

# **LIBRARY SERVICES**

## **QUARTERLY PERFORMANCE REPORT**

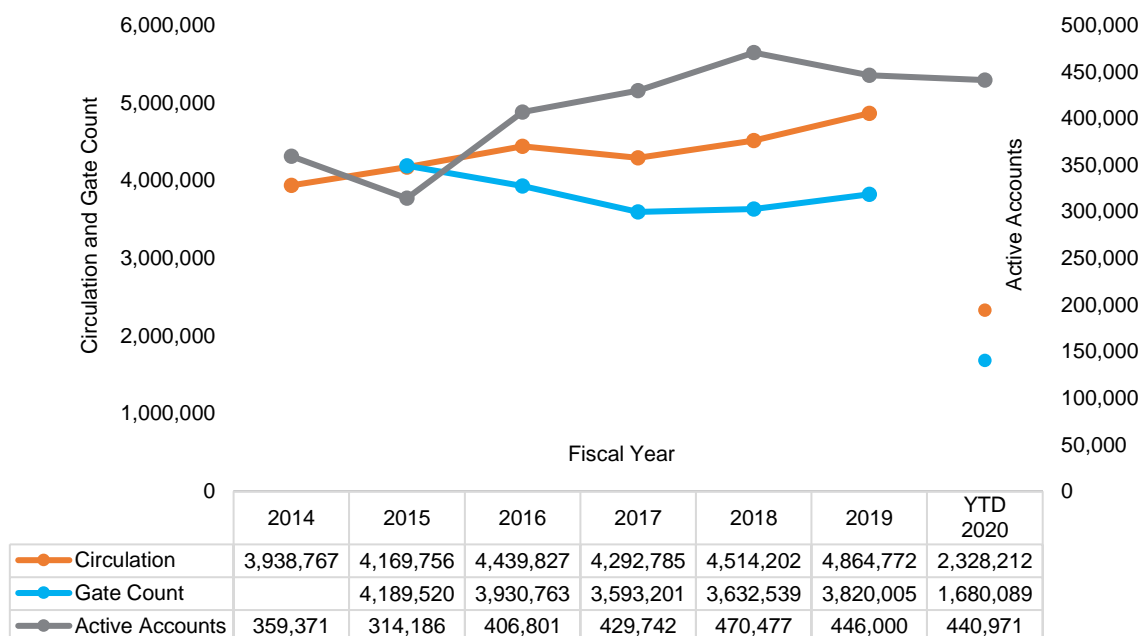
**Q2 FY20**



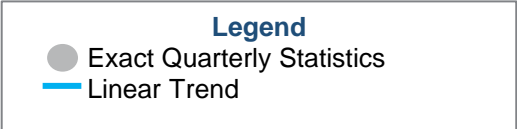
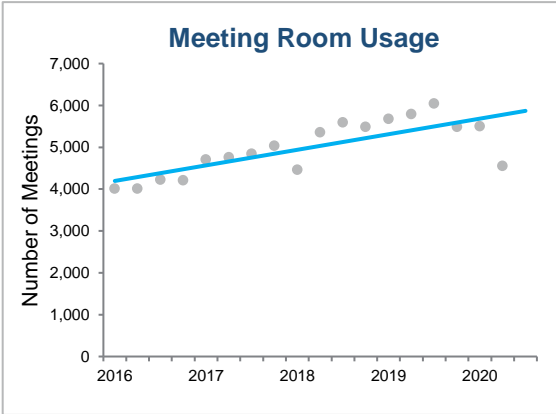
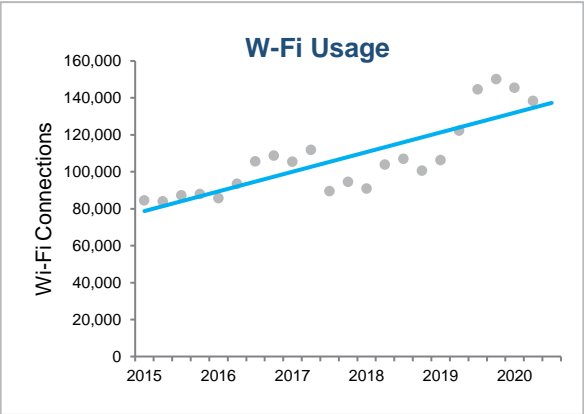
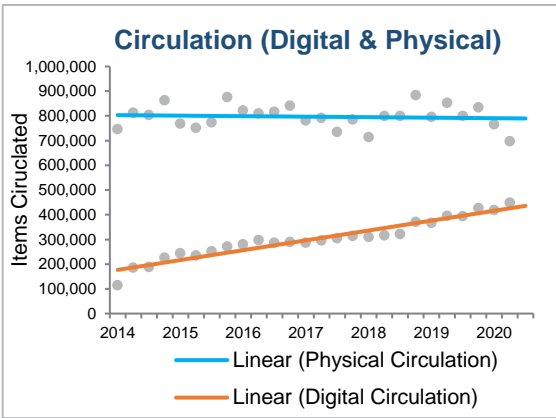
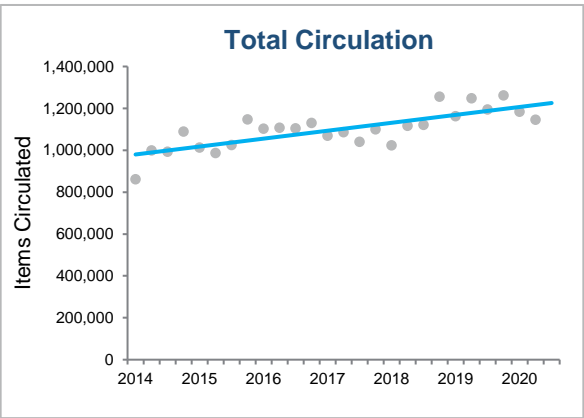
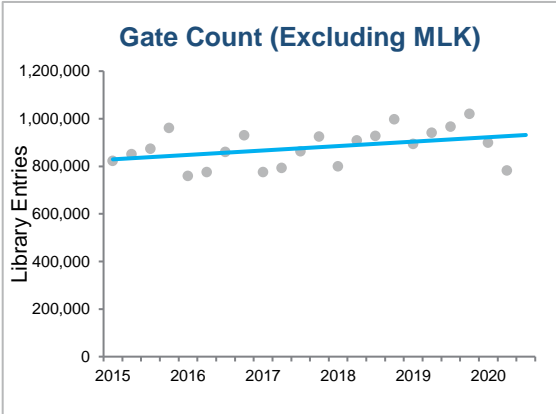
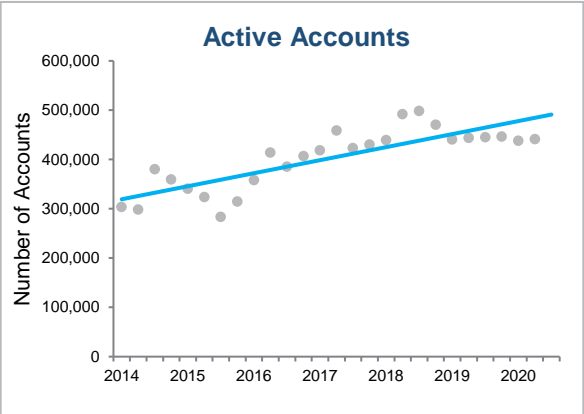
## EXECUTIVE SUMMARY

- Due to the DC government shut down, the DC Public Library was closed system-wide from March 16th through March 31st, for a total of 3,943 hours. This closure represents 19% of the quarter's hours. The Woodridge Neighborhood Library was closed an additional 54 hours due to an HVAC problem.
- Despite the closure, several performance measures are up compared to the same quarter last year including customer access to wifi and pages printed and copied. Digital circulation in Q2 of 448,269 is greater than any previous quarter. On March 14th and 15th, the Library lent 41,237 physical items, more than twice the number usually lent on a weekend as DCPL customers anticipated the coming closure. Database use is 70% higher than last year with 975,925 interactions; most of the increase is attributable to a January spike in downloads from Reference USA.
- At the end of March, DC Public Library restored access to 92,200 expired, blocked, and barred accounts to increase accessibility, and extended the expiration date for online accounts from 30 to 90 days.
- Between February 1st and March 12th there were 45 tax preparation programs with 1,032 attendees.
- The Library hosted 77 Black History Month programs with 1,405 attendees. Notable programs included the screening of Harriet at the Watha T. Daniel/Shaw Neighborhood Library with At-Large Councilmember Elissa Silverman and an evening of performances, interviews, artwork and more, starring emcee, columnist, community advocate and lifelong Washingtonian Rayceen Pendarvis at Cleveland Park.
- The Library completed its Winter Read20 campaign which ran from Dec. 16 - Jan. 17. A dozen neighborhood libraries held over 30 programs during the campaign, attracting more than 600 attendees. The Library partnered with five Smithsonian Museums to show families how they can use reading as a way to enhance family time. This resulted in a video featuring each museum's favorite children's books, which families could check out from the library after a museum visit.

