



DC Public Library

LIBRARY SERVICES

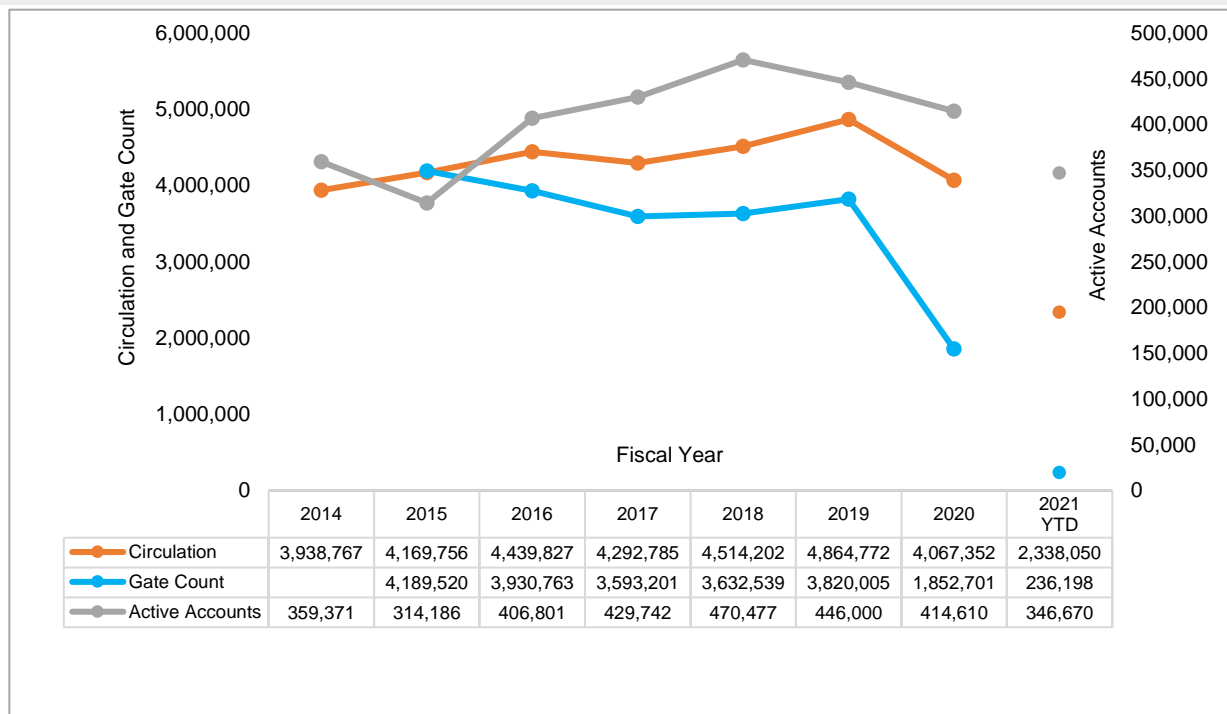
QUARTERLY PERFORMANCE REPORT

Q2 FY21

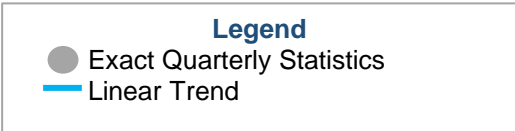
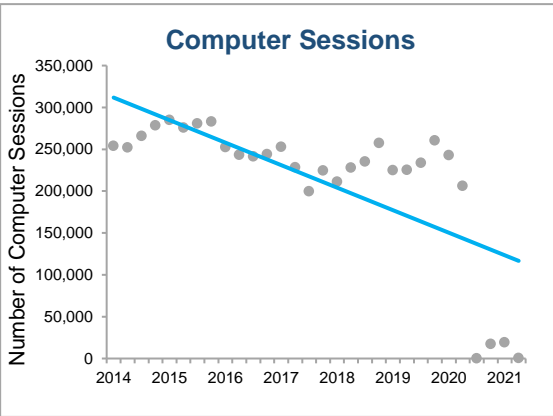
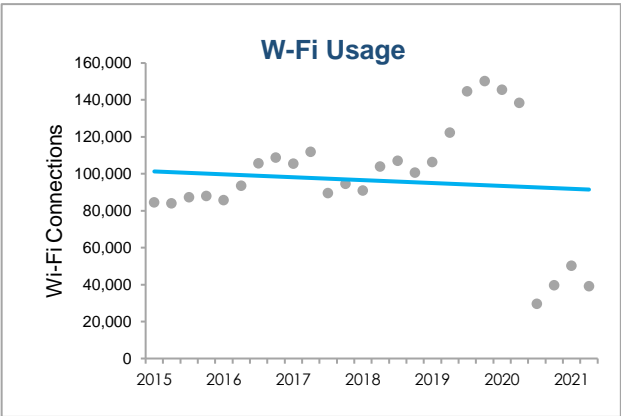
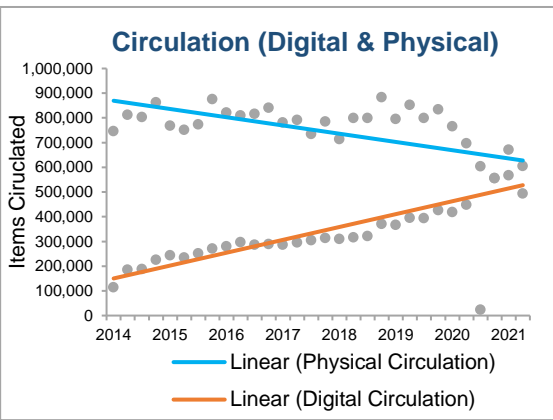
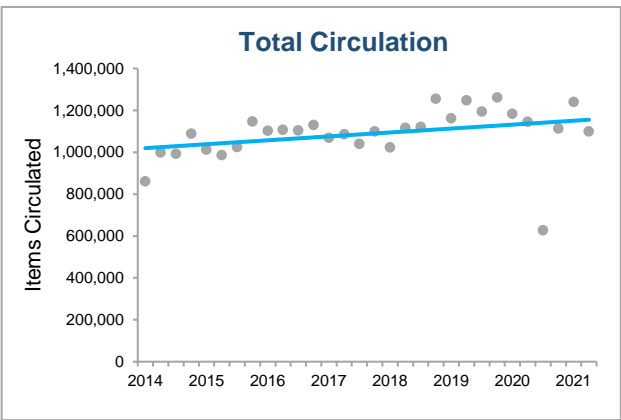
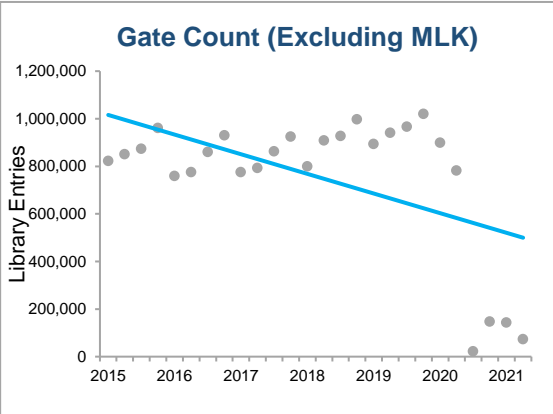
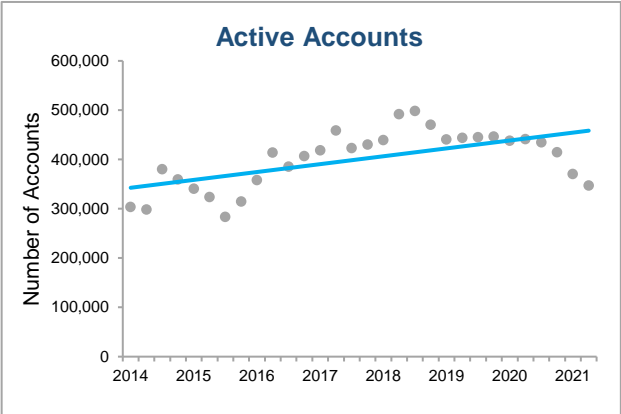


