

LIBRARY SERVICES

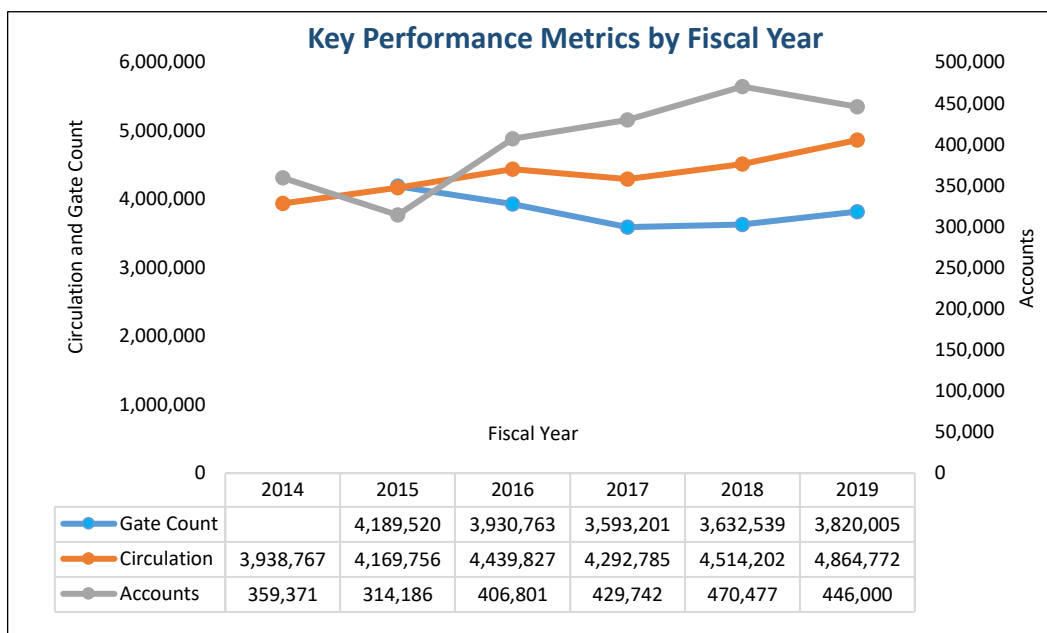
QUARTERLY PERFORMANCE REPORT

Q4 FY19

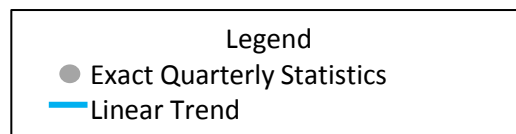
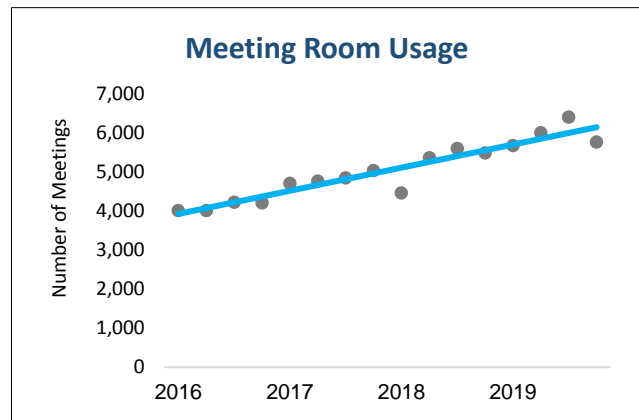
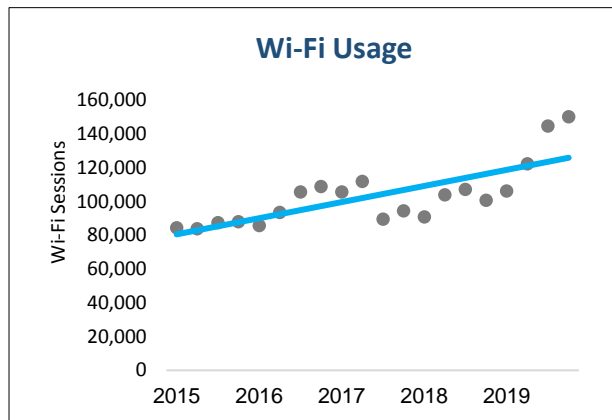
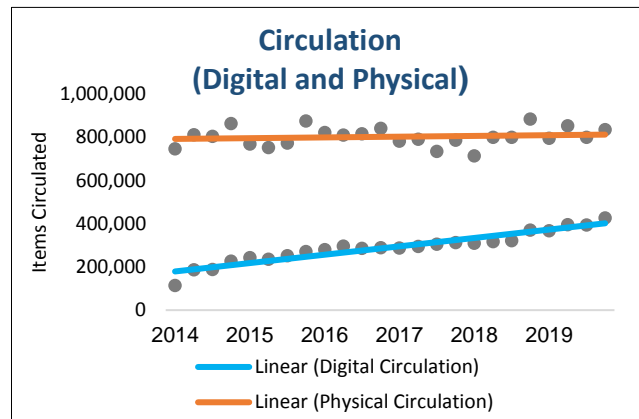
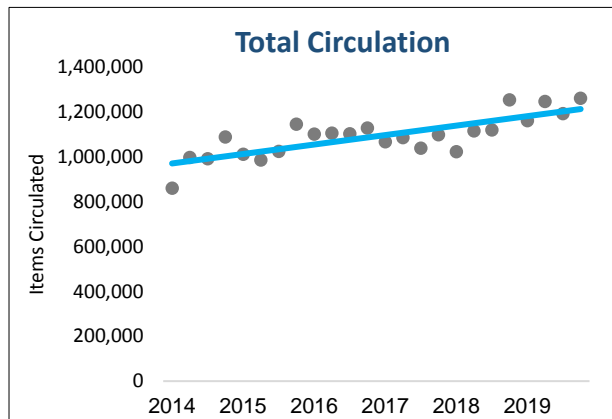
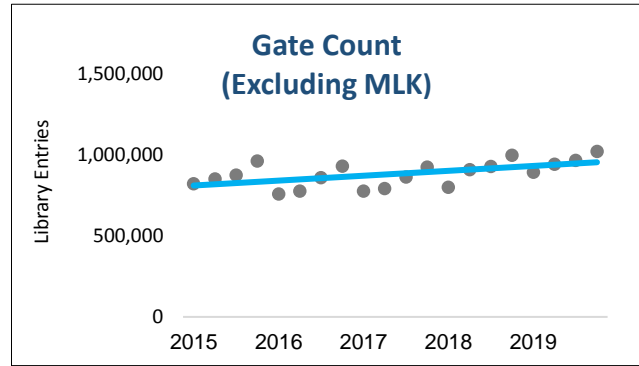
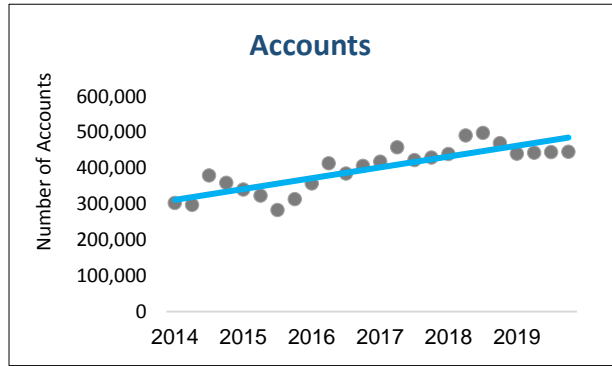


EXECUTIVE SUMMARY

- FY19 year-end totals show increased performance compared to year-end FY18 in several areas
 - Overall circulation and wifi access totals continue to increase to their highest levels.
 - Gate count also continues to increase. In Q4, gate count exceeded one million for the first time since MLK closed.
 - Database usage, computer sessions, meeting room use and outreach are also up compared to FY18 year-end and Books from Birth registrations continue to rise.
- The annual STAR family festival took place at Deanwood Neighborhood Library on September 7th with 520 attendees.
- The Union Station Pop-Up Library, installed on June 19th, had Q4 circulation totaling 3,658. Visitors of Union Station have access to a selection of digital books if they log onto the Pop-Up's Wifi connection. DCPL is launching an additional pop-up library in the DC Courthouse on October 18th. GoDigital Live was held at Union Station on September 5th. This event marketed DC Public Library's digital resources and included a musical performance and technology instruction.
- Express book collections were launched in early July at seven branches in Wards 4, 7 and 8. This pilot was introduced to ensure that neighborhood library locations with comparably low-levels of check-outs through the holds system provide access to new and popular books. The physical books in these collections are intended for customers who prefer browsing, will not be made available to fill holds and cannot be renewed. In Q4, overall circulation of these items totaled 759. "Express" circulations were greatest at the Francis Gregory Neighborhood Library with 155 circulations.
- Between June and August, 700 legacy public desktop computers were replaced with faster computers running Windows 10, and capacity to reduce the average time between computer sessions from five minutes to one minute.
- The Southwest interim location opened on Thursday August 8th. The passport acceptance office opened at the Reeves Center at 14th and U Streets, NW on July 16th.
- There were 122 hours of unplanned closures during Q4 primarily due to excessive temperatures at shared locations.
- We have made corrections to the adult desktop computer utilization rates for each quarter of FY18 and FY19. The changes correct the hours where adult desktop computers were available and result in slightly higher utilization rates than had been previously reported.



