

LIBRARY SERVICES

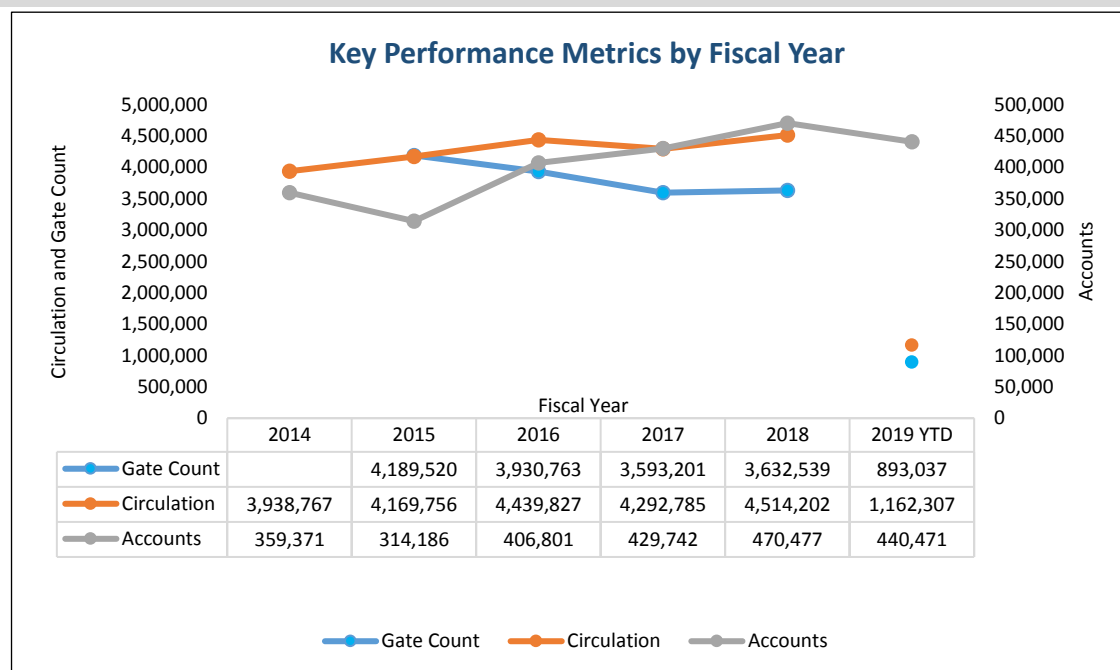
QUARTERLY PERFORMANCE REPORT

Q1 FY19

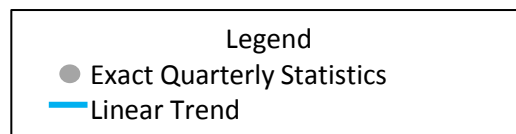
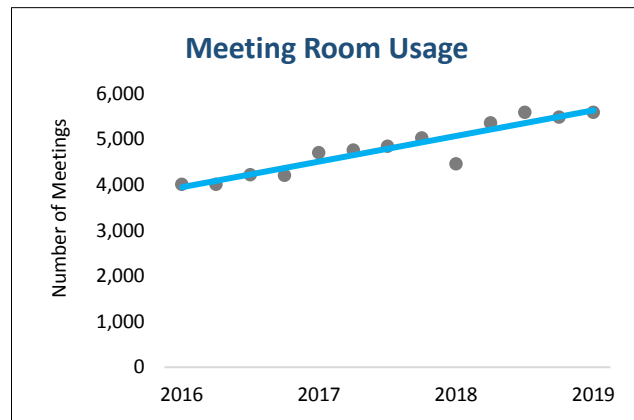
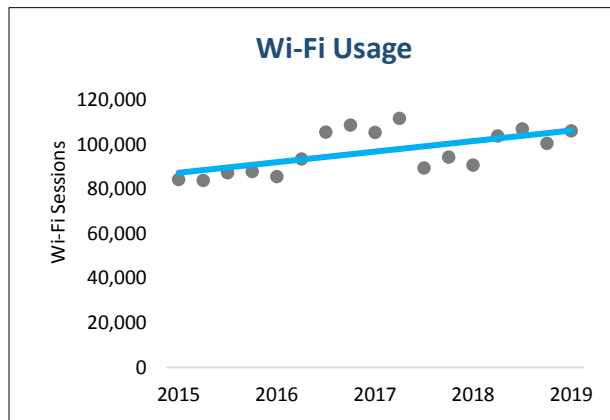
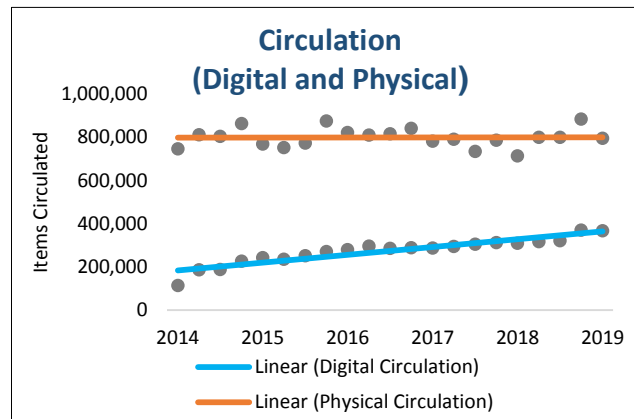
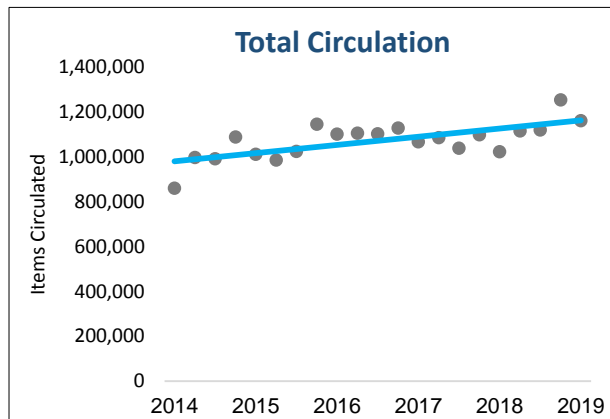
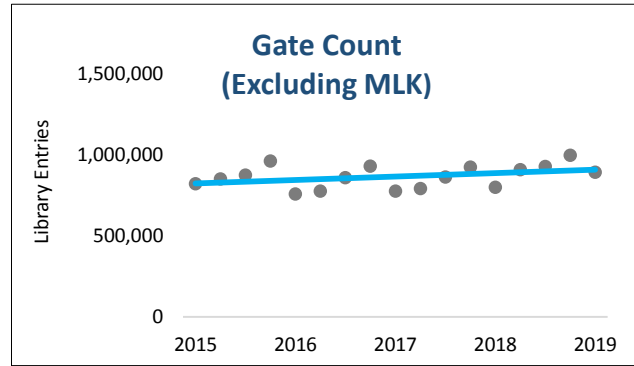
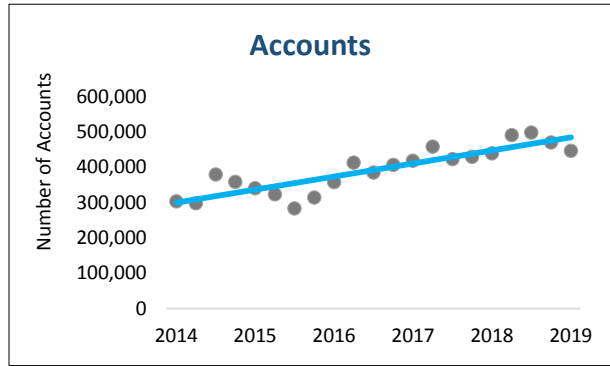


EXECUTIVE SUMMARY

- Library performance in many categories is often lower in the first quarter compared to other quarters of the year. However, compared to the first quarter of FY18, there is an increase in performance in most key areas including visitors, computer and wi-fi sessions and meeting room use. Total circulation is at the highest quarterly level since FY14.
- There were several operational changes at library locations in Q1 FY19. The Capitol View interim location opened on October 9th. The Fab Lab pop-up location in NOMA suspended regular hours in December due to low temperatures. The Ward 2 location with open holiday hours shifted from Georgetown to West End; there were two holidays with library open hours this quarter.
- Several neighborhood libraries served as polling locations on November 6th including Mt. Pleasant, Northeast, Shaw (Watha T. Daniel), Benning (Dorothy I. Height), and Anacostia. In addition, Cleveland Park was an early voting location.
- Anacostia hosted the DC Health Link Kick-Off on November 4th. This event featured onsite health insurance enrollment, health screenings, refreshments and activities for all ages. This valuable partnership with the Library helps DC Health Link extend their reach into our communities.
- The Library participated in a number of community outreach events in the first quarter including the East of the River Book Festival in October, the Union Station tree lighting in partnership with Washington Performing Arts in November and, in December, the Mayor's Annual Senior Holiday Celebration, and the Jazz in the Basement Holiday Party at the Goethe Institute.
- After performance data reviews indicated likely under-counting of visitors at Cleveland Park, the gate count equipment was re-calibrated in early October. We will continue to track the accuracy of visitor counts at this location.
- As in prior years, we have enhanced The Library Performance Report with new and revised features including:
 - The number of pages printed and copied by customers from public access multifunction devices;
 - Educator accounts and circulation;
 - Top titles borrowed by students and educators;
 - Student account distribution by Ward rather than by zip code; and
 - A revised scope for tracking employee extended leave, now representing absences of three consecutive weeks or more that may impact staffing levels and productivity.