EXECUTIVE SUMMARY

- The Library's 18 open locations offered the "takeout" only service model for all but the final three days of the quarter when limited, indoor services resumed. The Library's 7,038 open hours in Q2 were 59% fewer than the same quarter last year. March 16th marked the one year anniversary of the date when the system was closed along with other DC government services and offices.
- Digital circulation was up 35% and social media impressions were up 58% compared to Q2 last year.
- DCPL celebrated the birthday of Martin Luther King Jr. with a virtual story time program featuring author Paula Young Shelton reading her book, *Child of the Civil Rights Movement*, followed by a discussion with Teen Council members and Ms. Shelton on the importance of civic engagement. This was the kick-off event for the Library's new monthly series: "Our City, Our Stories" with virtual programs around local governance and literary programs featuring authors or books about Washington, D.C.
- The Library hosted popular virtual events celebrating the Lunar New Year including an opening ceremony and holiday observance with Mayor Bowser and A Parade of Chinatown Memories, a program featuring a lion dance and virtual activities.
- Black History Month events included the launch of a new series for teens, "Black History Always". The first series event featured members of the Library's Teen Council in conversation with Soraya Nadia McDonald, culture editor of "The Undefeated," and Ariel Atkins, guard of the Washington Mystics about claiming your voice, taking risks and becoming the change they want to see in the world. The Library has partnered with news platform, The Undefeated, on a year-long discussion series that will provide a forum for teens to engage in discussions about politics, racial and social justice, popular culture and other interests.
- Women's History Month featured a virtual conversation with Sadeqa Johnson and Marita Golden on Johnson's newly published historical novel, *Yellow Wife*; a conversation with National Book Award finalist Sarah Smarsh about her book *She Come By it Natural: Dolly Parton and the Women Who Lived Her Songs*; and a virtual viewing and twitter watch party with Ward 6 Councilmember Charles Allen of the documentary film *The Library that Dolly Built* which tells the story of how Imagination Library (and Books from Birth) came to be.
- This year, for Winter Challenge, the Library partnered with the Washington Wizards to encourage children and teens to read and stay active while at home. Participants were entered into prize raffles for completing activities including reading for twenty minutes, doing a Wednesday Workout, or posting why they love the library on social media. There were over 1,600 registered readers and 90 virtual events with more than 1,000 attendees.

