
WOODRIDGE	18,388	18,823	435	2.37%
NEIGHBORHOOD LIBRARIES TOTAL	850,615	775,774	-74,841	-8.80%
DCPL TOTAL	1,027,300	932,786	-94,514	-9.20%

Notes:

- In FY2016 Q2, DCPL experience 7.5 days of closure due to weather (3.5 days) or scheduled holidays (4 days).
- 1 - Chevy Chase Library closed for a makeover on 11/7/2015 and reopened on 2/1/2016. The library was open for 2 months in Q2.
- 2 - Georgetown Library was closed for 5 weeks in FY15 Q2 for maintenance due to a burst pipe
- 3 - Shepherd Park Library closed for a makeover on 11/7/2015 and reopened on 3/30/2016. The library was open for 2 days in Q2.

Circulation Statistics

Locations	Q1 FY16	Q2 FY16	Q3 FY16	Q4 FY16	YTD Total
MLK JR. MEMORIAL LIBRARY	228,465	230,335			458,800
ANACOSTIA	12,052	11,044			23,096
William O. Lockridge/BELLEVUE	9,639	8,667			18,306
Dorothy I. Height/BENNING	17,994	13,125			31,119
CAPITOL VIEW	16,477	12,495			28,972
CHEVY CHASE ¹	21,535	26,524			48,059
CLEVELAND PARK	55,309	56,174			111,483
DEANWOOD	5,901	4,541			10,442
FRANCIS A. GREGORY	9,489	9,015			18,504
GEORGETOWN	42,850	45,841			88,691
LAMOND-RIGGS	12,584	13,100			25,684
MT. PLEASANT	61,106	61,805			122,911
NORTHEAST	32,774	34,479			67,253
NORTHWEST ONE	6,152	5,915			12,067
PALISADES	22,995	22,465			45,460
PARKLANDS-TURNER	14,577	10,816			25,393
PETWORTH	36,185	34,045			70,230
ROSEDALE	9,862	9,285			19,147
Watha T. Daniel/SHAW	28,643	28,641			57,284
Juanita E. Thornton/SHEPHERD PARK ²	8,043	2,511			10,554
SOUTHEAST	33,576	36,379			69,955
SOUTHWEST	19,272	17,598			36,870
TAKOMA PARK	20,928	21,712			42,640
TENLEY-FRIENDSHIP	65,898	64,398			130,296
WEST END INTERIM	16,176	16,470			32,646
WOODRIDGE INTERIM	12,917	12,481			25,398
NEIGHBORHOOD LIBRARIES TOTAL	592,934	579,526	0	0	1,172,460
DIGITAL LIBRARY	280,016	296,144	0	0	576,160
DCPL TOTAL	1,101,415	1,106,005	0	0	2,207,420

Notes:

- In FY2016 Q2, DCPL experience d 7.5 days of closure due to weather (3.5 days) or scheduled holidays (4 days).
- 1 - Chevy Chase Library closed for a makeover on 11/7/2015 and reopened on 2/1/2016. The library was open for 2 months in Q2.
- 2 - Shepherd Park Library closed for a makeover on 11/7/2015 and reopened on 3/30/2016. The library was open for 2 days in Q2.

	Q1	Q2	Q3	Q4	Total
FY15	1,012,275	986,421			1,998,696
FY16	1,101,415	1,106,005			2,207,420
% Chg from Prior Year	8.81%	12.12%			10.44%

Technology Based Services

Quarterly Statistics				Year to Date Statistics		
Variance	Q2 FY15	Q2 FY16	Variance %	YTD FY15	YTD FY16	% Chg from Prior Year
Digital Library	234,783	296,144	26.14%	478,336	576,160	20.45%
E -Books Downloaded (Subset of Digital Library)	87,982	109,285	24.21%	172,102	213,882	24.28%
Downloadable Media: Audio/Music/Video/Magazines (Subset of Digital Library)	146,801	186,859	27.29%	306,234	362,278	18.30%
Database Searches (In-House & Remote)	259,597	264,271	1.80%	489,190	550,377	12.51%
Public Computer Use	275,674	243,426	-11.70%	560,820	495,971	-11.56%
Customer Access to Wi-Fi	83,871	93,469	11.44%	168,259	179,158	6.48%
Computer Classes	501	392	-21.76%	1,093	807	-26.17%
Library Web Site User Visits ¹	335,039 ¹	467,503	39.54%	611,506 ¹	911,657	49.08%

Notes:

1 - Library Website User Visits - In FY15 Q2, website visits were miscalculated due to issues with the reporting system.