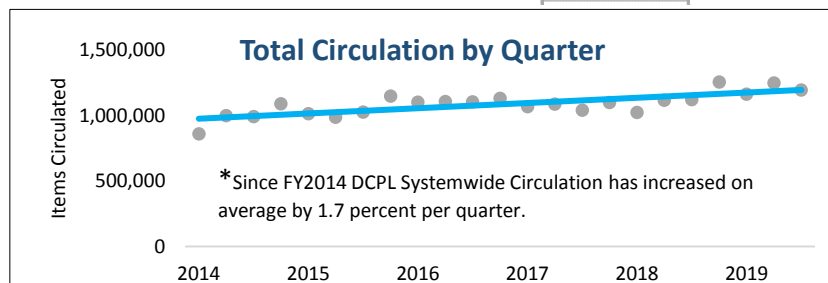
SUMMARY OF HISTORICAL TRENDS



CIRCULATION

Q4 FY19

Ward	Location	Q4 FY16	Q4 FY17	Q4 FY18	Physical Circ	Digital Library
1	Mt. Pleasant	59,536	65,070	72,041	67,484	46,285
Ward 1 Totals		59,536	65,070	72,041	67,484	46,285
2	MLK JR. Memorial Library/System-Wide Self Checkouts/Mobile App	247,799	130,175	426	351	18,156
2	Library Express/Center for Accessibility		7,332	8,836	8,109	8,656
2	Georgetown	42,970	43,999	43,600	44,334	27,919
2	West End	19,218	17,365	43,326	55,532	29,633
Ward 2 Totals		309,987	198,871	96,188	108,326	84,364
3	Chevy Chase	37,320	44,151	56,031	51,255	19,368
3	Cleveland Park	54,942	39,320	99,215	85,726	36,552
3	Palisades	22,297	6,026	35,330	34,163	8,331
3	Tenley-Friendship	64,394	70,111	75,079	72,280	35,177
Ward 3 Totals		178,953	159,608	265,655	243,424	99,428
4	Petworth	30,449	34,537	44,291	44,771	17,172
4	Shepherd Park (Juanita E. Thornton)	13,837	16,101	16,739	21,292	6,412
4	Takoma Park	17,567	20,380	24,822	5,866	10,889
Ward 4 Totals		61,853	71,018	85,852	71,929	34,473
5	Lamond-Riggs	14,189	11,977	16,600	16,656	4,886
5	Woodridge	11,784	43,769	52,291	48,662	14,645
Ward 5 Totals		25,973	55,746	68,891	65,318	19,531
6	Northeast	35,975	39,017	54,012	54,340	22,152
6	Northwest One	6,440	10,151	11,618	10,955	8,959
6	Rosedale	8,718	10,729	12,741	11,832	3,450
6	Shaw (Watha T. Daniel)	30,390	42,243	48,614	50,049	49,926
6	Southeast	35,003	39,297	48,039	47,454	27,429
6	Southwest	20,345	17,706	18,164	10,922	10,926
Ward 6 Totals		136,871	159,143	193,188	185,552	122,842
7	Benning (Dorothy I. Height)	14,679	18,907	15,563	12,555	2,208
7	Capitol View	8,349	1,082	11,014	12,482	1,354
7	Deanwood	4,269	7,845	8,463	6,672	1,013
7	Francis Gregory	10,380	9,298	14,455	13,727	4,458
Ward 7 Total		37,677	37,132	49,495	45,436	9,033
8	Anacostia	9,292	8,627	11,910	11,283	6,079
8	Bellevue (William O. Lockridge)	8,650	8,915	11,749	9,519	3,393
8	Parklands-Turner	11,733	11,842	10,728	9,941	1,284
Ward 8 Totals		29,675	29,384	34,387	30,743	10,756
Jail Library			9,573	17,870	16,655	
Libraries Subtotal		840,525	785,545	883,567	834,867	426,712
Digital Library		288,941	313,157	370,643	426,712	
DCPL Total		1,129,466	1,098,702	1,254,210	1,261,579	
Percent Change			-2.72%	14.15%	0.59%	



	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	1,247,601	1,193,285	1,261,579	4,864,772

Notes:

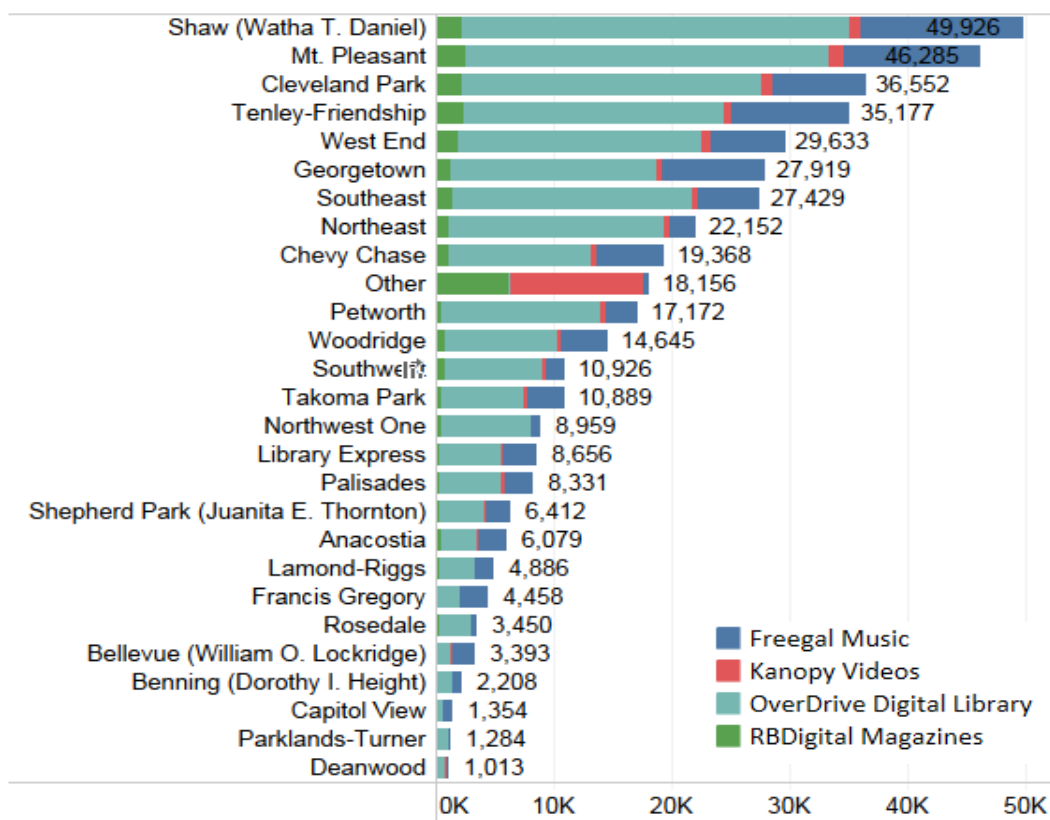
*Prior to FY18 Q1 circulation performed at self check machines was assigned to Martin Luther King Jr. Memorial Library/SystemWide Self Check. Between October - January FY18 these circulation transactions were assigned to the cardholder's home neighborhood branch. Beginning February FY18 self check circulation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

Q4 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	582,142	388,423	385,454	1,977,457