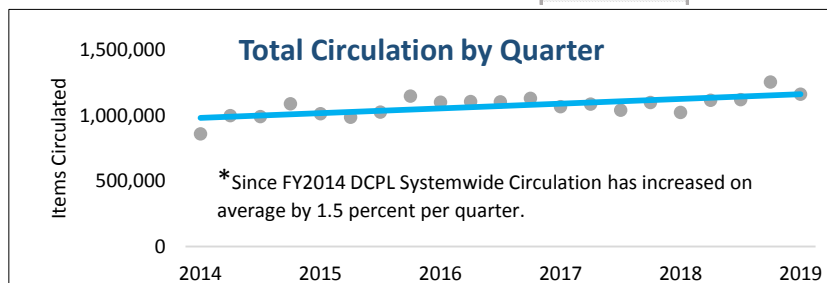
SUMMARY OF HISTORICAL TRENDS



CIRCULATION

Q1 FY19

Ward	Location	Q1 FY16	Q1 FY17	Q1 FY18	Physical Circ	Digital Library
1	Mt. Pleasant	61,106	57,691	71,387	69,445	41,199
Ward 1 Totals		61,106	57,691	71,387	69,445	41,199
2	MLK JR. Memorial Library/System-Wide Self Checkouts/Mobile App	228,465	224,653	849	315	9,154
2	Library Express/Center for Accessibility	4,961	3,871	7,129	7,780	5,728
2	Georgetown	42,850	37,414	46,236	39,800	28,175
2	West End	16,176	17,719	21,457	46,425	24,209
Ward 2 Totals		292,452	283,657	75,671	94,320	67,266
3	Chevy Chase	21,535	38,788	45,260	48,769	17,868
3	Cleveland Park	55,309	29,437	42,653	77,059	30,395
3	Palisades	22,995	21,051	7,525	30,869	7,239
3	Tenley-Friendship	65,898	60,781	71,816	65,811	32,162
Ward 3 Totals		165,737	150,057	167,254	222,508	87,664
4	Petworth	36,185	29,241	40,414	40,453	14,924
4	Shepherd Park (Juanita E. Thornton)	8,043	12,681	16,564	16,428	5,385
4	Takoma Park	20,928	17,800	21,208	22,545	11,509
Ward 4 Totals		65,156	59,722	78,186	79,426	31,818
5	Lamond-Riggs	12,584	14,310	13,782	15,001	4,834
5	Woodridge	12,917	31,766	48,054	49,001	12,553
Ward 5 Totals		25,501	46,076	61,836	64,002	17,387
6	Northeast	32,774	33,306	45,563	48,646	17,907
6	Northwest One	6,152	5,679	9,725	10,746	7,873
6	Rosedale	9,862	7,275	11,301	10,312	2,878
6	Shaw (Watha T. Daniel)	28,643	29,241	48,609	50,124	41,349
6	Southeast	33,576	33,015	43,583	44,640	24,689
6	Southwest	19,272	18,119	17,652	17,284	9,533
Ward 6 Totals		130,279	126,635	176,433	181,752	104,229
7	Benning (Dorothy I. Height)	17,994	12,509	17,300	14,058	1,925
7	Capitol View	16,477	7,501	2,447	5,182	731
7	Deanwood	5,901	3,961	7,008	7,597	1,058
7	Francis Gregory	9,489	8,256	13,022	12,243	4,006
Ward 7 Total		49,861	32,227	39,777	39,080	7,720
8	Anacostia	12,052	8,919	9,088	11,248	5,460
8	Bellevue (William O. Lockridge)	9,639	8,015	8,881	9,392	2,341
8	Parklands-Turner	14,577	10,845	12,366	9,008	1,631
Ward 8 Totals		36,268	27,779	30,335	29,648	9,432
Jail Library			1,718	12,635	15,411	
Libraries Subtotal		826,360	785,562	713,514	795,592	366,715
Digital Library		280,016	286,628	309,814	366,715	
DCPL Total		1,106,376	1,072,190	1,023,328	1,162,307	
Percent Change			-3.09%	-4.56%	13.58%	



	Q1	Q2	Q3	Q4	Total
FY2014	860,350	997,758	992,029	1,088,630	3,938,767
FY2015	1,012,275	986,421	1,024,423	1,146,637	4,169,756
FY2016	1,101,415	1,106,005	1,102,941	1,129,466	4,439,827
FY2017	1,068,319	1,086,077	1,039,687	1,098,702	4,292,785
FY2018	1,023,328	1,115,873	1,120,791	1,254,210	4,514,202
FY2019	1,162,307				1,162,307

Notes:

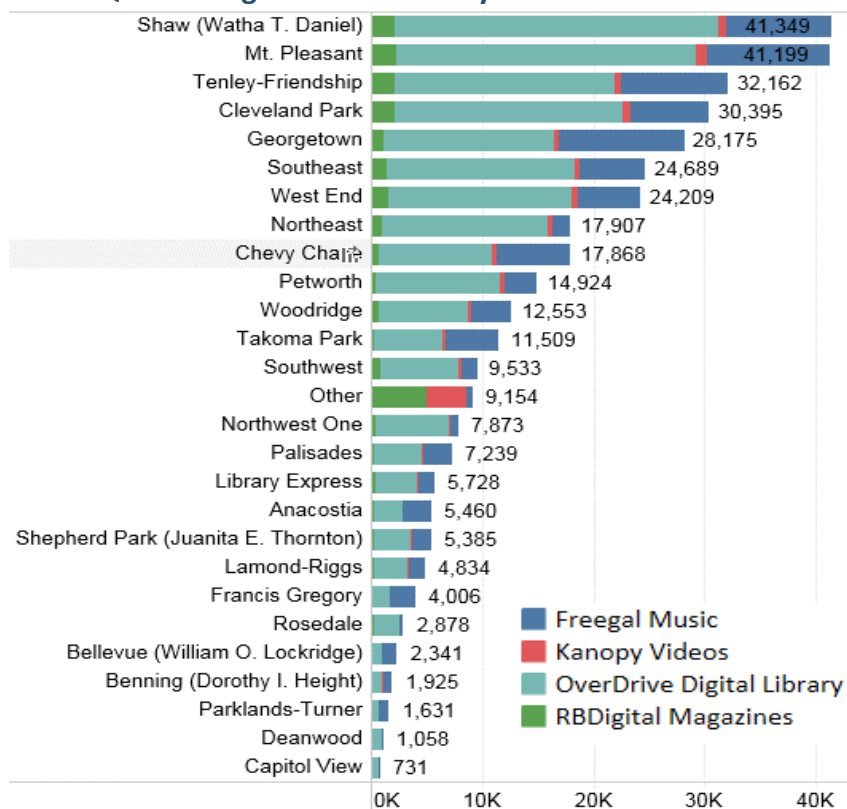
*Prior to FY18 Q1 circulation performed at self check machines was assigned to Martin Luther King Jr. Memorial Library/SystemWide Self Check. Between October - January FY18 these circulation transactions were assigned to the cardholder's home neighborhood branch. Beginning February FY18 self check circulation transactions are assigned to the physical branch that the transaction took place.

*Martin Luther King Jr. Memorial Library/SystemWide Self Check is attributed to circulation performed using the the mobile Boopsie application.

*Digital circulation that is not aligned with a User Library is listed as Martin Luther King Jr. Memorial Library/SystemWide Self Checkouts/Mobile in the Digital Column.

