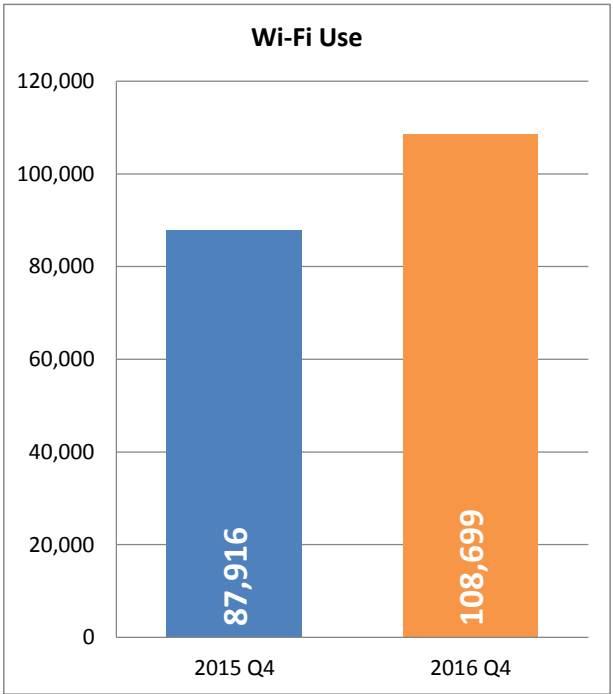
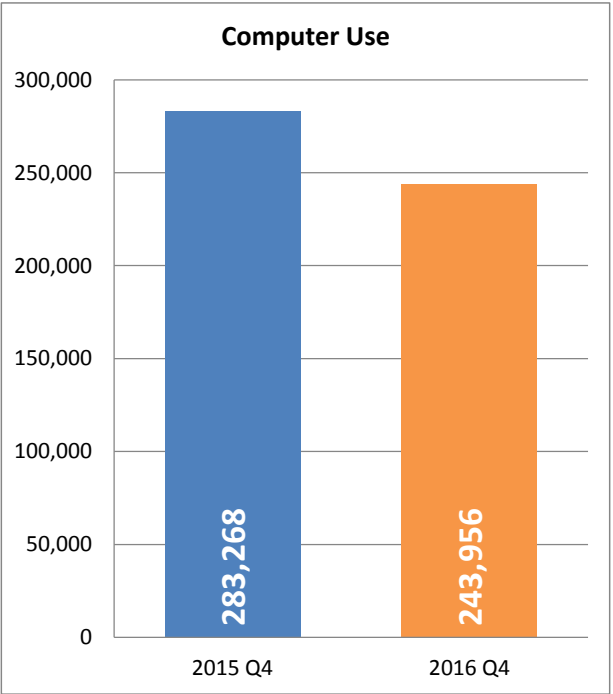
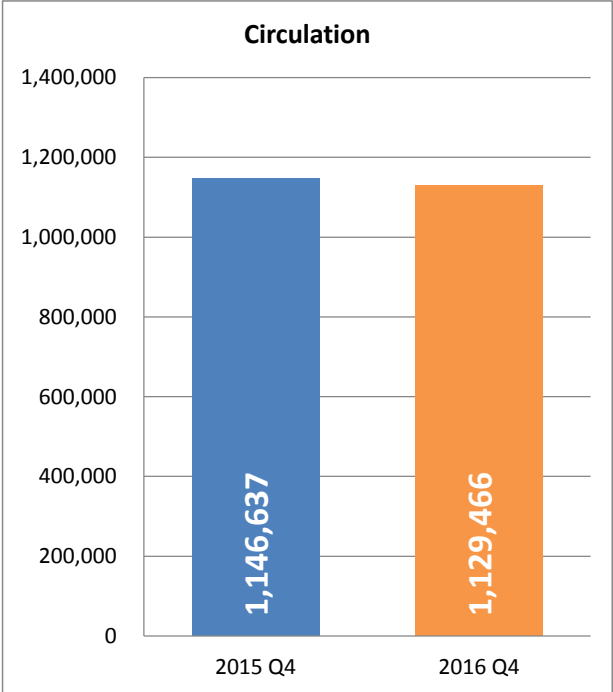
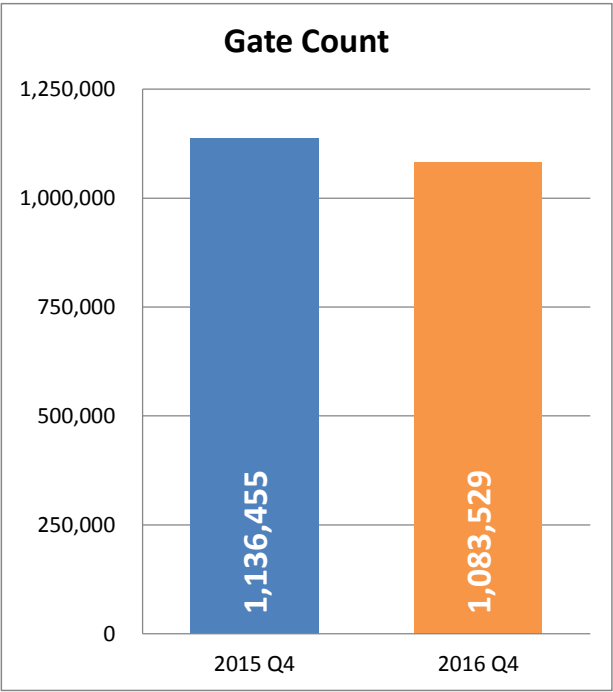


