

# LIBRARY SERVICES

## QUARTERLY PERFORMANCE REPORT

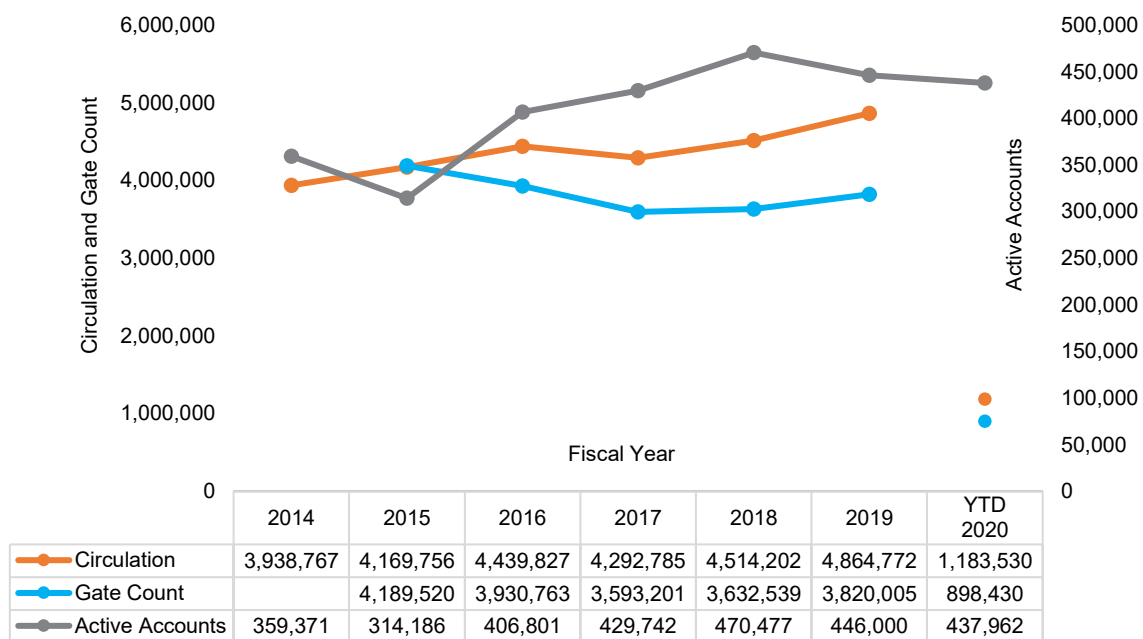
**Q1 FY20**



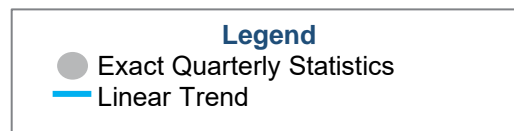
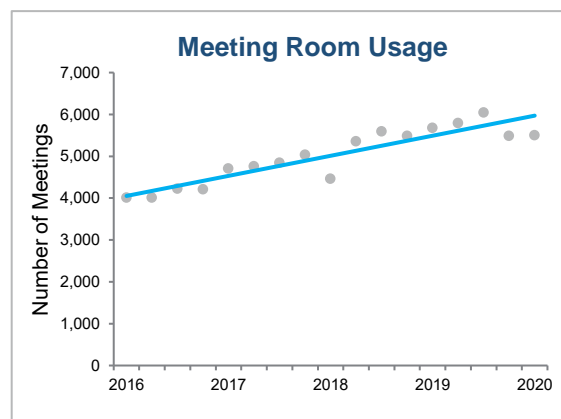
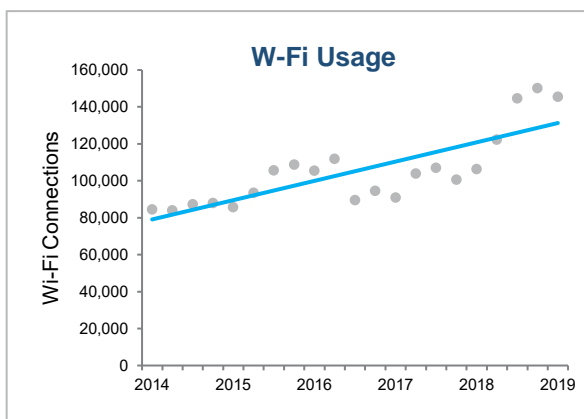
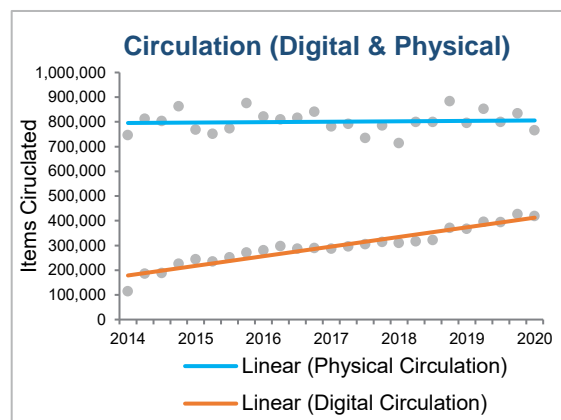
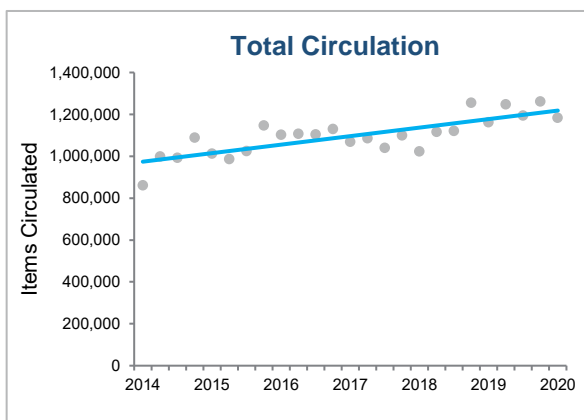
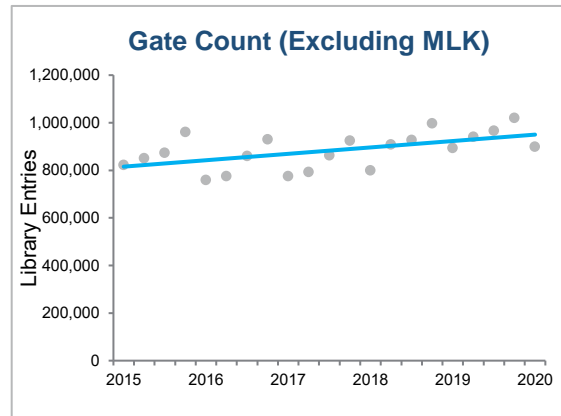
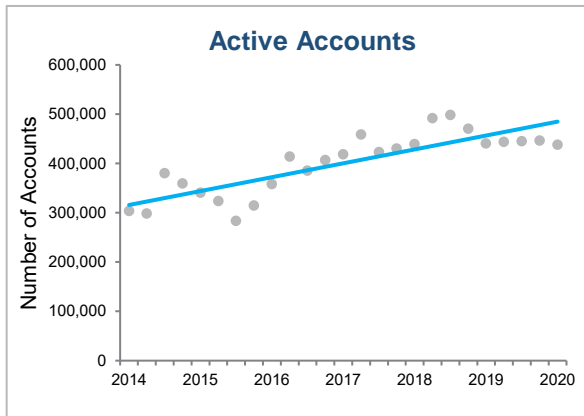
## EXECUTIVE SUMMARY

- The quarterly Library Services Performance Report has been updated to improve the scope and clarity of information about DCPL services and programs. This includes more information on program activity as well as views showing digital circulation and active accounts by users' Ward of residence.
- Compared to the first quarter of FY19, there is an increase in performance in several areas including circulation, gate count, and computer sessions.
- The Takoma Park neighborhood library re-opened on December 30, 2019 after completion of a four-month refresh. Improvements were made to both the main floor and the lower level including lighting, flooring, improved layouts, electrical upgrades and new heating and cooling systems.
- The Library kicked off Winter Read20 on December 16th, encouraging families to read 20 minutes a day. Additional programming was also offered at neighborhood libraries over winter break.
- DC Public Library hosted 15 programs in connection with National Novel Writing month in November. Programs included Write to the City write-ins in partnership with the Anacostia Community Museum and workshops hosted by six local writers participating in the DC Writers Project.
- In October, DCPL held a grand reopening of the improved children's floor and STAR space at Bellevue Neighborhood Library. The new layout emphasizes play and includes new programming materials and toys, more child-friendly shelves, an information nook with computers, comfy benches, and quick access to non-fiction for older kids.