### Key Performance Metrics by Fiscal Year

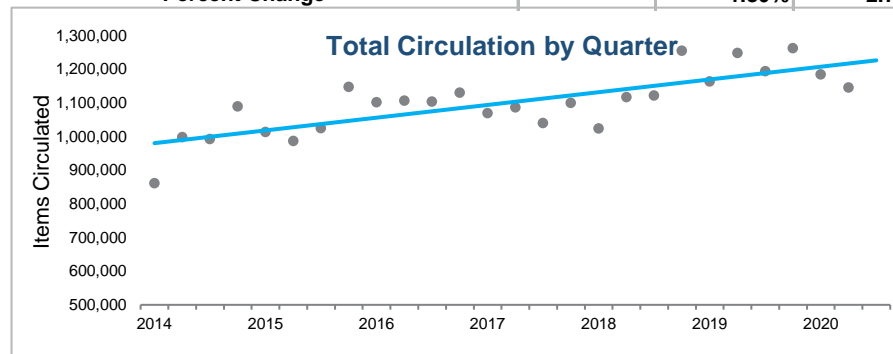


# HISTORICAL TRENDS



# CIRCULATION

Ward	Location	Q2 FY16	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20
1	Mt. Pleasant	61,805	62,655	75,571	73,818	60,026
<b>Ward 1 Totals</b>		<b>61,805</b>	<b>62,655</b>	<b>75,571</b>	<b>73,818</b>	<b>60,026</b>
2	Martin Luther King, Jr. Memorial Library	230,335	175,504	674	458	344
2	Library Express	-	-	7,965	8,725	5,771
2	Georgetown	45,841	44,142	46,088	42,148	34,035
2	West End	16,470	17,956	39,913	51,126	44,433
<b>Ward 2 Totals</b>		<b>292,646</b>	<b>237,602</b>	<b>94,640</b>	<b>102,457</b>	<b>84,583</b>
3	Chevy Chase	26,524	40,791	52,085	52,664	46,720
3	Cleveland Park	56,174	35,388	42,573	82,525	71,205
3	Palisades	22,465	16,441	28,372	37,380	25,718
3	Tenley-Friendship	64,398	66,478	72,478	72,205	59,890
<b>Ward 3 Totals</b>		<b>169,561</b>	<b>159,098</b>	<b>195,508</b>	<b>244,774</b>	<b>203,533</b>
4	Petworth	34,045	33,347	44,848	44,692	35,669
4	Shepherd Park (Juanita E. Thornton)	2,511	13,974	17,418	18,240	14,480
4	Takoma Park	21,712	19,974	24,658	25,372	21,937
<b>Ward 4 Totals</b>		<b>58,268</b>	<b>67,295</b>	<b>86,924</b>	<b>88,304</b>	<b>72,086</b>
5	Lamond-Riggs	13,100	20,203	15,307	16,214	12,940
5	Woodridge	12,481	37,488	51,347	52,313	36,073
<b>Ward 5 Totals</b>		<b>25,581</b>	<b>57,691</b>	<b>66,654</b>	<b>68,527</b>	<b>49,013</b>
6	Northeast	34,479	39,220	52,476	53,993	49,633
6	Northwest One	5,915	7,296	10,059	10,748	7,875
6	Rosedale	9,285	7,896	12,539	11,038	9,410
6	Shaw (Watha T. Daniel)	28,641	37,806	52,447	53,190	42,410
6	Southeast	36,379	36,502	45,239	46,622	38,637
6	Southwest	17,598	16,356	17,898	17,696	12,472
<b>Ward 6 Totals</b>		<b>132,297</b>	<b>145,076</b>	<b>190,658</b>	<b>193,287</b>	<b>160,437</b>
7	Benning (Dorothy I. Height)	13,125	13,080	16,023	12,578	9,096
7	Capitol View	12,495	4,111	8,997	7,140	8,153
7	Deanwood	4,541	4,865	7,467	7,865	4,771
7	Francis Gregory	9,015	8,325	12,336	12,502	10,051
<b>Ward 7 Total</b>		<b>39,176</b>	<b>30,381</b>	<b>44,823</b>	<b>40,085</b>	<b>32,071</b>
8	Anacostia	11,044	9,822	9,206	11,129	8,302
8	Bellevue (William O. Lockridge)	8,667	7,453	9,166	8,172	9,082
8	Parklands-Turner	10,816	10,094	11,615	8,277	5,797
<b>Ward 8 Totals</b>		<b>30,527</b>	<b>27,369</b>	<b>29,987</b>	<b>27,578</b>	<b>23,181</b>
Other	Jail Library	-	3,897	14,248	13,772	11,483
<b>Physical Circulation</b>		<b>809,861</b>	<b>791,064</b>	<b>799,013</b>	<b>852,602</b>	<b>696,413</b>
<b>Digital Circulation</b>		<b>296,144</b>	<b>295,013</b>	<b>316,860</b>	<b>394,999</b>	<b>448,269</b>
<b>Total Circulation</b>		<b>1,106,005</b>	<b>1,086,077</b>	<b>1,115,873</b>	<b>1,247,601</b>	<b>1,144,682</b>
<b>Percent Change</b>			<b>-1.80%</b>	<b>2.74%</b>	<b>11.80%</b>	<b>-8.25%</b>

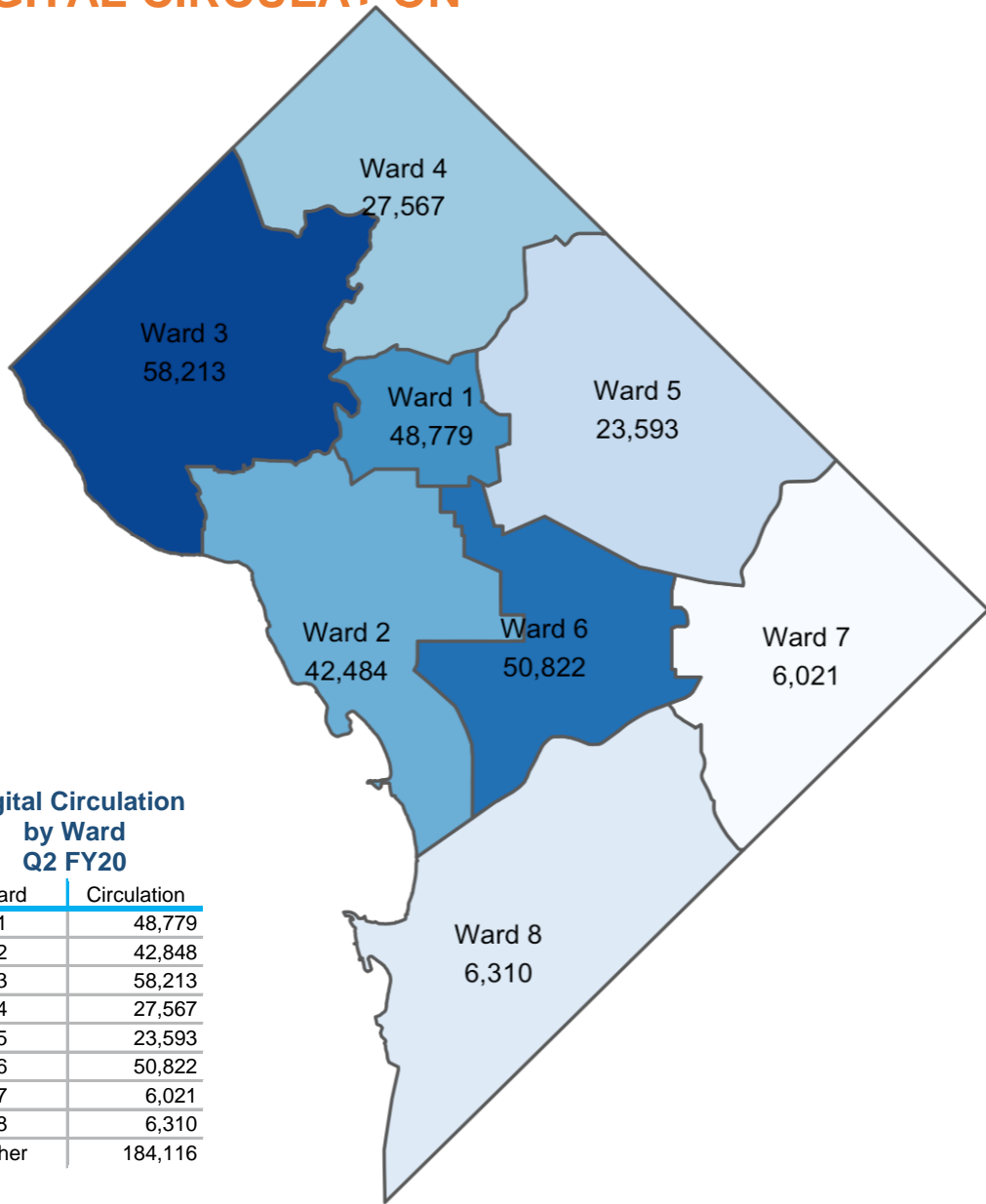


## Notes:

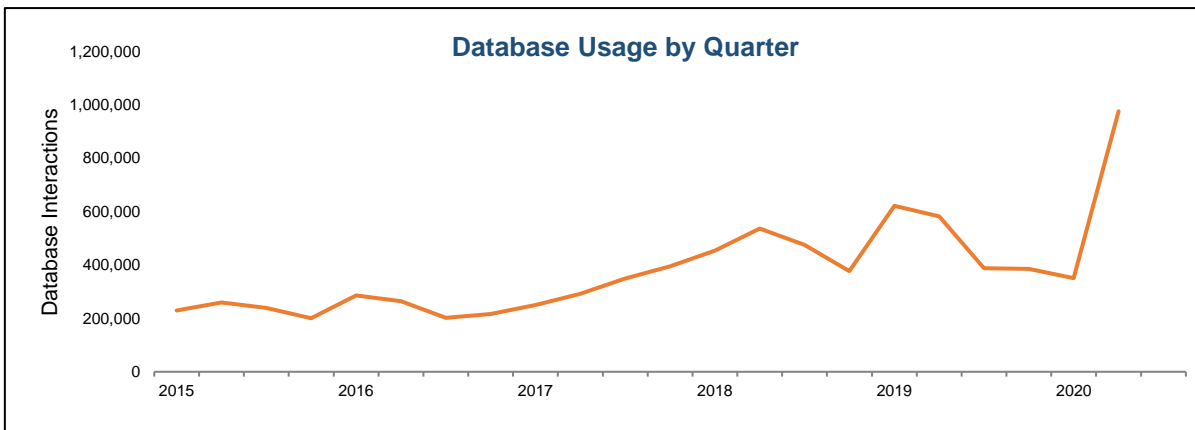
\*Prior to FY18 Q1 circulation performed at self check machines was assigned to Martin Luther King Jr. Memorial Library. Between October - January FY18 these circulation transactions were assigned to the cardholder's home neighborhood branch. Beginning February FY18 self check circulation transactions 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	1,144,682
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>2,328,212</b>