LIBRARY SERVICES QUARTERLY PERFORMANCE REPORT

FY2016 Q4

FY15 Q4 vs FY16 Q4



Gate Count

Locations	Q4 FY15	Q4 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	175,306	153,636	-21,670	-12.36%
ANACOSTIA	51,258	47,833	-3,425	-6.68%
BELLEVUE (William O. Lockridge)	34,054	29,220	-4,834	-14.20%
BENNING (Dorothy I. Height)	54,699	53,400	-1,299	-2.37%
CAPITOL VIEW	33,945	28,809	-5,136	-15.13%
CHEVY CHASE	37,729	36,271	-1,458	-3.86%
CLEVELAND PARK	69,907	82,824	12,917	18.48%
DEANWOOD	30,004	22,352	-7,652	-25.50%
FRANCIS A. GREGORY	32,900	29,511	-3,389	-10.30%
GEORGETOWN	34,497	34,745	248	0.72%
LAMOND-RIGGS	30,430	30,673	243	0.80%
MT. PLEASANT	63,343	62,587	-756	-1.19%
NORTHEAST	37,042	34,159	-2,883	-7.78%
NORTHWEST ONE	27,889	25,454	-2,435	-8.73%
PALISADES	25,548	23,491	-2,057	-8.05%
PARKLANDS-TURNER	40,023	40,733	710	1.77%
PETWORTH	45,611	44,011	-1,600	-3.51%
ROSEDALE	30,050	27,346	-2,704	-9.00%
SHAW (Watha T. Daniel)	59,401	58,573	-828	-1.39%
SHEPHERD PARK (Juanita E. Thornton)	22,035	21,761	-274	-1.24%
SOUTHEAST	43,566	42,433	-1,133	-2.60%
SOUTHWEST	27,814	28,782	968	3.48%
TAKOMA PARK	22,289	21,424	-865	-3.88%
TENLEY-FRIENDSHIP	59,719	62,216	2,497	4.18%
WEST END INTERIM	22,953	21,170	-1,783	-7.77%
WOODRIDGE ¹	24,443	20,115	-4,328	-17.71%
NEIGHBORHOOD LIBRARIES TOTAL	961,149	929,893	-31,256	-3.25%
DCPL TOTAL	1,136,455	1,083,529	-52,926	-4.66%

	Q1	Q2	Q3	Q4	Total
FY15	984,658	1,027,300	1,041,107	1,136,455	4,189,520
FY16	904,632	932,786	1,009,816	1,083,529	3,930,763
% Chg from Prior Year	-8.13%	-9.20%	-3.01%	-4.66%	-6.18%

Notes:

1 - Woodridge Library Interim closed permanently on 9/3/2016. The new Woodridge Library opened on 9/28/2016. The library was open for 3 days in Q4.