Customer Access to Wi-Fi

Users are increasingly accessing DCPL's Wi-Fi network for a fast, reliable way to connect to the Internet. Many devices such as smartphones and tablets support auto-authentication, making it an automatic and convenient for library customers to connect to the network. Wi-Fi usage statistic are generated based on device connections per month to DCPL Wi-Fi access points.

Locations	Q1 FY16	Q2 FY16	Q3 FY16	Q4 FY16	YTD Total
MLK JR. MEMORIAL LIBRARY	24,586	25,382			49,968
ANACOSTIA	3,801	4,298			8,099
William O. Lockridge/BELLEVUE	2,366	2,585			4,951
Dorothy I. Height/BENNING	4,637	5,196			9,833
CAPITOL VIEW	1,756	2,018			3,774
CHEVY CHASE ¹	880	1,136			2,016
CLEVELAND PARK	1,560	1,699			3,259
DEANWOOD	1,307	1,578			2,885
FRANCIS A. GREGORY	2,099	2,087			4,186
GEORGETOWN	4,100	4,475			8,575
LAMOND-RIGGS	1,728	2,068			3,796
MT. PLEASANT	5,091	5,366			10,457
NORTHEAST	2,265	2,544			4,809
NORTHWEST ONE	1,604	1,668			3,272
PALISADES	1,099	1,327			2,426
PARKLANDS-TURNER	3,868	4,666			8,534
PETWORTH	5,036	5,542			10,578
ROSEDALE	1,220	1,285			2,505
Watha T. Daniel/SHAW	5,274	6,081			11,355
Juanita E. Thornton/SHEPHERD PARK ²	611	123			734
SOUTHEAST	2,398	2,877			5,275
SOUTHWEST	1,471	1,703			3,174
TAKOMA PARK	1,080	1,142			2,222
TENLEY-FRIENDSHIP	3,738	4,242			7,980
WEST END INTERIM	748	816			1,564
WOODRIDGE INTERIM	1,366	1,565			2,931
NEIGHBORHOOD LIBRARIES TOTAL	61,103	68,087	0	0	129,190
DCPL TOTAL	85,689	93,469	0	0	179,158

Notes:

• In FY2016 Q2, DCPL experience d 7.5 days of closure due to weather (3.5 days) or scheduled holidays (4 days).

1 - Chevy Chase Library closed for a makeover on 11/7/2015 and reopened on 2/1/2016. The library was open for 2 months in Q2.

2 - Shepherd Park Library closed for a makeover on 11/7/2015 and reopened on 3/30/2016. The library was open for 2 days in Q2.

	Q1	Q2	Q3	Q4	Total
FY15	84,388	83,871			168,259
FY16	85,689	93,469	-	-	179,158
% Chg from Prior Year	1.54%	11.44%			6.48%

Public Computer Use (# of Sessions)

Locations	Q1 FY16	Q2 FY16	Q3 FY16	Q4 FY16	YTD Total
MLK JR. MEMORIAL LIBRARY	49,105	47,354			96,459
ANACOSTIA	14,850	13,294			28,144
William O. Lockridge/BELLEVUE	14,625	14,246			28,871
Dorothy I. Height/BENNING	12,231	12,003			24,234
CAPITOL VIEW	8,176	7,387			15,563
CHEVY CHASE ¹	1,321	1,715			3,036
CLEVELAND PARK	3,291	3,728			7,019
DEANWOOD	7,921	7,706			15,627
FRANCIS A. GREGORY	11,225	10,691			21,916
GEORGETOWN	5,707	7,898			13,605
LAMOND-RIGGS	5,234	5,198			10,432
MT. PLEASANT	13,601	12,093			25,694
NORTHEAST	8,170	8,134			16,304
NORTHWEST ONE	8,469	7,931			16,400
PALISADES	1,432	1,540			2,972
PARKLANDS-TURNER	8,168	7,756			15,924
PETWORTH	12,111	13,509			25,620
ROSEDALE	6,303	4,496			10,799
Watha T. Daniel/SHAW	15,409	15,310			30,719
Juanita E. Thornton/SHEPHERD PARK ²	2,111	118			2,229
SOUTHEAST	4,778	4,383			9,161
SOUTHWEST	5,528	5,305			10,833
TAKOMA PARK	6,816	6,349			13,165
TENLEY-FRIENDSHIP	10,794	10,898			21,692
WEST END INTERIM	5,421	4,950			10,371
WOODRIDGE INTERIM	9,748	9,434			19,182
NEIGHBORHOOD LIBRARIES TOTAL	203,440	196,072	0	0	399,512
DCPL TOTAL	252,545	243,426	0	0	495,971

Notes:

• In FY2016 Q2, DCPL experienced 7.5 days of closure due to weather (3.5 days) or scheduled holidays (4 days).