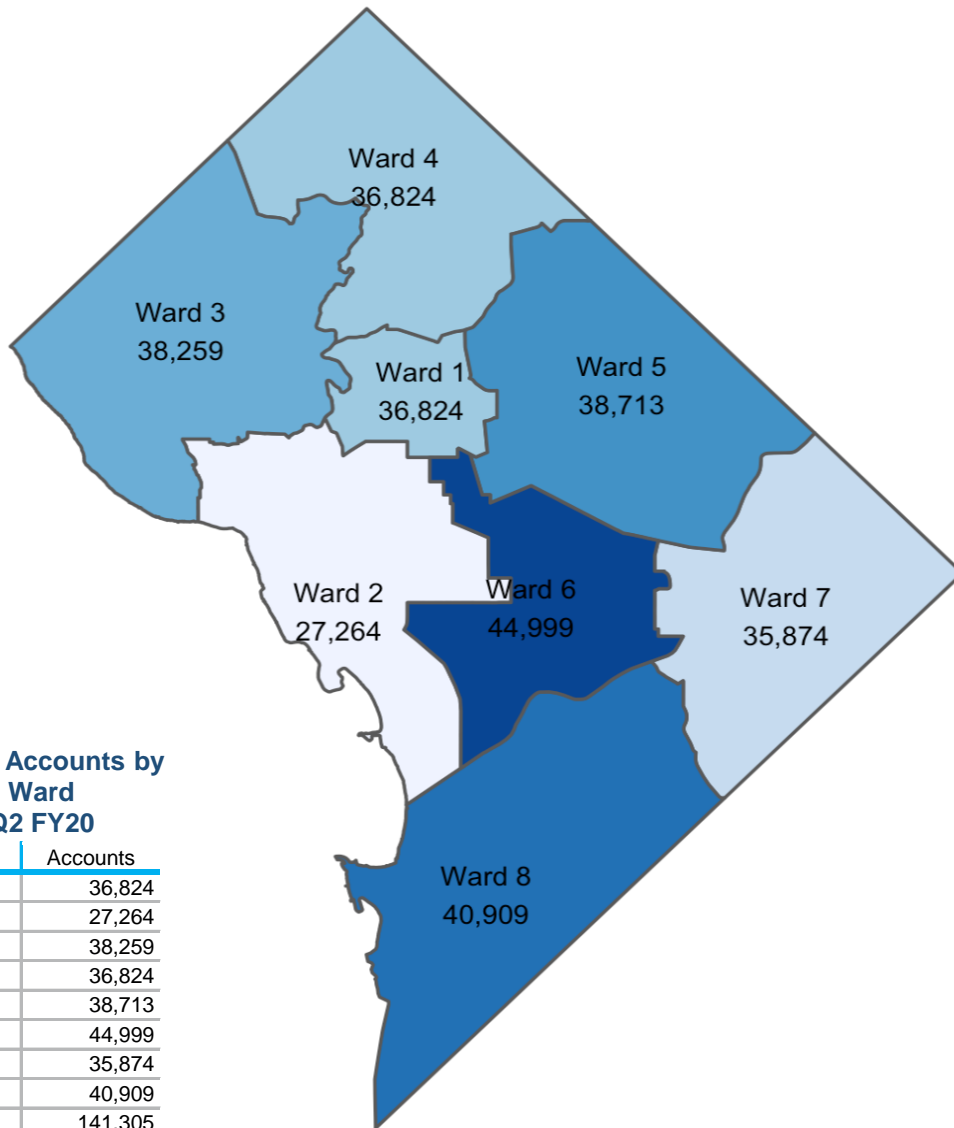
# DIGITAL CIRCULATION



Ward	Circulation
1	48,779
2	42,848
3	58,213
4	27,567
5	23,593
6	50,822
7	6,021
8	6,310
Other	184,116

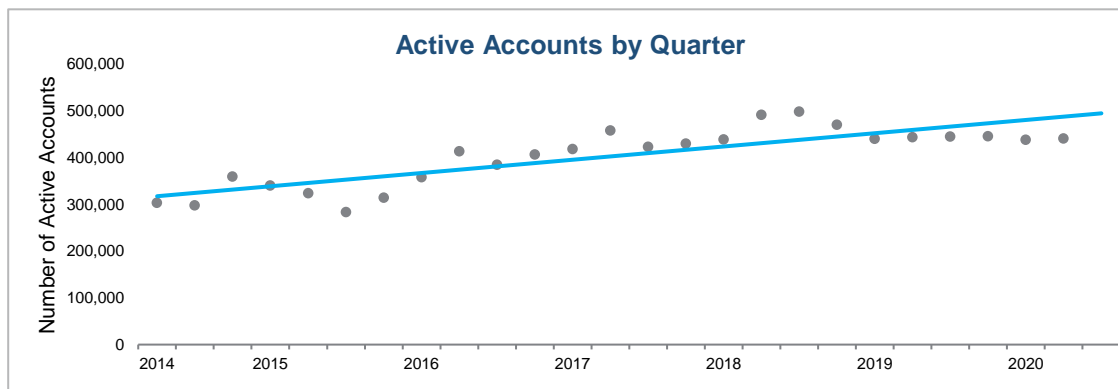


## ACTIVE ACCOUNTS



**Active Accounts by Ward  
Q2 FY20**

Ward	Accounts
1	36,824
2	27,264
3	38,259
4	36,824
5	38,713
6	44,999
7	35,874
8	40,909
Other	141,305



	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	440,971
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

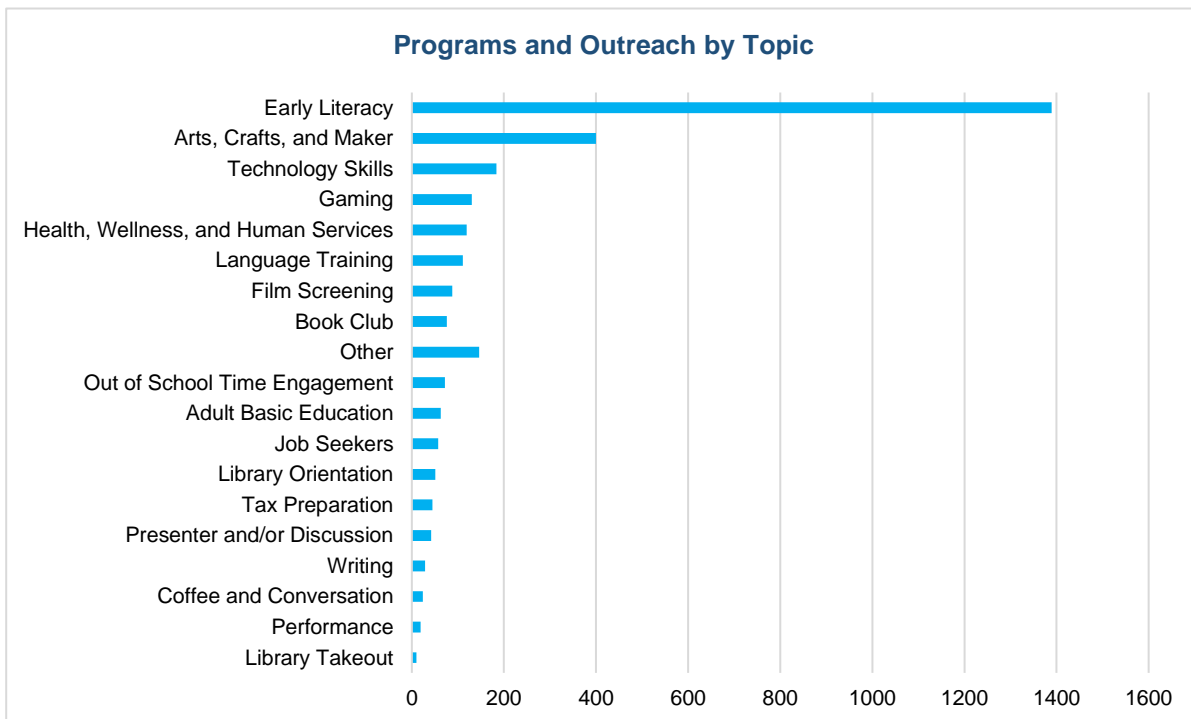
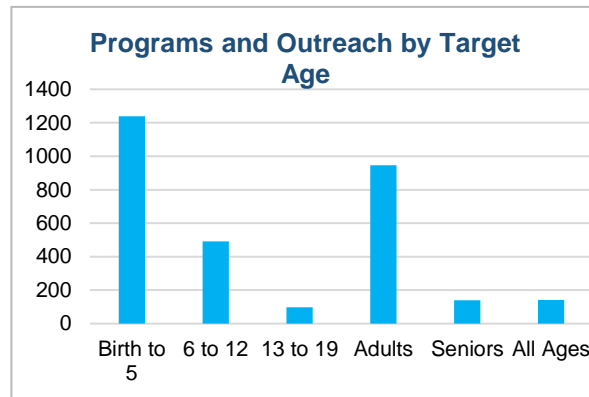
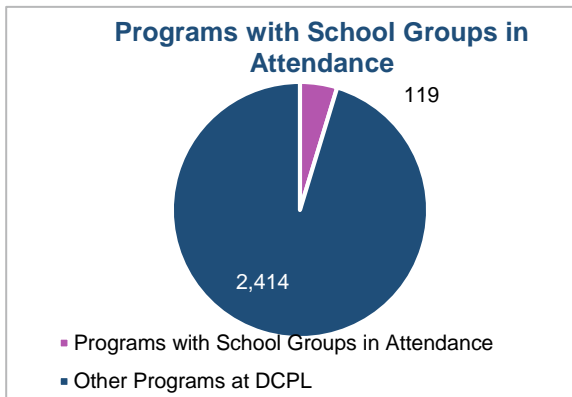
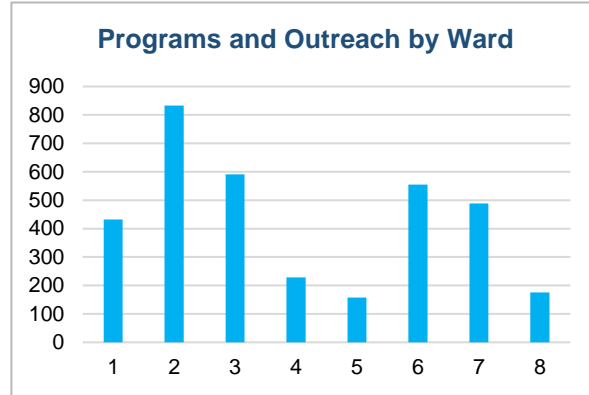
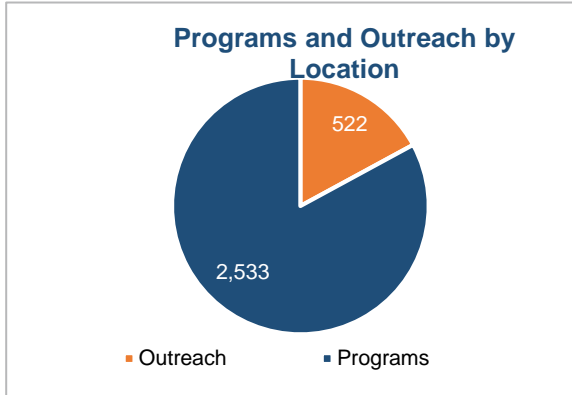
Q2 FY20