Circulation Statistics

Locations	Q4 FY15	Q4 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	239,794	247,799	8,005	3.34%
ANACOSTIA	13,807	9,292	-4,515	-32.70%
BELLEVUE (William O. Lockridge)	11,055	8,650	-2,405	-21.75%
BENNING (Dorothy I. Height)	18,524	14,679	-3,845	-20.76%
CAPITOL VIEW	10,174	8,349	-1,825	-17.94%
CHEVY CHASE	41,925	37,320	-4,605	-10.98%
CLEVELAND PARK	59,861	54,942	-4,919	-8.22%
DEANWOOD	6,816	4,269	-2,547	-37.37%
FRANCIS A. GREGORY	10,649	10,380	-269	-2.53%
GEORGETOWN	44,593	42,970	-1,623	-3.64%
LAMOND-RIGGS	13,417	14,189	772	5.75%
MT. PLEASANT	59,442	59,536	94	0.16%
NORTHEAST	35,788	35,975	187	0.52%
NORTHWEST ONE	6,972	6,440	-532	-7.63%
PALISADES	26,789	22,297	-4,492	-16.77%
PARKLANDS-TURNER	14,596	11,733	-2,863	-19.61%
PETWORTH	36,585	30,449	-6,136	-16.77%
ROSEDALE	11,424	8,718	-2,706	-23.69%
SHAW (Watha T. Daniel)	29,187	30,390	1,203	4.12%
SHEPHERD PARK (Juanita E. Thornton)	15,594	13,837	-1,757	-11.27%
SOUTHEAST	33,030	35,003	1,973	5.97%
SOUTHWEST	19,152	20,345	1,193	6.23%
TAKOMA PARK	20,342	17,567	-2,775	-13.64%
TENLEY-FRIENDSHIP	64,644	64,394	-250	-0.39%
WEST END INTERIM	16,501	19,218	2,717	16.47%
WOODRIDGE ¹	15,091	11,784	-3,307	-21.91%
NEIGHBORHOOD LIBRARIES TOTAL	635,958	592,726	-43,232	-6.80%
DIGITAL LIBRARY	270,885	288,941	18,056	6.67%
DCPL TOTAL	1,146,637	1,129,466	-17,171	-1.50%

	Q1	Q2	Q3	Q4	Total
FY15	1,012,275	986,421	1,024,423	1,146,637	4,169,756
FY16	1,101,415	1,106,005	1,102,941	1,129,466	4,439,827
% Chg from Prior Year	8.81%	12.12%	7.66%	-1.50%	6.48%

Notes:

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Technology Based Services

Quarterly Statistics

Variance	Q4 FY15	Q4 FY16	Variance %
Digital Library	270,885	288,941	6.67%
E -Books Downloaded (Subset of Digital Library)	104,606	108,621	3.84%
Downloadable Media: Audio/Music/Video/Magazines (Subset of Digital Library)	166,279	180,320	8.44%
Database Searches (In-House & Remote)	200,595	216,487	7.92%
Public Computer Use	283,268	243,956	-13.88%
Customer Access to Wi-Fi	87,916	108,699	23.64%
Computer Classes	436	357	-18.12%
Library Web Site User Visits	496,373	435,500	-12.26%

Year to Date Statistics

YTD FY15	YTD FY16	% Chg from Prior Year
1,000,490	1,151,684	15.11%
365,689	429,873	17.55%
634,801	721,811	13.71%
929,024	968,829	4.28%
1,124,852	981,495	-12.74%
343,481	393,468	14.55%
2,050	1,629	-20.54%
1,493,504	1,774,021	18.78%