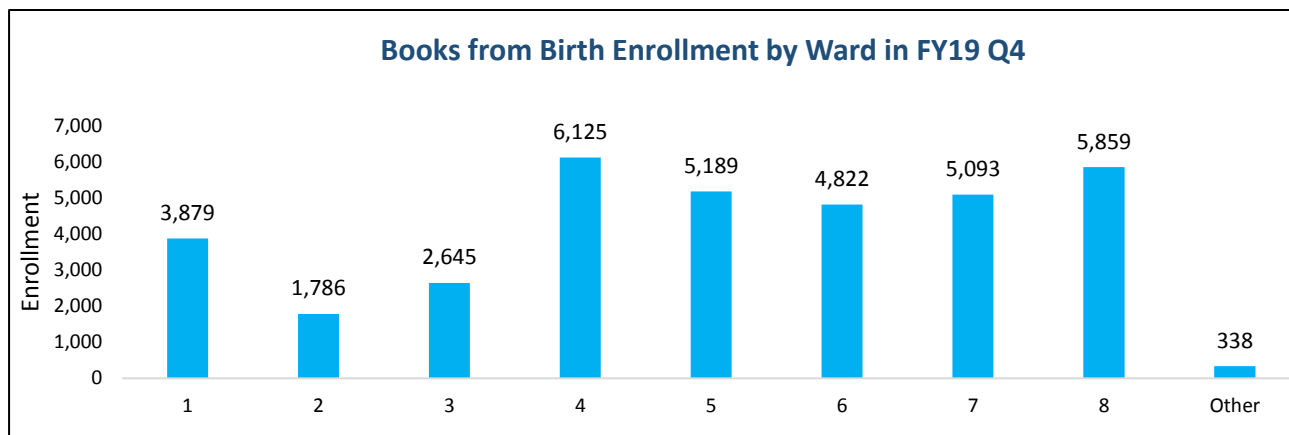
Top 10 Titles Q4 FY19

Top titles include physical and digital books and audiobooks with the highest circulation in FY19Q4.



Rank	Title	Author	Digital	Physical	Total
1	Little Fires Everywhere	Celeste Ng	760	462	1,222
2	Becoming	Michelle Obama	744	441	1,185
3	Educated	Tara Westover	794	370	1,164
4	Where the Crawdads Sing	Delia Owens	721	264	985
5	Crazy Rich Asians	Kevin Kwan	777	177	954
6	Everything I Never Told You	Celeste Ng	706	102	808
7	The Underground Railroad	Colson Whitehead	509	295	804
8	Normal People	Sally Rooney	554	245	799
9	An American Marriage	Tayari Jones	540	250	790
10	Bad Blood: Secrets and Lies..	John Carreyrou	510	238	748

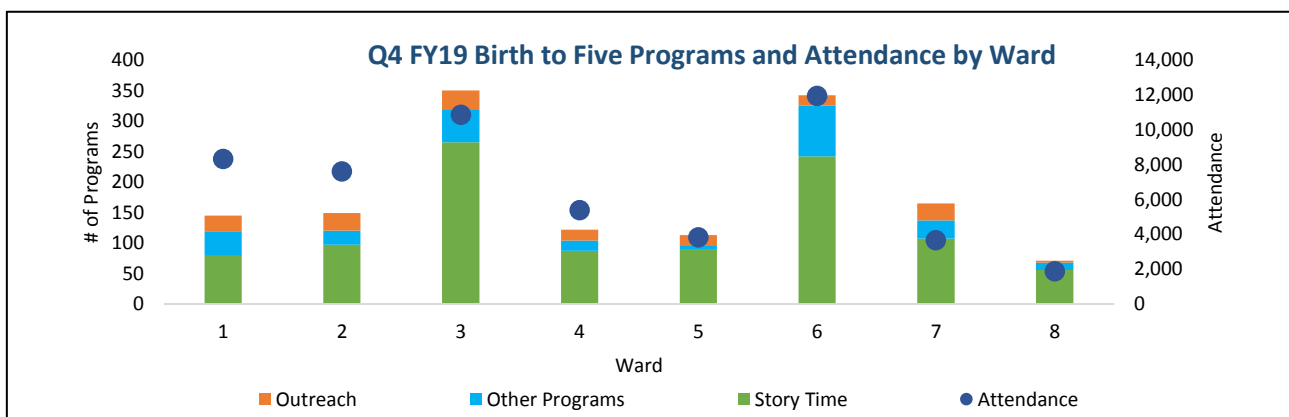
EARLY LITERACY PROGRAMMING



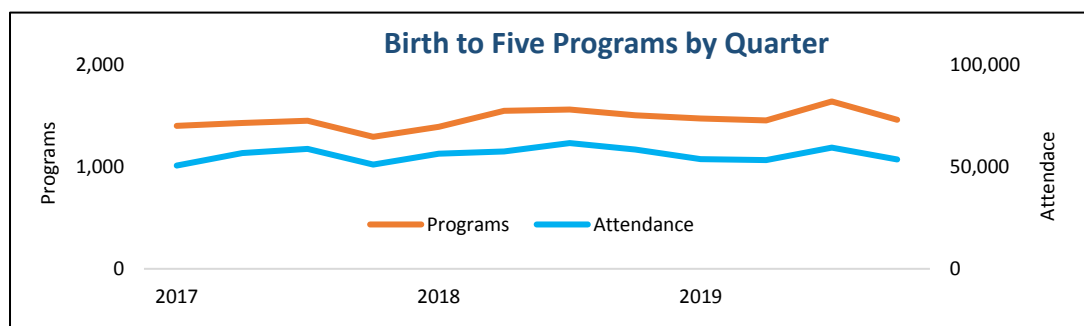
Books form Birth Enrollment by Quarter

	Q2 FY18	Q3 FY18	Q4 FY18	Q1 FY19	Q2 FY19	Q3 FY19	Q4 FY19
Eligible Children Citywide	41,955	41,955	41,955	41,955	41,955	41,955	41,955
Enrollment Citywide	28,834	30,161	31,468	32,654	34,261	34,813	35,736
% of Citywide Eligible Enrolled	68.73%	71.89%	75.00%	77.75%	81.58%	82.98%	85.18%
Graduated Citywide	6,198	6,790	8,037	8,710	10,037	11,167	12,304
Eligible Children in Target Areas	25,217	25,217	25,217	25,217	25,217	25,217	25,217
Enrollment in Target Areas	18,690	19,538	20,413	21,113	22,150	22,504	23,077
% Target Areas Enrolled	74.1%	77.5%	80.9%	83.7%	87.8%	89.2%	91.5%
Total Enrolled + Total Graduated	35,032	36,951	39,505	41,364	44,298	45,980	48,040

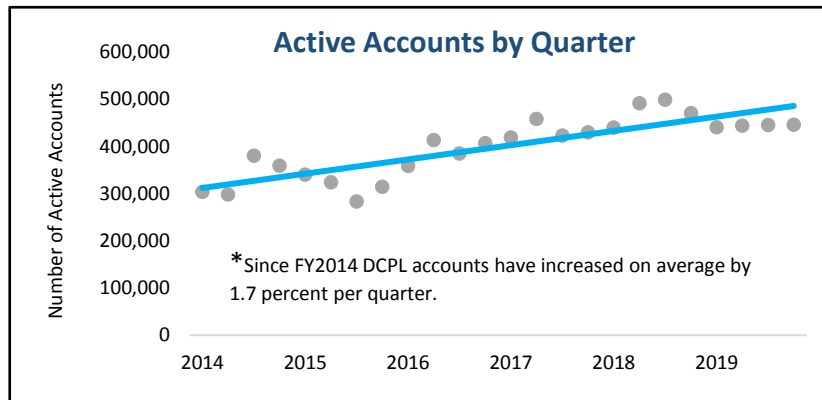
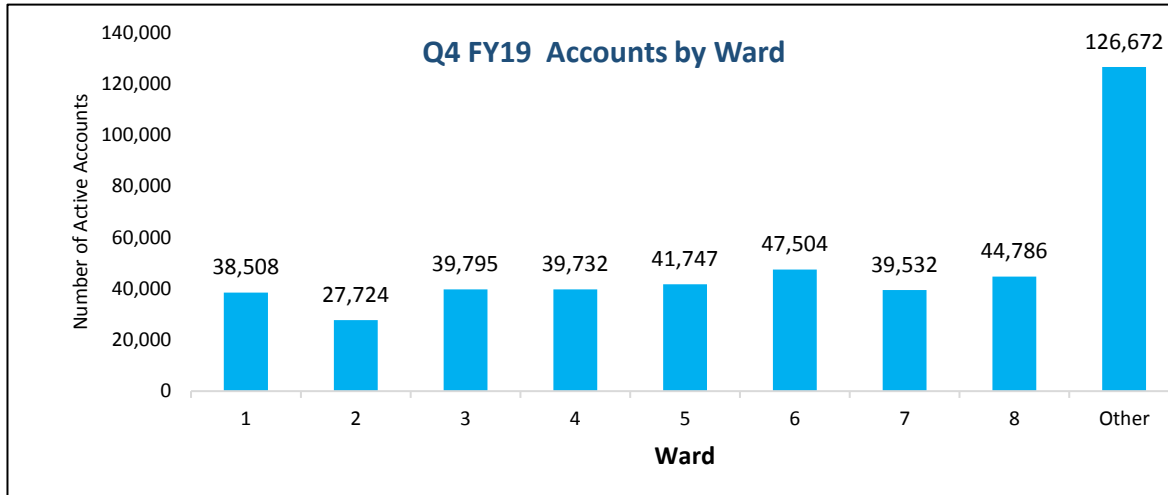
*The number of eligible children citywide and in target areas is according to the 2012-2016 5 Year American Communities Survey and the DC Office of Planning.