Total Programs and Outreach

3,055

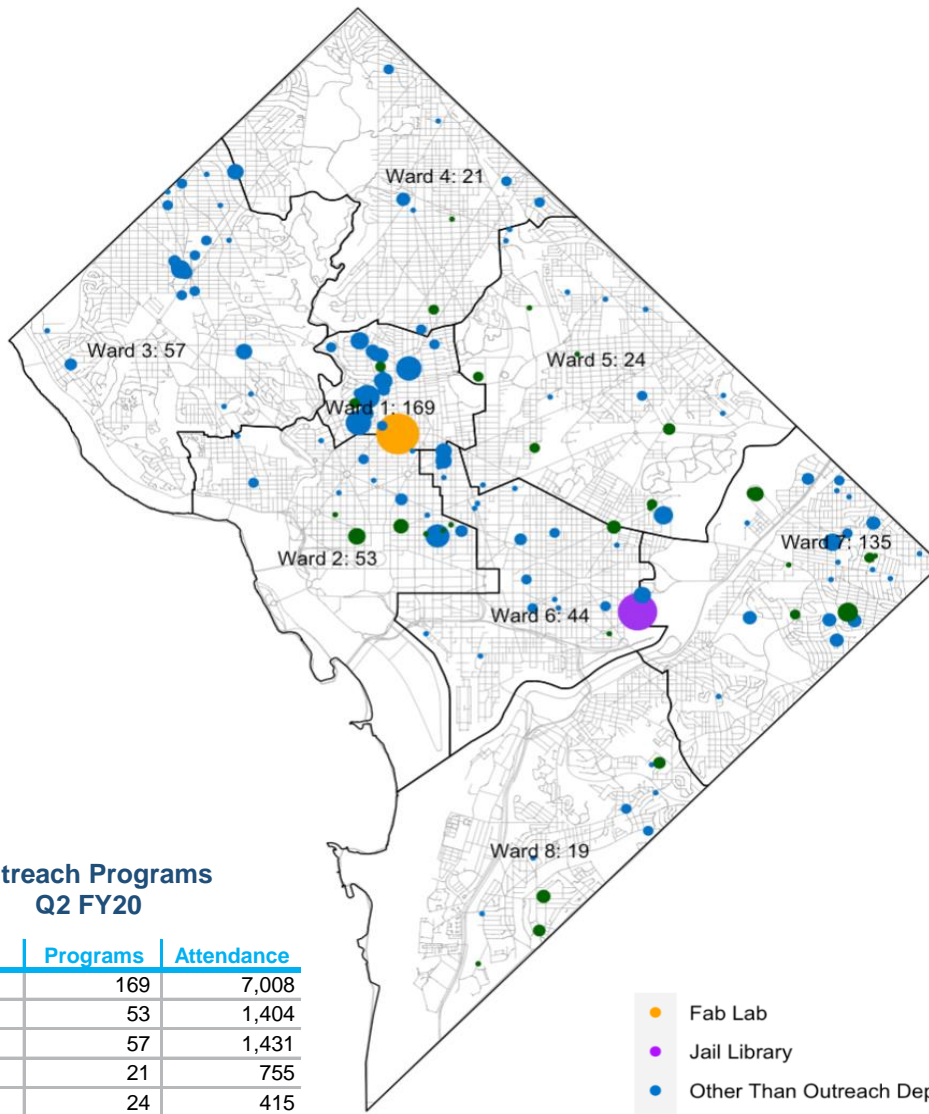
Total Attendance

76,511



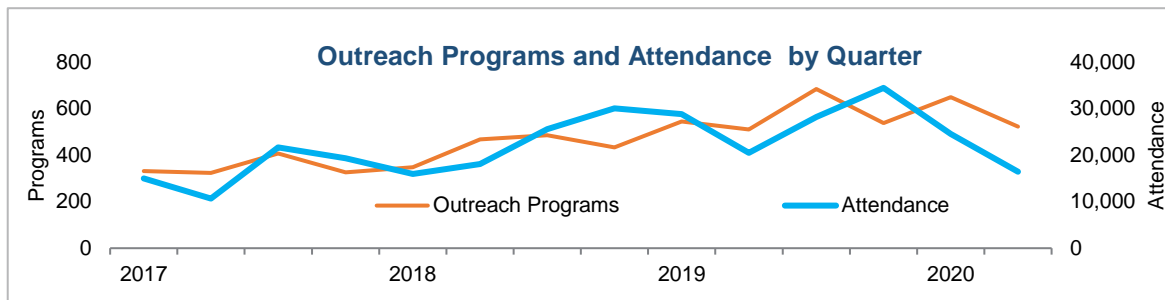
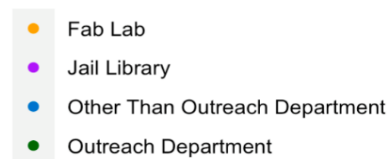


# OUTREACH



**Outreach Programs  
Q2 FY20**

Ward	Programs	Attendance
1	169	7,008
2	53	1,404
3	57	1,431
4	21	755
5	24	415
6	44	1,071
7	135	3,910
8	19	401

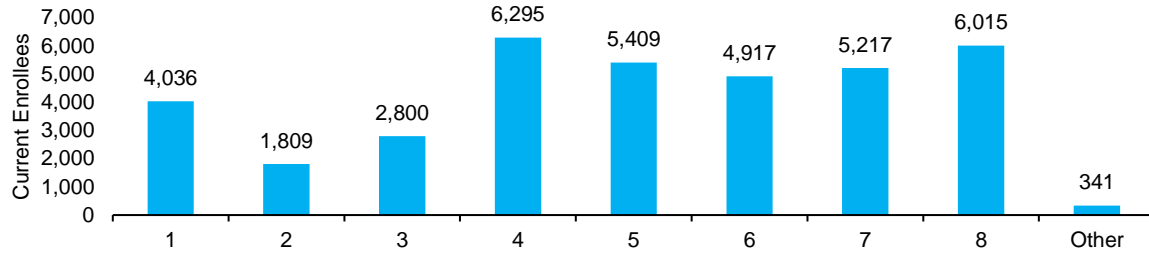


	Programs				Attendance			
	FY2017	FY2018	FY2019	FY2020	FY2017	FY2018	FY2019	FY2020
Q1	331	348	544	648	14,958	15,917	28,789	24,519
Q2	323	467	510	522	10,647	18,083	20,431	16,395
Q3	407	485	683		21,599	25,552	28,127	
Q4	326	432	537		19,318	29,972	34,396	
<b>Total</b>	<b>1,387</b>	<b>1,732</b>	<b>2,274</b>	<b>1,170</b>	<b>66,522</b>	<b>89,524</b>	<b>111,743</b>	<b>40,914</b>



# EARLY LITERACY

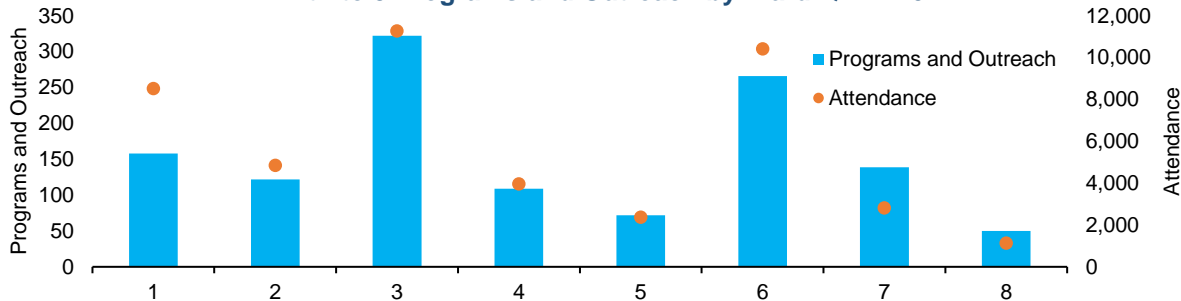
**Books from Birth Enrollment by Ward Q2 FY20**