CIRCULATION

Q1 FY19 Digital Circulation By Vendor and Branch

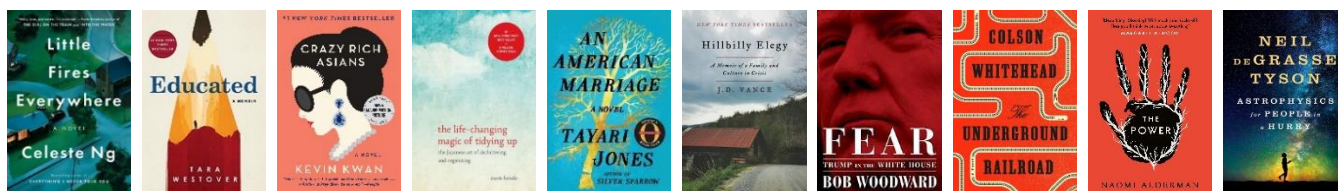


Database Usage

	Q1	Q2	Q3	Q4	Total
FY 2017	249,774	292,248	349,985	394,974	1,286,981
FY 2018	453,924	537,127	474,835	377,043	1,842,929
FY 2019	621,438				621,438

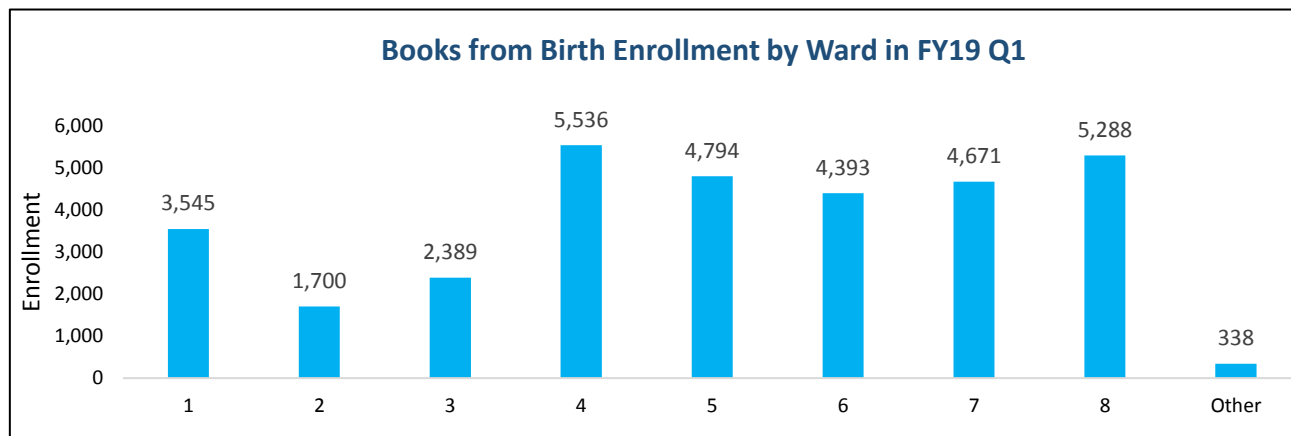
Top 10 Titles Q1 FY19

Top titles include physical and digital books and audiobooks with the highest circulation.



Rank	Title	Author	Digital	Physical	Total
1	Little Fires Everywhere	Celeste Ng	716	473	1,189
2	Educated	Tara Westover	718	307	1,025
3	Crazy Rich Asians	Kevin Kwan	727	178	905
4	The Life-Changing Magic of Tidying Up	Marie Kondo	741	86	827
5	An American Marriage	Tayari Jones	523	271	794
6	Hillbilly Elegy	J.D. Vance	585	192	777
7	Fear	Bob Woodward	495	245	740
8	The Underground Railroad	Colson Whitehead	478	245	723
9	The Power	Naomi Alderman	493	227	720
10	Astrophysics for People in a Hurry	Neil Degrasse Tyson	597	76	673

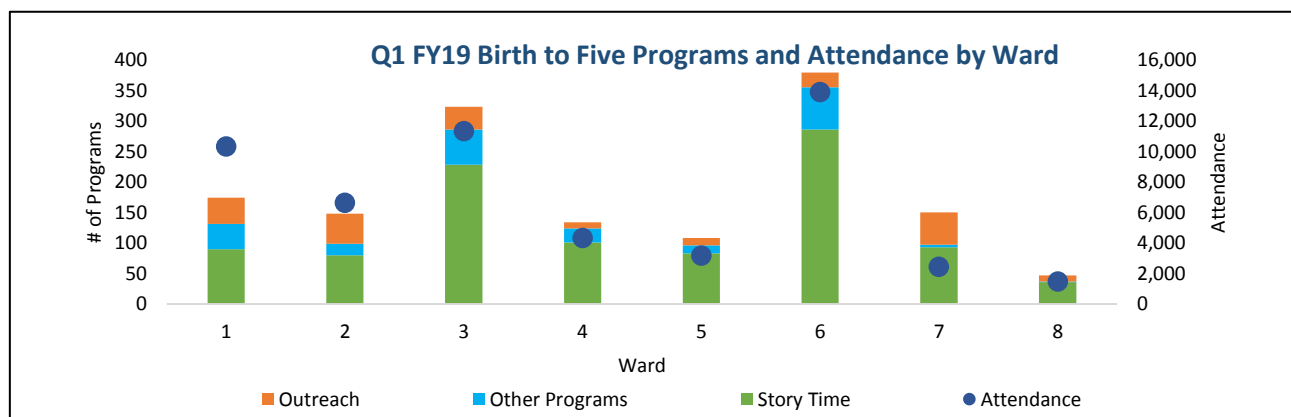
EARLY LITERACY PROGRAMMING



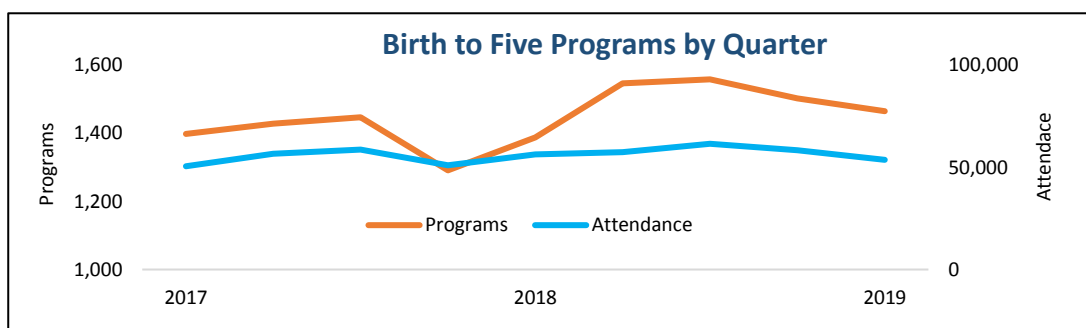
Books from Birth Enrollment by Quarter

	Q4 FY17	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	Q1 FY19
Eligible Children Citywide	41,955	41,955	41,955	41,955	41,955	41,955
Enrollment Citywide	25,741	27,708	28,834	30,161	31,468	32,654
% of Citywide Eligible Enrolled	61.35%	66.04%	68.73%	71.89%	75.00%	77.75%
Graduated Citywide	4,416	5,326	6,198	6,790	8,037	8,710
Eligible Children in Target Areas	25,217	25,217	25,217	25,217	25,217	25,217
Enrollment in Target Areas	16,715	17,986	18,690	19,538	20,413	21,113
% Target Areas Enrolled	66.3%	71.3%	74.1%	77.5%	80.9%	83.7%
Total Enrolled + Total Graduated	30,157	33,034	35,032	36,951	39,505	41,364

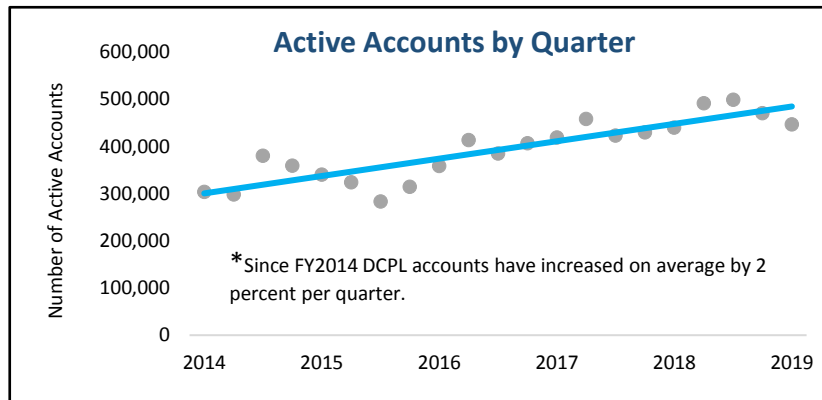
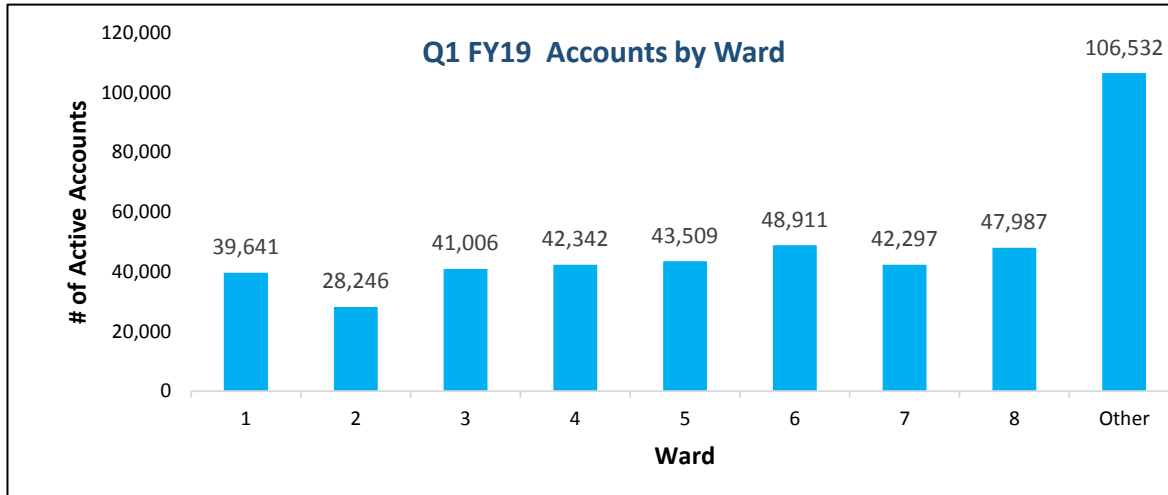
*The number of eligible children citywide and in target areas is according to the 2012-2016 5 Year American Communities Survey and the DC Office of Planning.