**Key Performance Metrics by Fiscal Year**

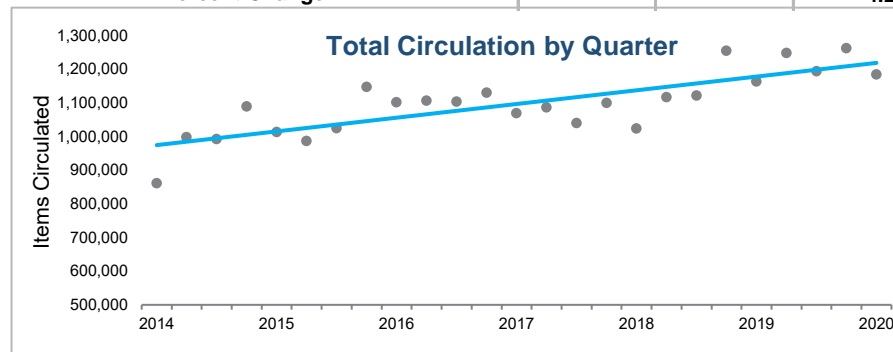


# HISTORICAL TRENDS



# CIRCULATION

Ward	Location	Q1 FY16	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20
1	Mt. Pleasant	61,106	57,691	71,387	69,445	64,246
<b>Ward 1 Totals</b>		<b>61,106</b>	<b>57,691</b>	<b>71,387</b>	<b>69,445</b>	<b>64,246</b>
2	Martin Luther King, Jr. Memorial Library	228,465	224,653	849	315	296
2	Library Express	-	-	7,129	7,780	8,922
2	Georgetown	42,850	37,414	46,236	39,800	38,565
2	West End	16,176	17,719	21,457	46,425	49,946
<b>Ward 2 Totals</b>		<b>287,491</b>	<b>279,786</b>	<b>75,671</b>	<b>94,320</b>	<b>97,729</b>
3	Chevy Chase	21,535	38,788	45,260	48,769	47,552
3	Cleveland Park	55,309	29,437	42,653	77,059	77,925
3	Palisades	22,995	21,051	7,525	30,869	28,229
3	Tenley-Friendship	65,898	60,781	71,816	65,811	67,625
<b>Ward 3 Totals</b>		<b>165,737</b>	<b>150,057</b>	<b>167,254</b>	<b>222,508</b>	<b>221,331</b>
4	Petworth	36,185	29,241	40,414	40,453	39,777
4	Shepherd Park (Juanita E. Thornton)	8,043	12,681	16,564	16,428	20,540
4	Takoma Park	20,928	17,800	21,208	22,545	6,596
<b>Ward 4 Totals</b>		<b>65,156</b>	<b>59,722</b>	<b>78,186</b>	<b>79,426</b>	<b>66,913</b>
5	Lamond-Riggs	12,584	14,310	13,782	15,001	15,303
5	Woodridge	12,917	31,766	48,054	49,001	42,881
<b>Ward 5 Totals</b>		<b>25,501</b>	<b>46,076</b>	<b>61,836</b>	<b>64,002</b>	<b>58,184</b>
6	Northeast	32,774	33,306	45,563	48,646	49,468
6	Northwest One	6,152	5,679	9,725	10,746	10,237
6	Rosedale	9,862	7,275	11,301	10,312	10,336
6	Shaw (Watha T. Daniel)	28,643	29,241	48,609	50,124	49,731
6	Southeast	33,576	33,015	43,583	44,640	43,565
6	Southwest	19,272	18,119	17,652	17,284	13,985
<b>Ward 6 Totals</b>		<b>130,279</b>	<b>126,635</b>	<b>176,433</b>	<b>181,752</b>	<b>177,322</b>
7	Benning (Dorothy I. Height)	17,994	12,509	17,300	14,058	11,216
7	Capitol View	16,477	7,501	2,447	5,182	9,859
7	Deanwood	5,901	3,961	7,008	7,597	5,722
7	Francis Gregory	9,489	8,256	13,022	12,243	12,302
<b>Ward 7 Total</b>		<b>49,861</b>	<b>32,227</b>	<b>39,777</b>	<b>39,080</b>	<b>39,099</b>
8	Anacostia	12,052	8,919	9,088	11,248	9,856
8	Bellevue (William O. Lockridge)	9,639	8,015	8,881	9,392	8,177
8	Parklands-Turner	14,577	10,845	12,366	9,008	8,197
<b>Ward 8 Totals</b>		<b>36,268</b>	<b>27,779</b>	<b>30,335</b>	<b>29,648</b>	<b>26,230</b>
Other	Jail Library	-	1,718	12,635	15,411	14,411
<b>Physical Circulation</b>		<b>821,399</b>	<b>781,691</b>	<b>713,514</b>	<b>795,592</b>	<b>765,465</b>
<b>Digital Circulation</b>		<b>280,016</b>	<b>286,628</b>	<b>309,814</b>	<b>366,715</b>	<b>418,065</b>
<b>Total Circulation</b>		<b>1,101,415</b>	<b>1,068,319</b>	<b>1,023,328</b>	<b>1,162,307</b>	<b>1,183,530</b>
<b>Percent Change</b>				<b>-4.21%</b>	<b>13.58%</b>	<b>1.83%</b>

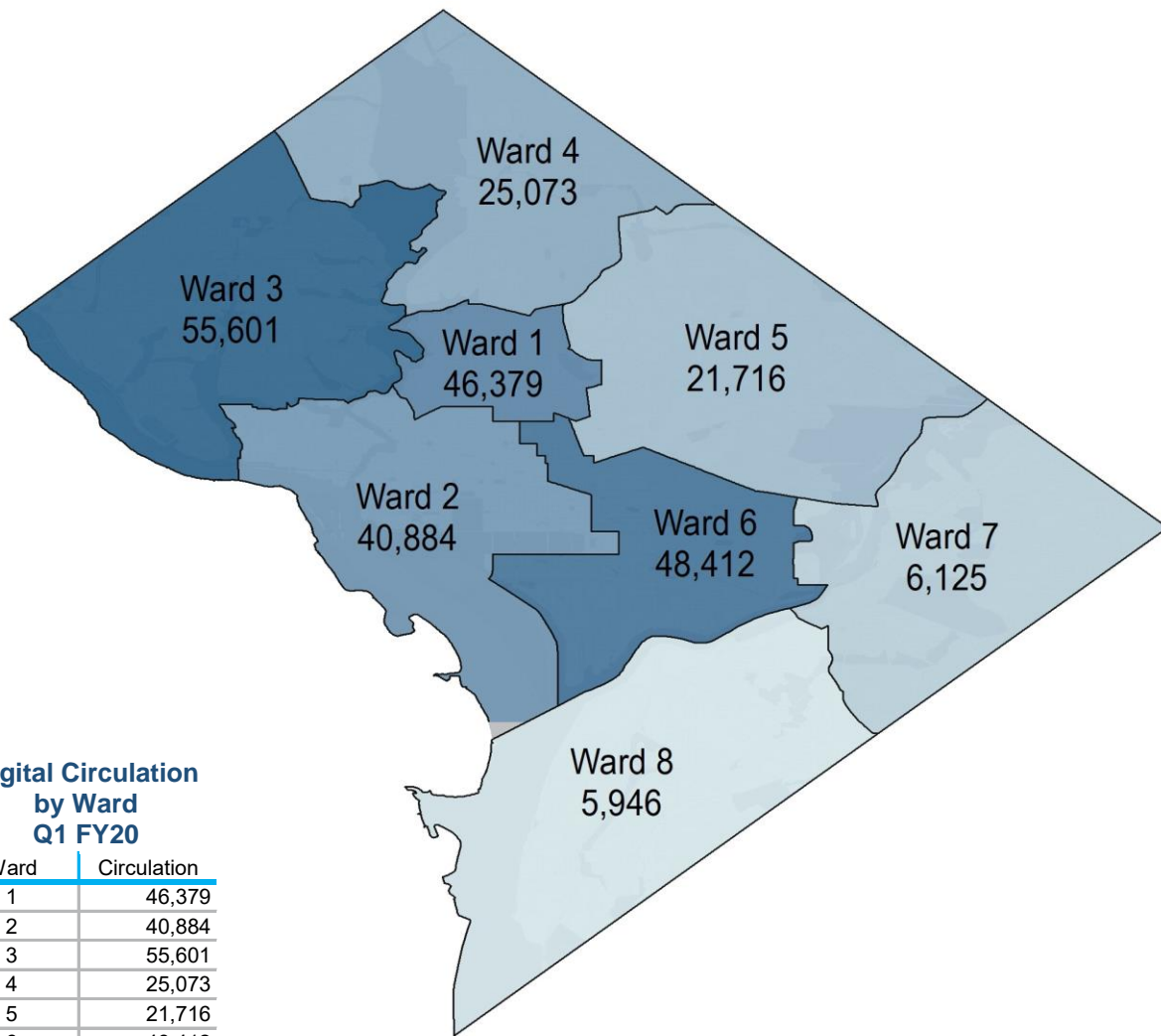


## Notes:

\*Prior to FY18 Q1 circulation performed at self check machines was assigned to Martin Luther King Jr. Memorial Library. 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.

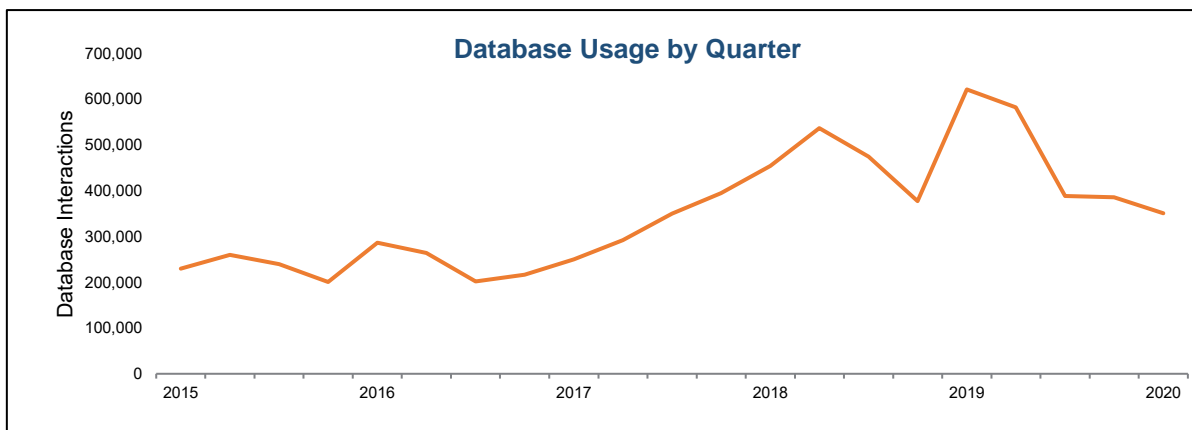
	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Q1	860,350	1,012,275	1,101,415	1,068,319	1,023,328	1,162,307	1,183,530
Q2	997,758	986,421	1,106,005	1,086,077	1,115,873	1,247,601	
Q3	992,029	1,024,423	1,102,941	1,039,687	1,120,791	1,193,285	
Q4	1,088,630	1,146,637	1,129,466	1,098,702	1,254,210	1,261,579	
<b>Total</b>	<b>3,938,767</b>	<b>4,169,756</b>	<b>4,439,827</b>	<b>4,292,785</b>	<b>4,514,202</b>	<b>4,864,772</b>	<b>1,183,530</b>