**Books from Birth Enrollment by Quarter**

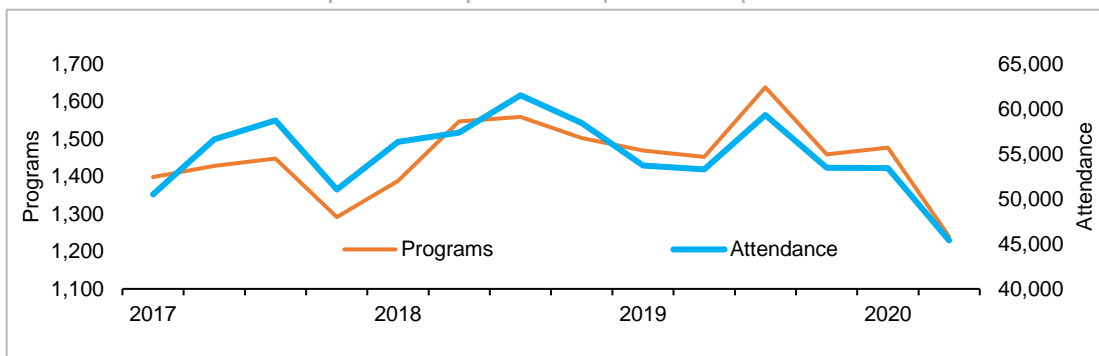
	Q4 FY18	Q1 FY19	Q2 FY19	Q3 FY19	Q4 FY19	Q1 FY20	Q2 FY20
Eligible Children Citywide	41,955	41,955	41,955	41,955	41,955	41,955	41,955
Enrollment Citywide	31,468	32,654	34,261	34,813	35,736	36,243	36,839
% of Citywide Eligible Enrolled	<b>75.00%</b>	<b>77.75%</b>	<b>81.58%</b>	<b>82.98%</b>	<b>85.18%</b>	<b>86.39%</b>	<b>87.81%</b>
Graduated Citywide	8,037	8,710	10,037	11,167	12,304	13,536	14,728
Eligible Children in Target Areas	25,217	25,217	25,217	25,217	25,217	25,217	25,217
Enrollment in Target Areas	20,413	21,113	22,150	22,504	23,077	23,368	23,802
% Target Areas Enrolled	<b>80.9%</b>	<b>83.7%</b>	<b>87.8%</b>	<b>89.2%</b>	<b>91.5%</b>	<b>92.7%</b>	<b>94.4%</b>
Total Enrolled + Total Graduated	<b>39,505</b>	<b>41,364</b>	<b>44,298</b>	<b>45,980</b>	<b>48,040</b>	<b>49,779</b>	<b>51,567</b>

**Birth to 5 Programs and Outreach by Ward Q2 FY20**

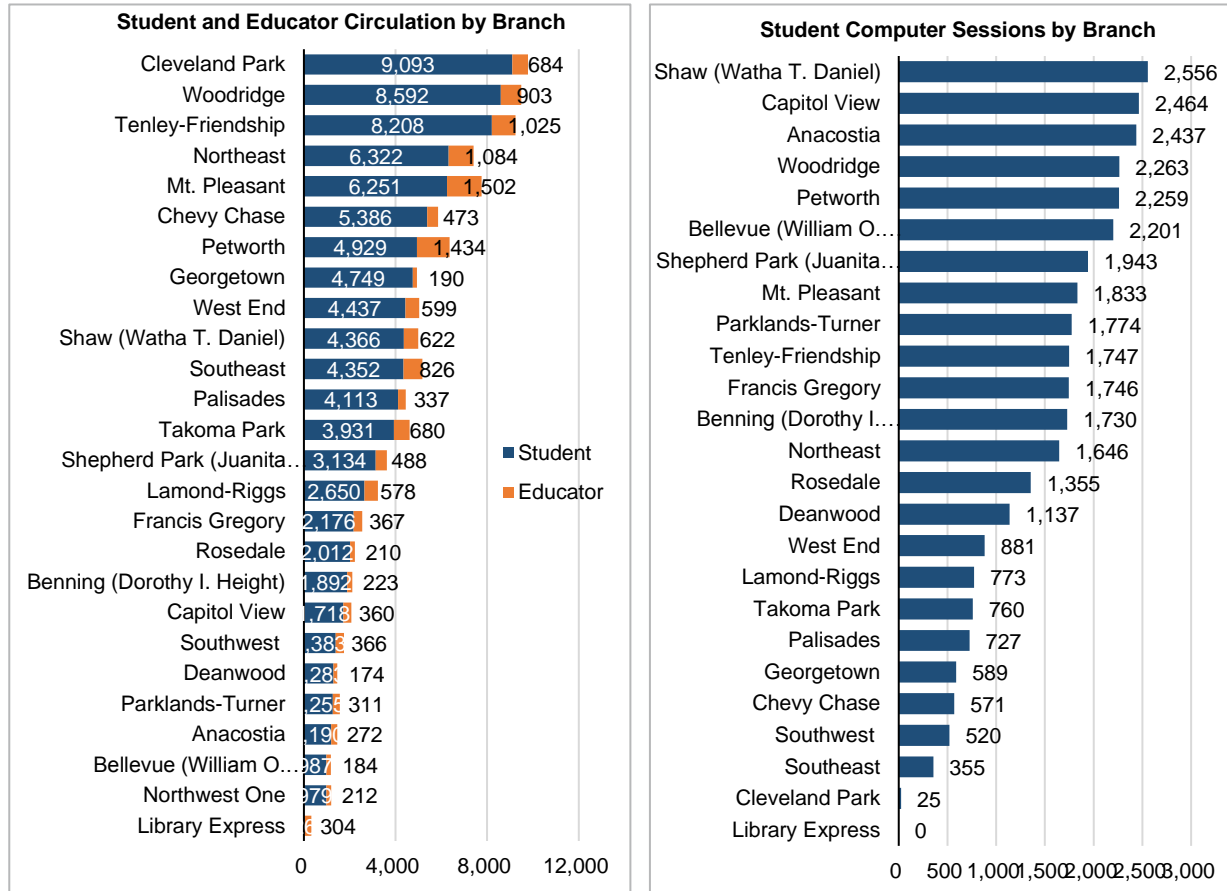


**Birth to 5 Programs and Outreach by Quarter**

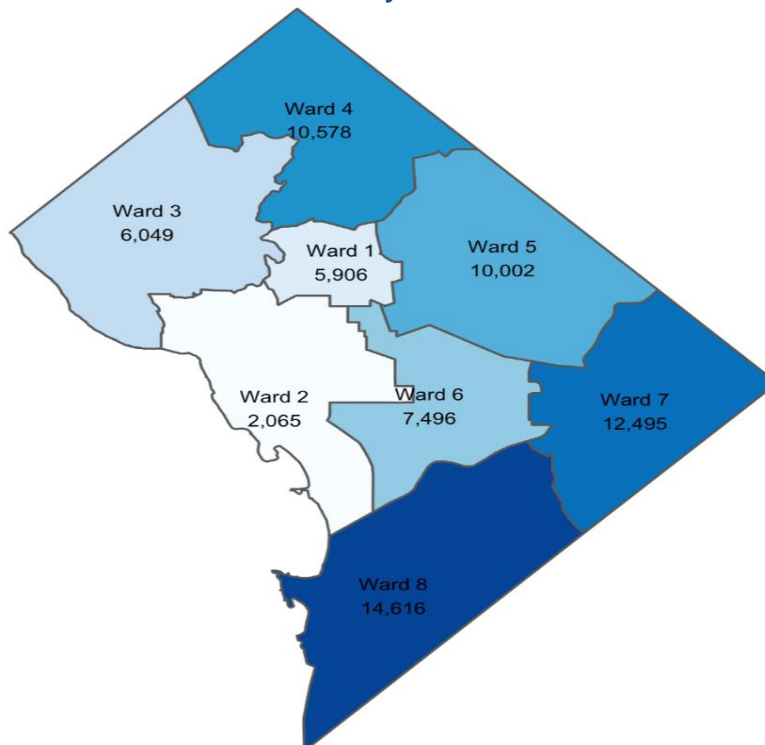
	FY 2017	FY 2018	FY 2019	FY 2020
Q1	1,398	1,388	1,469	1,476
Q2	1,428	1,546	1,452	1,239
Q3	1,447	1,558	1,637	
Q4	1,291	1,502	1,458	
<b>Total</b>	<b>5,564</b>	<b>5,994</b>	<b>6,016</b>	