	Story Time Programs		Other Programs		Outreach		Total	
	Programs	Attendance	Programs	Attendance	Programs	Attendance	Programs	Attendance
Q1 FY2018	943	37,045	247	9,734	198	9,554	1,388	56,333
Q1 FY2019	999	37,352	228	8,369	238	7,899	1,465	53,620
% Change	6%	1%	-8%	-14%	20%	-17%	5.55%	-4.82%

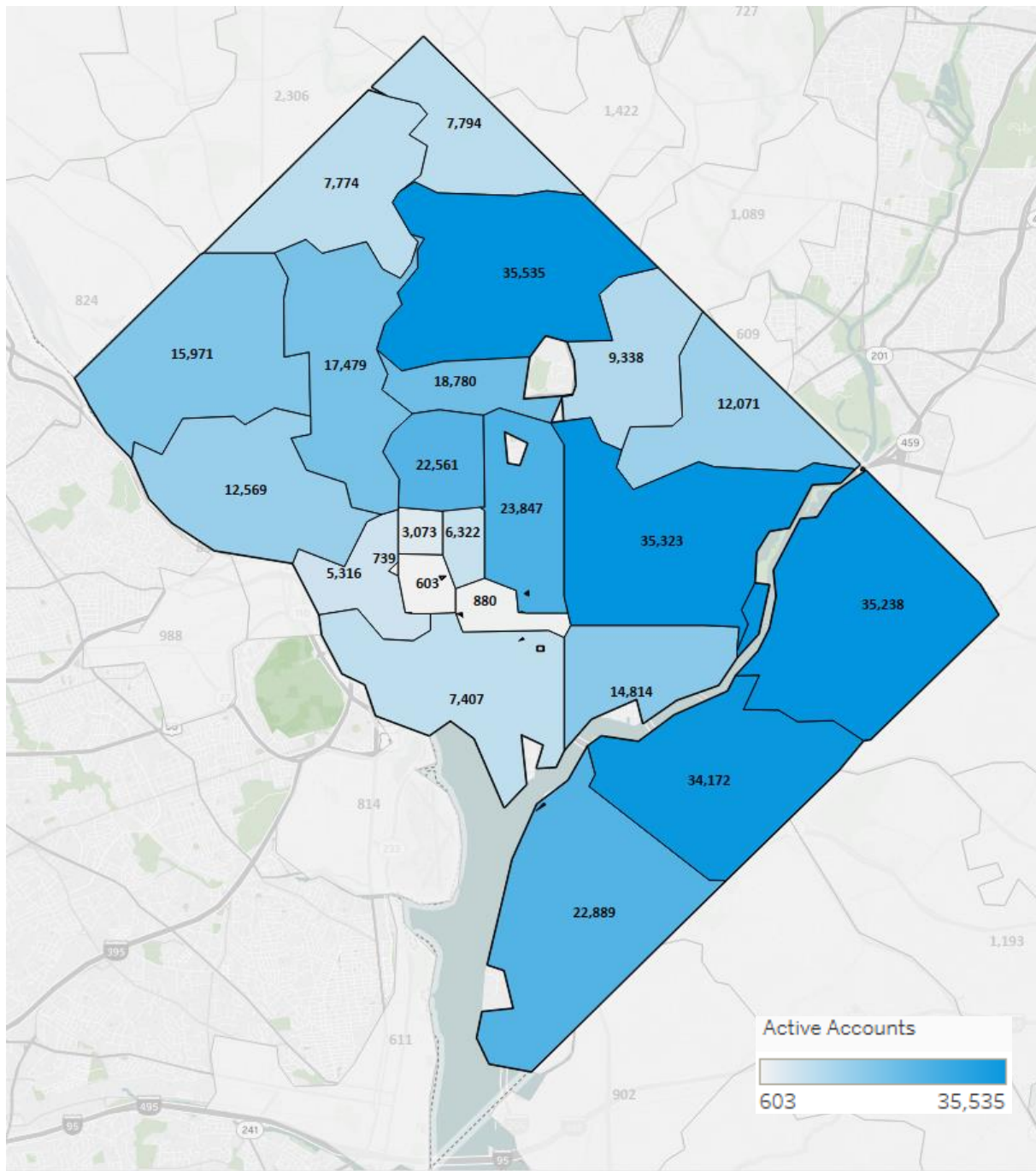


ACTIVE ACCOUNTS

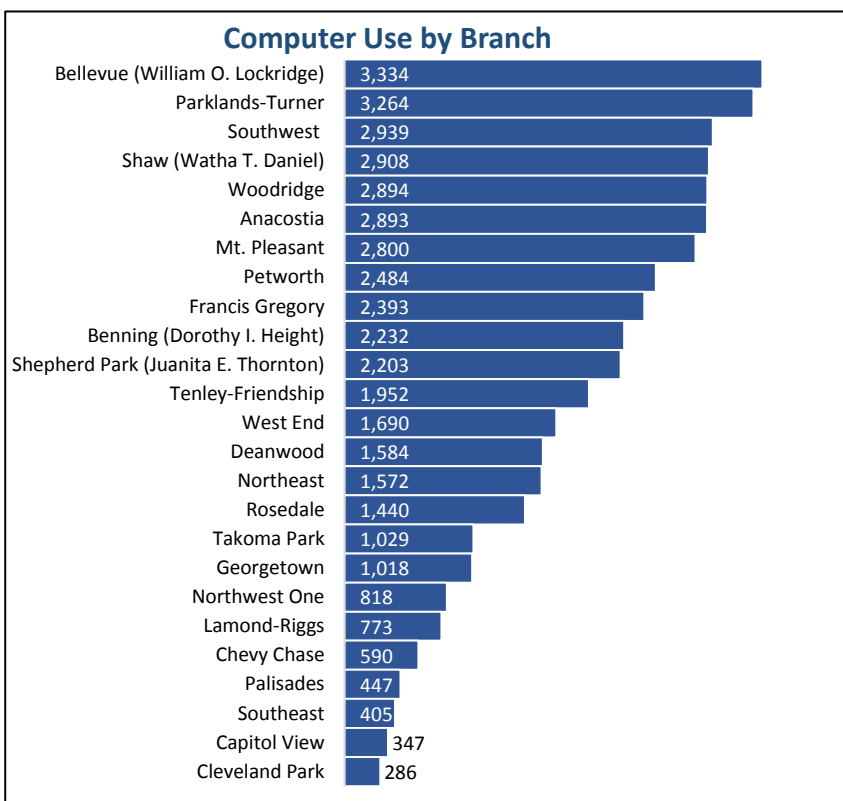
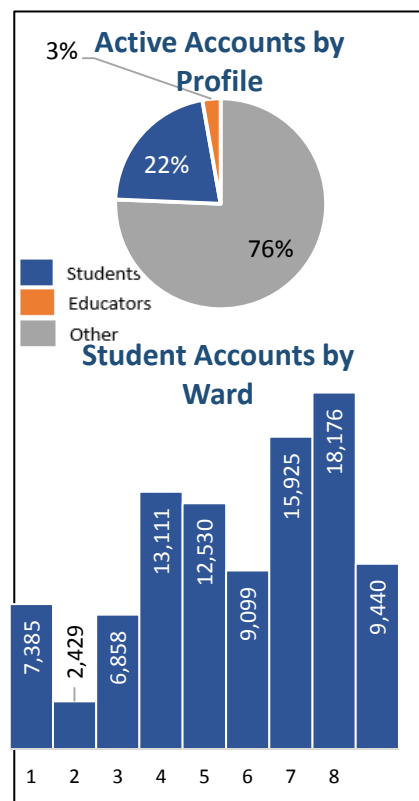


	Q1	Q2	Q3	Q4
FY2014	303,280	297,916	380,142	359,371
FY2015	340,389	323,628	283,407	314,186
FY2016	358,106	413,650	384,992	406,801
FY2017	418,598	458,368	422,946	429,742
FY2018	439,213	491,518	498,436	470,477
FY2019	440,471			