# DIGITAL CIRCULATION

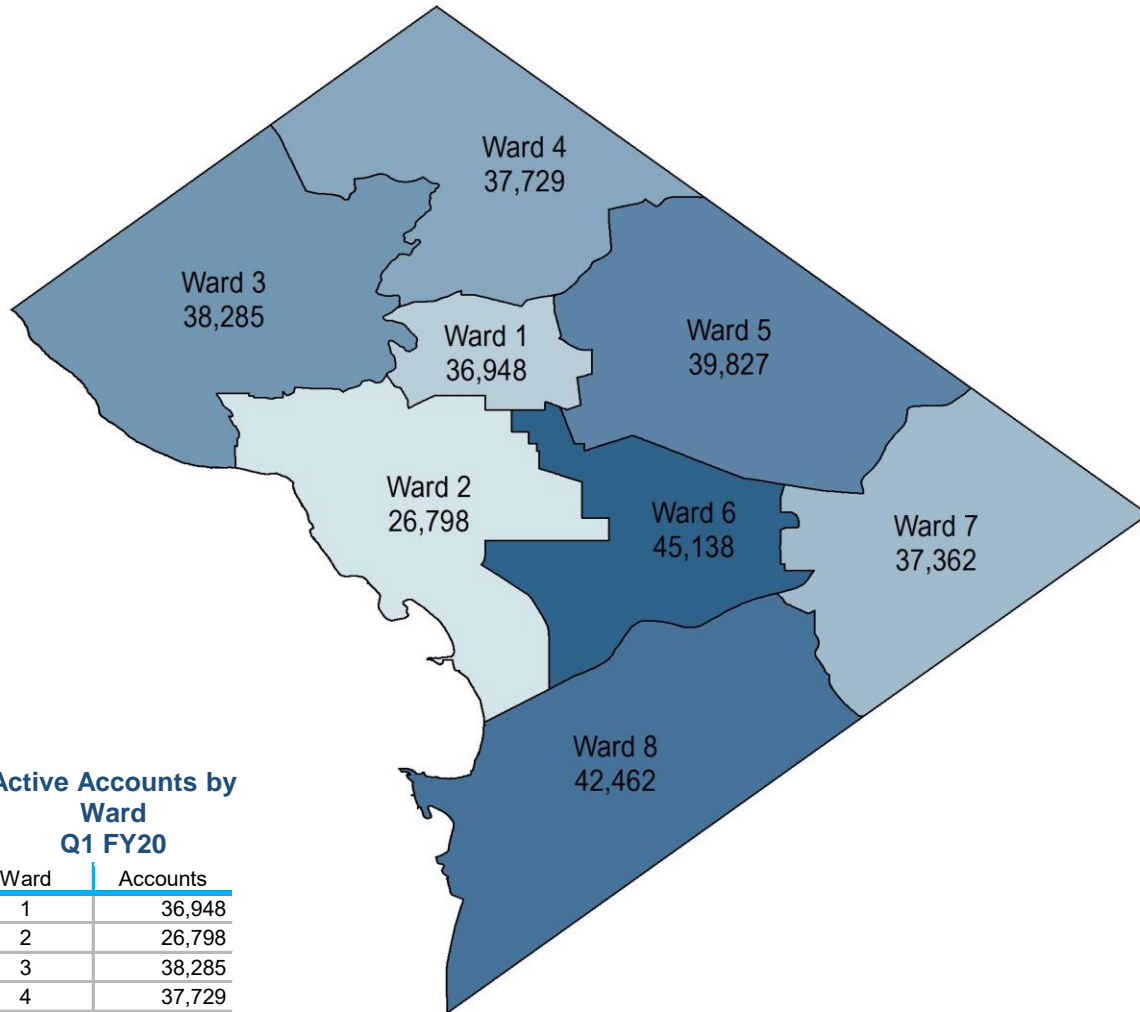


**Digital Circulation  
by Ward  
Q1 FY20**

Ward	Circulation
1	46,379
2	40,884
3	55,601
4	25,073
5	21,716
6	48,412
7	6,125
8	5,946
Other	167,929

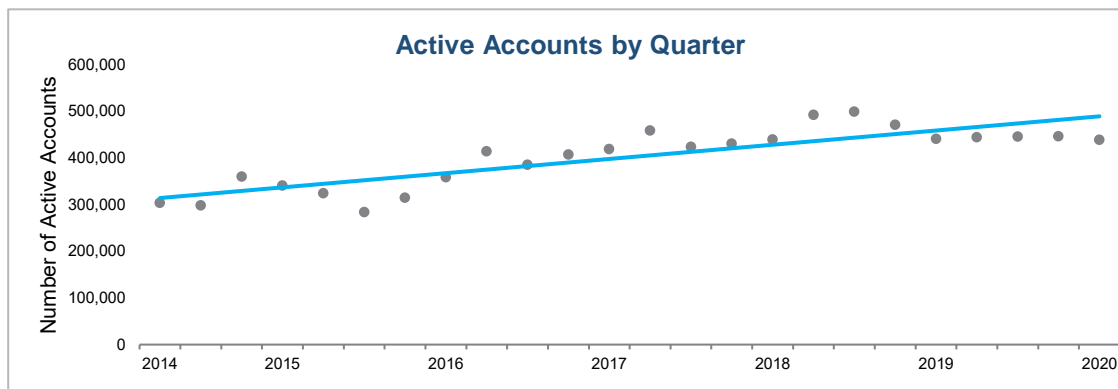


## ACTIVE ACCOUNTS



**Active Accounts by Ward  
Q1 FY20**

Ward	Accounts
1	36,948
2	26,798
3	38,285
4	37,729
5	39,827
6	45,138
7	37,362
8	42,462
Other	133,413



	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Q1	303,280	340,389	358,106	418,598	439,213	440,471	437,962
Q2	297,916	323,628	413,650	458,368	491,518	443,759	
Q3	380,142	283,407	384,992	422,946	498,436	444,948	
Q4	359,371	314,186	406,801	429,742	470,477	446,000	



# PROGRAMS AND OUTREACH

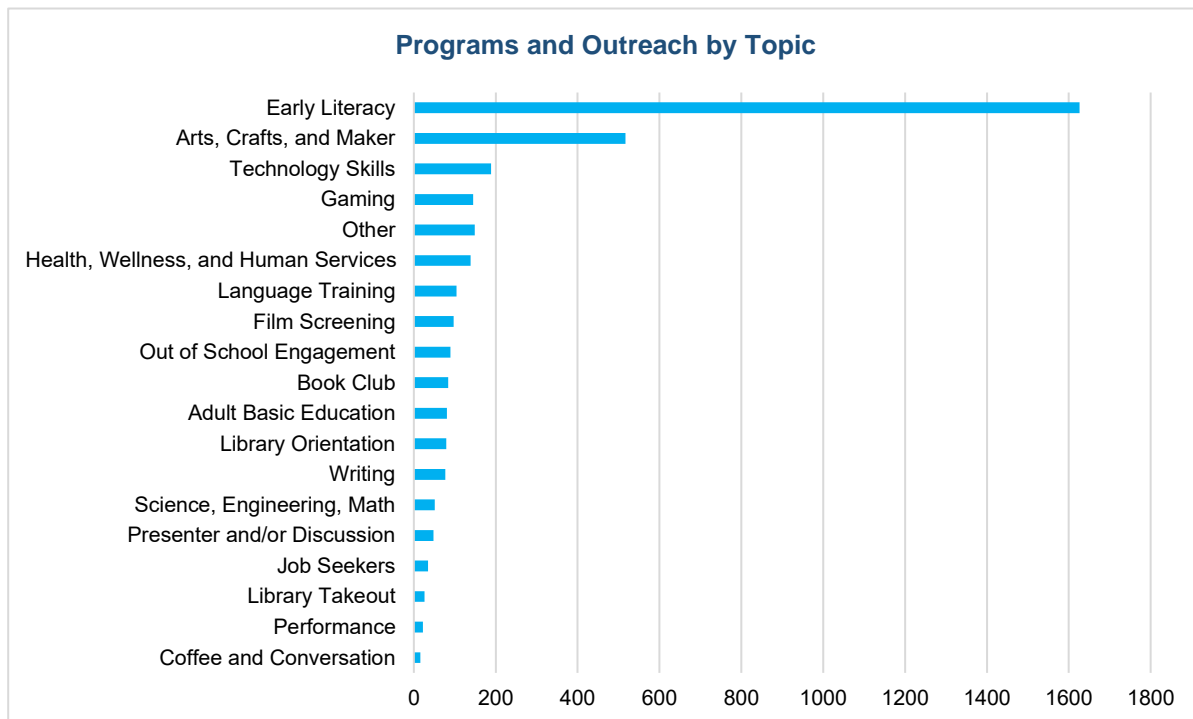
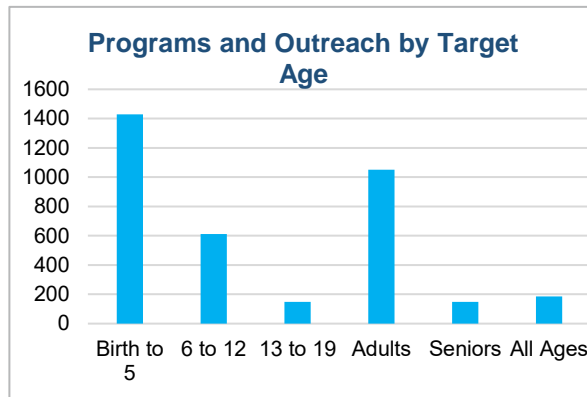
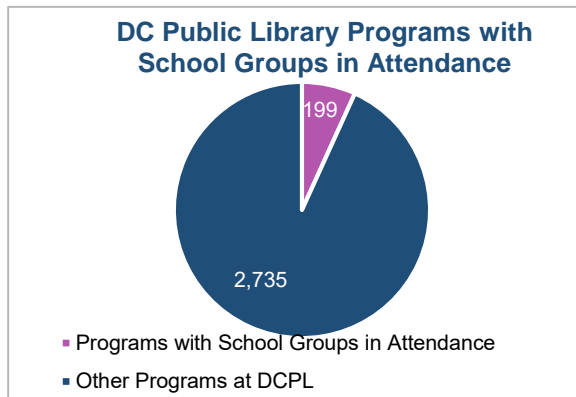
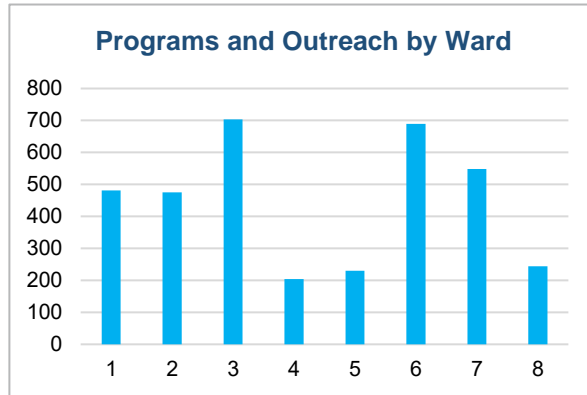
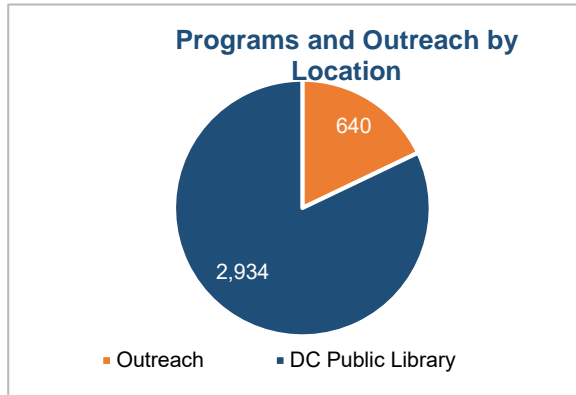
Q1 FY20

