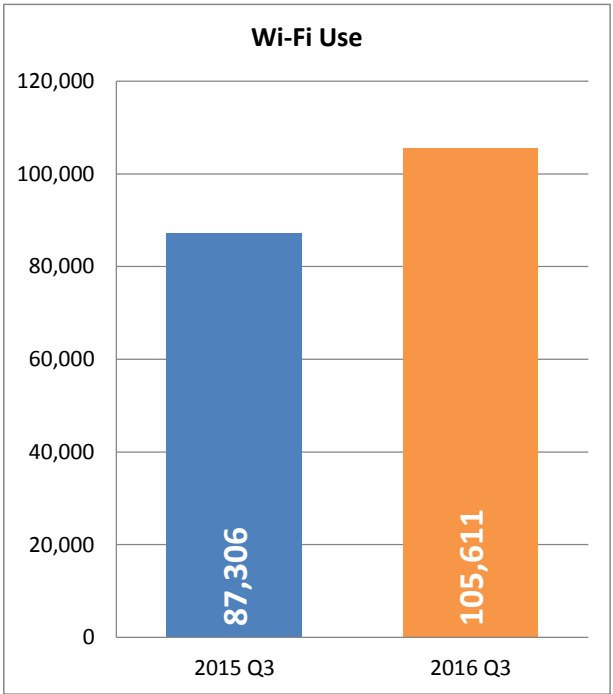
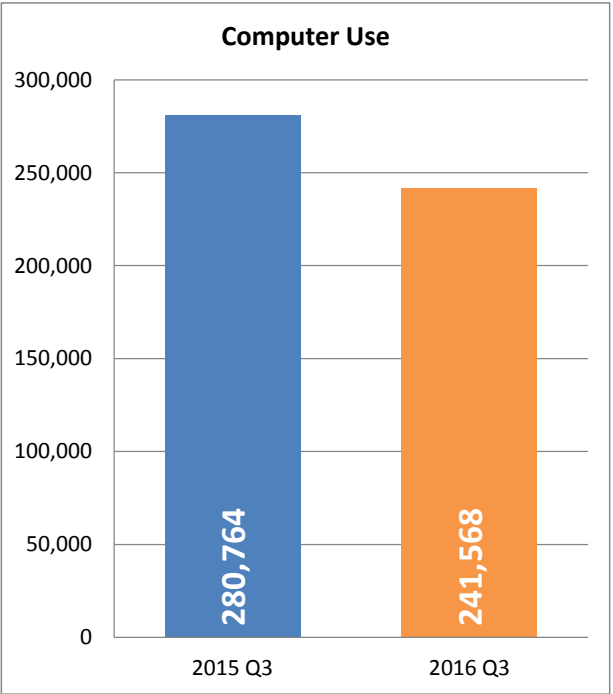
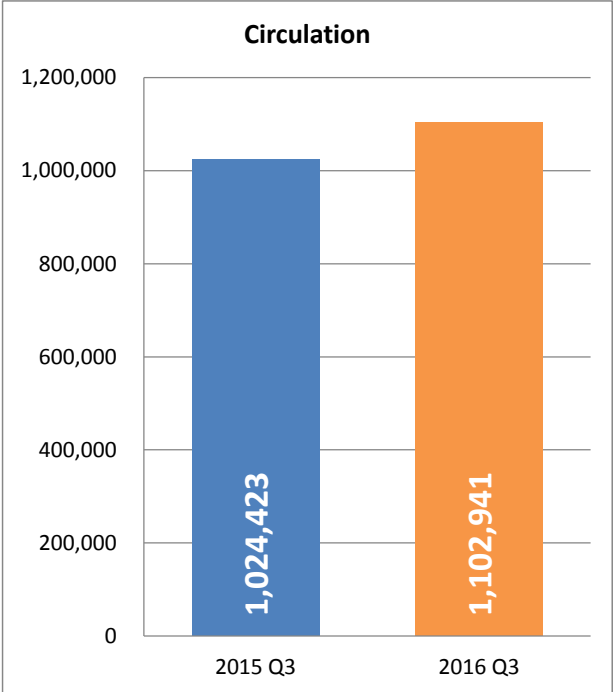
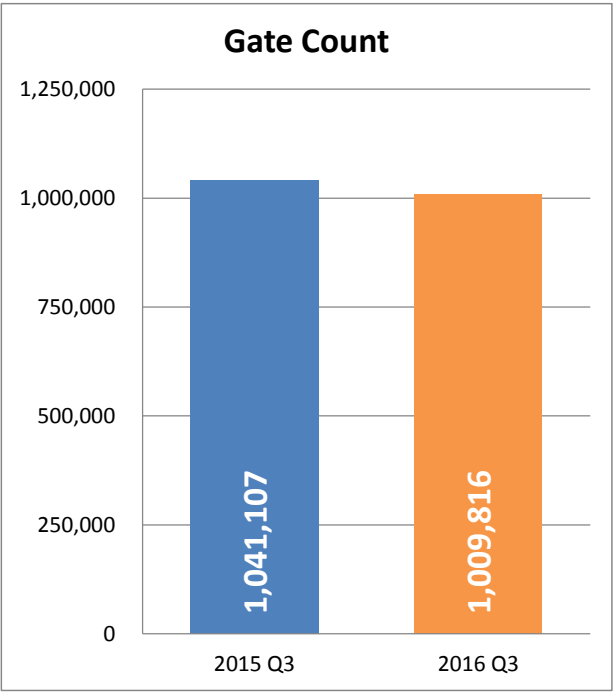