ACTIVE ACCOUNTS BY ZIP CODE



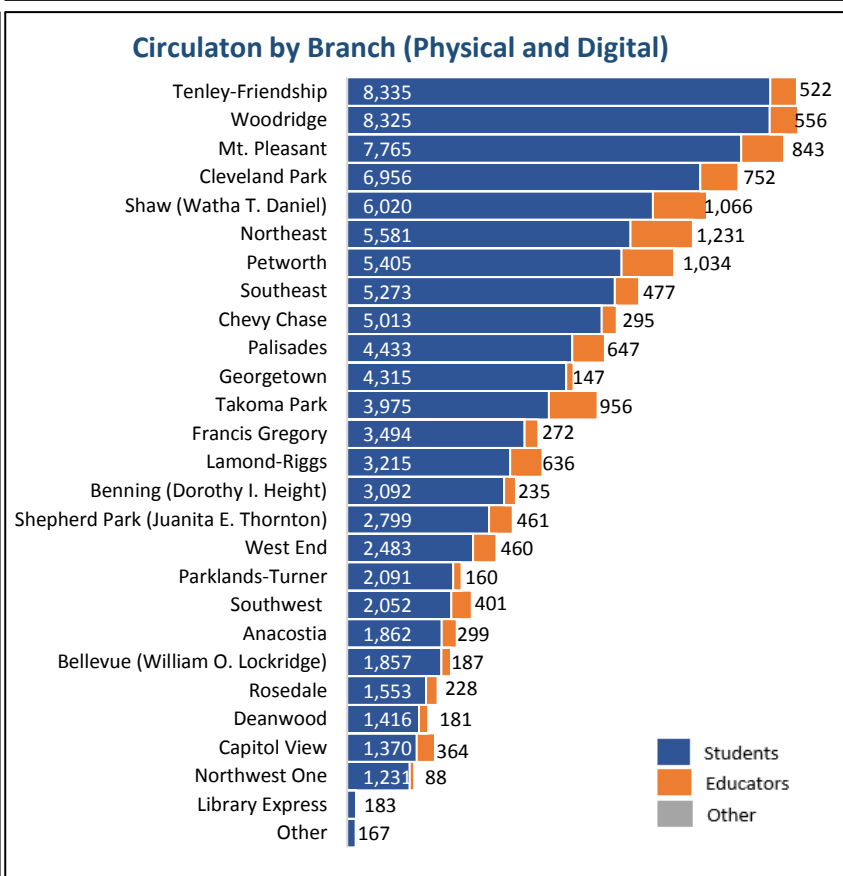
STUDENT AND EDUCATOR ACCOUNT ACTIVITY



Top Titles Circulated by Students and Educators

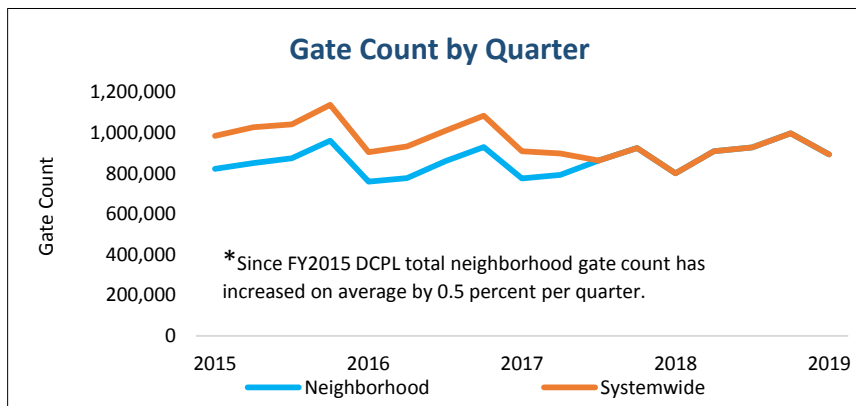
Title	Circulation
Big Nate by Lincoln Pierce	443
Diary of a Wimpy Kid by Jeff Kinney	354
Amulet by Kazu Kibuishi	339
Bleach by Tite Kubo	299
Pokémon Adventures by Hidenori Kusaka	273
Naruto by Masashi Kishimoto	259
Pinkalicious by Victoria Kann	221
Dork Diaries by Rachel Renée	198
Fancy Nancy by Jane O'Connor	183
Fairy Tail by Hiro Mashima	180

*The above book series are from DC Public Library's physical collection.



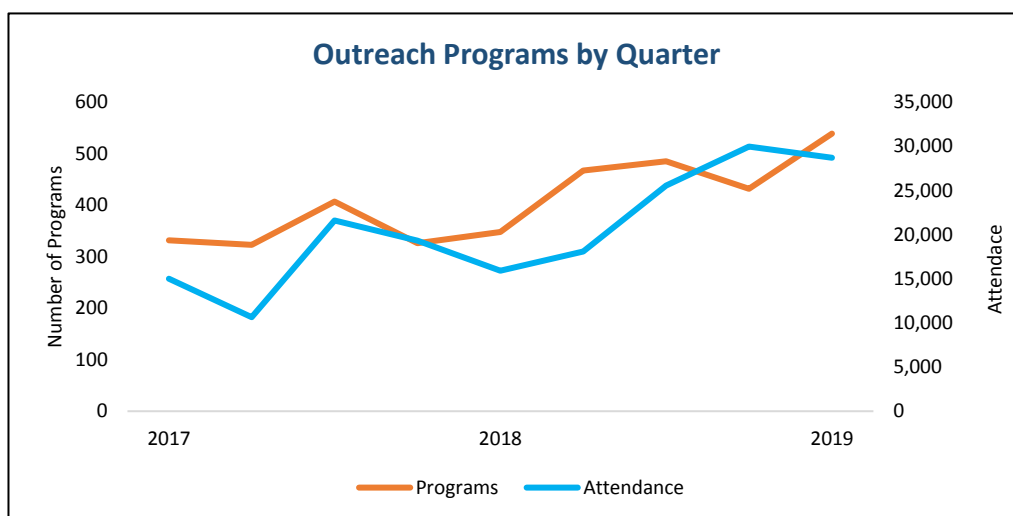
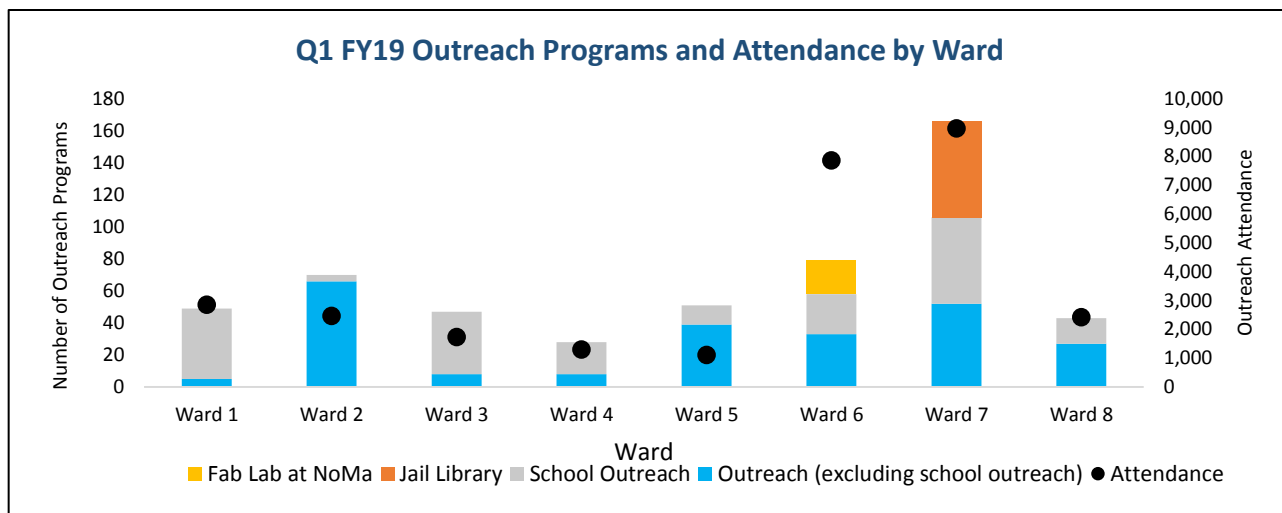
GATE COUNT