Total Programs and Outreach

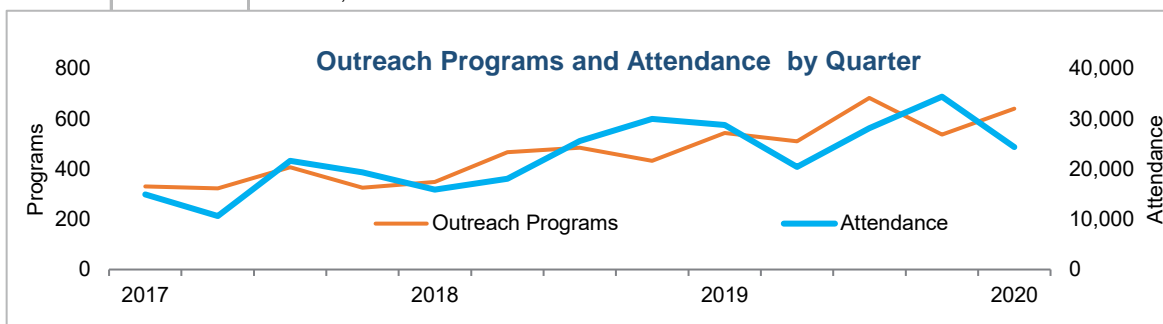
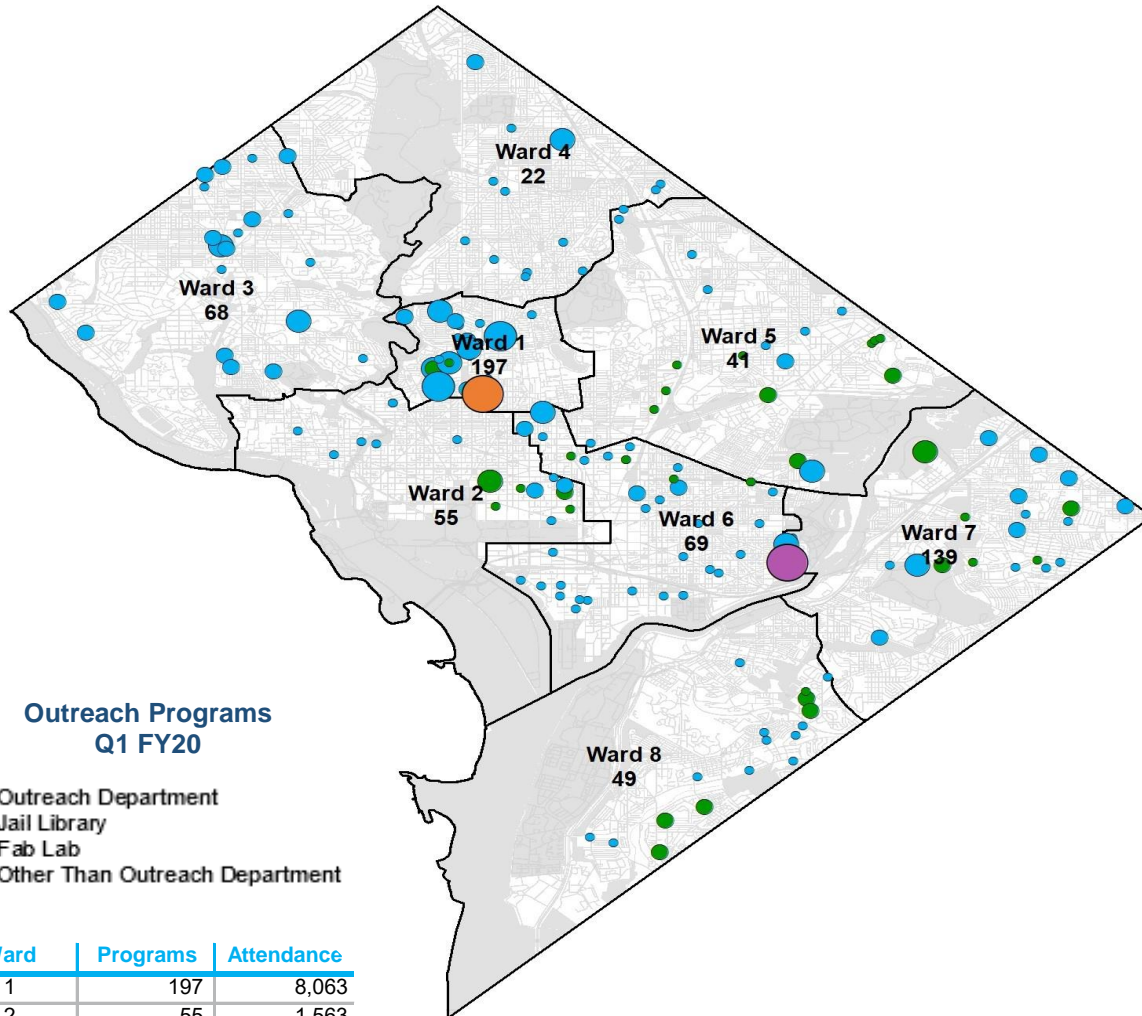
3,574

Total Attendance

94,525



# OUTREACH

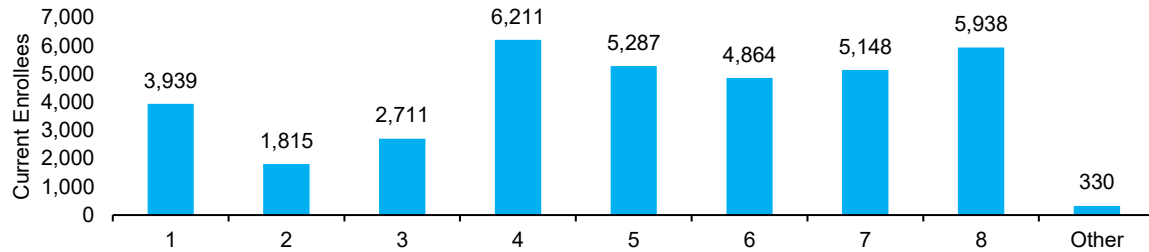


	Programs				Attendance			
	FY2017	FY2018	FY2019	FY2020	FY2017	FY2018	FY2019	FY2020
Q1	331	348	544	640	14,958	15,917	28,789	24,344
Q2	323	467	510		10,647	18,083	20,431	
Q3	407	485	683		21,599	25,552	28,127	
Q4	326	432	537		19,318	29,972	34,396	
<b>Total</b>	<b>1,387</b>	<b>1,732</b>	<b>2,274</b>	<b>640</b>	<b>66,522</b>	<b>89,524</b>	<b>111,743</b>	<b>24,344</b>



# EARLY LITERACY

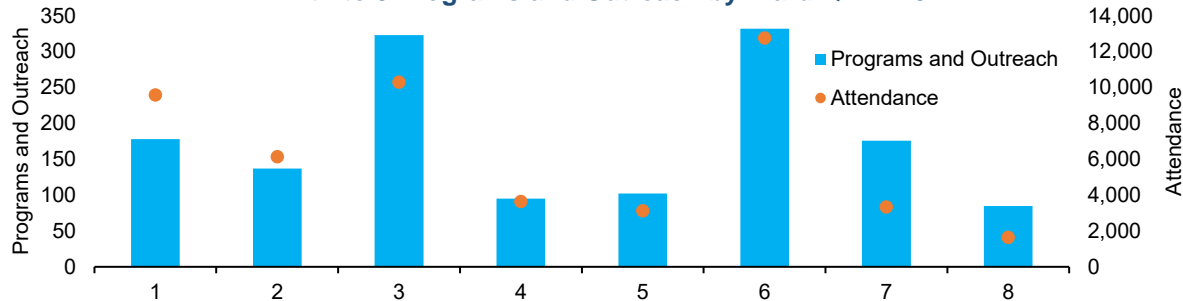
Books from Birth Enrollment by Ward Q1 FY20