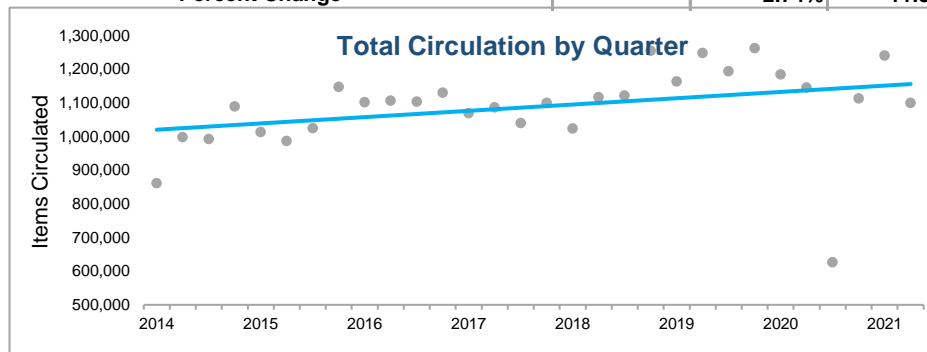


HISTORICAL TRENDS



CIRCULATION

Ward	Location	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20	Q2 FY21
1	Mt. Pleasant	62,655	75,571	73,818	60,026	42,568
Ward 1 Totals		62,655	75,571	73,818	60,026	42,568
2	Martin Luther King, Jr. Memorial Library	175,504	3,642	458	344	15,763
2	Library Express	-	4,997	8,725	5,771	917
2	Georgetown	44,142	46,088	42,148	34,035	18,648
2	West End	17,956	39,913	51,126	44,433	28,816
Ward 2 Totals		237,602	94,640	102,457	84,583	64,144
3	Chevy Chase	40,791	52,085	52,664	46,720	25,548
3	Cleveland Park	35,388	42,573	82,525	71,205	46,294
3	Palisades	16,441	28,372	37,380	25,718	12,479
3	Tenley-Friendship	66,478	72,478	72,205	59,890	43,517
Ward 3 Totals		159,098	195,508	244,774	203,533	127,838
4	Petworth	33,347	44,848	44,692	35,669	34,401
4	Shepherd Park (Juanita E. Thornton)	13,974	17,418	18,240	14,480	24,713
4	Takoma Park	19,974	24,658	25,372	21,937	4,496
Ward 4 Totals		67,295	86,924	88,304	72,086	63,610
5	Lamond-Riggs	20,203	15,307	16,214	12,940	5,889
5	Woodridge	37,488	51,347	52,313	36,073	33,338
Ward 5 Totals		57,691	66,654	68,527	49,013	39,227
6	Northeast	39,220	52,476	53,993	49,633	60,645
6	Northwest One	7,296	10,059	10,748	7,875	2,503
6	Rosedale	7,896	12,539	11,038	9,410	3,535
6	Shaw (Watha T. Daniel)	37,806	52,447	53,190	42,410	29,086
6	Southeast	36,502	45,239	46,622	38,637	8,301
6	Southwest	16,356	17,898	17,696	12,472	3,010
Ward 6 Totals		145,076	190,658	193,287	160,437	107,080
7	Benning (Dorothy I. Height)	13,080	16,023	12,578	9,096	7,905
7	Capitol View	4,111	8,997	7,140	8,153	6,633
7	Deanwood	4,865	7,467	7,865	4,771	1,901
7	Francis Gregory	8,325	12,336	12,502	10,051	8,951
Ward 7 Total		30,381	44,823	40,085	32,071	25,390
8	Anacostia	9,822	9,206	11,129	8,302	10,795
8	Bellevue (William O. Lockridge)	7,453	9,166	8,172	9,082	6,357
8	Parklands-Turner	10,094	11,615	8,277	5,797	4,097
Ward 8 Totals		27,369	29,987	27,578	23,181	21,249
Other	Jail Library	3,897	14,248	13,772	11,483	2,103
Physical Circulation		791,064	799,013	852,602	696,413	493,209
Digital Circulation		295,013	316,860	394,999	448,269	605,640
Total Circulation		1,086,077	1,115,873	1,247,601	1,144,682	1,098,849
Percent Change			2.74%	11.80%	-8.25%	-4.00%



Notes:

*As of Q1 FY18, self-check circulation transactions previously assigned to MLK are assigned to the physical branch where the transaction took place.

*DCPL initiated automatic renewals on 8/1/2020. Under this policy, if there is not a competing hold, an item renews at the end of its lending period. Each item may renew up to 10 times.

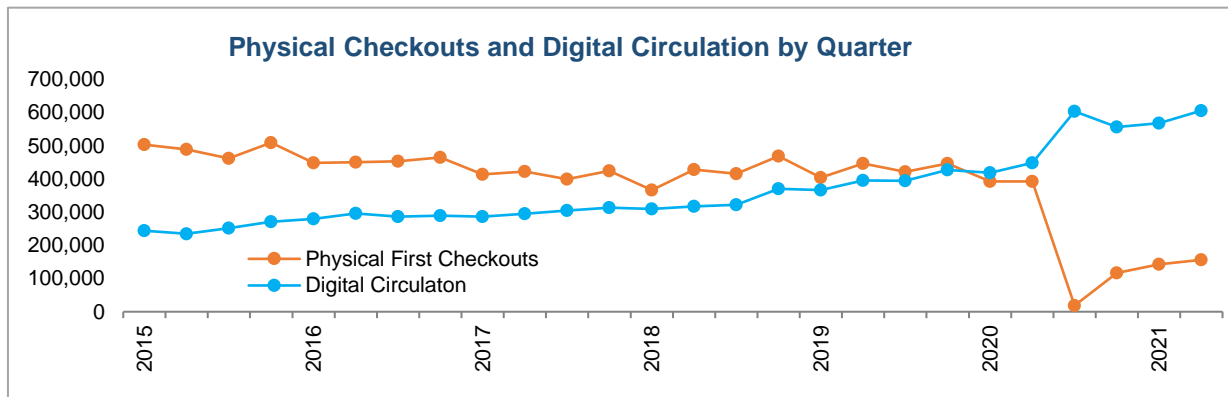
	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	860,350	1,012,275	1,101,415	1,068,319	1,023,328	1,162,307	1,183,530	1,239,201
Q2	997,758	986,421	1,106,005	1,086,077	1,115,873	1,247,601	1,144,682	1,098,849
Q3	992,029	1,024,423	1,102,941	1,039,687	1,120,791	1,193,285	626,473	
Q4	1,088,630	1,146,637	1,129,466	1,098,702	1,254,210	1,261,579	1,112,667	
Total	3,938,767	4,169,756	4,439,827	4,292,785	4,514,202	4,864,772	4,067,352	2,338,050