Customer Access to Wi-Fi

Locations	Q4 FY15	Q4 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	24,497	27,161	2,664	10.87%
ANACOSTIA	4,304	4,683	379	8.81%
BELLEVUE (William O. Lockridge)	2,572	2,711	139	5.40%
BENNING (Dorothy I. Height)	4,185	5,882	1,697	40.55%
CAPITOL VIEW	2,006	2,236	230	11.47%
CHEVY CHASE	1,711	2,625	914	53.42%
CLEVELAND PARK	1,695	1,819	124	7.32%
DEANWOOD	1,647	1,551	-96	-5.83%
FRANCIS A. GREGORY	2,240	2,588	348	15.54%
GEORGETOWN	3,741	5,149	1,408	37.64%
LAMOND-RIGGS	1,803	2,273	470	26.07%
MT. PLEASANT	4,832	6,090	1,258	26.03%
NORTHEAST	2,603	3,741	1,138	43.72%
NORTHWEST ONE	1,751	1,803	52	2.97%
PALISADES	1,068	1,265	197	18.45%
PARKLANDS-TURNER	3,630	4,867	1,237	34.08%
PETWORTH	4,583	6,775	2,192	47.83%
ROSEDALE	1,444	1,756	312	21.61%
SHAW (Watha T. Daniel)	4,993	7,546	2,553	51.13%
SHEPHERD PARK (Juanita E. Thornton)	1,362	1,984	622	45.67%
SOUTHEAST	2,892	3,575	683	23.62%
SOUTHWEST	1,554	2,025	471	30.31%
TAKOMA PARK	1,023	1,677	654	63.93%
TENLEY-FRIENDSHIP	3,730	4,518	788	21.13%
WEST END INTERIM	715	900	185	25.87%
WOODRIDGE ¹	1,335	1,499	164	12.28%
NEIGHBORHOOD LIBRARIES TOTAL	63,419	81,538	18,119	28.57%
DCPL TOTAL	87,916	108,699	20,783	23.64%

	Q1	Q2	Q3	Q4	Total
FY15	84,388	83,871	87,306	87,916	343,481
FY16	85,689	93,469	105,611	108,699	393,468
% Chg from Prior Year	1.54%	11.44%	20.97%	23.64%	14.55%

Notes:

1 - Woodridge Library Interim closed permanently on 9/3/2016. The new Woodridge Library opened on 9/28/2016. The library was open for 3 days in Q4.

Public Computer Use (# of Sessions)

Locations	Q4 FY15	Q4 FY16	Variance	% Change
MLK JR. MEMORIAL LIBRARY	51,491	54,655	3,164	6.14%
ANACOSTIA	16,164	11,481	-4,683	-28.97%
BELLEVUE (William O. Lockridge)	15,741	12,515	-3,226	-20.49%
BENNING (Dorothy I. Height)	13,827	12,355	-1,472	-10.65%
CAPITOL VIEW	9,890	6,854	-3,036	-30.70%
CHEVY CHASE	3,209	2,934	-275	-8.57%
CLEVELAND PARK	3,462	3,651	189	5.46%
DEANWOOD	10,086	6,441	-3,645	-36.14%
FRANCIS A. GREGORY	11,852	10,112	-1,740	-14.68%
GEORGETOWN	6,069	7,139	1,070	17.63%
LAMOND-RIGGS	5,801	6,400	599	10.33%
MT. PLEASANT	16,997	10,978	-6,019	-35.41%
NORTHEAST	8,531	8,429	-102	-1.20%
NORTHWEST ONE	9,307	6,507	-2,800	-30.08%
PALISADES	2,082	1,494	-588	-28.24%
PARKLANDS-TURNER	10,527	10,601	74	0.70%
PETWORTH	13,198	12,455	-743	-5.63%
ROSEDALE	7,704	4,616	-3,088	-40.08%
SHAW (Watha T. Daniel)	17,216	14,535	-2,681	-15.57%
SHEPHERD PARK (Juanita E. Thornton)	7,366	5,653	-1,713	-23.26%
SOUTHEAST	6,604	4,725	-1,879	-28.45%
SOUTHWEST	5,901	6,037	136	2.30%
TAKOMA PARK	6,030	4,655	-1,375	-22.80%
TENLEY-FRIENDSHIP	10,189	8,988	-1,201	-11.79%
WEST END INTERIM	4,237	3,696	-541	-12.77%
WOODRIDGE ¹	9,787	6,050	-3,737	-38.18%
NEIGHBORHOOD LIBRARIES TOTAL	231,777	189,301	-42,476	-18.33%
DCPL TOTAL	283,268	243,956	-39,312	-13.88%