# STUDENT AND EDUCATOR ACCOUNT ACTIVITY

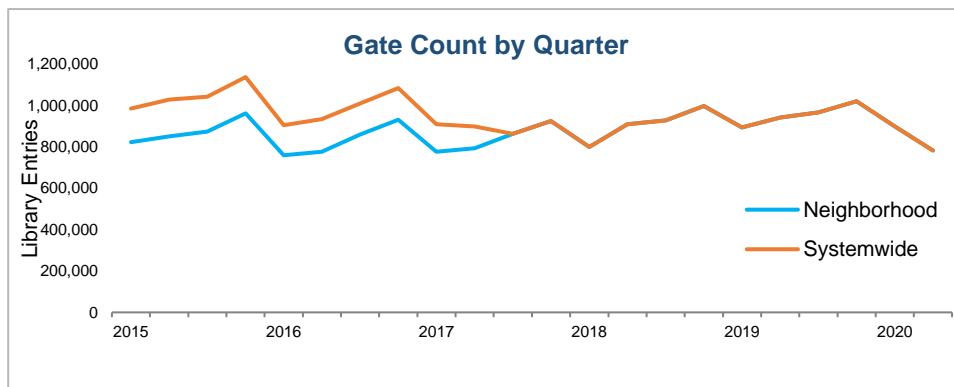


Active Student Accounts by Ward Q2 FY20



# GATE COUNT

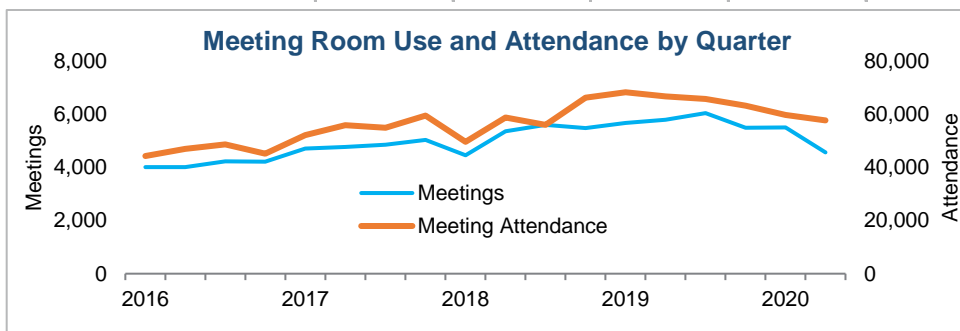
Ward	Location	Q2 FY16	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20
1	Mt. Pleasant	59,060	64,556	63,373	63,481	48,000
<b>Ward 1 Totals</b>		<b>59,060</b>	<b>64,556</b>	<b>63,373</b>	<b>63,481</b>	<b>48,000</b>
2	Martin Luther King, Jr. Memorial Library	157,012	105,547	-	-	-
2	Library Express	-	-	25,343	27,894	11,153
2	Georgetown	31,906	36,379	35,952	34,648	27,396
2	West End	20,887	20,915	48,340	55,224	70,158
<b>Ward 2 Totals</b>		<b>209,805</b>	<b>162,841</b>	<b>109,635</b>	<b>117,766</b>	<b>108,707</b>
3	Chevy Chase	20,916	35,870	37,594	36,230	32,627
3	Cleveland Park	59,329	17,063	18,697	54,507	49,423
3	Palisades	22,633	14,736	22,684	25,526	22,212
3	Tenley-Friendship	58,253	59,224	59,837	49,406	44,987
<b>Ward 3 Totals</b>		<b>161,131</b>	<b>126,893</b>	<b>138,812</b>	<b>165,669</b>	<b>149,249</b>
4	Petworth	43,608	42,366	42,987	45,550	38,919
4	Shepherd Park (Juanita E. Thornton)	112	21,762	25,163	24,838	21,966
4	Takoma Park	21,086	18,031	18,942	18,750	11,172
<b>Ward 4 Totals</b>		<b>64,806</b>	<b>82,159</b>	<b>87,092</b>	<b>89,138</b>	<b>72,057</b>
5	Lamond-Riggs	27,141	26,996	28,697	26,263	22,690
5	Woodridge	18,823	35,982	41,477	46,027	33,471
<b>Ward 5 Totals</b>		<b>45,964</b>	<b>62,978</b>	<b>70,174</b>	<b>72,290</b>	<b>56,161</b>
6	Northeast	27,863	29,513	35,787	40,780	31,046
6	Northwest One	20,291	24,220	25,055	22,650	17,119
6	Rosedale	19,596	19,289	22,599	21,485	19,959
6	Shaw (Watha T. Daniel)	50,927	56,901	68,738	63,770	48,612
6	Southeast	38,311	37,353	41,965	43,638	39,097
6	Southwest	24,893	24,433	26,001	22,891	14,237
<b>Ward 6 Totals</b>		<b>181,881</b>	<b>191,709</b>	<b>220,145</b>	<b>215,214</b>	<b>170,070</b>
7	Benning (Dorothy I. Height)	45,333	46,268	54,927	50,768	33,039
7	Capitol View	22,504	15,811	14,948	10,159	24,068
7	Deanwood	20,662	21,537	20,059	23,542	15,245
7	Francis Gregory	26,035	26,706	28,044	27,226	18,713
<b>Ward 7 Totals</b>		<b>114,534</b>	<b>110,322</b>	<b>117,978</b>	<b>111,695</b>	<b>91,065</b>
8	Anacostia	39,397	38,804	40,048	43,801	37,256
8	Bellevue (William O. Lockridge)	23,672	24,516	23,306	26,400	22,897
8	Parklands-Turner	32,536	32,996	37,597	35,720	26,197
<b>Ward 8 Totals</b>		<b>95,605</b>	<b>96,316</b>	<b>100,951</b>	<b>105,921</b>	<b>86,350</b>
<b>DCPL Total</b>		<b>932,786</b>	<b>897,774</b>	<b>908,160</b>	<b>941,174</b>	<b>781,659</b>
<b>Percent Change</b>			<b>-3.75%</b>	<b>1.16%</b>	<b>3.64%</b>	<b>-16.95%</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	781,659
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>1,680,089</b>

# MEETING AND STUDY ROOM USE

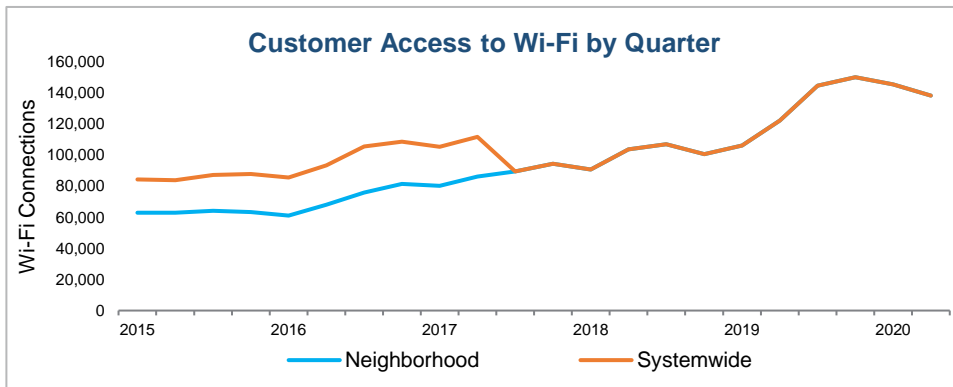
Ward	Location	Meetings		Attendance		Study Sessions	
		Q2 FY19	Q2 FY20	Q2 FY19	Q2 FY20	Q2 FY19	Q2 FY20
1	Mt. Pleasant	448	314	4,417	3,721	688	544
<b>Ward 1 Totals</b>		<b>448</b>	<b>314</b>	<b>4,417</b>	<b>3,721</b>	<b>688</b>	<b>544</b>
2	Martin Luther King, Jr. Memorial	-	-	-	-	-	-
2	Library Express	46	38	314	210	289	105
2	Georgetown	256	208	2,434	2,307	536	367
2	West End	346	281	3,320	4,890	990	1,048
<b>Ward 2 Totals</b>		<b>648</b>	<b>527</b>	<b>6,068</b>	<b>7,407</b>	<b>1,815</b>	<b>1,520</b>
3	Chevy Chase	83	58	754	420	-	-
3	Cleveland Park	351	120	3,404	2,435	1,068	728
3	Palisades	73	84	845	920	191	159
3	Tenley-Friendship	120	122	1,570	1,599	1,691	1,422
<b>Ward 3 Totals</b>		<b>627</b>	<b>384</b>	<b>6,573</b>	<b>5,374</b>	<b>2,950</b>	<b>2,309</b>
4	Petworth	308	257	2,403	2,803	498	399
4	Shepherd Park / Lucretia	329	435	3,470	3,011	582	418
4	Takoma Park	123	95	496	390	-	-
<b>Ward 4 Totals</b>		<b>760</b>	<b>787</b>	<b>6,369</b>	<b>6,204</b>	<b>1,080</b>	<b>817</b>
5	Lamond-Riggs	416	267	1,067	1,975	189	116
5	Woodridge	578	298	8,575	6,032	852	728
<b>Ward 5 Totals</b>		<b>994</b>	<b>565</b>	<b>9,642</b>	<b>8,007</b>	<b>1,041</b>	<b>844</b>
6	Northeast	229	153	2,597	2,406	826	547
6	Northwest One	5	1	300	80	-	-
6	Rosedale	-	-	-	-	-	-
6	Shaw (Watha T. Daniel)	309	218	3,035	2,175	1,590	1,113
6	Southeast	113	95	3,514	2,625	-	-
6	Southwest	-	-	-	-	157	-
<b>Ward 6 Totals</b>		<b>656</b>	<b>467</b>	<b>9,446</b>	<b>7,286</b>	<b>2,573</b>	<b>1,660</b>
7	Benning (Dorothy I. Height)	530	369	9,136	7,010	1,196	887
7	Capitol View	5	166	26	2,145	3	404
7	Deanwood	-	-	-	-	-	-
7	Francis Gregory	331	289	1,448	1,832	511	351
<b>Ward 7 Totals</b>		<b>866</b>	<b>824</b>	<b>10,610</b>	<b>10,987</b>	<b>1,710</b>	<b>1,642</b>
8	Anacostia	559	490	10,518	6,041	499	566
8	Bellevue (William O. Lockridge)	236	199	3,086	2,667	238	237
8	Parklands-Turner	-	-	-	-	-	0
<b>Ward 8 Totals</b>		<b>795</b>	<b>689</b>	<b>13,604</b>	<b>8,708</b>	<b>737</b>	<b>803</b>
<b>DCPL Total</b>		<b>5,794</b>	<b>4,557</b>	<b>66,729</b>	<b>57,694</b>	<b>12,594</b>	<b>10,139</b>
<b>Percent Change</b>			<b>-21.35%</b>		<b>-13.54%</b>		<b>-19.49%</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	4,557	55,833	58,751	66,729	57,694
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>10,057</b>	<b>222,277</b>	<b>230,536</b>	<b>263,972</b>	<b>117,460</b>