Books from Birth Enrollment by Quarter

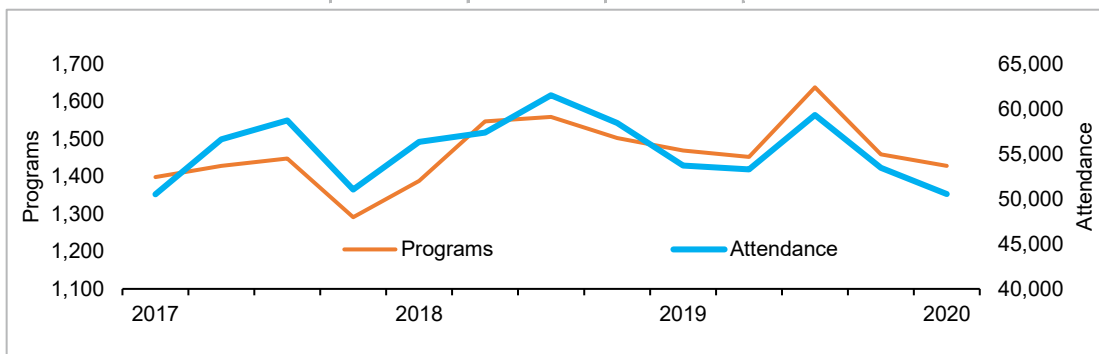
	Q3 FY18	Q4 FY18	Q1 FY19	Q2 FY19	Q3 FY19	Q4 FY19	Q1 FY20
Eligible Children Citywide	41,955	41,955	41,955	41,955	41,955	41,955	41,955
Enrollment Citywide	30,161	31,468	32,654	34,261	34,813	35,736	36,243
% of Citywide Eligible Enrolled	<b>71.89%</b>	<b>75.00%</b>	<b>77.75%</b>	<b>81.58%</b>	<b>82.98%</b>	<b>85.18%</b>	<b>86.39%</b>
Graduated Citywide	6,790	8,037	8,710	10,037	11,167	12,304	13,536
Eligible Children in Target Areas	25,217	25,217	25,217	25,217	25,217	25,217	25,217
Enrollment in Target Areas	19,538	20,413	21,113	22,150	22,504	23,077	23,368
% Target Areas Enrolled	<b>77.5%</b>	<b>80.9%</b>	<b>83.7%</b>	<b>87.8%</b>	<b>89.2%</b>	<b>91.5%</b>	<b>92.7%</b>
Total Enrolled + Total Graduated	<b>36,951</b>	<b>39,505</b>	<b>41,364</b>	<b>44,298</b>	<b>45,980</b>	<b>48,040</b>	<b>49,779</b>

Birth to 5 Programs and Outreach by Ward Q1 FY20

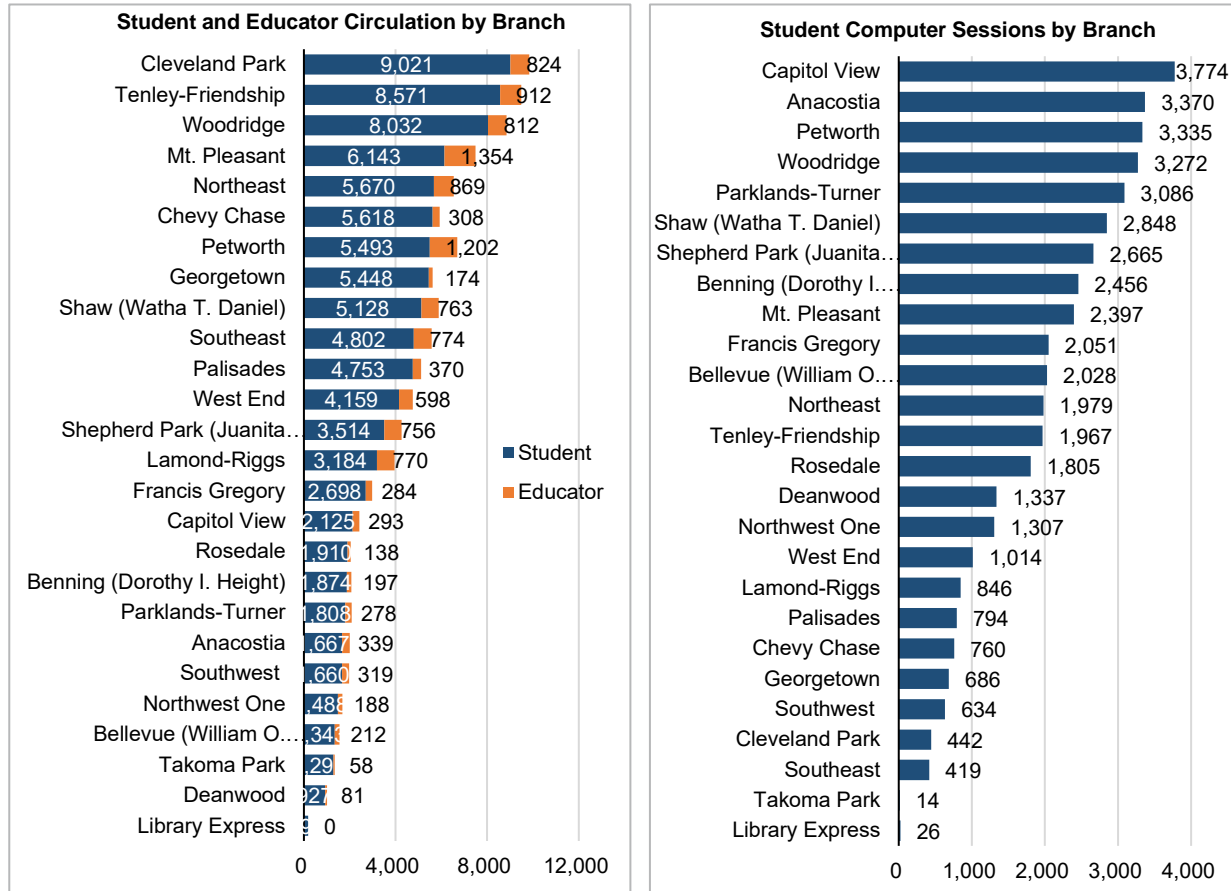


Birth to 5 Programs and Outreach by Quarter

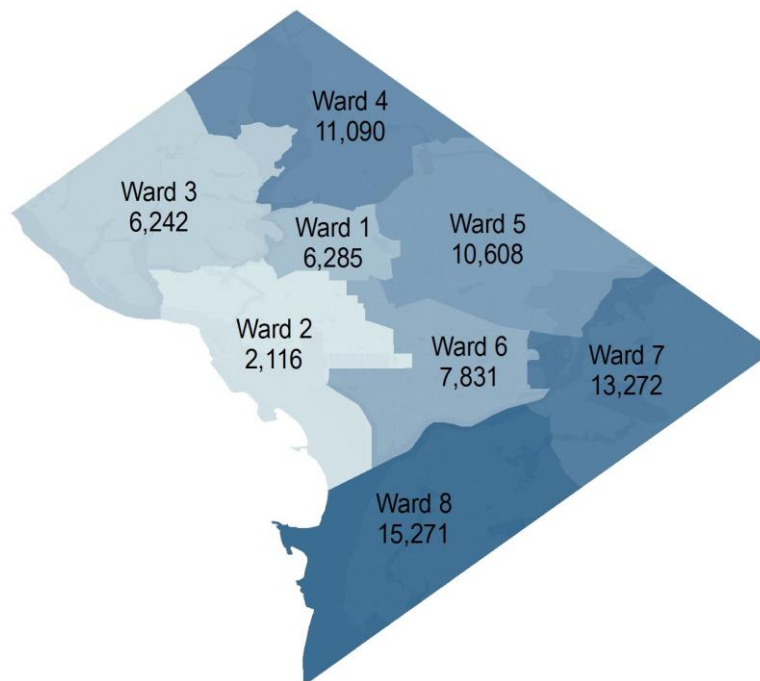
	FY 2017	FY 2018	FY 2019	FY 2020
Q1	1,398	1,388	1,469	1,428
Q2	1,428	1,546	1,452	
Q3	1,447	1,558	1,637	
Q4	1,291	1,502	1,458	
<b>Total</b>	<b>5,564</b>	<b>5,994</b>	<b>6,016</b>	