PHYSICAL FIRST CHECKOUTS

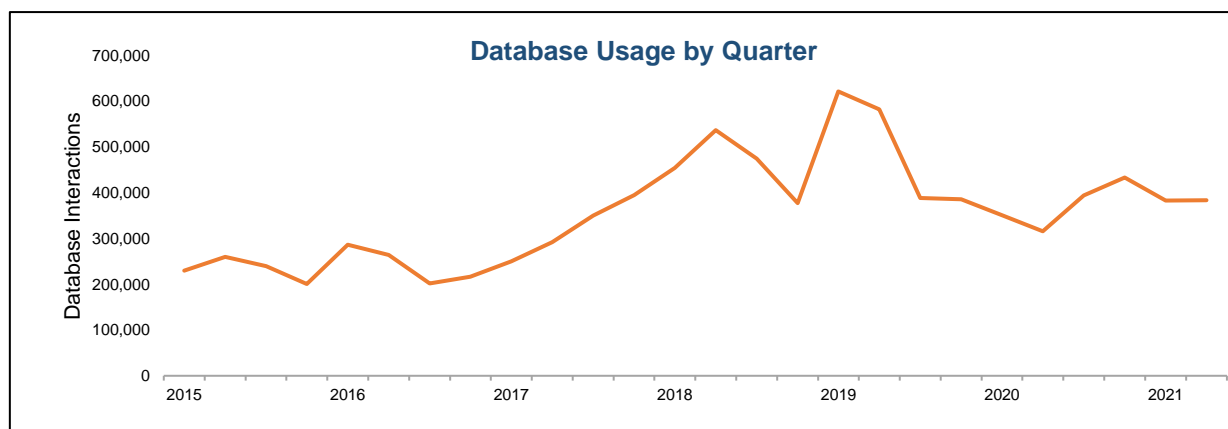
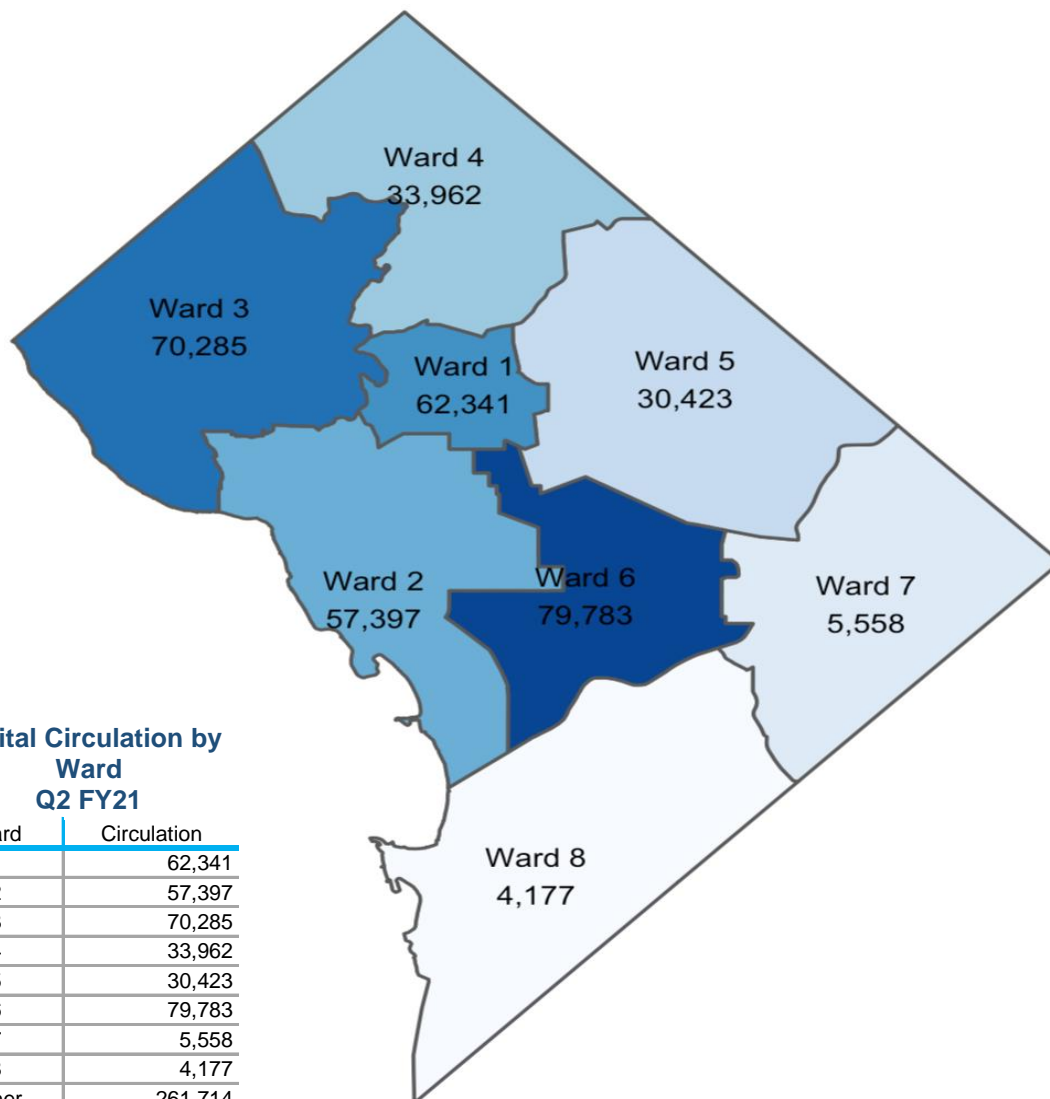
Total	Location	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20	Q2 FY21
1	Mt. Pleasant	24,144	35,954	33,601	28,245	14,659
Ward 1 Totals		24,144	35,954	33,601	28,245	14,659
2	Martin Luther King, Jr. Memorial	129,589	1	241	172	6,901
2	Library Express	0	2,979	3,830	3,138	-
2	Georgetown	20,567	25,395	21,520	18,898	6,340
2	West End	5,359	19,959	21,842	21,338	9,536
Ward 2 Totals		155,515	48,334	47,433	43,546	22,777
3	Chevy Chase	21,112	29,842	29,375	27,873	9,316
3	Cleveland Park	12,504	18,109	41,360	39,794	16,515
3	Palisades	8,062	18,985	18,781	15,863	4,405
3	Tenley-Friendship	35,501	39,419	37,504	34,282	16,361
Ward 3 Totals		77,179	106,355	127,020	117,812	46,597
4	Petworth	15,922	24,729	25,922	23,020	11,961
4	Shepherd Park (Juanita E. Thornton)	7,559	9,837	9,520	8,547	8,812
4	Takoma Park	10,234	14,884	15,706	13,327	0
Ward 4 Totals		33,715	49,450	51,148	44,894	20,773
5	Lamond-Riggs	6,190	9,855	9,989	9,119	0
5	Woodridge	19,600	26,852	26,433	20,921	10,860
Ward 5 Totals		25,790	36,707	36,422	30,040	10,860
6	Northeast	18,429	27,851	28,995	29,465	24,925
6	Northwest One	2,991	5,069	5,314	3,958	0
6	Rosedale	4,321	7,513	7,243	5,969	0
6	Shaw (Watha T. Daniel)	17,083	27,306	26,620	22,470	8,634
6	Southeast	19,232	26,125	27,051	22,838	0
6	Southwest	8,794	10,404	10,853	7,452	0
Ward 6 Totals		70,850	104,268	106,076	92,152	33,559
7	Benning (Dorothy I. Height)	6,974	9,094	6,810	5,704	1,091
7	Capitol View	1,957	3,938	2,673	5,092	1,181
7	Deanwood	3,359	4,795	5,888	3,248	0
7	Francis Gregory	4,847	7,868	7,551	6,107	1,701
Ward 7 Total		17,137	25,695	22,922	20,151	3,973
8	Anacostia	5,928	5,880	7,698	5,763	2,014
8	Bellevue (William O. Lockridge)	5,294	6,759	5,789	4,123	612
8	Parklands-Turner	4,954	5,331	5,088	2,962	0
Ward 8 Totals		16,176	17,970	18,575	12,848	2,626
Jail Library		1,584	3,048	2,997	2,628	0
Total		422,090	427,781	446,194	392,316	155,824
Percent Change			1%	4%	-12%	-60%