LIBRARY SERVICES QUARTERLY PERFORMANCE REPORT

FY2016 Q3

FY15 Q3 vs FY16 Q3



Gate Count

Locations	Q3 FY15	Q3 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	167,433	150,429	-17,004	-10.16%
ANACOSTIA	51,751	43,769	-7,982	-15.42%
BELLEVUE (William O. Lockridge)	26,919	24,741	-2,178	-8.09%
BENNING (Dorothy I. Height)	51,684	53,977	2,293	4.44%
CAPITOL VIEW	30,065	27,103	-2,962	-9.85%
CHEVY CHASE	35,516	33,235	-2,281	-6.42%
CLEVELAND PARK	54,808	61,379	6,571	11.99%
DEANWOOD	25,194	20,993	-4,201	-16.67%
FRANCIS A. GREGORY	32,698	29,202	-3,496	-10.69%
GEORGETOWN	30,158	34,458	4,300	14.26%
LAMOND-RIGGS	27,124	28,114	990	3.65%
MT. PLEASANT	54,513	59,592	5,079	9.32%
NORTHEAST	31,414	32,637	1,223	3.89%
NORTHWEST ONE	23,280	21,608	-1,672	-7.18%
PALISADES	25,622	22,899	-2,723	-10.63%
PARKLANDS-TURNER	35,776	33,883	-1,893	-5.29%
PETWORTH	42,968	46,499	3,531	8.22%
ROSEDALE	26,847	22,347	-4,500	-16.76%
SHAW (Watha T. Daniel)	57,741	55,397	-2,344	-4.06%
SHEPHERD PARK (Juanita E. Thornton) ¹	23,834	18,348	-5,486	-23.02%
SOUTHEAST	39,551	41,671	2,120	5.36%
SOUTHWEST	27,092	25,271	-1,821	-6.72%
TAKOMA PARK	21,887	20,003	-1,884	-8.61%
TENLEY-FRIENDSHIP	56,775	57,771	996	1.75%
WEST END INTERIM	18,585	22,533	3,948	21.24%
WOODRIDGE INTERIM	21,872	21,957	85	0.39%
NEIGHBORHOOD LIBRARIES TOTAL	873,674	859,387	-14,287	-1.64%
DCPL TOTAL	1,041,107	1,009,816	-31,291	-3.01%

	Q1	Q2	Q3	Q4	Total
FY15	984,658	1,027,300	1,041,107		3,053,065
FY16	904,632	932,786	1,009,816		2,847,234
% Chg from Prior Year	-8.13%	-9.20%	-3.01%		-6.74%

Notes:

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

Circulation Statistics

Locations	Q3 FY15	Q3 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	214,523	234,772	20,249	9.44%
ANACOSTIA	10,448	11,996	1,548	14.82%
BELLEVUE (William O. Lockridge)	7,338	8,068	730	9.95%
BENNING (Dorothy I. Height)	12,589	14,762	2,173	17.26%
CAPITOL VIEW	8,039	12,135	4,096	50.95%
CHEVY CHASE	39,724	34,593	-5,131	-12.92%
CLEVELAND PARK	54,500	53,757	-743	-1.36%
DEANWOOD	4,877	4,143	-734	-15.05%
FRANCIS A. GREGORY	7,682	9,081	1,399	18.21%
GEORGETOWN	38,376	41,909	3,533	9.21%
LAMOND-RIGGS	12,481	13,170	689	5.52%
MT. PLEASANT	56,904	59,338	2,434	4.28%
NORTHEAST	31,009	32,895	1,886	6.08%
NORTHWEST ONE	5,290	5,549	259	4.90%
PALISADES	24,665	20,980	-3,685	-14.94%
PARKLANDS-TURNER	11,619	10,221	-1,398	-12.03%
PETWORTH	34,789	31,291	-3,498	-10.05%
ROSEDALE	9,377	9,714	337	3.59%
SHAW (Watha T. Daniel)	27,208	29,550	2,342	8.61%
SHEPHERD PARK (Juanita E. Thornton) ¹	16,316	12,955	-3,361	-20.60%
SOUTHEAST	29,342	35,264	5,922	20.18%
SOUTHWEST	16,934	18,564	1,630	9.63%
TAKOMA PARK	18,306	18,399	93	0.51%
TENLEY-FRIENDSHIP	56,428	62,079	5,651	10.01%
WEST END INTERIM	12,330	17,594	5,264	42.69%
WOODRIDGE INTERIM	12,060	13,579	1,519	12.60%
NEIGHBORHOOD LIBRARIES TOTAL	558,631	581,586	22,955	4.11%
DIGITAL LIBRARY	251,269	286,583	35,314	14.05%
DCPL TOTAL	1,024,423	1,102,941	78,518	7.66%

	Q1	Q2	Q3	Q4	Total
FY15	1,012,275	986,421	1,024,423		3,023,119
FY16	1,101,415	1,106,005	1,102,941		3,310,361
% Chg from Prior Year	8.81%	12.12%	7.66%		9.50%

Notes:

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

Technology Based Services

Quarterly Statistics

Variance	Q3 FY15	Q3 FY16	Variance %
Digital Library	251,269	286,583	14.05%
E -Books Downloaded (Subset of Digital Library)	88,981	107,370	20.67%
Downloadable Media: Audio/Music/Video/Magazines (Subset of Digital Library)	162,288	179,213	10.43%
Database Searches (In-House & Remote)	239,239	201,965	-15.58%
Public Computer Use	280,764	241,568	-13.96%
Customer Access to Wi-Fi	87,306	105,611	20.97%
Computer Classes	521	465	-10.75%
Library Web Site User Visits	385,625	426,864	10.69%

Year to Date Statistics

YTD FY15	YTD FY16	% Chg from Prior Year
729,605	862,743	18.25%
261,083	321,252	23.05%
468,522	541,491	15.57%
728,429	752,342	75.23%
841,584	737,539	-12.36%
171,177	199,080	16.30%
1,614	1,272	-21.19%
997,131 ¹	1,338,521	34.24%

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

Locations	Q3 FY15	Q3 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	23,194	29,693	6,499	28.02%
ANACOSTIA	4,579	4,490	-89	-1.94%
BELLEVUE (William O. Lockridge)	2,491	2,491	0	0.00%
BENNING (Dorothy I. Height)	1,354	5,683	4,329	319.72%
CAPITOL VIEW	2,252	2,087	-165	-7.33%
CHEVY CHASE	1,874	2,212	338	18.04%
CLEVELAND PARK	2,079	1,879	-200	-9.62%
DEANWOOD	1,339	1,371	32	2.39%
FRANCIS A. GREGORY	2,190	2,465	275	12.56%
GEORGETOWN	3,989	4,953	964	24.17%
LAMOND-RIGGS	1,769	2,245	476	26.91%
MT. PLEASANT	4,875	5,647	772	15.84%
NORTHEAST	2,649	3,071	422	15.93%
NORTHWEST ONE	1,900	1,761	-139	-7.32%
PALISADES	1,343	1,448	105	7.82%
PARKLANDS-TURNER	4,197	4,288	91	2.17%
PETWORTH	5,359	6,234	875	16.33%
ROSEDALE	1,501	1,477	-24	-1.60%
SHAW (Watha T. Daniel)	5,769	7,038	1,269	22.00%
SHEPHERD PARK (Juanita E. Thornton) ¹	1,671	1,502	-169	-10.11%
SOUTHEAST	2,833	3,369	536	18.92%
SOUTHWEST	1,684	1,812	128	7.60%
TAKOMA PARK	1,197	1,571	374	31.24%
TENLEY-FRIENDSHIP	3,898	4,354	456	11.70%
WEST END INTERIM	507	849	342	67.46%
WOODRIDGE INTERIM	813	1,621	808	99.38%
NEIGHBORHOOD LIBRARIES TOTAL	64,112	75,918	11,806	18.41%
DCPL TOTAL	87,306	105,611	18,305	20.97%

	Q1	Q2	Q3	Q4	Total
FY15	84,388	83,871	87,306		255,565
FY16	85,689	93,469	105,611		284,769
% Chg from Prior Year	1.54%	11.44%	20.97%		11.43%