	Story Time Programs		Other Programs		Outreach		Total	
	Programs	Attendance	Programs	Attendance	Programs	Attendance	Programs	Attendance
Q4 FY2018	1,093	41,127	270	12,367	139	4,917	1,502	58,411
Q4 FY2019	1,023	37,909	264	10,616	171	4,929	1,458	53,454
% Change	-6%	-8%	-2%	-14%	23%	0%	-3%	-8%

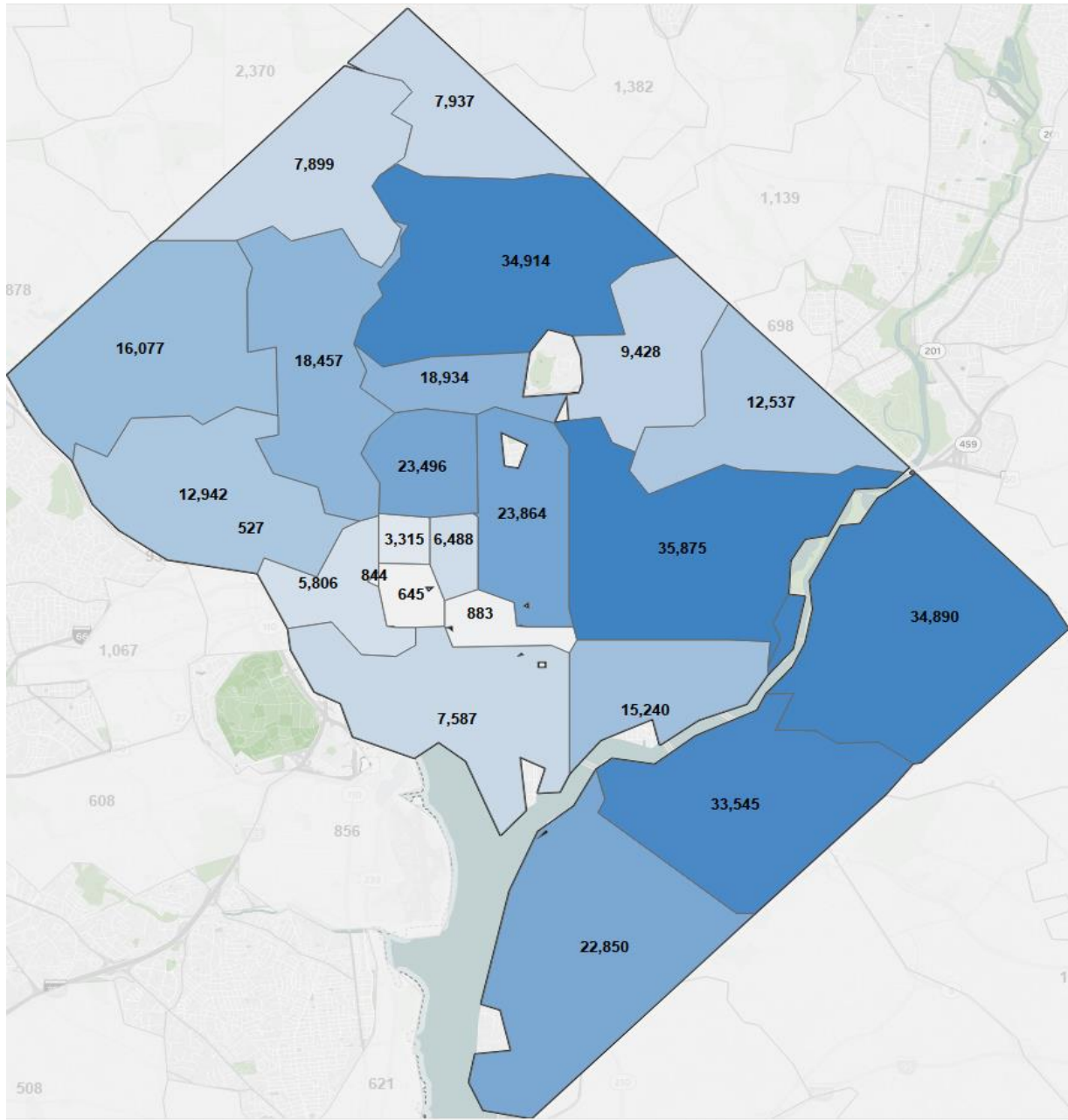


ACTIVE ACCOUNTS

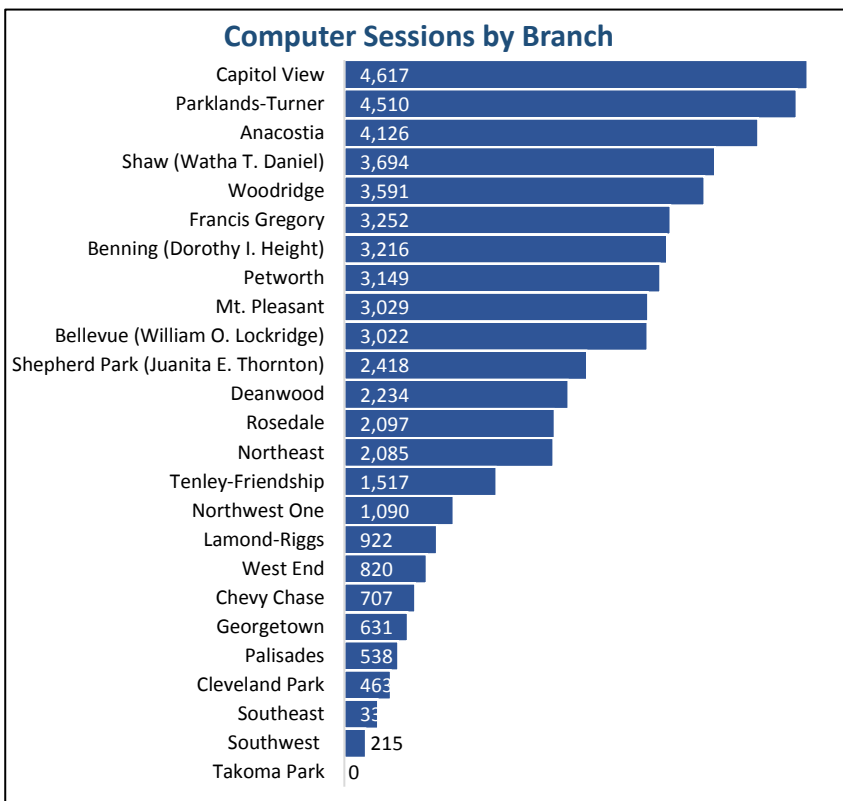
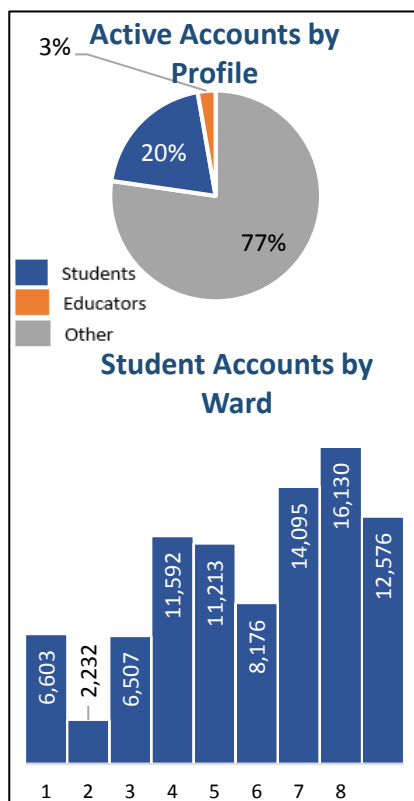


	Q1	Q2	Q3	Q4
FY2014	303,280	297,916	380,142	359,371
FY2015	340,389	323,628	283,407	314,186
FY2016	358,106	413,650	384,992	406,801
FY2017	418,598	458,368	422,946	429,742
FY2018	439,213	491,518	498,436	470,477
FY2019	440,471	443,759	444,948	446,000