DIGITAL CIRCULATION

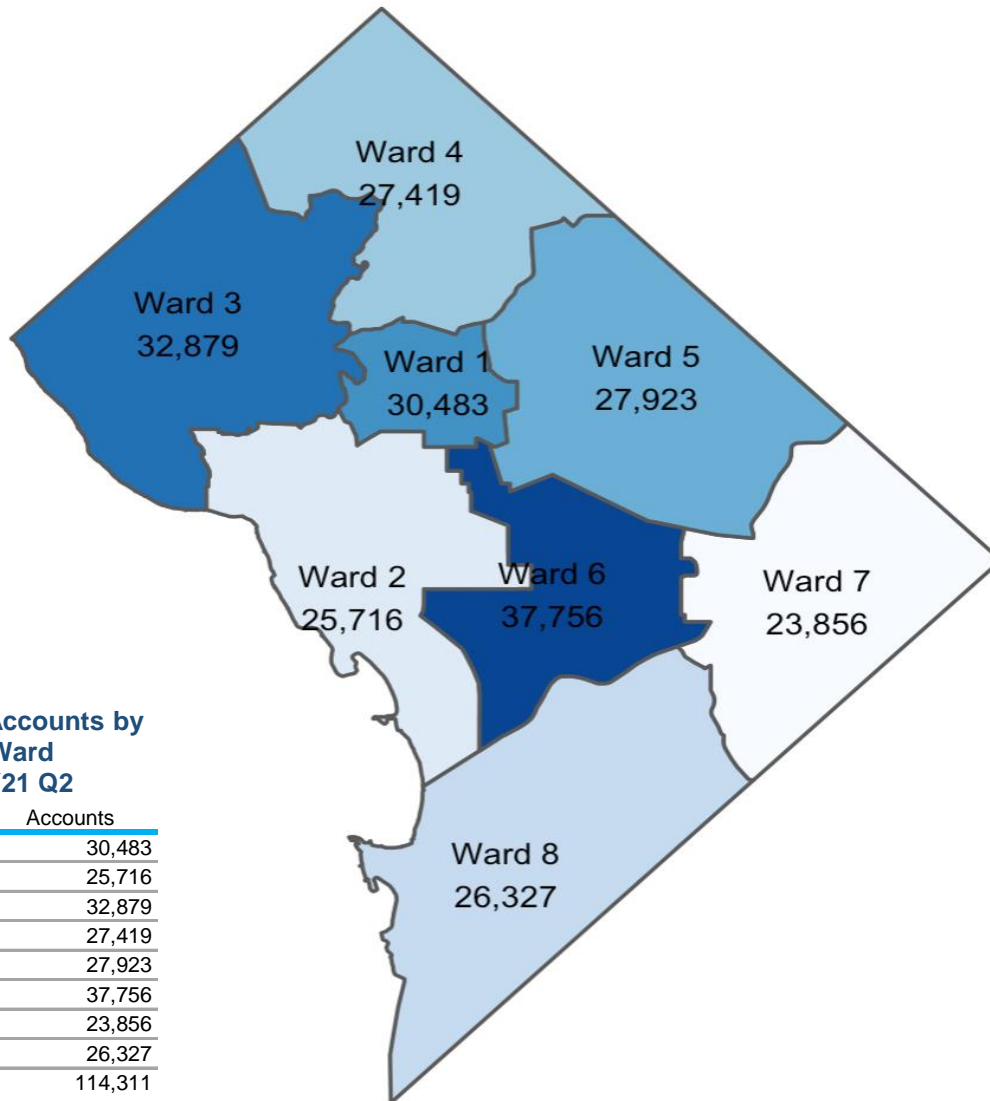
	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20	Q2 FY21
Digital Circulation	295,013	316,860	394,999	448,269	605,640
Percent Change		7%	25%	13%	35%



DIGITAL CIRCULATION

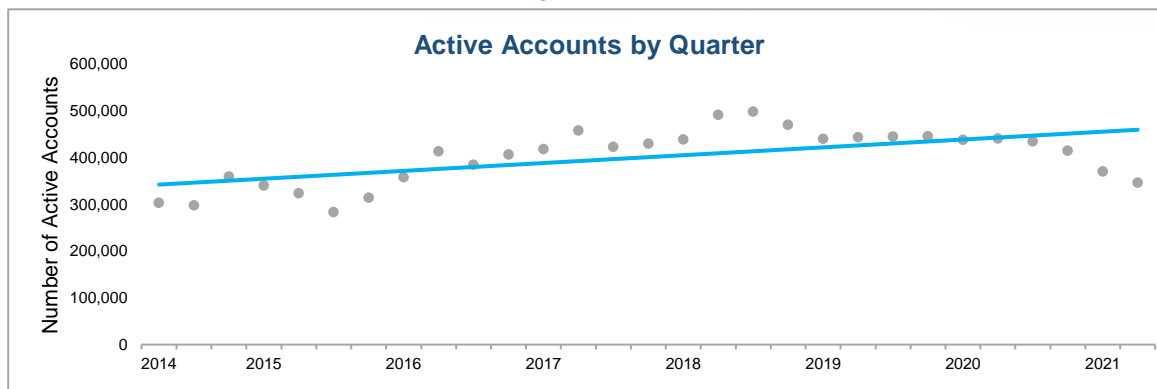


ACTIVE ACCOUNTS



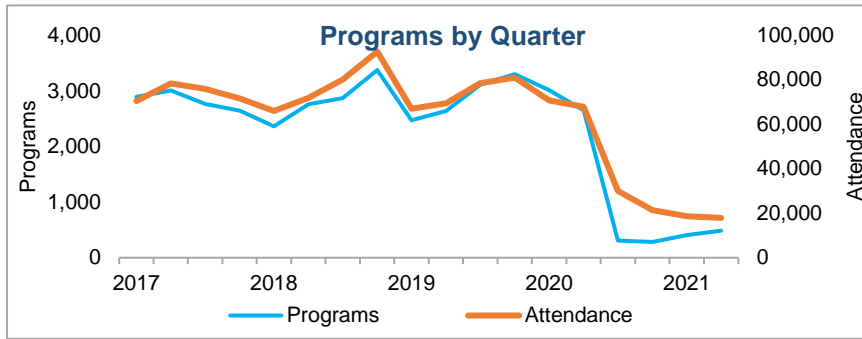
**Active Accounts by Ward
FY21 Q2**

Ward	Accounts
1	30,483
2	25,716
3	32,879
4	27,419
5	27,923
6	37,756
7	23,856
8	26,327
Other	114,311