	Q1	Q2	Q3	Q4	Total
FY15	285,146	275,674	280,764	283,268	1,124,852
FY16	252,545	243,426	241,568	243,956	981,495
% Chg from Prior Year	-11.43%	-11.70%	-13.96%	-13.88%	-12.74%

Notes:

1 - Woodridge Library Interim closed permanently on 9/3/2016. The new Woodridge Library opened on 9/28/2016. The library was open for 3 days in Q4.

Quarterly Library Services Performance Report

FY2016 – 4th Quarter

Key Performance Indicators	Quarterly Statistics			Year to Date Statistics			% of FY16 KPI Goal
	Q4 FY15	Q4 FY16	% Change Q4 FY15/ Q4 FY16	YTD FY15	YTD FY16	% Change FY15/ FY16	
Annual Circulation ¹	[Reported] 1,093,418	1,129,466	3.30%	4,014,192	4,439,827	10.60%	110.69%
	[Corrected] 1,146,637	1,129,466	-1.50%	4,169,756	4,439,827	6.48%	110.69%
Digital Library (Subset of Annual Circ)	270,885	288,941	6.67%	1,000,490	1,151,684	15.11%	115.17%
Circ of children's materials ¹ (Subset of Annual Circ)	[Reported] 386,336	390,383	1.05%	1,348,751	1,512,196	12.12%	116.32%
	[Corrected] 398,982	390,383	-2.16%	1,463,331	1,512,196	3.34%	116.32%
Number of Card Holders	314,186	406,801					
Library Website User Visits	496,373	435,500	-12.26%	1,493,504	1,774,021	18.78%	118.27%
Database Searches	200,595	216,487	7.92%	929,024	968,829	4.28%	96.88%
Library Sponsored Programs ²	3,879	3,613	-6.86%	15,000	13,949	-7.01%	N/A
Program Attendance	94,532	85,778	-9.26%	327,719	317,699	-3.06%	99.21%
Storytime Attendance (Subset of Program Attendance)	54,276	56,354	3.83%	193,172	200,003	3.54%	104.85%
Community sponsored meetings ³	8,473	4,211	-50.30%	29,764	16,461	-44.69%	64.30%
Attendance at community sponsored meetings ³	107,748	45,235	-58.02%	403,126	185,212	-54.06%	71.24%
Children's Computer Use (Sessions)	32,960	19,593	-40.56%	112,682	87,150	-22.66%	80.34%
Teen & Adult Computer Use (Sessions)	250,308	224,363	-10.37%	1,012,170	894,345	-11.64%	83.85%

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.