# STUDENT AND EDUCATOR ACCOUNT ACTIVITY

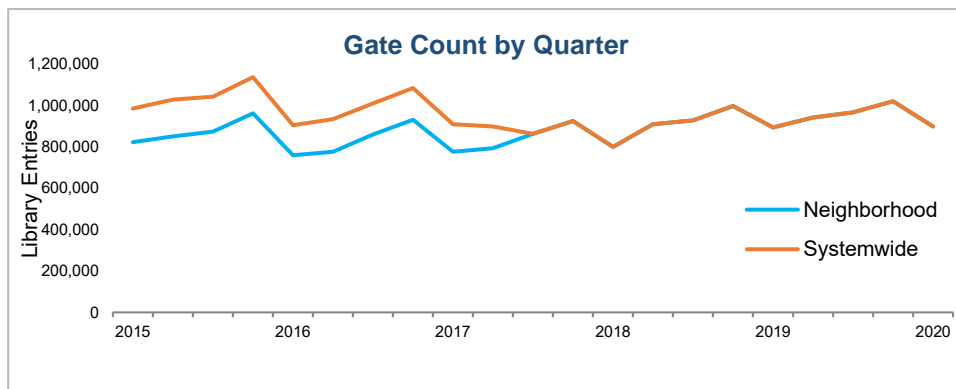


Active Student Accounts by Ward Q1 FY20



# GATE COUNT

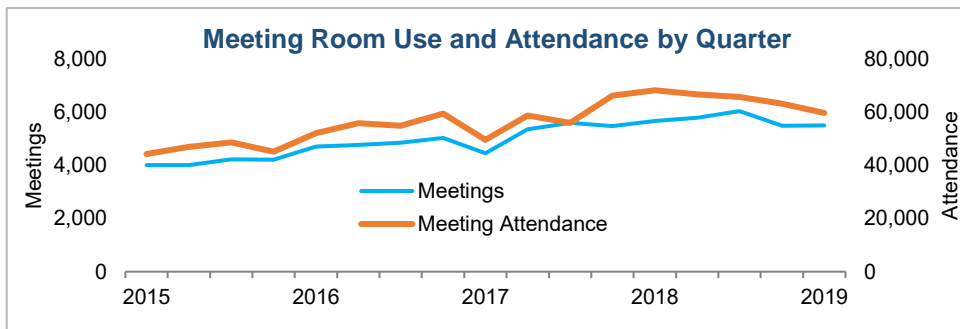
Ward	Location	Q1 FY16	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20
1	Mt. Pleasant	59,032	60,886	59,814	59,784	57,461
<b>Ward 1 Totals</b>		<b>59,032</b>	<b>60,886</b>	<b>59,814</b>	<b>59,784</b>	<b>57,461</b>
2	Martin Luther King, Jr. Memorial Library	145,689	133,135	-	-	-
2	Library Express	-	-	26,906	24,796	24,271
2	Georgetown	30,714	28,953	37,649	31,318	31,060
2	West End	23,023	19,370	20,779	49,601	83,111
<b>Ward 2 Totals</b>		<b>199,426</b>	<b>181,458</b>	<b>85,334</b>	<b>105,715</b>	<b>138,442</b>
3	Chevy Chase	14,812	35,339	37,196	33,291	35,868
3	Cleveland Park	45,835	12,685	17,239	55,523	55,291
3	Palisades	23,130	22,661	0	20,164	21,975
3	Tenley-Friendship	56,473	57,431	59,645	56,235	55,207
<b>Ward 3 Totals</b>		<b>140,250</b>	<b>128,116</b>	<b>114,080</b>	<b>165,213</b>	<b>168,341</b>
4	Petworth	40,151	40,184	39,744	40,716	49,231
4	Shepherd Park (Juanita E. Thornton)	9,614	19,619	23,078	26,679	29,003
4	Takoma Park	21,125	18,025	16,090	17,566	992
<b>Ward 4 Totals</b>		<b>70,890</b>	<b>77,828</b>	<b>78,912</b>	<b>84,961</b>	<b>79,226</b>
5	Lamond-Riggs	25,515	24,278	27,202	22,585	24,642
5	Woodridge	18,863	34,421	41,833	42,567	39,641
<b>Ward 5 Totals</b>		<b>44,378</b>	<b>58,699</b>	<b>69,035</b>	<b>65,152</b>	<b>64,283</b>
6	Northeast	28,747	28,549	30,011	35,097	36,406
6	Northwest One	19,696	20,133	22,458	25,017	22,106
6	Rosedale	20,229	18,374	21,901	21,259	24,716
6	Shaw (Watha T. Daniel)	48,730	49,360	61,886	60,350	53,678
6	Southeast	34,938	34,010	38,620	38,846	38,505
6	Southwest	23,748	23,614	22,905	22,310	15,230
<b>Ward 6 Totals</b>		<b>176,088</b>	<b>174,040</b>	<b>197,781</b>	<b>202,879</b>	<b>190,641</b>
7	Benning (Dorothy I. Height)	45,164	57,686	48,054	47,052	37,784
7	Capitol View	22,081	30,136	1,073	10,158	28,048
7	Deanwood	20,407	20,215	22,816	23,762	16,376
7	Francis Gregory	26,790	23,667	25,338	25,560	21,865
<b>Ward 7 Totals</b>		<b>114,442</b>	<b>131,704</b>	<b>97,281</b>	<b>106,532</b>	<b>104,073</b>
8	Anacostia	40,668	40,276	39,596	41,199	41,261
8	Bellevue (William O. Lockridge)	24,865	24,012	24,084	26,281	24,289
8	Parklands-Turner	34,593	31,608	33,705	35,321	30,413
<b>Ward 8 Totals</b>		<b>100,126</b>	<b>95,896</b>	<b>97,385</b>	<b>102,801</b>	<b>95,963</b>
<b>DCPL Total</b>		<b>904,632</b>	<b>908,627</b>	<b>799,622</b>	<b>893,037</b>	<b>898,430</b>
<b>Percent Change</b>			<b>0.44%</b>	<b>-12.00%</b>	<b>11.68%</b>	<b>0.60%</b>



	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Q1	984,658	904,632	908,627	799,622	893,037	898,430
Q2	1,027,300	932,786	897,774	908,160	941,174	
Q3	1,041,107	1,009,816	862,639	927,637	966,060	
Q4	1,136,455	1,083,529	924,161	997,120	1,019,734	
<b>Total</b>	<b>4,189,520</b>	<b>3,930,763</b>	<b>3,593,201</b>	<b>3,632,539</b>	<b>3,820,005</b>	<b>898,430</b>

# MEETING AND STUDY ROOM USE

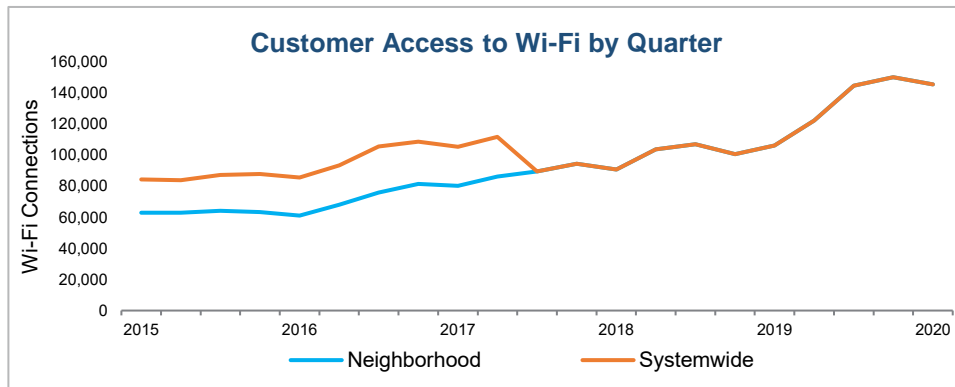
Ward	Location	Meetings		Attendance		Study Sessions	
		Q1 FY19	Q1 FY20	Q1 FY19	Q1 FY20	Q1 FY19	Q1 FY20
1	Mt. Pleasant	494	372	5,175	4,130	696	640
<b>Ward 1 Totals</b>		<b>494</b>	<b>372</b>	<b>5,175</b>	<b>4,130</b>	<b>696</b>	<b>640</b>
2	Martin Luther King, Jr. Memorial	-	-	-	-	-	-
2	Library Express	418	27	1,340	140	368	43
2	Georgetown	230	303	2,214	2,180	410	415
2	West End	304	582	1,602	4,033	1,272	897
<b>Ward 2 Totals</b>		<b>952</b>	<b>912</b>	<b>5,156</b>	<b>6,353</b>	<b>2,050</b>	<b>1,355</b>
3	Chevy Chase	143	55	564	621	-	-
3	Cleveland Park	410	252	14,026	3,176	1,198	1,065
3	Palisades	39	70	474	679	162	208
3	Tenley-Friendship	114	124	1,251	1,166	1,628	1,725
<b>Ward 3 Totals</b>		<b>706</b>	<b>501</b>	<b>16,315</b>	<b>5,642</b>	<b>2,988</b>	<b>2,998</b>
4	Petworth	286	321	1,415	3,406	440	464
4	Shepherd Park / Lucretia	336	775	2,675	2,249	560	520
4	Takoma Park	72	0	370	0	-	-
<b>Ward 4 Totals</b>		<b>694</b>	<b>1,096</b>	<b>4,460</b>	<b>5,655</b>	<b>1,000</b>	<b>984</b>
5	Lamond-Riggs	281	286	4,636	2,274	157	147
5	Woodridge	244	310	5,328	8,958	629	858
<b>Ward 5 Totals</b>		<b>525</b>	<b>596</b>	<b>9,964</b>	<b>11,232</b>	<b>786</b>	<b>1,005</b>
6	Northeast	312	157	2,238	1,660	796	678
6	Northwest One	0	3	0	255	-	-
6	Rosedale	-	-	-	-	-	-
6	Shaw (Watha T. Daniel)	336	232	1,019	2,452	943	1,645
6	Southeast	94	90	3,130	3,049	-	-
6	Southwest	-	-	-	-	155	-
<b>Ward 6 Totals</b>		<b>742</b>	<b>482</b>	<b>6,387</b>	<b>7,416</b>	<b>1,894</b>	<b>2,323</b>
7	Benning (Dorothy I. Height)	504	345	6,531	6,088	1,587	896
7	Capitol View	-	157	-	1,626	-	504
7	Deanwood	-	-	-	-	-	-
7	Francis Gregory	284	352	1,160	1,751	332	314
<b>Ward 7 Totals</b>		<b>788</b>	<b>854</b>	<b>7,691</b>	<b>9,465</b>	<b>1,919</b>	<b>1,714</b>
8	Anacostia	514	471	9,057	6,426	431	470
8	Bellevue (William O. Lockridge)	259	216	4,043	3,447	250	244
8	Parklands-Turner	-	-	-	-	-	0
<b>Ward 8 Totals</b>		<b>773</b>	<b>687</b>	<b>13,100</b>	<b>9,873</b>	<b>681</b>	<b>714</b>
<b>DCPL Total</b>		<b>5,674</b>	<b>5,500</b>	<b>68,248</b>	<b>59,766</b>	<b>12,014</b>	<b>11,733</b>
<b>Percent Change</b>			<b>-3.07%</b>		<b>-12.43%</b>		<b>-2.34%</b>



	Meetings				Attendance			
	FY2017	FY2018	FY2019	FY2020	FY2017	FY2018	FY2019	FY2020
Q1	4,707	4,460	5,674	5,500	52,130	49,639	68,248	59,766
Q2	4,763	5,358	5,794		55,833	58,751	66,729	
Q3	4,847	5,594	6,041		54,858	55,951	65,737	
Q4	5,033	5,483	5,486		59,456	66,195	63,258	
<b>Total</b>	<b>19,350</b>	<b>20,895</b>	<b>22,995</b>	<b>5,500</b>	<b>222,277</b>	<b>230,536</b>	<b>263,972</b>	<b>59,766</b>