ACTIVE ACCOUNTS BY ZIP CODE



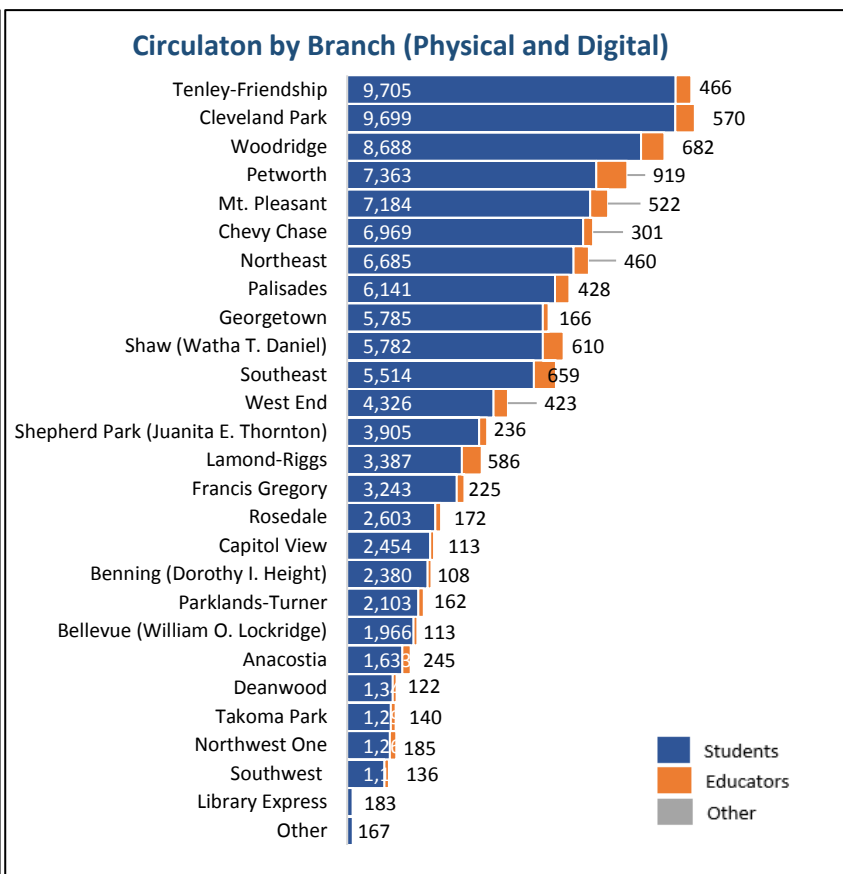
STUDENT AND EDUCATOR ACCOUNT ACTIVITY



Top Titles Circulated by Students and Educators

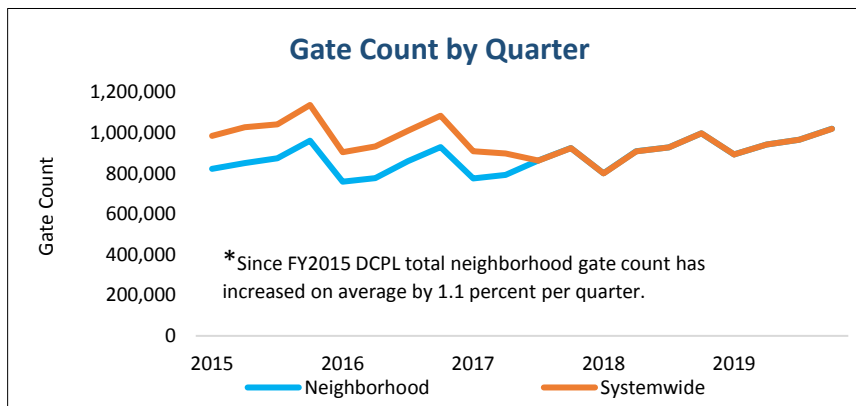
Title	Circulation
Pokémon Adventures by Hidenori Kusaka	279
Dog Man by Dav Pilkey	251
Big Nate by Lincoln Peirce	240
Amulet by Kazu Kibuishi	223
Princeless by Jeremy Whitley	189
Naruto by Masashi Kishimoto	176
The Baby-Sitters Club by Ann Martin	117
Lumberjanes by Shannon Watters	101
Bleach by Tite Kubo	95
Diary of an Awesome Friendly Kid by Jeff Kinney	89

*The above series are from DC Public Library's physical and digital collections.



GATE COUNT

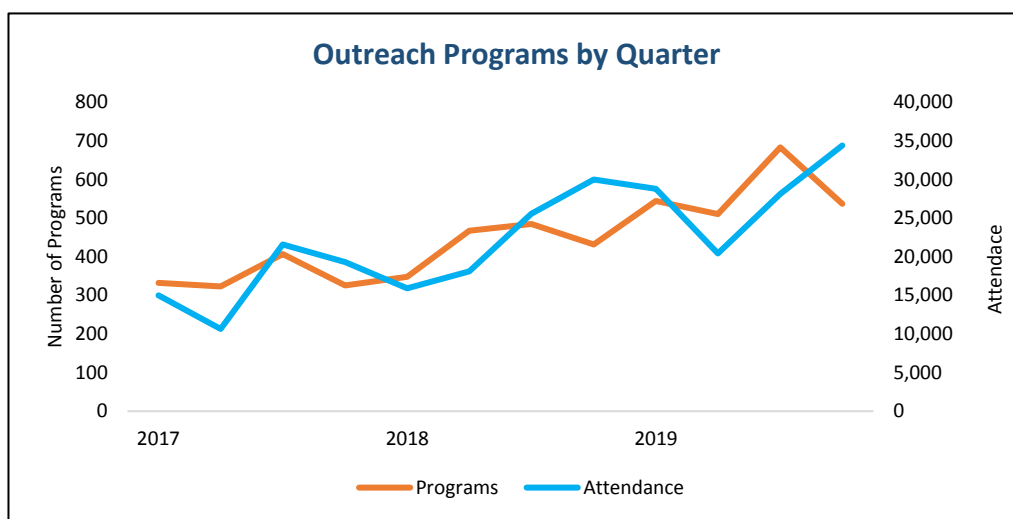
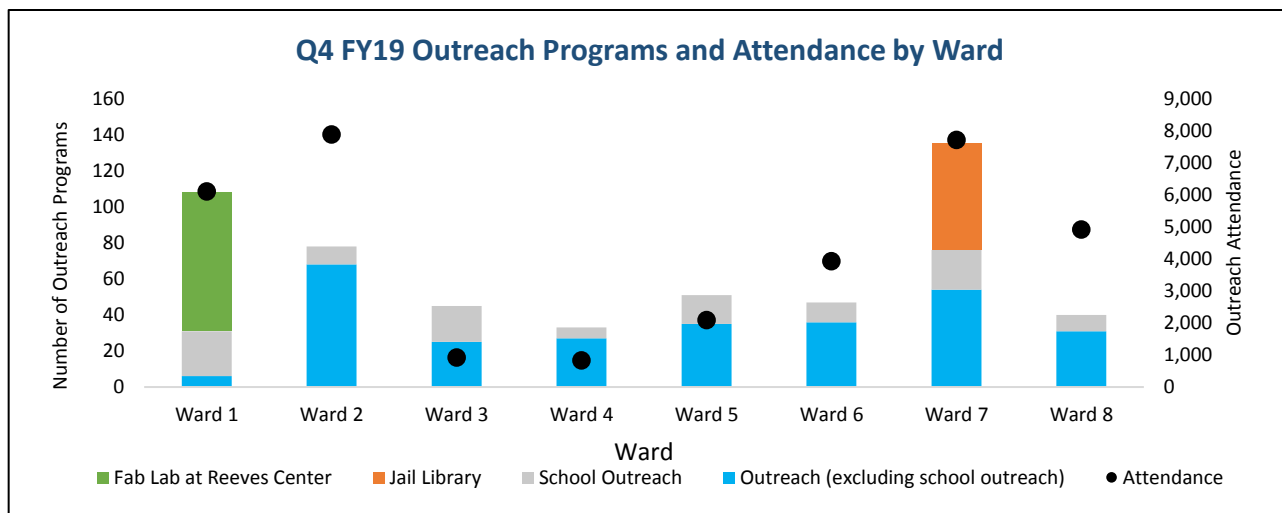
Ward	Location	Q4 FY15	Q4 FY16	Q4 FY17	Q4 FY18	Q4 FY19
1	Mt. Pleasant	63,343	62,587	65,223	64,238	65,108
Ward 1 Totals		63,343	62,587	65,223	64,238	65,108
2	Martin Luther King, Jr. Memorial Library	175,306	153,636			
2	Library Express			25,069	27,022	28,105
2	Georgetown	34,497	34,745	42,089	33,442	36,047
2	West End	22,953	21,170	25,390	50,020	71,495
Ward 2 Totals		232,756	209,551	92,548	110,484	135,647
3	Chevy Chase	37,729	36,271	41,970	37,534	41,242
3	Cleveland Park	69,907	82,824	19,205	44,467	65,455
3	Palisades	25,548	23,491		26,036	16,824
3	Tenley-Friendship	59,719	62,216	68,045	63,000	61,135
Ward 3 Totals		192,903	204,802	129,220	171,037	184,656
4	Petworth	45,611	44,011	44,920	44,274	47,463
4	Shepherd Park (Juanita E. Thornton)	22,035	21,761	24,868	28,686	32,602
4	Takoma Park	22,289	21,424	19,614	20,151	
Ward 4 Totals		89,935	87,196	89,402	93,111	80,065
5	Lamond-Riggs	30,430	30,673	36,745	28,138	30,615
5	Woodridge	24,443	20,115	45,153	46,562	47,551
Ward 5 Totals		54,873	50,788	81,898	74,700	78,166
6	Northeast	37,042	34,159	35,909	42,063	43,347
6	Northwest One	27,889	25,454	29,641	26,255	24,933
6	Rosedale	30,050	27,346	28,100	28,691	28,058
6	Shaw (Watha T. Daniel)	59,401	58,573	68,458	70,625	67,143
6	Southeast	43,566	42,433	45,763	44,698	49,960
6	Southwest	27,814	28,782	26,144	25,454	9,964
Ward 6 Totals		225,762	216,747	234,015	237,786	223,405
7	Benning (Dorothy I. Height)	54,699	53,400	57,663	50,798	48,108
7	Capitol View	33,945	28,809		19,159	31,825
7	Deanwood	30,004	22,352	29,407	25,579	24,674
7	Francis Gregory	32,900	29,511	27,674	29,136	30,219
Ward 7 Totals		151,548	134,072	114,744	124,672	134,826
8	Anacostia	51,258	47,833	47,341	47,400	47,474
8	Bellevue (William O. Lockridge)	34,054	29,220	31,656	33,938	31,836
8	Parklands-Turner	40,023	40,733	38,114	39,754	38,551
Ward 8 Totals		125,335	117,786	117,111	121,092	117,861
DCPL Total		1,136,455	1,083,529	924,161	997,120	1,019,734
Percent Change			-4.66%	-14.71%	7.89%	2.27%