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2 - Shepherd Park Library closed for a makeover on 11/7/2015 and reopened on 3/30/2016. The library was open for 2 days in Q2.

	Q1	Q2	Q3	Q4	Total
FY15	285,146	275,674			560,820
FY16	252,545	243,426	-	-	495,971
% Chg from Prior Year	-11.43%	-11.70%			-11.56%

Quarterly Library Services Performance Report

FY2016 – 2nd Quarter

Quarterly Statistics				Year to Date Statistics			% of FY16 Goal
Key Performance Indicators	Q2 FY15	Q2 FY16	% Change Q2 FY15/ Q2 FY16	YTD FY15	YTD FY16	% Change FY15/ FY16	
Annual Circulation ¹	[Reported] 986,421	1,106,005	12.12%	1,896,351	2,207,420	16.40%	47.80%
	[Corrected] 986,421	1,106,005	12.12%	1,998,696	2,207,420	10.44%	55.03%
Digital Library (Subset of Annual Circ)	234,783	296,144	26.14%	478,336	576,160	20.45%	57.62%
Circ of children's materials ¹ (Subset of Annual Circ)	[Reported] 348,347	369,735	6.14%	605,636	749,426	23.74%	39.10%
	[Corrected] 348,347	369,735	6.14%	707,570	749,426	5.92%	57.65%
Number of Card Holders ²	323,628	413,650					
Library Website User Visits ³	335,039 ³	467,503	39.54%	611,506 ³	911,657	49.08%	60.78%
Database Searches	259,597	264,271	1.80%	489,190	550,377	12.51%	55.04%
Library Sponsored Programs ⁴	3,449	3,774	9.42%	7,226	6,824	-5.57%	N/A
Program Attendance	75,401	75,253	-0.20%	146,149	145,965	-0.13%	45.58%
Storytime Attendance (Subset of Program Attendance)	43,043	45,788	6.38%	84,454	88,449	4.73%	46.37%
Community sponsored meetings ⁵	7,429	4,011	-46.01%	13,468	8,022	-40.44%	31.34%
Attendance at community sponsored meetings ⁵	101,187	47,007	-53.54%	186,151	91,294	-50.96%	35.11%
Children's Computer Use (Sessions)	24,871	22,331	-10.21%	51,483	47,394	-7.94%	43.69%
Teen & Adult Computer Use (Sessions)	250,803	221,095	-11.85%	509,337	448,577	-11.93%	42.06%

Notes:

- At the beginning of each fiscal year, all DC government agencies are asked to develop a performance plan. The performance plan describes new initiatives that improve the quality of agency services and highlights metrics, called Key Performance Indicators (KPI), that meaningfully gauge agency progress against goals. Agency progress throughout the fiscal year can be monitored by the public by using DC.gov/trackdc.
- In FY2016 Q2, DCPL experienced 7.5 days of closure due to weather (3.5 days) or scheduled holidays (4 days).

1 - Circulation - In FY15, circulation was miscalculated due to issues with the reporting system. A line item called "FY15 Reported" has been added to reflect both the reported and corrected statistics.

2 - Total Active Card Holders is a measure of active library cards used within the last 3 years as of quarter end. Active cardholders includes DC card holders (some of which are addresses with undetermined wards) and MD/VA/Other card holders.

3 - Library Website User Visits - In FY15 Q2, website visits were miscalculated due to issues with the reporting system.

4 - Library Sponsored programs is not a KPI, as outlined in the annual performance plan.

Storytime Statistics by Ward

Q2 FY16 Storytime Statistics

Ward	Location	Story Time Programs	Story Time Attendance	Average Attendance/ Storytime
1	MT. PLEASANT	72	6,923	96
Ward 1 Total		72	6,923	96
2	GEORGETOWN	60	3,105	52
2	WEST END INTERIM	38	1,071	28
Ward 2 Total		98	4,176	43
3	CHEVY CHASE	29	1,374	47
3	CLEVELAND PARK	117	5,592	48
3	PALISADES	48	2,602	54
3	TENLEY-FRIENDSHIP	82	3,552	43
Ward 3 Total		276	13,120	48
4	PETWORTH	79	2,639	33
4	Juanita E. Thornton/SHEPHERD PARK	1	34	34
4	TAKOMA PARK	38	653	17
Ward 4 Total		118	3,326	28
5	LAMOND-RIGGS	13	264	20
5	WOODRIDGE INTERIM	32	700	22
Ward 5 Total		45	964	21
6	NORTHEAST	55	3,300	60
6	NORTHWEST ONE	31	274	9
6	ROSEDALE	22	627	29
6	Watha T. Daniel/SHAW	69	4,575	66
6	SOUTHEAST	57	2,710	48
6	SOUTHWEST	37	1,397	38
Ward 6 Total		271	12,883	48
7	Dorothy I. Height/BENNING	22	452	21
7	CAPITOL VIEW	14	158	11
7	DEANWOOD	18	245	14
7	FRANCIS A. GREGORY	31	368	12
Ward 7 Total		85	1,223	14
8	ANACOSTIA	13	425	33
8	William O. Lockridge/BELLEVUE	17	211	12
8	PARKLANDS-TURNER	25	386	15
Ward 8 Total		55	1,022	19
2	MLK JR. MEMORIAL LIBRARY	116	2,151	19
NEIGHBORHOOD LIBRARIES TOTAL		1,020	43,637	43
DCPL TOTAL		1,136	45,788	40