## CUSTOMER ACCESS TO WI-FI

	Location	Q1 FY16	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20
1	Mt. Pleasant	5,091	5,928	6,712	5,741	8,009
<b>Ward 1 Totals</b>		<b>5,091</b>	<b>5,928</b>	<b>6,712</b>	<b>5,741</b>	<b>8,009</b>
2	Martin Luther King, Jr. Memorial Library	24,586	25,191	-	-	-
2	Library Express	-	-	3,617	2,481	2,342
2	Georgetown	4,100	5,375	6,059	4,783	6,775
2	West End	748	1,005	1,745	8,394	9,906
<b>Ward 2 Totals</b>		<b>29,434</b>	<b>31,571</b>	<b>11,421</b>	<b>15,658</b>	<b>19,023</b>
3	Chevy Chase	880	2,873	3,499	2,712	3,644
3	Cleveland Park	1,560	1,056	1,699	9,813	12,698
3	Palisades	1,099	1,381	0	2,325	3,369
3	Tenley-Friendship	3,738	5,007	4,229	3,616	7,051
<b>Ward 3 Totals</b>		<b>7,277</b>	<b>10,317</b>	<b>9,427</b>	<b>18,466</b>	<b>26,762</b>
4	Petworth	5,036	6,613	6,970	6,317	13,304
4	Shepherd Park (Juanita E. Thornton)	611	1,877	2,289	2,443	3,109
4	Takoma Park	1,080	1,510	1,340	1,773	414
<b>Ward 4 Totals</b>		<b>6,727</b>	<b>10,000</b>	<b>10,599</b>	<b>10,533</b>	<b>16,827</b>
5	Lamond-Riggs	1,728	1,917	2,031	2,307	3,364
5	Woodridge	1,366	3,835	5,165	4,395	5,498
<b>Ward 5 Totals</b>		<b>3,094</b>	<b>5,752</b>	<b>7,196</b>	<b>6,702</b>	<b>8,862</b>
6	Northeast	2,265	3,859	4,229	3,332	4,705
6	Northwest One	1,604	1,715	1,652	1,686	2,116
6	Rosedale	1,220	1,476	1,668	1,826	2,307
6	Shaw (Watha T. Daniel)	5,274	7,420	9,317	10,916	14,727
6	Southeast	2,398	3,221	3,661	3,717	5,991
6	Southwest	1,471	1,742	2,584	2,071	1,807
<b>Ward 6 Totals</b>		<b>14,232</b>	<b>19,433</b>	<b>23,111</b>	<b>23,548</b>	<b>31,653</b>
7	Benning (Dorothy I. Height)	4,637	5,714	5,915	5,789	6,482
7	Capitol View	1,756	1,893	215	876	4,146
7	Deanwood	1,307	1,412	1,624	2,039	2,139
7	Francis Gregory	2,099	2,145	2,487	2,587	3,050
<b>Ward 7 Totals</b>		<b>9,799</b>	<b>11,164</b>	<b>10,241</b>	<b>11,291</b>	<b>15,817</b>
8	Anacostia	3,801	4,340	4,598	5,859	6,493
8	Bellevue (William O. Lockridge)	2,366	2,542	2,557	2,790	4,481
8	Parklands-Turner	3,868	4,426	4,979	5,623	7,575
<b>Ward 8 Totals</b>		<b>10,035</b>	<b>11,308</b>	<b>12,134</b>	<b>14,272</b>	<b>18,549</b>
<b>DCPL Total</b>		<b>85,689</b>	<b>105,473</b>	<b>90,841</b>	<b>106,211</b>	<b>145,502</b>
<b>Percent Change</b>			<b>23.09%</b>	<b>-13.87%</b>	<b>16.92%</b>	<b>36.99%</b>

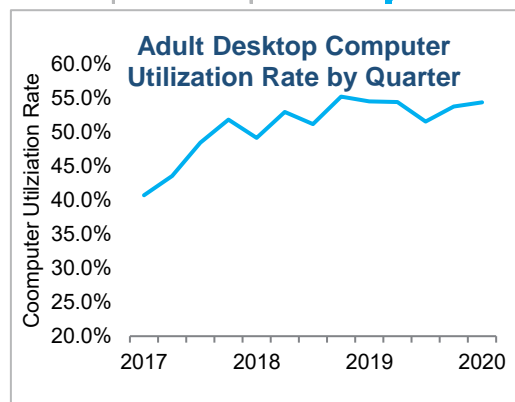
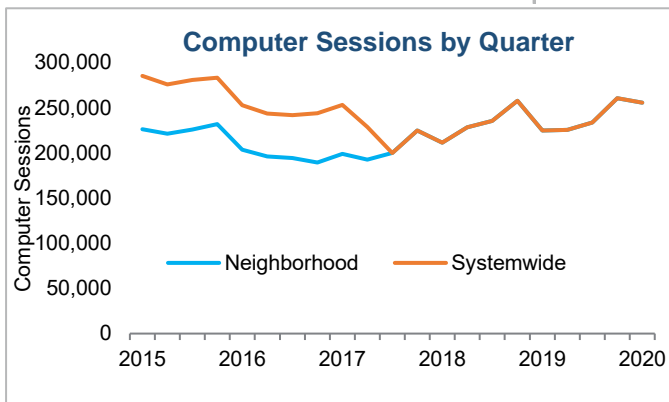


	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Q1	84,388	85,689	105,473	90,841	106,211	145,502
Q2	83,871	93,469	111,816	103,815	122,218	
Q3	87,306	105,611	89,442	107,013	144,670	
Q4	87,916	108,699	94,437	100,573	150,151	
<b>Total</b>	<b>343,481</b>	<b>393,468</b>	<b>401,168</b>	<b>402,242</b>	<b>523,250</b>	<b>145,502</b>

# COMPUTER SESSIONS

Adult Desktop  
Utilization Rate  
Q1 FY20

	Location	Q1 FY17	Q1 FY18	Q1 FY19	Q1 FY20	
1	Mt. Pleasant	12,135	13,998	12,934	12,863	59.5%
<b>Ward 1 Totals</b>		<b>12,135</b>	<b>13,998</b>	<b>12,934</b>	<b>12,863</b>	<b>59.5%</b>
2	Martin Luther King, Jr. Memorial Library	54,060	-	-	-	-
2	Library Express	-	6,192	5,405	8,105	37.4%
2	Georgetown	6,975	7,068	6,729	9,319	35.9%
2	West End	2,661	4,368	12,576	14,965	70.3%
<b>Ward 2 Totals</b>		<b>63,696</b>	<b>17,628</b>	<b>24,710</b>	<b>32,389</b>	<b>48.1%</b>
3	Chevy Chase	2,780	4,016	4,066	6,151	54.9%
3	Cleveland Park	1,408	1,869	4,306	13,315	-
3	Palisades	1,280	0	1,351	1,799	-
3	Tenley-Friendship	10,093	9,858	9,671	10,303	51.8%
<b>Ward 3 Totals</b>		<b>15,561</b>	<b>15,743</b>	<b>19,394</b>	<b>31,568</b>	<b>53.3%</b>
4	Petworth	11,382	10,938	11,844	14,203	54.0%
4	Shepherd Park (Juanita E. Thornton)	5,696	6,593	7,973	10,648	64.8%
4	Takoma Park	5,311	3,658	4,380	72	-
<b>Ward 4 Totals</b>		<b>22,389</b>	<b>21,189</b>	<b>24,197</b>	<b>24,923</b>	<b>58.8%</b>
5	Lamond-Riggs	5,786	7,154	6,978	7,628	62.4%
5	Woodridge	11,137	13,474	13,927	14,765	58.3%
<b>Ward 5 Totals</b>		<b>16,923</b>	<b>20,628</b>	<b>20,905</b>	<b>22,393</b>	<b>60.3%</b>
6	Northeast	7,568	8,485	7,867	8,345	60.2%
6	Northwest One	7,699	9,546	10,743	8,445	60.2%
6	Rosedale	6,406	6,632	5,820	7,504	55.1%
6	Shaw (Watha T. Daniel)	15,140	18,939	16,664	17,926	70.7%
6	Southeast	4,958	8,078	7,920	9,023	65.7%
6	Southwest	5,614	7,356	7,600	6,019	78.2%
<b>Ward 6 Totals</b>		<b>47,385</b>	<b>59,036</b>	<b>56,614</b>	<b>57,262</b>	<b>65.4%</b>
7	Benning (Dorothy I. Height)	12,295	14,493	12,550	13,537	53.0%
7	Capitol View	8,050	466	4,108	10,861	36.8%
7	Deanwood	7,227	6,090	5,501	4,658	33.7%
7	Francis Gregory	10,761	7,759	8,531	8,185	31.5%
<b>Ward 7 Totals</b>		<b>38,333</b>	<b>28,808</b>	<b>30,690</b>	<b>37,241</b>	<b>39.0%</b>
8	Anacostia	13,492	12,217	12,209	13,672	50.2%
8	Bellevue (William O. Lockridge)	12,829	10,648	11,158	10,100	43.3%
8	Parklands-Turner	10,150	11,497	11,998	13,104	61.3%
<b>Ward 8 Totals</b>		<b>36,471</b>	<b>34,362</b>	<b>35,365</b>	<b>36,876</b>	<b>51.6%</b>
<b>DCPL Total</b>		<b>252,893</b>	<b>211,392</b>	<b>224,809</b>	<b>255,515</b>	<b>54.4%</b>
<b>Percent Change</b>			<b>-16.41%</b>	<b>6.35%</b>	<b>13.66%</b>	