*Gate Count totals do not include the Jail Library or temporary locations for the Fab Lab at Reeves Center or Washingtoniana.

	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	941,174	966,060	1,019,734	3,820,005

OUTREACH



Programs by Quarter

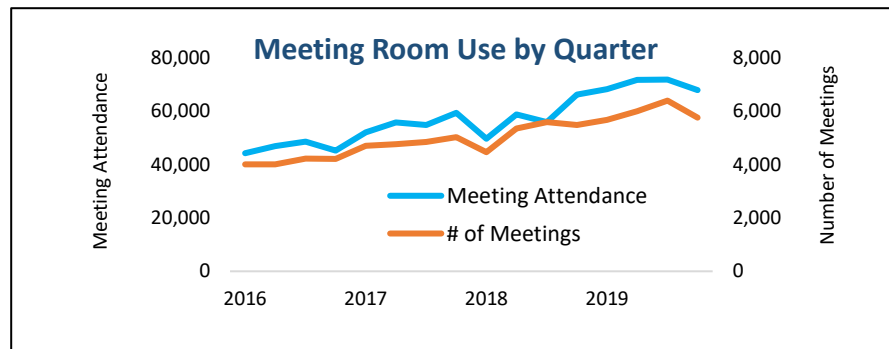
	Q1	Q2	Q3	Q4	Total
FY2017	332	323	407	326	1,388
FY2018	348	467	485	432	1,732
FY2019	544	510	683	537	2,274

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	28,789	20,431	28,127	34,396	111,743

MEETING AND STUDY ROOM USE AND ATTENDANCE

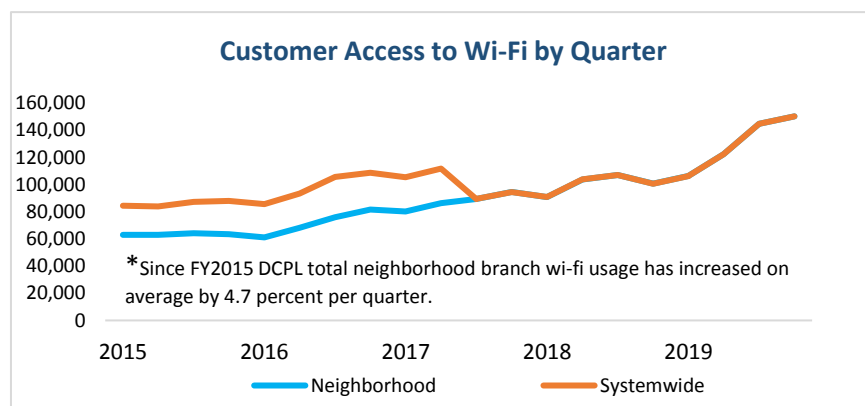
Ward	Location	Meetings		Meeting Attendance		Study Sessions	
		Q4 FY18	Q4 FY19	Q4 FY18	Q4 FY19	Q4 FY18	Q4 FY19
1	Mt. Pleasant	448	411	5,949	4,390	762	680
Ward 1 Totals		448	411	5,949	4,390	762	680
2	MLK Jr. Memorial Library						
2	Library Express	215	53	650	195	281	62
2	Georgetown	193	429	1,999	3,691	492	555
2	West End	248	345	1,440	5,044	1,257	1,205
Ward 2 Totals		656	827	4,089	8,930	2,030	1,822
3	Chevy Chase	113	85	303	470		
3	Cleveland Park	460	505	10,345	7,257	1,327	1,187
3	Palisades	37	74	275	402	125	191
3	Tenley-Friendship	114	118	1,229	1,547	1,421	1,638
Ward 3 Totals		724	782	12,152	9,676	2,873	3,016
4	Petworth	349	351	1,499	4,048	517	474
4	Shepherd Park (Juanita E.	358	280	1,886	726	543	596
4	Takoma Park	64		335			
Ward 4 Totals		771	631	3,720	4,774	1,060	1,070
5	Lamond-Riggs	322	345	2,452	2,433	145	197
5	Woodridge	227	423	7,396	7,075	629	471
Ward 5 Totals		549	768	9,848	9,508	774	668
6	Northeast	195	204	1,697	1,752	738	788
6	Northwest One		2		175		
6	Rosedale						
6	Shaw (Watha T. Daniel)	271	238	1,330	2,309	1,952	1,564
6	Southeast	82	90	2,445	3,249		
6	Southwest					121	
Ward 6 Totals		548	534	5,472	7,485	2,811	2,352
7	Benning (Dorothy I. Height)	556	394	7,405	7,678	1,113	878
7	Capitol View	36	172	486	1,764	371	655
7	Deanwood						
7	Francis Gregory	308	378	2,040	2,481	412	469
Ward 7 Totals		900	944	9,931	11,923	1,896	2,002
8	Anacostia	586	539	8,739	5,226	524	582
8	Bellevue (William O. Lockridge)	301	323	6,295	6,050	283	215
8	Parklands-Turner						
Ward 8 Totals		887	862	15,034	11,276	807	797
DCPL Total		5,483	5,759	66,195	67,962	13,013	12,407
Percent Change			5%		3%		-5%



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	5,674	5,998	6,399	5,759	23,830