Population by Age Group by Ward

Location	Age Group	2013
Ward 1	All Ages	79,145
	Under 5	4,136
	Under 18	9,509
Ward 2	All Ages	75,186
	Under 5	2,095
	Under 18	3,854
Ward 3	All Ages	80,544
	Under 5	3,799
	Under 18	10,732
Ward 4	All Ages	79,111
	Under 5	5,209
	Under 18	15,888
Ward 5	All Ages	79,342
	Under 5	4,940
	Under 18	14,612
Ward 6	All Ages	83,821
	Under 5	4,142
	Under 18	10,900
Ward 7	All Ages	65,777
	Under 5	4,585
	Under 18	16,481
Ward 8	All Ages	76,445
	Under 5	7,586
	Under 18	23,315

Data Source: U.S. Census Bureau, 2013 ACS 5-Year Survey

Notes:

- Total Active Card Holders is a measure of active library cards used within the last 3 years as of quarter end. Active cardholders includes DC card holders (some of which are addresses with undetermined wards) and MD/VA/Other card holders.
 - In FY2016 Q2, DCPL experience d 7.5 days of closure due to weather (3.5 days) or scheduled holidays (4 days).
- 1 - Chevy Chase Library closed for a makeover on 11/7/2015 and reopened on 2/1/2016 . The library was open for 2 months in Q2.
- 2 - Shepherd Park Library closed for a makeover on 11/7/2015 and reopened on 3/30/2016 . The library was open for 2 days in Q2.

Circulation, Gate Count & Cardholders by Ward

Q1 FY16 Circulation, Gate Count & Card Holders by Ward				
Ward	Location	Circulation	Gate Count	Active Card Holders
1	MT. PLEASANT	61,805	59,060	
Ward 1 Total		61,805	59,060	32,456
2	GEORGETOWN	45,841	31,906	
2	WEST END INTERIM	16,470	20,887	
Ward 2 Total		62,311	52,793	20,635
3	CHEVY CHASE	26,524	20,916	
3	CLEVELAND PARK	56,174	59,329	
3	PALISADES	22,465	22,633	
3	TENLEY-FRIENDSHIP	64,398	58,253	
Ward 3 Total		169,561	161,131	31,888
4	PETWORTH	34,045	43,608	
4	Juanita E. Thornton/SHEPHERD PARK	2,511	112	
4	TAKOMA PARK	21,712	21,086	
Ward 4 Total		58,268	64,806	38,968
5	LAMOND-RIGGS	13,100	27,141	
5	WOODRIDGE INTERIM	12,481	18,823	
Ward 5 Total		25,581	45,964	36,317
6	NORTHEAST	34,479	27,863	
6	NORTHWEST ONE	5,915	20,291	
6	ROSEDALE	9,285	19,596	
6	Watha T. Daniel/SHAW	28,641	50,927	
6	SOUTHEAST	36,379	38,311	
6	SOUTHWEST	17,598	24,893	
Ward 6 Total		132,297	181,881	38,115
7	Dorothy I. Height/BENNING	13,125	45,333	
7	CAPITOL VIEW	12,495	22,504	
7	DEANWOOD	4,541	20,662	
7	FRANCIS A. GREGORY	9,015	26,035	
Ward 7 Total		39,176	114,534	44,889
8	ANACOSTIA	11,044	39,397	
8	William O. Lockridge/BELLEVUE	8,667	23,672	
8	PARKLANDS-TURNER	10,816	32,536	
Ward 8 Total		30,527	95,605	50,717
2	MLK JR. MEMORIAL LIBRARY	230,335	157,012	
NEIGHBORHOOD LIBRARIES TOTAL*		579,526	775,774	
DIGITAL LIBRARY		296,144	N/A	
DCPL TOTAL		1,106,005	932,786	

Notes:

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