Ward	Location	Q1 FY15	Q1 FY16	Q1 FY17	Q1 FY18	Q1 FY19
1	Mt. Pleasant	59,251	59,032	60,886	59,814	59,784
Ward 1 Totals		59,251	59,032	60,886	59,814	59,784
2	Martin Luther King, Jr. Memorial Library	162,550	145,689	133,135	0	0
2	Library Express	0	0	0	26,906	24,796
2	Georgetown	32,579	30,714	28,953	37,649	31,318
2	West End	22,078	23,023	19,370	20,779	49,601
Ward 2 Totals		217,207	199,426	181,458	85,334	105,715
3	Chevy Chase	27,751	14,812	35,339	37,196	33,291
3	Cleveland Park	59,067	45,835	12,685	17,239	55,523
3	Palisades	24,610	23,130	22,661	0	20,164
3	Tenley-Friendship	54,800	56,473	57,431	59,645	56,235
Ward 3 Totals		166,228	140,250	128,116	114,080	165,213
4	Petworth	38,890	40,151	40,184	39,744	40,716
4	Shepherd Park (Juanita E. Thornton)	21,784	9,614	19,619	23,078	26,679
4	Takoma Park	21,473	21,125	18,025	16,090	17,566
Ward 4 Totals		82,147	70,890	77,828	78,912	84,961
5	Lamond-Riggs	24,125	25,515	24,278	27,202	22,585
5	Woodridge	17,469	18,863	34,421	41,833	42,567
Ward 5 Totals		41,594	44,378	58,699	69,035	65,152
6	Northeast	29,922	28,747	28,549	30,011	35,097
6	Northwest One	22,599	19,696	20,133	22,458	25,017
6	Rosedale	22,763	20,229	18,374	21,901	21,259
6	Shaw (Watha T. Daniel)	50,880	48,730	49,360	61,886	60,350
6	Southeast	36,363	34,938	34,010	38,620	38,846
6	Southwest	25,231	23,748	23,614	22,905	22,310
Ward 6 Totals		187,758	176,088	174,040	197,781	202,879
7	Benning (Dorothy I. Height)	49,329	45,164	57,686	48,054	47,052
7	Capitol View	23,813	22,081	30,136	1,073	10,158
7	Deanwood	24,299	20,407	20,215	22,816	23,762
7	Francis Gregory	27,424	26,790	23,667	25,338	25,560
Ward 7 Totals		124,865	114,442	131,704	97,281	106,532
8	Anacostia	44,447	40,668	40,276	39,596	41,199
8	Bellevue (William O. Lockridge)	25,649	24,865	24,012	24,084	26,281
8	Parklands-Turner	35,512	34,593	31,608	33,705	35,321
Ward 8 Totals		105,608	100,126	95,896	97,385	102,801
DCPL Total		984,658	904,632	908,627	799,622	893,037
Percent Change			-8.13%	0.44%	-12.00%	11.68%



	Q1	Q2	Q3	Q4	Total
FY2015	984,658	1,027,300	1,041,107	1,136,455	4,189,520
FY2016	904,632	932,786	1,009,816	1,083,529	3,930,763
FY2017	908,627	897,774	862,639	924,161	3,593,201
FY2018	799,622	908,160	927,637	997,120	3,632,539
FY2019	893,037				893,037

OUTREACH



Programs by Quarter

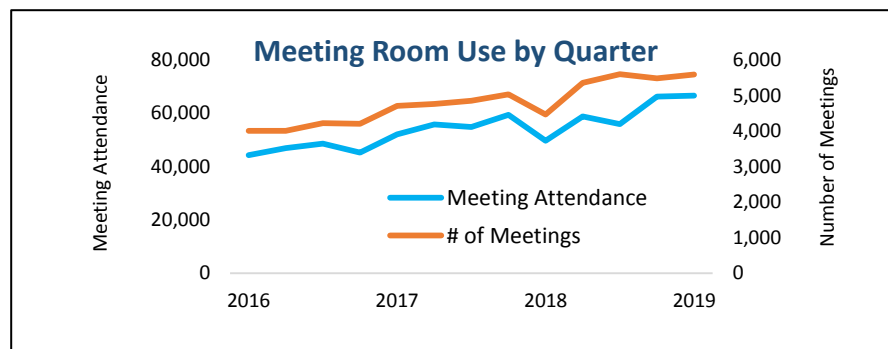
	Q1	Q2	Q3	Q4	Total
FY2017	332	323	407	326	1,388
FY2018	348	467	485	432	1,732
FY2019	539				539

Attendance by Quarter

	Q1	Q2	Q3	Q4	Total
FY2017	14,998	10,647	21,599	19,318	66,562
FY2018	15,917	18,083	25,552	29,972	89,524
FY2019	28,721				28,721

MEETING AND STUDY ROOM USE AND ATTENDANCE

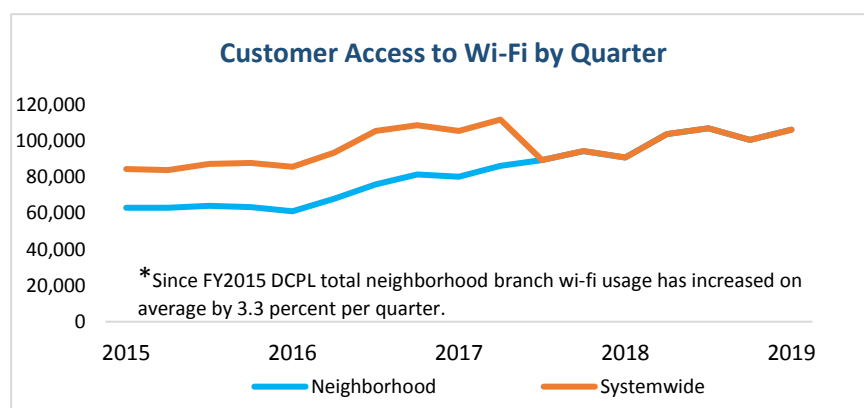
Ward	Location	Meetings		Meeting Attendance		Study Sessions	
		Q1 FY18	Q1 FY19	Q1 FY18	Q1 FY19	Q1 FY18	Q1 FY19
1	Mt. Pleasant	459	494	5,379	5,175	702	696
Ward 1 Totals		459	494	5,379	5,175	702	696
2	MLK Jr. Memorial Library	0	0	0	0	0	0
2	Library Express	174	418	379	1,340	160	368
2	Georgetown	167	230	1,432	2,214	607	410
2	West End	34	304	200	1,602	0	1,272
Ward 2 Totals		375	952	2,011	5,156	767	2,050
3	Chevy Chase	159	143	722	564	0	0
3	Cleveland Park	0	329	0	12,337	0	866
3	Palisades	0	39	0	474	0	162
3	Tenley-Friendship	121	114	1,435	1,251	1,441	1,628
Ward 3 Totals		280	625	2,157	14,626	1,441	2,656
4	Petworth	228	286	315	1,415	573	440
4	Shepherd Park (Juanita E.	269	336	1,421	2,675	539	379
4	Takoma Park	123	72	415	370	0	0
Ward 4 Totals		620	694	2,151	4,460	1,112	819
5	Lamond-Riggs	359	281	5,567	4,636	203	157
5	Woodridge	282	244	7,353	5,328	615	629
Ward 5 Totals		641	525	12,920	9,964	818	786
6	Northeast	202	312	2,189	2,238	686	796
6	Northwest One	2	0	65	0	0	0
6	Rosedale	0	0	0	0	0	0
6	Shaw (Watha T. Daniel)	242	336	1,428	1,019	1,794	943
6	Southeast	72	94	1,720	3,130	0	0
6	Southwest	52	0	500	0	179	155
Ward 6 Totals		570	742	5,902	6,387	2,659	1,894
7	Benning (Dorothy I. Height)	581	504	8,290	6,531	1,255	1,587
7	Capitol View	0	0	0	0	0	0
7	Deanwood	0	0	0	0	0	0
7	Francis Gregory	252	284	991	1,160	573	332
Ward 7 Totals		833	788	9,281	7,691	1,828	1,919
8	Anacostia	460	514	6,066	9,057	594	431
8	Bellevue (William O. Lockridge)	222	259	3,772	4,043	273	250
8	Parklands-Turner	0	0	0	0	0	0
Ward 8 Totals		682	773	9,838	13,100	867	681
DCPL Total		4,460	5,593	49,639	66,559	10,194	11,501
Percent Change			25%		34%		13%



Number of Meetings by Quarter					
	Q1	Q2	Q3	Q4	Total
FY2017	4,707	4,763	4,847	5,033	19,350
FY2018	4,460	5,358	5,594	5,483	20,895
FY2019	5,593				5,593