## CUSTOMER ACCESS TO WI-FI

	Location	Q2 FY16	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20
1	Mt. Pleasant	5,366	6,856	6,571	7,849	8,955
<b>Ward 1 Totals</b>		<b>5,366</b>	<b>6,856</b>	<b>6,571</b>	<b>7,849</b>	<b>8,955</b>
2	Martin Luther King, Jr. Memorial Library	25,382	25,622	-	-	-
2	Library Express	-	-	2,849	2,542	2,158
2	Georgetown	4,475	5,852	5,699	5,935	6,403
2	West End	816	967	9,506	7,878	8,868
<b>Ward 2 Totals</b>		<b>30,673</b>	<b>32,441</b>	<b>18,054</b>	<b>16,355</b>	<b>17,429</b>
3	Chevy Chase	1,136	3,224	3,743	3,025	3,607
3	Cleveland Park	1,699	1,404	1,592	10,939	12,317
3	Palisades	1,327	1,167	1,733	2,857	3,353
3	Tenley-Friendship	4,242	5,293	4,151	4,690	6,753
<b>Ward 3 Totals</b>		<b>8,404</b>	<b>11,088</b>	<b>11,219</b>	<b>21,511</b>	<b>26,030</b>
4	Petworth	5,542	6,731	7,347	10,054	12,267
4	Shepherd Park (Juanita E. Thornton)	123	2,153	2,551	2,612	2,744
4	Takoma Park	1,142	1,632	1,616	1,970	1,665
<b>Ward 4 Totals</b>		<b>6,807</b>	<b>10,516</b>	<b>11,514</b>	<b>14,636</b>	<b>16,676</b>
5	Lamond-Riggs	2,068	2,128	2,179	2,685	3,183
5	Woodridge	1,565	4,354	5,451	4,996	5,023
<b>Ward 5 Totals</b>		<b>3,633</b>	<b>6,482</b>	<b>7,630</b>	<b>7,681</b>	<b>8,206</b>
6	Northeast	2,544	4,052	4,405	3,860	4,303
6	Northwest One	1,668	1,822	1,675	1,592	2,044
6	Rosedale	1,285	1,409	1,751	1,442	1,993
6	Shaw (Watha T. Daniel)	6,081	8,321	9,387	12,311	12,836
6	Southeast	2,877	3,197	3,625	4,012	5,555
6	Southwest	1,703	2,141	2,639	2,352	1,655
<b>Ward 6 Totals</b>		<b>16,158</b>	<b>20,942</b>	<b>23,482</b>	<b>25,569</b>	<b>28,386</b>
7	Benning (Dorothy I. Height)	5,196	5,925	6,318	6,426	6,066
7	Capitol View	2,018	1,380	2,015	1,366	4,096
7	Deanwood	1,578	1,593	1,652	2,143	1,976
7	Francis Gregory	2,087	2,569	2,477	3,053	3,133
<b>Ward 7 Totals</b>		<b>10,879</b>	<b>11,467</b>	<b>12,462</b>	<b>12,988</b>	<b>15,271</b>
8	Anacostia	4,298	4,578	4,695	6,098	6,535
8	Bellevue (William O. Lockridge)	2,585	2,927	2,708	3,178	3,461
8	Parklands-Turner	4,666	4,519	5,480	6,353	7,392
<b>Ward 8 Totals</b>		<b>11,549</b>	<b>12,024</b>	<b>12,883</b>	<b>15,629</b>	<b>17,388</b>
<b>DCPL Total</b>		<b>93,469</b>	<b>111,816</b>	<b>103,815</b>	<b>122,218</b>	<b>138,341</b>
<b>Percent Change</b>			<b>19.63%</b>	<b>-7.16%</b>	<b>17.73%</b>	<b>13.19%</b>

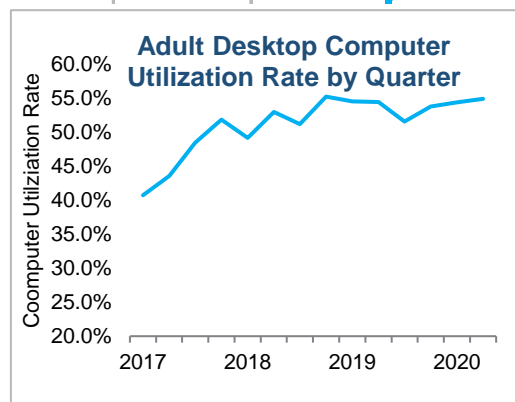
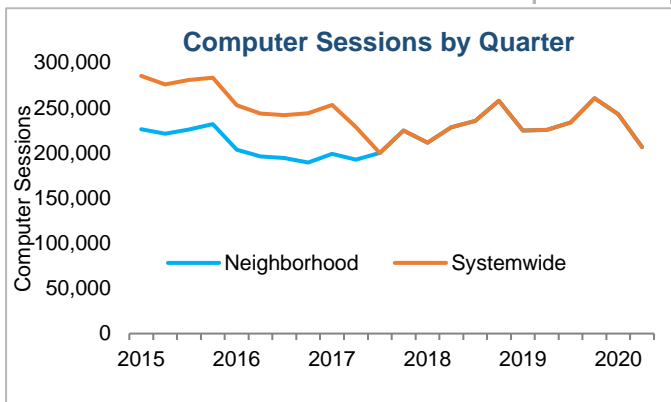


	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Q1	84,388	85,689	105,473	90,841	106,211	145,502
Q2	83,871	93,469	111,816	103,815	122,218	138,341
Q3	87,306	105,611	89,442	107,013	144,670	
Q4	87,916	108,699	94,437	100,573	150,151	
<b>Total</b>	<b>343,481</b>	<b>393,468</b>	<b>401,168</b>	<b>402,242</b>	<b>523,250</b>	<b>283,843</b>

# COMPUTER SESSIONS

Adult Desktop  
Utilization Rate  
Q2 FY20

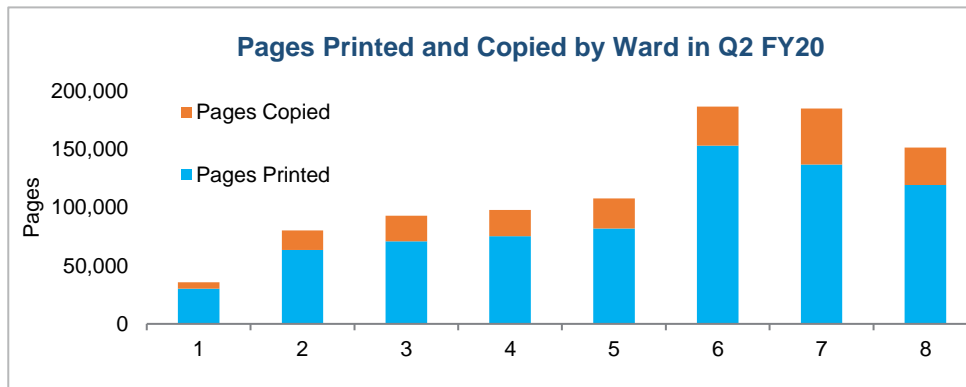
	Location	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20	
1	Mt. Pleasant	12,365	13,397	13,381	10,755	62.5%
<b>Ward 1 Totals</b>		<b>12,365</b>	<b>13,397</b>	<b>13,381</b>	<b>10,755</b>	
2	Martin Luther King, Jr. Memorial Library	36,202	-	-	-	-
2	Library Express	-	5,587	5,637	5,370	36.7%
2	Georgetown	6,635	5,802	6,822	5,780	37.2%
2	West End	2,633	12,144	12,934	11,712	69.0%
<b>Ward 2 Totals</b>		<b>45,470</b>	<b>23,533</b>	<b>25,393</b>	<b>22,862</b>	
3	Chevy Chase	2,862	3,998	4,134	4,158	55.3%
3	Cleveland Park	1,315	1,675	4,571	5,449	-
3	Palisades	1,010	1,048	1,455	1,598	-
3	Tenley-Friendship	10,773	9,936	9,420	8,449	48.0%
<b>Ward 3 Totals</b>		<b>15,960</b>	<b>16,657</b>	<b>19,580</b>	<b>19,654</b>	
4	Petworth	11,013	11,751	11,911	11,280	52.2%
4	Shepherd Park (Juanita E. Thornton)	5,981	7,374	7,051	7,623	62.2%
4	Takoma Park	4,862	4,632	4,544	3,643	-
<b>Ward 4 Totals</b>		<b>21,857</b>	<b>23,757</b>	<b>23,506</b>	<b>22,546</b>	
5	Lamond-Riggs	5,806	7,642	7,750	6,978	63.7%
5	Woodridge	10,527	12,643	13,077	11,230	56.5%
<b>Ward 5 Totals</b>		<b>16,333</b>	<b>20,285</b>	<b>20,827</b>	<b>18,208</b>	
6	Northeast	7,229	8,325	8,557	7,277	59.6%
6	Northwest One	7,597	10,104	8,440	6,813	58.3%
6	Rosedale	6,389	6,686	6,269	6,230	57.8%
6	Shaw (Watha T. Daniel)	15,181	19,665	16,167	15,685	71.1%
6	Southeast	4,831	8,133	7,637	7,730	68.6%
6	Southwest	5,578	7,057	7,549	5,313	81.2%
<b>Ward 6 Totals</b>		<b>46,805</b>	<b>59,970</b>	<b>54,619</b>	<b>49,048</b>	
7	Benning (Dorothy I. Height)	12,059	14,612	13,094	11,574	58.0%
7	Capitol View	5,120	5,751	4,758	8,687	34.3%
7	Deanwood	6,077	5,035	5,413	4,373	43.5%
7	Francis Gregory	10,297	8,543	9,187	7,605	33.0%
<b>Ward 7 Totals</b>		<b>33,553</b>	<b>33,941</b>	<b>32,452</b>	<b>32,239</b>	
8	Anacostia	13,021	12,651	11,941	10,509	48.9%
8	Bellevue (William O. Lockridge)	13,318	10,985	11,330	9,634	46.6%
8	Parklands-Turner	9,848	12,979	12,455	10,719	66.3%
<b>Ward 8 Totals</b>		<b>36,187</b>	<b>36,615</b>	<b>35,726</b>	<b>30,862</b>	
<b>DCPL Total</b>		<b>228,529</b>	<b>228,155</b>	<b>225,484</b>	<b>206,174</b>	<b>54.9%</b>
<b>Percent Change</b>			<b>-0.16%</b>	<b>-1.17%</b>	<b>-8.56%</b>	