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

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

Storytime Statistics by Ward

Q4 FY16 Storytime Statistics

Ward	Location	Story Time Programs	Story Time Attendance	Average Attendance/Storytime
1	MT. PLEASANT	71	7,607	107
Ward 1 Total		71	7,607	107
2	GEORGETOWN	58	2,967	51
2	WEST END INTERIM	32	1,740	54
Ward 2 Total		90	4,707	52
3	CHEVY CHASE	61	3,389	56
3	CLEVELAND PARK	96	4,380	46
3	PALISADES	37	1,737	47
3	TENLEY-FRIENDSHIP	77	4,125	54
Ward 3 Total		271	13,631	50
4	PETWORTH	54	2,766	51
4	SHEPHERD PARK (Juanita E. Thornton)	35	962	27
4	TAKOMA PARK	30	839	28
Ward 4 Total		119	4,567	38
5	LAMOND-RIGGS	9	520	58
5	WOODRIDGE ¹	33	540	16
Ward 5 Total		42	1,060	25
6	NORTHEAST	56	3,745	67
6	NORTHWEST ONE	22	252	11
6	ROSEDALE	19	695	37
6	SHAW (Watha T. Daniel)	71	4,987	70
6	SOUTHEAST	92	3,789	41
6	SOUTHWEST	38	2,407	63
Ward 6 Total		298	15,875	53
7	BENNING (Dorothy I. Height)	21	810	39
7	CAPITOL VIEW	22	191	9
7	DEANWOOD	30	238	8
7	FRANCIS A. GREGORY	48	796	17
Ward 7 Total		121	2,035	17
8	ANACOSTIA	22	605	28
8	BELLEVUE (William O. Lockridge)	20	529	26
8	PARKLANDS-TURNER	21	473	23
Ward 8 Total		63	1,607	26
2	MLK JR. MEMORIAL LIBRARY	117	5,106	44
NEIGHBORHOOD LIBRARIES TOTAL		1,075	51,089	48
DCPL TOTAL		1,192	56,195	47

Population by Age Group by Ward (2013)

Location	Age Group	Population
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 - Woodridge Library Interim closed permanently on 9/3/2016. The new Woodridge Library opened on 9/28/2016. The library was open for 3 days in Q4.

Circulation, Gate Count & Cardholders by Ward

Q4 FY16 Circulation, Gate Count & Card Holders by Ward				
Ward	Location	Circulation	Gate Count	Active Card Holders
1	MT. PLEASANT	59,536	62,587	41,086
Ward 1 Total		59,536	62,587	
2	GEORGETOWN	42,970	34,745	27,047
2	WEST END INTERIM	19,218	21,170	
2	MLK JR. MEMORIAL LIBRARY	247,799	153,636	42,673
Ward 2 Total		309,987	209,551	
3	CHEVY CHASE	37,320	36,271	47,295
3	CLEVELAND PARK	54,942	82,824	
3	PALISADES	22,297	23,491	43,857
3	TENLEY-FRIENDSHIP	64,394	62,216	
Ward 3 Total		178,953	204,802	49,558
4	PETWORTH	30,449	44,011	
4	SHEPHERD PARK (Juanita E. Thornton)	13,837	21,761	50,896
4	TAKOMA PARK	17,567	21,424	
Ward 4 Total		61,853	87,196	56,982
5	LAMOND-RIGGS	14,189	30,673	
5	WOODRIDGE ¹	11,784	20,115	50,896
Ward 5 Total		25,973	50,788	
6	NORTHEAST	35,975	34,159	56,982
6	NORTHWEST ONE	6,440	25,454	
6	ROSEDALE	8,718	27,346	50,896
6	SHAW (Watha T. Daniel)	30,390	58,573	
6	SOUTHEAST	35,003	42,433	50,896
6	SOUTHWEST	20,345	28,782	
Ward 6 Total		136,871	216,747	50,896
7	BENNING (Dorothy I. Height)	14,679	53,400	
7	CAPITOL VIEW	8,349	28,809	50,896
7	DEANWOOD	4,269	22,352	
7	FRANCIS A. GREGORY	10,380	29,511	50,896
Ward 7 Total		37,677	134,072	
8	ANACOSTIA	9,292	47,833	56,982
8	BELLEVUE (William O. Lockridge)	8,650	29,220	
8	PARKLANDS-TURNER	11,733	40,733	56,982
Ward 8 Total		29,675	117,786	
NEIGHBORHOOD LIBRARIES TOTAL*		592,726	929,893	56,982
DIGITAL LIBRARY		288,941	N/A	
DCPL TOTAL		1,129,466	1,083,529	

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.

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