CUSTOMER ACCESS TO WI-FI

Ward	Location	Q4 FY15	Q4 FY16	Q4 FY17	Q4 FY18	Q4 FY19
1	Mt. Pleasant	4,832	6,090	6,801	6,130	9,786
Ward 1 Totals		4,832	6,090	6,801	6,130	9,786
2	Martin Luther King, Jr. Memorial Library	24,497	27,161	0		
2	Library Express			2,970	2,785	2,685
2	Georgetown	3,741	5,149	6,170	4,508	6,656
2	West End	715	900	1,037	9,146	10,902
Ward 2 Totals		28,953	33,210	10,177	16,439	20,243
3	Chevy Chase	1,711	2,625	3,533	2,817	3,530
3	Cleveland Park	1,695	1,819	1,699	7,925	14,272
3	Palisades	1,068	1,265	0	1,984	3,043
3	Tenley-Friendship	3,730	4,518	4,929	3,280	6,858
Ward 3 Totals		8,204	10,227	10,161	16,006	27,703
4	Petworth	4,583	6,775	6,760	5,762	12,444
4	Shepherd Park (Juanita E. Thornton)	1,362	1,984	2,397	2,481	3,164
4	Takoma Park	1,023	1,677	1,942	1,572	579
Ward 4 Totals		6,968	10,436	11,099	9,815	16,187
5	Lamond-Riggs	1,803	2,273	2,319	2,107	3,102
5	Woodridge	1,335	1,499	5,474	4,817	5,902
Ward 5 Totals		3,138	3,772	7,793	6,924	9,004
6	Northeast	2,603	3,741	4,547	3,677	4,757
6	Northwest One	1,751	1,803	1,977	1,467	2,158
6	Rosedale	1,444	1,756	1,961	1,998	2,725
6	Shaw (Watha T. Daniel)	4,993	7,546	8,891	8,020	16,257
6	Southeast	2,892	3,575	3,811	3,367	5,589
6	Southwest	1,554	2,025	2,657	2,095	735
Ward 6 Totals		15,237	20,446	23,844	20,624	32,221
7	Benning (Dorothy I. Height)	4,185	5,882	6,620	5,771	6,686
7	Capitol View	2,006	2,236	0	2,258	3,758
7	Deanwood	1,647	1,551	1,900	1,770	2,399
7	Francis Gregory	2,240	2,588	2,621	2,504	3,408
Ward 7 Totals		10,078	12,257	11,141	12,303	16,251
8	Anacostia	4,304	4,683	5,198	4,466	6,762
8	Bellevue (William O. Lockridge)	2,572	2,711	3,051	2,788	4,056
8	Parklands-Turner	3,630	4,867	5,172	5,078	7,938
Ward 8 Totals		10,506	12,261	13,421	12,332	18,756
DCPL Total		87,916	108,699	94,437	100,573	150,151
Percent Change			23.64%	-13.12%	6.50%	49.30%

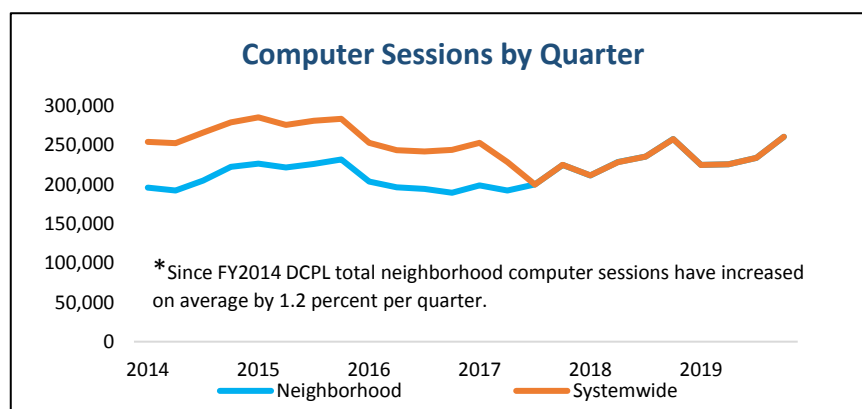


	Q1	Q2	Q3	Q4	Total
FY2015	84,388	83,871	87,306	87,916	343,481
FY2016	85,689	93,469	105,611	108,699	393,468
FY2017	105,473	111,816	89,442	94,437	401,168
FY2018	90,841	103,815	107,013	100,573	402,242
FY2019	106,211	122,218	144,670	150,151	523,250

COMPUTER SESSIONS

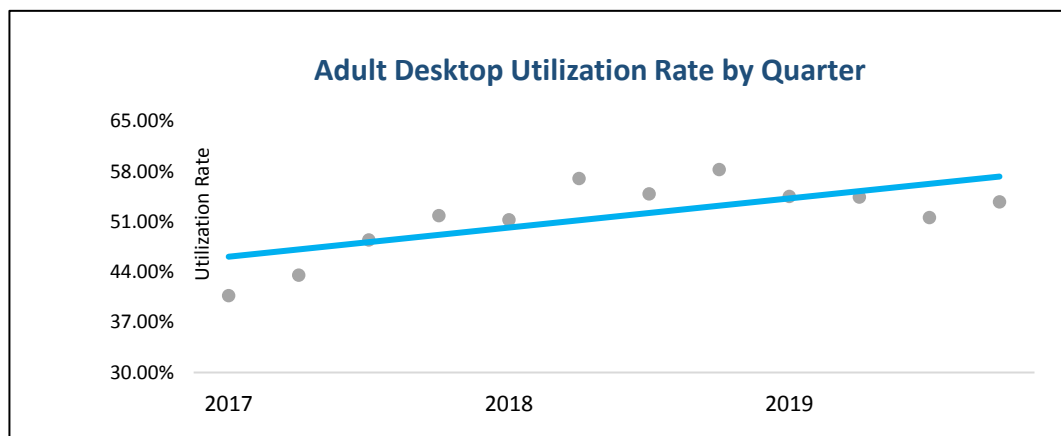
Adult Desktop
Utilization Rate

Ward	Location	Q4 FY16	Q4 FY17	Q4 FY18	Q4 FY19	Adult Desktop Utilization Rate
1	Mt. Pleasant	10,978	15,044	14,574	14,313	57%
Ward 1 Totals		10,978	15,044	14,574	14,313	57%
2	Martin Luther King, Jr. Memorial Library	54,655				
2	Library Express		6,217	6,189	6,493	34%
2	Georgetown	7,139	6,928	6,466	7,459	41%
2	West End	3,696	5,326	14,185	15,420	72%
Ward 2 Totals		65,490	18,471	26,840	29,372	49%
3	Chevy Chase	2,934	3,778	4,244	4,898	52%
3	Cleveland Park	3,651	1,938	5,086	6,107	
3	Palisades	1,494		1,290	1,727	
3	Tenley-Friendship	8,988	10,361	10,271	11,150	51%
Ward 3 Totals		17,067	16,077	20,891	23,882	51%
4	Petworth	12,455	11,759	12,996	14,509	50%
4	Shepherd Park (Juanita E. Thornton)	5,653	6,283	8,364	10,382	67%
4	Takoma Park	4,655	3,761	5,189		
Ward 4 Totals		22,763	21,803	26,549	24,891	59%
5	Lamond-Riggs	6,400	8,618	8,387	8,137	63%
5	Woodridge	6,050	14,255	15,441	15,133	56%
Ward 5 Totals		12,450	22,873	23,828	23,270	60%
6	Northeast	8,429	9,418	9,387	9,222	62%
6	Northwest One	6,507	10,313	10,682	8,788	58%
6	Rosedale	4,616	6,522	7,047	8,085	61%
6	Shaw (Watha T. Daniel)	14,535	18,443	20,132	18,950	68%
6	Southeast	4,725	9,501	8,705	9,476	70%
6	Southwest	6,037	7,945	8,050	2,583	55%
Ward 6 Totals		44,849	62,142	64,003	57,104	63%
7	Benning (Dorothy I. Height)	12,355	14,460	14,601	15,488	56%
7	Capitol View	6,854		8,549	13,062	39%
7	Deanwood	6,441	8,494	5,982	6,350	39%
7	Francis Gregory	10,112	9,062	10,523	10,925	33%
Ward 7 Totals		35,762	32,016	39,655	45,825	42%
8	Anacostia	11,481	12,590	13,784	13,776	49%
8	Bellevue (William O. Lockridge)	12,515	12,816	14,495	13,026	47%
8	Parklands-Turner	10,601	10,905	12,899	14,969	59%
Ward 8 Totals		34,597	36,311	41,178	41,771	51%
DCPL Total		243,956	224,737	257,518	260,428	54%
Percent Change			-7.88%	14.59%	1.13%	



	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	225,484	233,656	260,428	944,377

COMPUTER UTILIZATION



	Q1	Q2	Q3	Q4	Total
FY2017	40.74%	43.56%	48.48%	51.87%	46.12%
FY2018	51.31%	57.06%	54.93%	58.32%	55.48%
FY2019	54.56%	54.47%	51.61%	53.81%	53.60%

ONLINE ENGAGEMENT

	Q1	Q2	Q3	Q4	FY19 Total
Impressions	1,564,249	2,151,363	2,629,519	3,169,148	9,514,279
Engagement	342,999	57,115	87,965	84,677	572,756
Engagement Rate	21.93%	2.65%	3.35%	2.67%	6.02%
New Website Visits (Sessions)	589,285	675,412	581,313	972,676	2,818,686
Overall Visits (Sessions)	1,055,856	1,143,838	1,313,901	1,418,605	4,932,200
New Visits as a % of overall visits	55.81%	59.05%	44.24%	68.57%	57.15%