	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	303,280	340,389	358,106	418,598	439,213	440,471	437,962	370,465
Q2	297,916	323,628	413,650	458,368	491,518	443,759	440,971	346,670
Q3	380,142	283,407	384,992	422,946	498,436	444,948	434,683	
Q4	359,371	314,186	406,801	429,742	470,477	446,000	414,610	

PROGRAMS AND OUTREACH

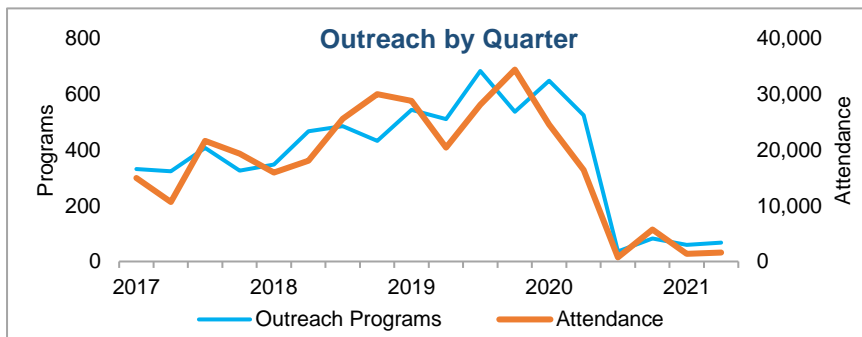


Programs

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	2,894	2,361	2,470	3,010	404
Q2	3,006	2,760	2,639	2,650	486
Q3	2,766	2,870	3,112	311	
Q4	2,642	3,373	3,299	284	
Total	11,308	11,364	11,520	6,255	890

Attendance

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	70,436	65,915	66,972	70,646	18,617
Q2	78,363	71,810	69,384	67,879	17,889
Q3	75,937	80,012	78,530	30,025	
Q4	71,550	92,637	80,931	21,428	
Total	296,286	310,374	295,817	189,978	36,506



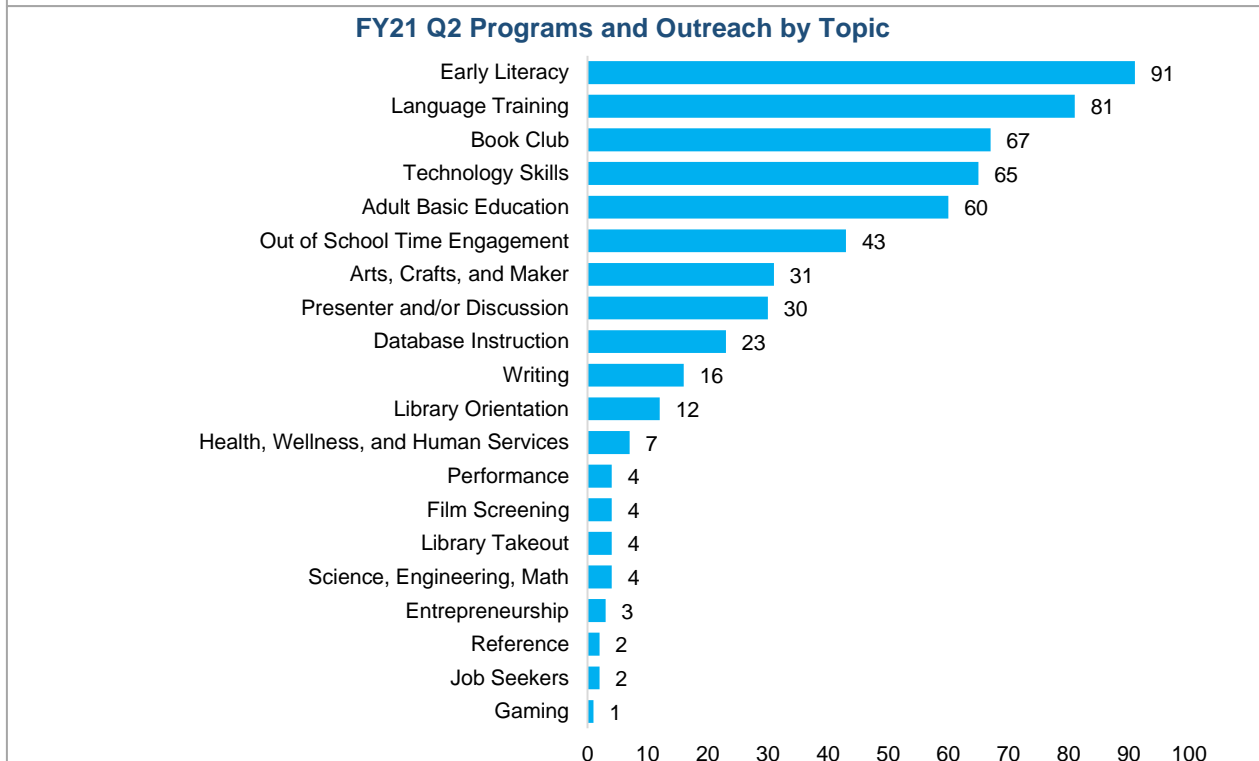
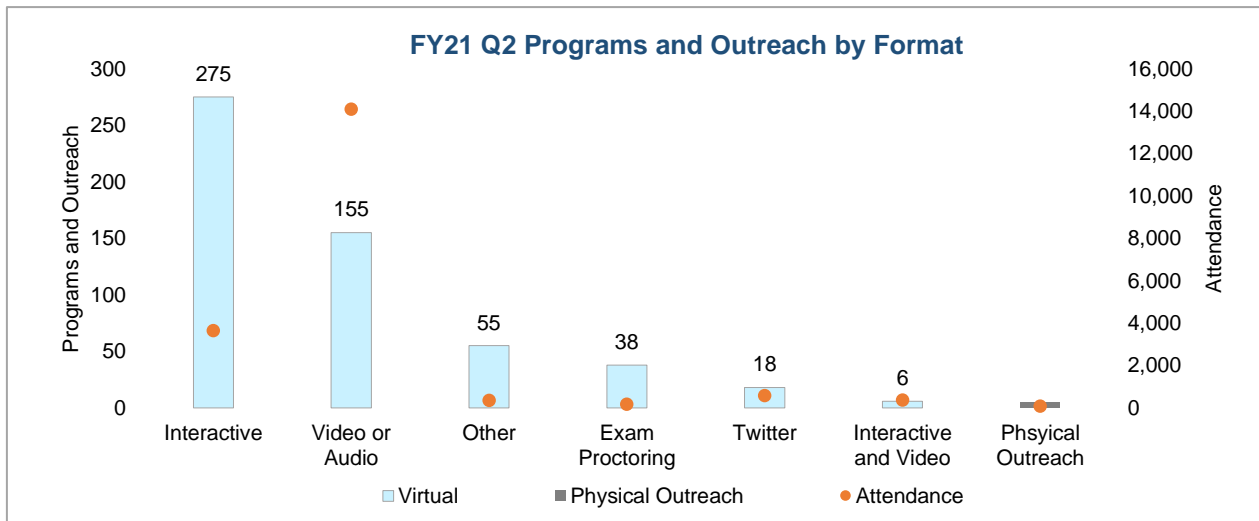
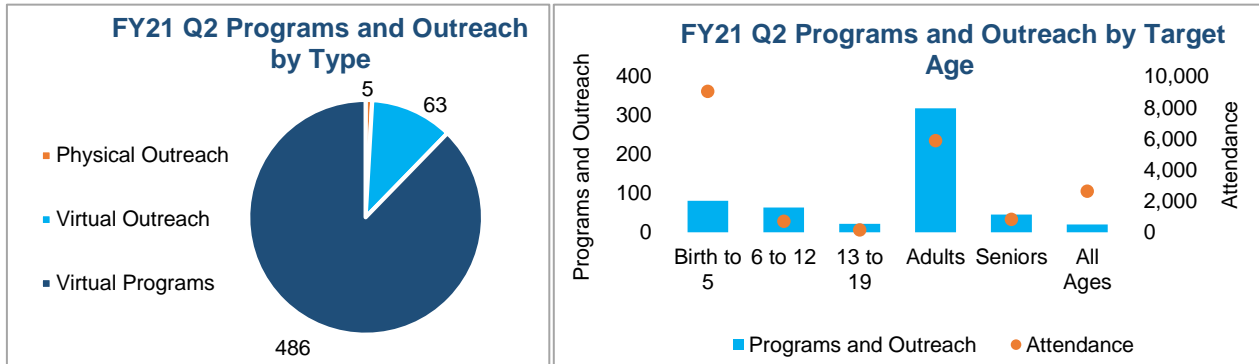
Outreach