CUSTOMER ACCESS TO WI-FI

Ward	Location	Q1 FY15	Q1 FY16	Q1 FY17	Q1 FY18	Q1 FY19
1	Mt. Pleasant	5,706	5,091	5,928	6,712	5,741
Ward 1 Totals		5,706	5,091	5,928	6,712	5,741
2	Martin Luther King, Jr. Memorial Library	21,344	24,586	25,191		
2	Library Express				3,617	2,481
2	Georgetown	4,304	4,100	5,375	6,059	4,783
2	West End	753	748	1,005	1,745	8,394
Ward 2 Totals		26,401	29,434	31,571	11,421	15,658
3	Chevy Chase	1,403	880	2,873	3,499	2,712
3	Cleveland Park	1,856	1,560	1,056	1,699	9,813
3	Palisades	1,126	1,099	1,381		2,325
3	Tenley-Friendship	3,622	3,738	5,007	4,229	3,616
Ward 3 Totals		8,007	7,277	10,317	9,427	18,466
4	Petworth	6,110	5,036	6,613	6,970	6,317
4	Shepherd Park (Juanita E. Thornton)	1,615	611	1,877	2,289	2,443
4	Takoma Park	854	1,080	1,510	1,340	1,773
Ward 4 Totals		8,579	6,727	10,000	10,599	10,533
5	Lamond-Riggs	1,673	1,728	1,917	2,031	2,307
5	Woodridge	3,273	1,366	3,835	5,165	4,395
Ward 5 Totals		4,946	3,094	5,752	7,196	6,702
6	Northeast	1,984	2,265	3,859	4,229	3,332
6	Northwest One	1,490	1,604	1,715	1,652	1,686
6	Rosedale	1,106	1,220	1,476	1,668	1,826
6	Shaw (Watha T. Daniel)	5,656	5,274	7,420	9,317	10,916
6	Southeast	2,500	2,398	3,221	3,661	3,717
6	Southwest	1,335	1,471	1,742	2,584	2,071
Ward 6 Totals		14,071	14,232	19,433	23,111	23,548
7	Benning (Dorothy I. Height)	1,512	4,637	5,714	5,915	5,789
7	Capitol View	1,898	1,756	1,893	215	876
7	Deanwood	1,200	1,307	1,412	1,624	2,039
7	Francis Gregory	2,188	2,099	2,145	2,487	2,587
Ward 7 Totals		6,798	9,799	11,164	10,241	11,291
8	Anacostia	4,048	3,801	4,340	4,598	5,859
8	Bellevue (William O. Lockridge)	2,172	2,366	2,542	2,557	2,790
8	Parklands-Turner	3,660	3,868	4,426	4,979	5,623
Ward 8 Totals		9,880	10,035	11,308	12,134	14,272
DCPL Total		84,388	85,689	105,473	90,841	106,211
Percent Change			1.54%	23.09%	-13.87%	16.92%

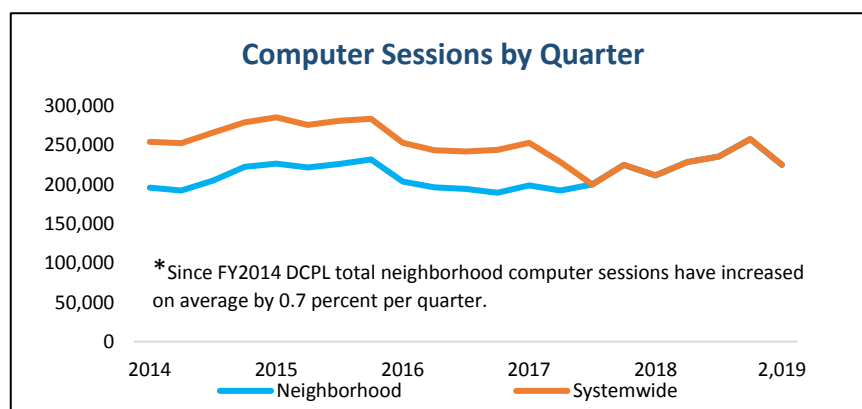


	Q1	Q2	Q3	Q4	Total
FY2015	84,388	83,871	87,306	87,916	343,481
FY2016	85,689	93,469	105,611	108,699	393,468
FY2017	105,473	111,816	89,442	94,437	401,168
FY2018	90,841	103,815	107,013	100,573	402,242
FY2019	106,211				106,211

COMPUTER SESSIONS

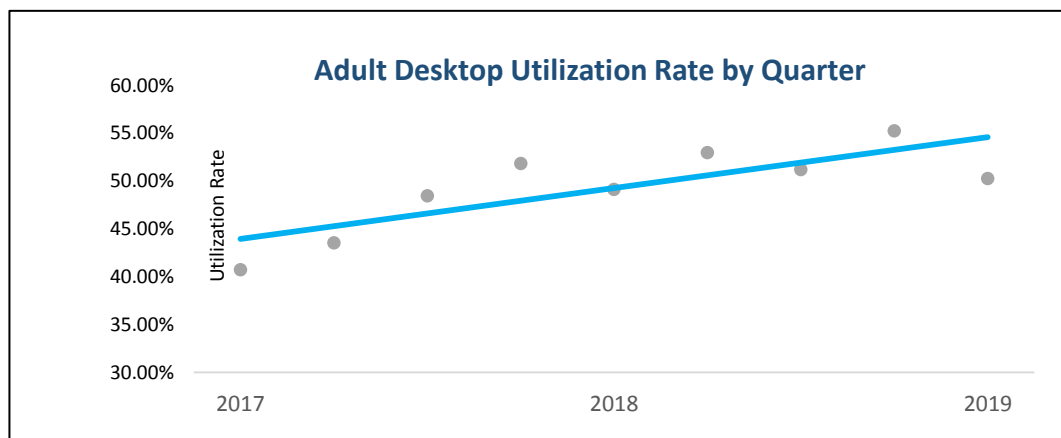
Adult Desktop
Utilization Rate

Ward	Location	Q1 FY16	Q1 FY17	Q1 FY18	Q1 FY19	Adult Desktop Utilization Rate
1	Mt. Pleasant	13,601	12,135	13,998	12,934	61%
Ward 1 Totals		13,601	12,135	13,998	12,934	61%
2	Martin Luther King, Jr. Memorial Library	49,105	54,060			
2	Library Express			6,192	5,405	44%
2	Georgetown	5,707	6,975	7,068	6,729	35%
2	West End	5,421	2,661	4,368	12,576	54%
Ward 2 Totals		60,233	63,696	17,628	24,710	44%
3	Chevy Chase	1,321	2,780	4,016	4,066	52%
3	Cleveland Park	3,291	1,408	1,869	4,306	
3	Palisades	1,432	1,280		1,351	
3	Tenley-Friendship	10,794	10,093	9,858	9,671	51%
Ward 3 Totals		16,838	15,561	15,743	19,394	26%
4	Petworth	12,111	11,382	10,938	11,844	51%
4	Shepherd Park (Juanita E. Thornton)	2,111	5,696	6,593	7,973	64%
4	Takoma Park	6,816	5,311	3,658	4,380	54%
Ward 4 Totals		21,038	22,389	21,189	24,197	57%
5	Lamond-Riggs	5,234	5,786	7,154	6,978	65%
5	Woodridge	9,748	11,137	13,474	13,927	60%
Ward 5 Totals		14,982	16,923	20,628	20,905	63%
6	Northeast	8,170	7,568	8,485	7,867	63%
6	Northwest One	8,469	7,699	9,546	10,743	67%
6	Rosedale	6,303	6,406	6,632	5,820	50%
6	Shaw (Watha T. Daniel)	15,409	15,140	18,939	16,664	73%
6	Southeast	4,778	4,958	8,078	7,920	67%
6	Southwest	5,528	5,614	7,356	7,600	62%
Ward 6 Totals		48,657	47,385	59,036	56,614	64%
7	Benning (Dorothy I. Height)	12,231	12,295	14,493	12,550	58%
7	Capitol View	8,176	8,050	466	4,108	25%
7	Deanwood	7,921	7,227	6,090	5,501	47%
7	Francis Gregory	11,225	10,761	7,759	8,531	37%
Ward 7 Totals		39,553	38,333	28,808	30,690	42%
8	Anacostia	14,850	13,492	12,217	12,209	58%
8	Bellevue (William O. Lockridge)	14,625	12,829	10,648	11,158	47%
8	Parklands-Turner	8,168	10,150	11,497	11,998	59%
Ward 8 Totals		37,643	36,471	34,362	35,365	55%
DCPL Total		252,545	252,893	211,392	224,809	50%
Percent Change			0.14%	-16.41%	6.35%	



	Q1	Q2	Q3	Q4	Total
FY2014	253,923	252,263	265,843	278,594	1,050,623
FY2015	285,146	275,674	280,764	283,268	1,124,852
FY2016	252,545	243,426	241,568	243,956	981,495
FY2017	252,893	228,529	199,793	224,737	905,952
FY2018	211,392	228,155	235,243	257,518	932,308
FY2019	224,809				

COMPUTER UTILIZATION



	Q1	Q2	Q3	Q4	Total
FY2017	40.74%	43.56%	48.48%	51.87%	46.12%
FY2018	49.17%	53.01%	51.22%	55.26%	52.24%
FY2019	50.30%				

ONLINE ENGAGEMENT

	Q1	Q2	Q3	Q4	FY18 Total
Impressions	1,564,249				1,564,249
Engagement	342,999				342,999
Engagement Rate	21.93%				21.93%
New Website Visits (Sessions)	589,285				589,285
Overall Visits (Sessions)	1,055,856				1,055,856
New Visits as a % of overall visits	55.81%				55.81%