BUSINESS SERVICES

Hours of Unplanned Closure

Branch	Q1	Q2	Q3	Q4	FY19 Total
Anacostia			5	2.5	7.5
Capitol View	4	13.5	1.5	2	21
Bellevue (William O. Lockridge)				13.5	13.5
Deanwood (Co-located)		4	4.5	24.5	33
Dorothy I. Height/Benning		9		5.5	14.5
Francis Gregory			9		9
Georgetown				4	4
Library Express	8		4		12
Mt. Pleasant			6		6
Northwest One (Co-located)	5		16.5	9	30.5
Petworth	2				2
Rosedale (Co-located)	0.75	1.5	21.5	30	53.75
Shaw		5.5	2		7.5
Shepherd Park (Juanita E. Thornton)				4.5	4.5
Southeast		2		9.5	11.5
Southwest				17	17
Takoma Park		3.5			3.5
Systemwide Closures		389			389
Total	19.75	428	70	122	639.75

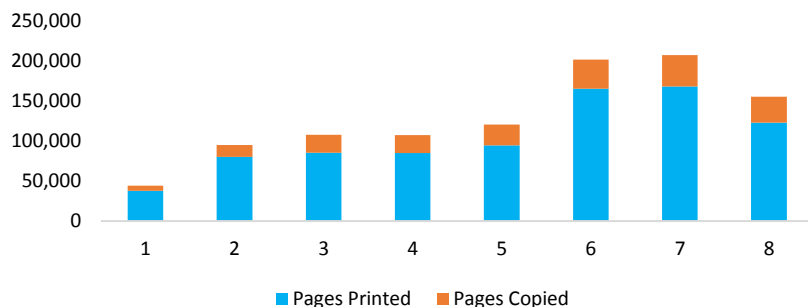
Human Resources

	Q4 FY18	Q4 FY19	% Change	YTD FY18	YTD FY19	% Change
Vacancy Rate	7.9%	6.4%	-19.0%			
# Staff of Extended Leave New	15	7	-53%	34	31	-9%
# Staff on Extended Leave (Cont.)	18	8	-56%			
Total Staff on Extended Leave	33	15	-55%			

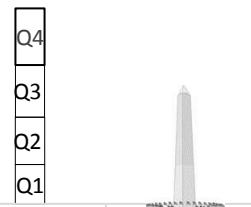
PAGES PRINTED AND COPIED

Ward	Location	Q4 FY19 Pages Printed	Q4 FY19 Pages Copied	Q4 FY19 Total
1	Mt. Pleasant	37,793	6,302	44,095
Ward 1 Totals		37,793	6,302	44,095
2	Martin Luther King, Jr. Memorial Library			
2	Library Express	21,915	4,285	26,200
2	Georgetown	23,718	5,659	29,377
2	West End	34,494	4,836	39,330
Ward 2 Totals		80,127	14,780	94,907
3	Chevy Chase	23,472	5,526	28,998
3	Cleveland Park	22,701	7,098	29,799
3	Palisades	7,990	2,876	10,866
3	Tenley-Friendship	31,259	6,771	38,030
Ward 3 Totals		85,422	22,271	107,693
4	Petworth	44,775	10,118	54,893
4	Shepherd Park (Juanita E. Thornton)	40,427	12,820	53,247
4	Takoma Park	0	19	19
Ward 4 Totals		85,202	22,957	108,159
5	Lamond-Riggs	35,566	9,439	45,005
5	Woodridge	58,898	16,830	75,728
Ward 5 Totals		94,464	26,269	120,733
6	Northeast	31,281	6,634	37,915
6	Northwest One	18,379	4,758	23,137
6	Rosedale	15,298	2,852	18,150
6	Shaw (Watha T. Daniel)	57,527	12,157	69,684
6	Southeast	34,596	7,799	42,395
6	Southwest	8,368	2,325	10,693
Ward 6 Totals		165,449	36,525	201,974
7	Benning (Dorothy I. Height)	49,580	14,761	64,341
7	Capitol View	50,304	9,142	59,446
7	Deanwood	18,769	4,630	23,399
7	Francis Gregory	49,539	10,753	60,292
Ward 7 Totals		168,192	39,286	207,478
8	Anacostia	28,841	10,415	39,256
8	Bellevue (William O. Lockridge)	43,728	9,103	52,831
8	Parklands-Turner	50,581	12,807	63,388
Ward 8 Totals		123,150	32,325	155,475
DCPL Total		839,799	200,715	1,040,514

Q4 FY19 Pages Printed and Copied by Ward



What does 2,890,459 pages look like?

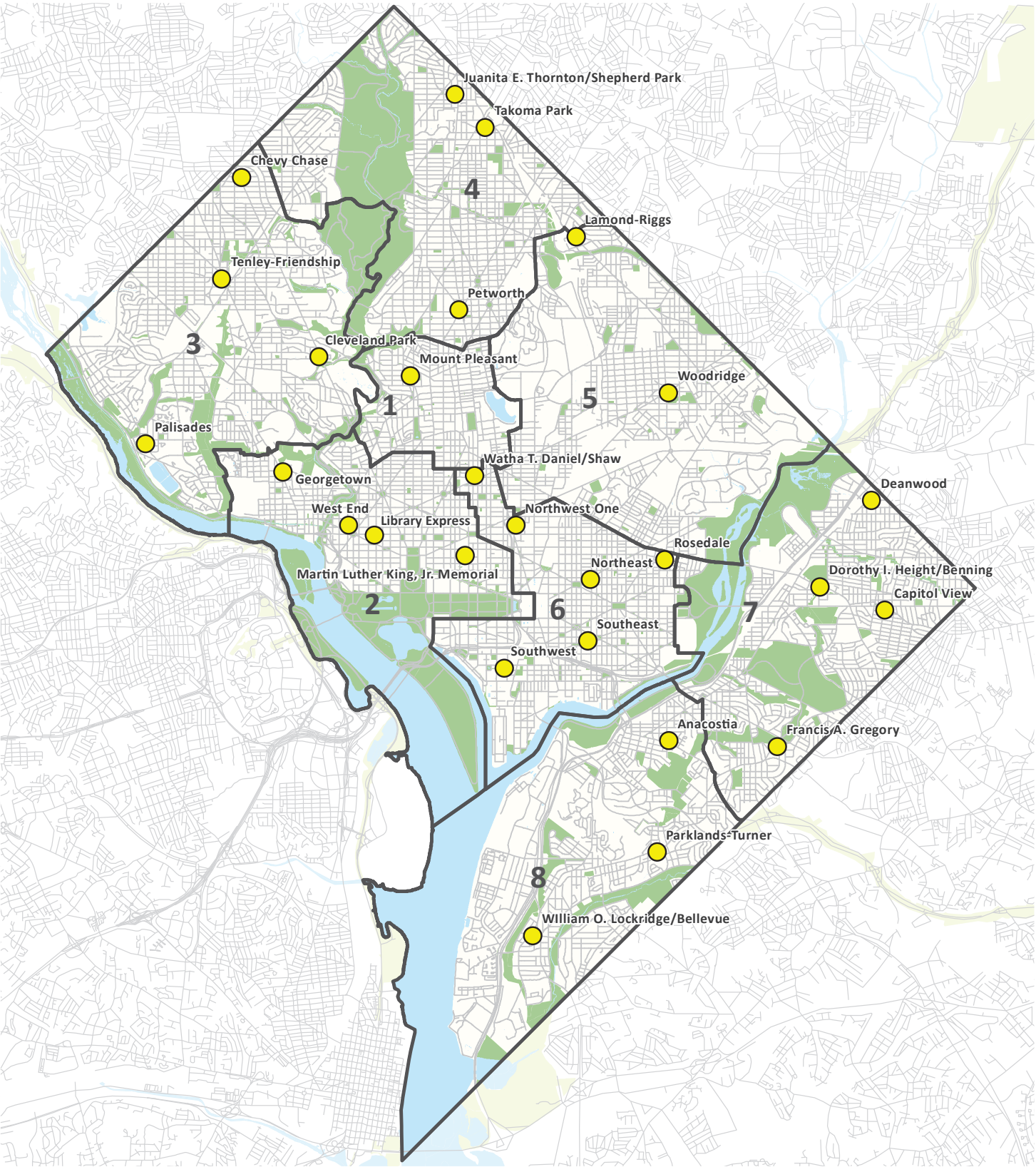


Pages Printed in Feet in FY19. Washington Monument

Total Pages Printed and Copied by Quarter

	Q1	Q2	Q3	Q4	FY19 Total
Pages Printed	581,424	699,080	770,156	839,799	2,890,459
Pages Copied	128,485	141,317	186,897	200,715	657,414

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 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.

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 from the public access multifunction device.

Pages Copied – Number of pages photocopied 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.