Notes:

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

Public Computer Use (# of Sessions)

Locations	Q3 FY15	Q3 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	54,831	47,308	-7,523	-13.72%
ANACOSTIA	15,093	13,001	-2,092	-13.86%
BELLEVUE (William O. Lockridge)	13,629	13,805	176	1.29%
BENNING (Dorothy I. Height)	14,264	12,383	-1,881	-13.19%
CAPITOL VIEW	6,919	7,171	252	3.64%
CHEVY CHASE	5,162	2,417	-2,745	-53.18%
CLEVELAND PARK	4,263	3,955	-308	-7.22%
DEANWOOD	6,345	7,122	777	12.25%
FRANCIS A. GREGORY	12,399	10,299	-2,100	-16.94%
GEORGETOWN	5,536	8,338	2,802	50.61%
LAMOND-RIGGS	5,247	4,524	-723	-13.78%
MT. PLEASANT	15,470	12,188	-3,282	-21.22%
NORTHEAST	8,123	8,238	115	1.42%
NORTHWEST ONE	7,628	7,553	-75	-0.98%
PALISADES	2,971	1,775	-1,196	-40.26%
PARKLANDS-TURNER	9,729	7,447	-2,282	-23.46%
PETWORTH	16,082	12,827	-3,255	-20.24%
ROSEDALE	7,053	4,100	-2,953	-41.87%
SHAW (Watha T. Daniel)	16,968	15,089	-1,879	-11.07%
SHEPHERD PARK (Juanita E. Thornton) ¹	9,419	4,009	-5,410	-57.44%
SOUTHEAST	6,985	4,395	-2,590	-37.08%
SOUTHWEST	6,257	4,998	-1,259	-20.12%
TAKOMA PARK	5,214	5,311	97	1.86%
TENLEY-FRIENDSHIP	12,550	10,176	-2,374	-18.92%
WEST END INTERIM	2,822	4,774	1,952	69.17%
WOODRIDGE INTERIM	9,805	8,365	-1,440	-14.69%
NEIGHBORHOOD LIBRARIES TOTAL	225,933	194,260	-31,673	-14.02%
DCPL TOTAL	280,764	241,568	-39,196	-13.96%

	Q1	Q2	Q3	Q4	Total
FY15	285,146	275,674	280,764		841,584
FY16	252,545	243,426	241,568		737,539
% Chg from Prior Year	-11.43%	-11.70%	-13.96%		-12.36%

Notes:

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

Quarterly Library Services Performance Report

FY2016 – 3rd Quarter

Quarterly Statistics				Year to Date Statistics			% of FY16 KPI Goal
Key Performance Indicators	Q3 FY15	Q3 FY16	% Change Q3 FY15/ Q3 FY16	YTD FY15	YTD FY16	% Change FY15/ FY16	
Annual Circulation ¹	[Reported] 1,024,423	1,102,941	7.66%	2,920,774	3,310,361	13.34%	82.53%
	[Corrected] 1,024,423	1,102,941	7.66%	3,023,119	3,310,361	9.50%	82.53%
Digital Library (Subset of Annual Circ)	251,269	286,583	14.05%	729,605	862,743	18.25%	86.27%
Circ of children's materials ¹ (Subset of Annual Circ)	[Reported] 356,779	372,387	4.37%	962,415	1,121,813	16.56%	86.29%
	[Corrected] 356,779	372,387	4.37%	1,064,349	1,121,813	5.40%	86.29%
Number of Card Holders	283,407	384,992					
Library Website User Visits	385,625	426,864	10.69%	997,131 ²	1,338,521	34.24%	89.23%
Database Searches	239,239	201,965	-15.58%	728,429	752,342	3.28%	75.23%
Library Sponsored Programs ³	3,895	3,512	-9.83%	11,121	10,336	-7.06%	N/A
Program Attendance	87,038	85,956	-1.24%	233,187	231,921	-0.54%	72.42%
Storytime Attendance (Subset of Program Attendance)	54,442	55,200	1.39%	138,896	143,649	3.42%	75.31%
Community sponsored meetings ⁴	7,823	4,228	-45.95%	21,291	12,250	-42.46%	47.85%
Attendance at community sponsored meetings ⁴	109,227	48,683	-55.43%	295,378	139,977	-52.61%	53.84%
Children's Computer Use (Sessions)	28,239	20,163	-28.60%	79,722	67,557	-15.26%	62.28%
Teen & Adult Computer Use (Sessions)	252,525	221,405	-12.32%	761,862	669,982	-12.06%	62.81%

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 is publicly available throughout the fiscal year at 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 - Library Website User Visits - In FY15 Q2, website visits were miscalculated due to issues with the reporting system.