BUSINESS SERVICES

Hours of Unplanned Closure

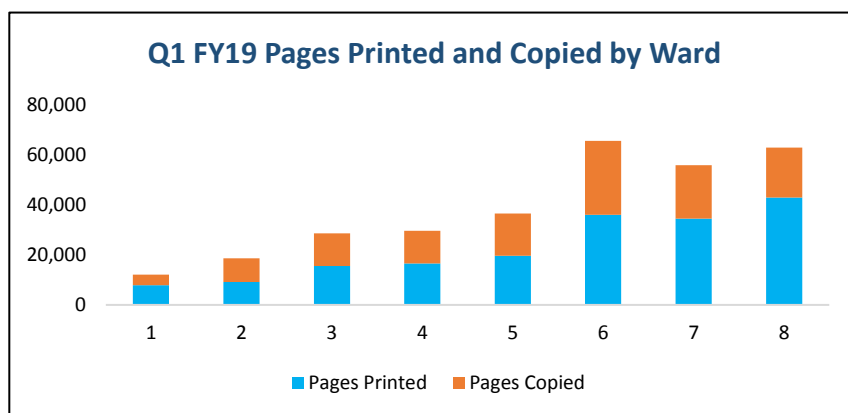
Branch	Q1	Q2	Q3	Q4	FY18 Total
Anacostia					0
Capitol View	4				4
Cleveland Park					0
Deanwood (Co-located)					0
Dorothy I. Height/Benning					0
Georgetown					0
Northwest One (Co-located)	5				5
Palisades					0
Parklands-Turner					0
Petworth	2				2
Rosedale (Co-located)	0.75				0.75
Shepherd Park (Juanita E. Thornton)					0
Southeast					0
Tenley-Friendship					0
Takoma Park					0
Library Express	8				8
Systemwide Closures					0
Total	19.75				19.75

Human Resources Data

	Q1 FY18	Q1 FY19	% Change	YTD FY18	YTD FY19	% Change
Vacancy Rate	7.00%	5.63%	-19.57%			
# Staff of Extended Leave New	3	6	100%	3	6	100%
# Staff on Extended Leave (Cont.)	9	14	56%			
Total Staff on Extended Leave	12	20	67%			

PAGES PRINTED AND COPIED

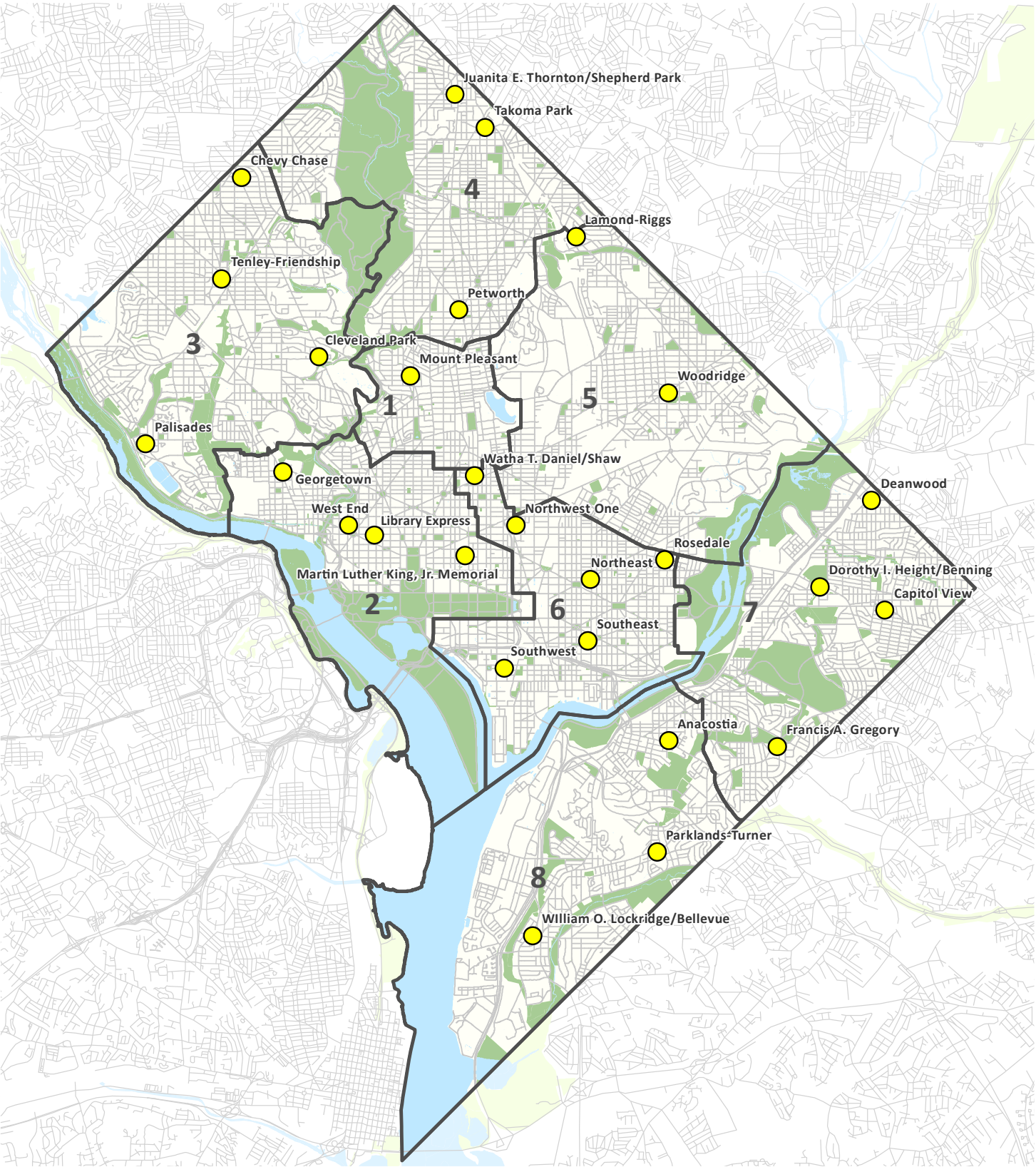
Ward	Location	Q1 FY19 Pages Printed	Q1 FY19 Pages Copied	Q1 FY19 Total
1	Mt. Pleasant	7,936	4,132	12,068
Ward 1 Totals		7,936	4,132	12,068
2	Martin Luther King, Jr. Memorial Library			
2	Library Express	3,367	2,076	5,443
2	Georgetown	2,826	4,171	6,997
2	West End	3,013	3,216	6,229
Ward 2 Totals		9,206	9,463	18,669
3	Chevy Chase	3,775	3,678	7,453
3	Cleveland Park	2,488	3,249	5,737
3	Palisades	3,055	1,569	4,624
3	Tenley-Friendship	6,215	4,575	10,790
Ward 3 Totals		15,533	13,071	28,604
4	Petworth	5,655	5,984	11,639
4	Shepherd Park (Juanita E. Thornton)	8,112	3,367	11,479
4	Takoma Park	2,761	4,590	7,351
Ward 4 Totals		16,528	13,941	30,469
5	Lamond-Riggs	9,077	5,748	14,825
5	Woodridge	10,547	11,167	21,714
Ward 5 Totals		19,624	16,915	36,539
6	Northeast	5,473	4,550	10,023
6	Northwest One	861	2,001	2,862
6	Rosedale	5,114	2,160	7,274
6	Shaw (Watha T. Daniel)	11,253	10,172	21,425
6	Southeast	7,274	5,554	12,828
6	Southwest	6,104	5,094	11,198
Ward 6 Totals		36,079	29,531	65,610
7	Benning (Dorothy I. Height)	13,053	7,985	21,038
7	Capitol View	5,722	1,615	7,337
7	Deanwood	5,137	4,665	9,802
7	Francis Gregory	10,585	7,073	17,658
Ward 7 Totals		34,497	21,338	55,835
8	Anacostia	15,525	6,413	21,938
8	Bellevue (William O. Lockridge)	10,222	5,460	15,682
8	Parklands-Turner	17,150	8,221	25,371
Ward 8 Totals		42,897	20,094	62,991
DCPL Total		182,300	128,485	310,785



Total Pages Printed and Copied by Quarter

	Q1	Q2	Q3	Q4	Total
Pages Printed	182,300				182,300
Pages Copied	128,485				128,485

Map of DC Public Libraries by Ward



DCPL PERFORMANCE REPORT DATA GLOSSARY

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

Adult Desktop Computer Utilization – The utilization rate for each library location is the average number of hours of use of adult desktop computers divided by the number of open hours at each location for the quarter.

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.

Circulation – Physical and digital lending transactions from the library’s collection; includes outside and 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 internet connections to the DCPL Wi-Fi network by 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.

Digital Library and 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.

Educator Accounts – These accounts are offered exclusively to educators in District of Columbia schools, childcare facilities, or home settings. Account holders can check out a total of up to 100 children's, young adult, and adult books as well as audiobooks.

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.

Meeting Room Use and Attendance – The number of times library meeting rooms are used by the public and the number of people attending these meetings.

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 by customers from the public access multifunction device.

Pages Copied – Number of pages photocopied by customers from the public access multifunction device.

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, re-tweeted, etc.) with posts.

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

Story Time Programs – Story time attendance is the count of the audience (children and adults) at formal story time programs intended for children birth to five years of age and their caregivers. This does not include other, non-story time programming for this age group (for example, baby movement or music programs).

Student Accounts – Library accounts of registrants aged 19 and under. These accounts include DC OneCard accounts which are automatically created for students who have a DC OneCard credential.

Study Room Use – Number of times a study room is used.

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