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	331	348	544	648	60
Q2	323	467	510	524	68
Q3	407	485	683	36	
Q4	326	432	537	83	
Total	1,387	1,732	2,274	1,291	128

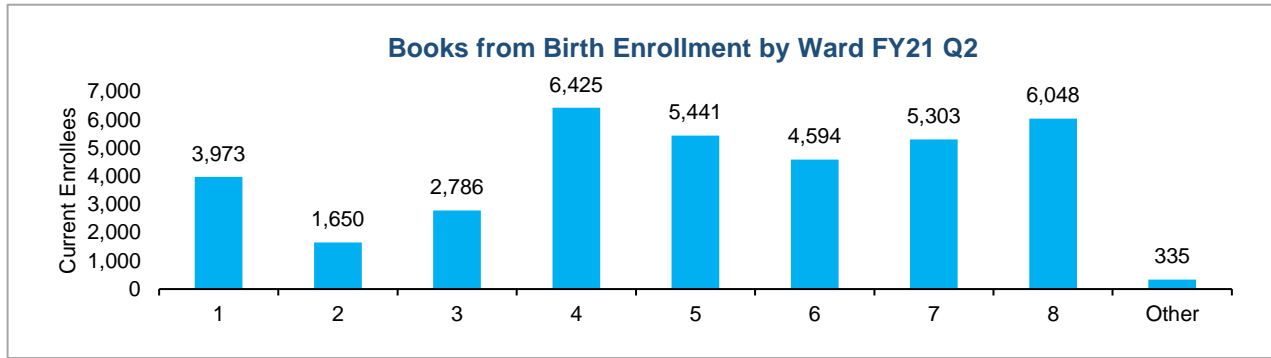
Attendance

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	14,958	15,917	28,789	24,519	1,400
Q2	10,647	18,083	20,431	16,415	1,617
Q3	21,599	25,552	28,127	738	
Q4	19,318	29,972	34,396	5,723	
Total	66,522	89,524	111,743	47,395	3,017