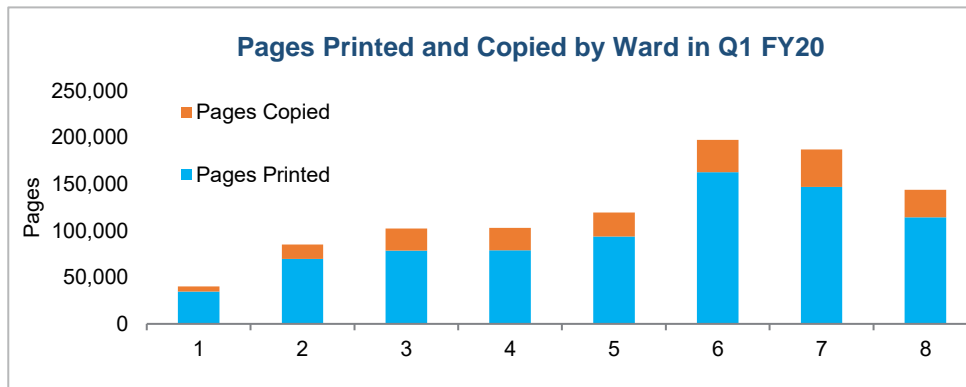


	FY 2017	FY 2018	FY 2019	FY 2020	FY 2017	FY 2018	FY 2019	FY 2020
Q1	252,893	211,392	224,809	255,515	40.7%	49.2%	54.6%	54.4%
Q2	228,529	228,155	225,484		43.6%	53.0%	54.5%	
Q3	199,793	235,243	233,656		48.5%	51.2%	51.6%	
Q4	224,737	257,518	260,428		51.9%	55.3%	53.8%	
<b>Total</b>	<b>905,952</b>	<b>932,308</b>	<b>944,377</b>	<b>255,515</b>	<b>46.1%</b>	<b>55.5%</b>	<b>53.6%</b>	<b>54.4%</b>



# PAGES PRINTED AND COPIED

	Location	Printed		Copied	
		Q1 FY19	Q1 FY20	Q1 FY19	Q1 FY20
1	Mt. Pleasant	23,404	34,559	4,132	5,667
<b>Ward 1 Totals</b>		<b>23,404</b>	<b>34,559</b>	<b>4,132</b>	<b>5,667</b>
2	Martin Luther King, Jr. Memorial Library	-	-	-	-
2	Library Express	11,874	18,689	2,076	4,676
2	Georgetown	18,266	22,560	4,171	5,680
2	West End	21,326	28,619	3,216	5,077
<b>Ward 2 Totals</b>		<b>51,466</b>	<b>69,868</b>	<b>9,463</b>	<b>15,433</b>
3	Chevy Chase	14,322	23,109	3,678	6,239
3	Cleveland Park	6,617	23,212	3,249	8,075
3	Palisades	4,017	8,001	1,569	3,784
3	Tenley-Friendship	24,020	24,402	4,575	5,630
<b>Ward 3 Totals</b>		<b>48,976</b>	<b>78,724</b>	<b>13,071</b>	<b>23,728</b>
4	Petworth	32,328	40,998	5,984	11,241
4	Shepherd Park (Juanita E. Thornton)	22,062	37,896	3,367	12,796
4	Takoma Park	18,154	248	4,590	31
<b>Ward 4 Totals</b>		<b>72,544</b>	<b>79,142</b>	<b>13,941</b>	<b>24,068</b>
5	Lamond-Riggs	23,436	38,017	5,748	10,014
5	Woodridge	39,267	55,782	11,167	15,862
<b>Ward 5 Totals</b>		<b>62,703</b>	<b>93,799</b>	<b>16,915</b>	<b>25,876</b>
6	Northeast	22,069	25,850	4,550	5,064
6	Northwest One	9,980	17,105	2,001	4,493
6	Rosedale	13,797	18,453	2,160	2,470
6	Shaw (Watha T. Daniel)	37,970	52,496	10,172	10,324
6	Southeast	21,374	30,878	5,554	8,987
6	Southwest	18,454	18,237	5,094	3,258
<b>Ward 6 Totals</b>		<b>123,644</b>	<b>163,019</b>	<b>29,531</b>	<b>34,596</b>
7	Benning (Dorothy I. Height)	34,378	48,486	7,985	16,435
7	Capitol View	14,603	42,141	1,615	8,754
7	Deanwood	16,468	14,550	4,665	4,983
7	Francis Gregory	33,063	41,868	7,073	10,111
<b>Ward 7 Totals</b>		<b>98,512</b>	<b>147,045</b>	<b>21,338</b>	<b>40,283</b>
8	Anacostia	32,326	25,849	6,413	9,055
8	Bellevue (William O. Lockridge)	26,384	42,524	5,460	8,930
8	Parklands-Turner	41,465	46,110	8,221	11,590
<b>Ward 8 Totals</b>		<b>100,175</b>	<b>114,483</b>	<b>20,094</b>	<b>29,575</b>
<b>DCPL Total</b>		<b>581,424</b>	<b>780,639</b>	<b>128,485</b>	<b>199,226</b>
<b>Percent Change</b>			<b>34.26%</b>		<b>55.06%</b>



	FY2019	FY2020
Q1	709,909	979,865
Q2	840,397	
Q3	957,053	
Q4	1,040,514	
<b>Total</b>	<b>3,547,873</b>	<b>979,865</b>

## HOURS OF UNPLANNED CLOSURE

	Q1	Q2	Q3	Q4	FY20 Total
Anacostia	1.5				1.5
Deanwood (Co-located)	35				35
Northwest One (Co-located)	7.5				7.5
Parklands-Turner	9				9
Southwest	27				27
<b>Total</b>	<b>80</b>				<b>80</b>

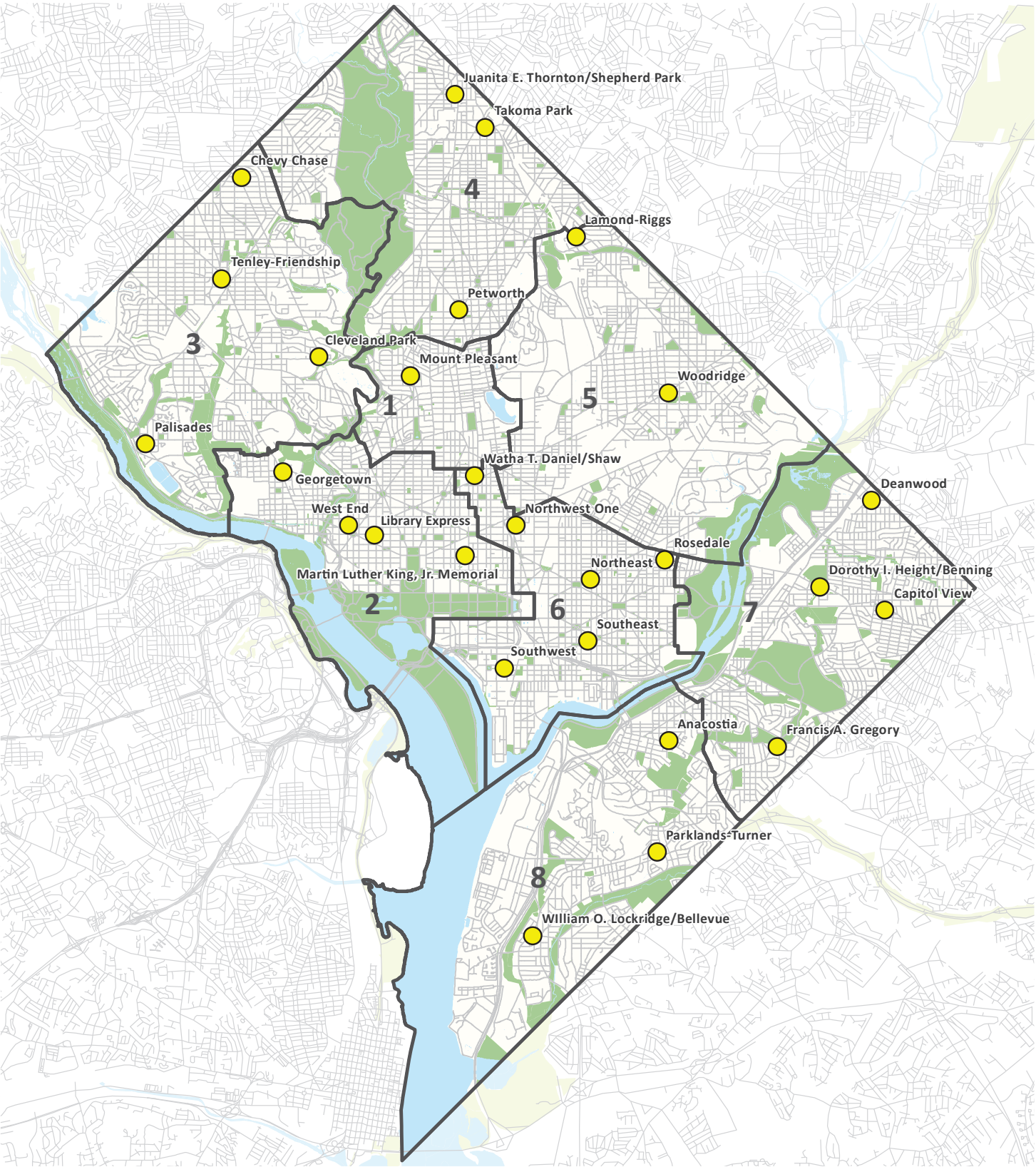
## ONLINE ENGAGEMENT

	Q1	Q2	Q3	Q4	FY20 Total
Impressions	1,541,071	-	-	-	1,541,071
Engagement	29,522	-	-	-	29,522
Engagement Rate	1.9%	-	-	-	1.9%
New Website Visits (Sessions)	889,909	-	-	-	889,909
Overall Visits (Sessions)	1,294,662	-	-	-	1,294,662
New Visits as a % of overall visits	68.7%	-	-	-	68.7%

## HUMAN RESOURCES

	Q1 FY19	Q1 FY20	% Change
Vacancy Rate	5.6%	9.5%	68.7%
# Staff of Extended Leave New	6	9	50.0%
# Staff on Extended Leave (Cont.)	14	8	-42.9%
Total Staff on Extended Leave	20	17	-15.0%

# Map of DC Public Libraries by Ward



## DCPL PERFORMANCE REPORT DATA GLOSSARY

**Active Accounts by Ward** – The number of user accounts with activity in the last three years. Accounts are sorted by ward 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 and attributed to wards based on the cardholder's residence provided in account information.

**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.

**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.