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

4 - Community Sponsored Meetings and Attendance - A new reporting system was implemented and now reflects actual attendance rather than predicted attendance.

Storytime Statistics by Ward

Q3 FY16 Storytime Statistics

Ward	Location	Story Time Programs	Story Time Attendance	Averag Attendance/ Storytime
1	MT. PLEASANT	62	6,170	100
Ward 1 Total		62	6,170	100
2	GEORGETOWN	52	2,595	50
2	WEST END INTERIM	34	1,362	40
Ward 2 Total		86	3,957	46
3	CHEVY CHASE	64	3,149	49
3	CLEVELAND PARK	126	5,738	46
3	PALISADES	49	2,847	58
3	TENLEY-FRIENDSHIP	77	4,108	53
Ward 3 Total		316	15,842	50
4	PETWORTH	77	3,066	40
4	SHEPHERD PARK (Juanita E. Thornton) ¹	36	883	25
4	TAKOMA PARK	34	605	18
Ward 4 Total		147	4,554	31
5	LAMOND-RIGGS	11	580	53
5	WOODRIDGE INTERIM	36	1,006	28
Ward 5 Total		47	1,586	34
6	NORTHEAST	59	3,737	63
6	NORTHWEST ONE	18	186	10
6	ROSEDALE	23	777	34
6	SHAW (Watha T. Daniel)	74	5,547	75
6	SOUTHEAST	86	3,952	46
6	SOUTHWEST	38	2,389	63
Ward 6 Total		298	16,588	56
7	BENNING (Dorothy I. Height)	26	676	26
7	CAPITOL VIEW	21	330	16
7	DEANWOOD	34	474	14
7	FRANCIS A. GREGORY	50	602	12
Ward 7 Total		131	2,082	16
8	ANACOSTIA	19	513	27
8	BELLEVUE (William O. Lockridge)	20	357	18
8	PARKLANDS-TURNER	27	502	19
Ward 8 Total		66	1,372	21
2	MLK JR. MEMORIAL LIBRARY	118	3,208	27
NEIGHBORHOOD LIBRARIES TOTAL		1,153	52,151	45
DCPL TOTAL		1,271	55,359	44

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:

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

Circulation, Gate Count & Cardholders by Ward

Q3 FY16 Circulation, Gate Count & Card Holders by Ward

Ward	Location	Circulation	Gate Count	Active Card Holders
1	MT. PLEASANT	59,338	59,592	
Ward 1 Total		59,338	59,592	37,770
2	GEORGETOWN	41,909	34,458	
2	WEST END INTERIM	17,594	22,533	
2	MLK JR. MEMORIAL LIBRARY	234,772	150,429	
Ward 2 Total		59,503	56,991	23,996
3	CHEVY CHASE	34,593	33,235	
3	CLEVELAND PARK	53,757	61,379	
3	PALISADES	20,980	22,899	
3	TENLEY-FRIENDSHIP	62,079	57,771	
Ward 3 Total		171,409	175,284	37,769
4	PETWORTH	31,291	46,499	
4	SHEPHERD PARK (Juanita E. Thornton) ¹	12,955	18,348	
4	TAKOMA PARK	18,399	20,003	
Ward 4 Total		62,645	84,850	45,023
5	LAMOND-RIGGS	13,170	28,114	
5	WOODRIDGE INTERIM	13,579	21,957	
Ward 5 Total		26,749	50,071	41,460
6	NORTHEAST	32,895	32,637	
6	NORTHWEST ONE	5,549	21,608	
6	ROSEDALE	9,714	22,347	
6	SHAW (Watha T. Daniel)	29,550	55,397	
6	SOUTHEAST	35,264	41,671	
6	SOUTHWEST	18,564	25,271	
Ward 6 Total		131,536	198,931	44,652
7	BENNING (Dorothy I. Height)	14,762	53,977	
7	CAPITOL VIEW	12,135	27,103	
7	DEANWOOD	4,143	20,993	
7	FRANCIS A. GREGORY	9,081	29,202	
Ward 7 Total		40,121	131,275	49,661
8	ANACOSTIA	11,996	43,769	
8	BELLEVUE (William O. Lockridge)	8,068	24,741	
8	PARKLANDS-TURNER	10,221	33,883	
Ward 8 Total		30,285	102,393	56,097
NEIGHBORHOOD LIBRARIES TOTAL*		581,586	859,387	
DIGITAL LIBRARY		286,583	N/A	
DCPL TOTAL		1,102,941	1,009,816	

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.

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