	FY 2017	FY 2018	FY 2019	FY 2020	FY 2017	FY 2018	FY 2019	FY 2020
Q1	252,893	211,392	224,809	242,891	40.7%	49.2%	54.6%	54.4%
Q2	228,529	228,155	225,484	206,174	43.6%	53.0%	54.5%	54.9%
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>449,065</b>	<b>46.1%</b>	<b>55.5%</b>	<b>53.6%</b>	

## PAGES PRINTED AND COPIED

	Location	Printed		Copied	
		Q2 FY19	Q2 FY20	Q2 FY19	Q2 FY20
1	Mt. Pleasant	32,081	30,097	4,853	5,521
<b>Ward 1 Totals</b>		<b>32,081</b>	<b>30,097</b>	<b>4,853</b>	<b>5,521</b>
2	Martin Luther King, Jr. Memorial Library	-	-	-	-
2	Library Express	12,936	13,149	2,702	5,207
2	Georgetown	21,654	20,549	4,543	5,699
2	West End	28,196	29,903	3,254	5,856
<b>Ward 2 Totals</b>		<b>62,786</b>	<b>63,601</b>	<b>10,499</b>	<b>16,762</b>
3	Chevy Chase	19,016	18,066	4,134	5,897
3	Cleveland Park	16,332	22,084	5,426	6,830
3	Palisades	5,408	7,910	2,107	3,140
3	Tenley-Friendship	27,795	22,743	5,256	6,335
<b>Ward 3 Totals</b>		<b>68,551</b>	<b>70,803</b>	<b>16,923</b>	<b>22,202</b>
4	Petworth	33,466	31,889	6,743	9,432
4	Shepherd Park (Juanita E. Thornton)	24,110	26,642	5,059	7,992
4	Takoma Park	21,460	16,778	4,829	5,124
<b>Ward 4 Totals</b>		<b>79,036</b>	<b>75,309</b>	<b>16,631</b>	<b>22,548</b>
5	Lamond-Riggs	28,052	36,443	6,465	12,437
5	Woodridge	45,104	45,524	13,952	13,486
<b>Ward 5 Totals</b>		<b>73,156</b>	<b>81,967</b>	<b>20,417</b>	<b>25,923</b>
6	Northeast	28,798	18,811	4,608	4,676
6	Northwest One	10,304	16,207	2,858	3,549
6	Rosedale	16,156	18,813	3,035	2,259
6	Shaw (Watha T. Daniel)	30,262	52,901	8,592	11,905
6	Southeast	27,373	29,085	4,671	7,237
6	Southwest	25,908	17,305	4,957	3,838
<b>Ward 6 Totals</b>		<b>138,801</b>	<b>153,122</b>	<b>28,721</b>	<b>33,464</b>
7	Benning (Dorothy I. Height)	40,933	42,350	5,666	18,879
7	Capitol View	20,124	38,199	2,564	11,637
7	Deanwood	20,182	16,776	4,428	5,333
7	Francis Gregory	42,067	39,606	5,771	12,342
<b>Ward 7 Totals</b>		<b>123,306</b>	<b>136,931</b>	<b>18,429</b>	<b>48,191</b>
8	Anacostia	36,491	34,461	9,724	11,826
8	Bellevue (William O. Lockridge)	39,532	37,967	6,187	11,529
8	Parklands-Turner	45,340	46,755	8,933	9,005
<b>Ward 8 Totals</b>		<b>121,363</b>	<b>119,183</b>	<b>24,844</b>	<b>32,360</b>
<b>DCPL Total</b>		<b>699,080</b>	<b>731,013</b>	<b>141,317</b>	<b>206,971</b>
<b>Percent Change</b>			<b>4.57%</b>		<b>46.46%</b>



	FY2019	FY2020
<b>Q1</b>	709,909	979,865
<b>Q2</b>	840,397	937,984
<b>Q3</b>	957,053	
<b>Q4</b>	1,040,514	
<b>Total</b>	<b>3,547,873</b>	<b>1,917,849</b>



## HOURS OF UNPLANNED CLOSURE

	Q1	Q2	Q3	Q4	FY20 Total
Anacostia	1.5				1.5
Bellevue		4			4
Deanwood (Co-located)	35	4.5			39.5
Northwest One (Co-located)	7.5				7.5
Parklands-Turner	9				9
Southwest	27				27
Woodridge		54			54
<b>Total</b>	<b>80</b>	<b>62.5</b>			<b>142.5</b>

Due to the DC Government shutdown, DC Public Library was closed system-wide from March 16th through March 31, 2020 for a total of 3,943 hours.

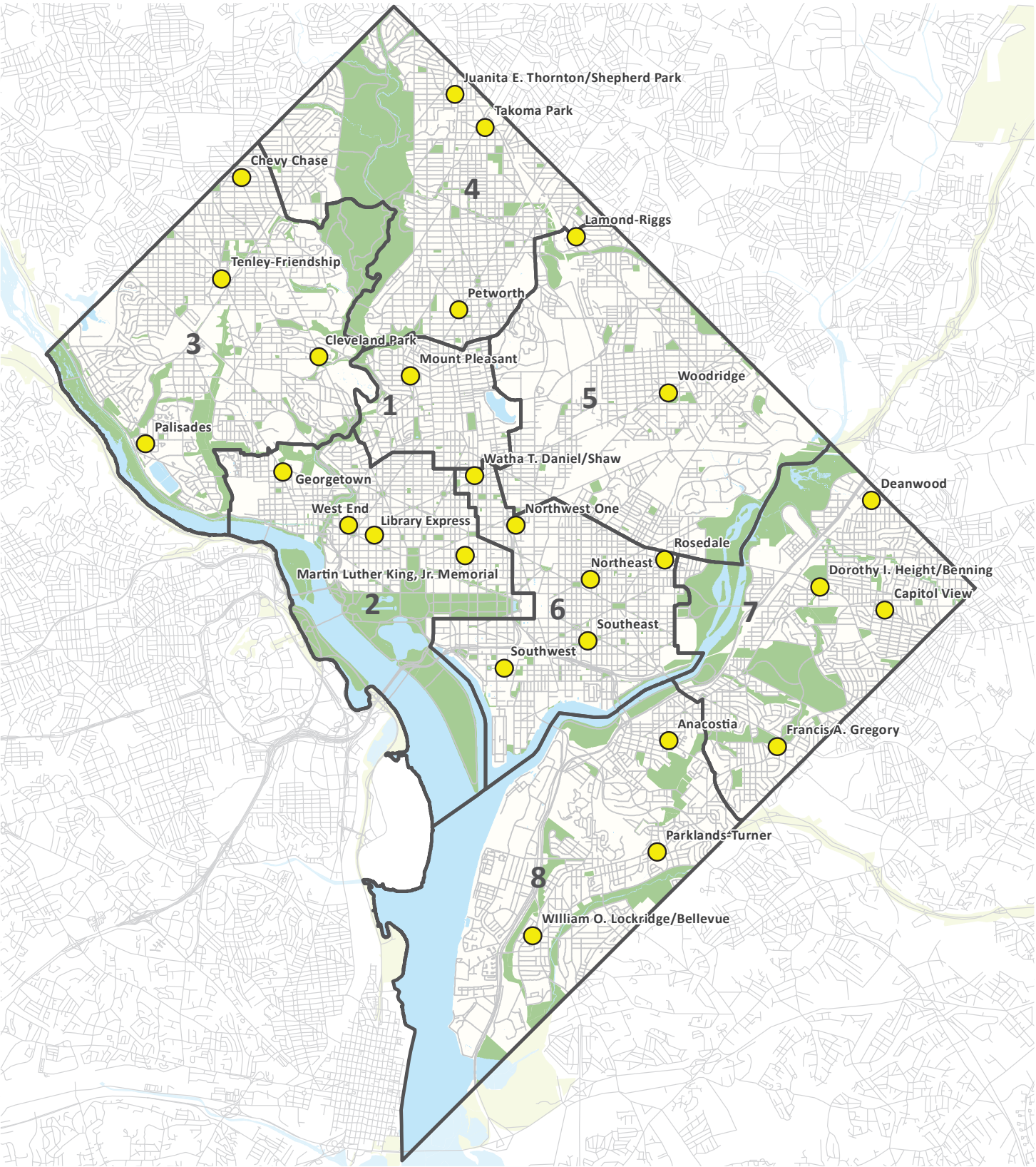
## ONLINE ENGAGEMENT

	Q1	Q2	Q3	Q4	FY20 Total
Impressions	1,541,071	2,637,497	-	-	1,541,071
Engagement	29,522	43,271	-	-	29,522
Engagement Rate	1.9%	1.6%	-	-	1.9%
New Website Visits (Sessions)	889,909	937,082	-	-	889,909
Overall Visits (Sessions)	1,294,662	1,362,270	-	-	1,294,662
New Visits as a % of overall visits	68.7%	68.8%	-	-	68.7%

## HUMAN RESOURCES

	Q2 FY19	Q2 FY20	% Change
Vacancy Rate	5.6%	11.8%	109.6%
# Staff on Extended Leave New	9	7	-22.2%
# Staff on Extended Leave (Cont.)	12	8	-33.3%
Total Staff on Extended Leave	21	15	-28.6%

# 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.