PROGRAMS AND OUTREACH

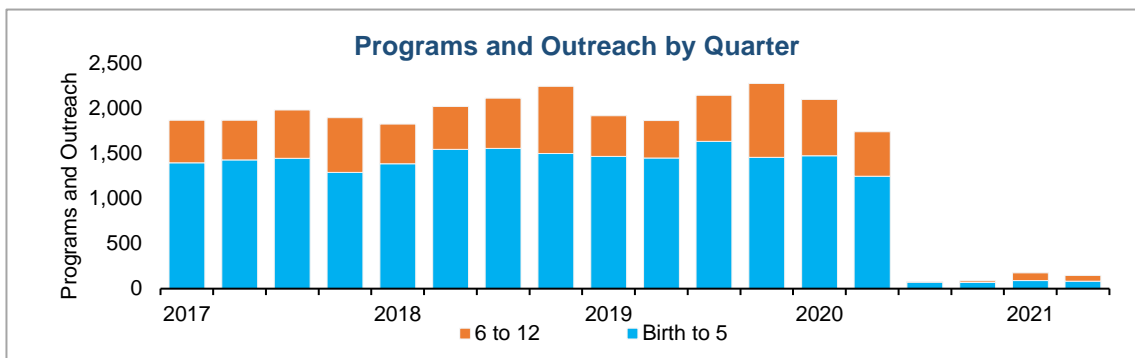


EARLY LITERACY & YOUTH



Books from Birth Enrollment by Quarter

	Q4 FY19	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20	Q1 FY21	Q2 FY21
Eligible Children Citywide	41,955	41,955	41,955	41,955	41,955	41,955	41,955
Enrollment Citywide	35,736	36,243	36,839	36,691	37,267	37,217	36,555
% of Citywide Eligible Enrolled	85.18%	86.39%	87.81%	87.45%	88.83%	88.71%	87.13%
Graduated Citywide	12,304	13,536	14,728	15,988	17,195	18,569	20,536
Eligible Children in Target Areas	25,217	25,217	25,217	25,217	25,217	25,217	25,217
Enrollment in Target Areas	23,077	23,368	23,802	23,493	23,882	24,120	23,391
% Target Areas Enrolled	91.5%	92.7%	94.4%	93.2%	94.7%	95.6%	92.8%
Total Enrolled + Total Graduated	48,040	49,779	51,567	52,679	54,462	55,786	57,091



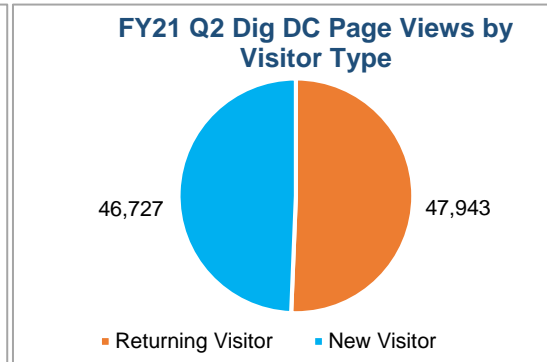
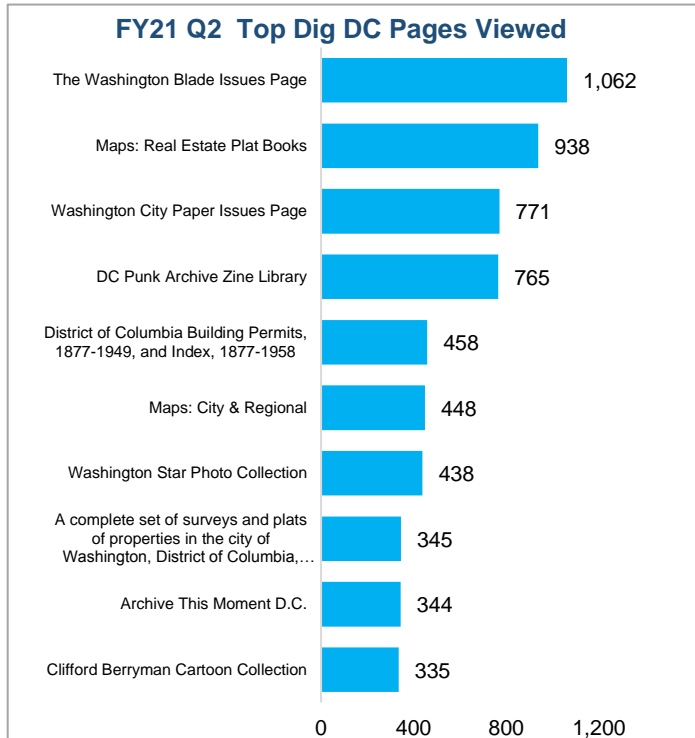
Birth to 5 Programs and Outreach by Quarter

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	1,398	1,388	1,469	1,476	89
Q2	1,428	1,546	1,452	1,249	82
Q3	1,447	1,558	1,637	73	
Q4	1,291	1,502	1,458	68	
Total	5,564	5,994	6,016	2,866	171

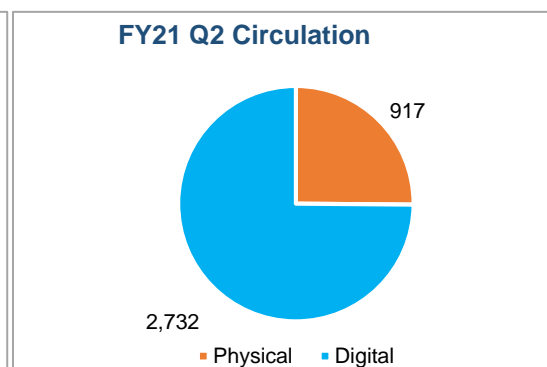
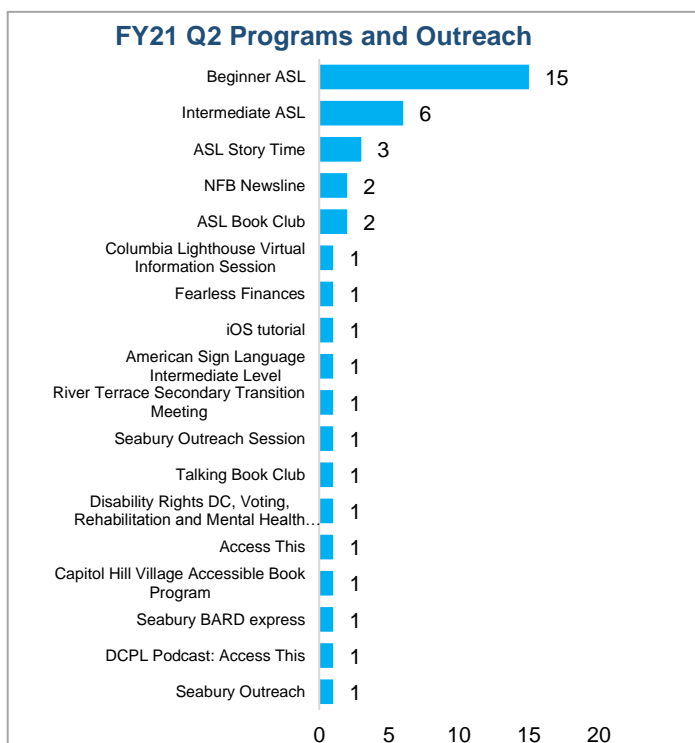
Ages 6 to 12 Programs and Outreach by Quarter

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	473	441	451	626	85
Q2	442	477	414	492	64
Q3	537	557	510	6	
Q4	607	743	819	18	
Total	2,059	2,218	2,194	1,142	149

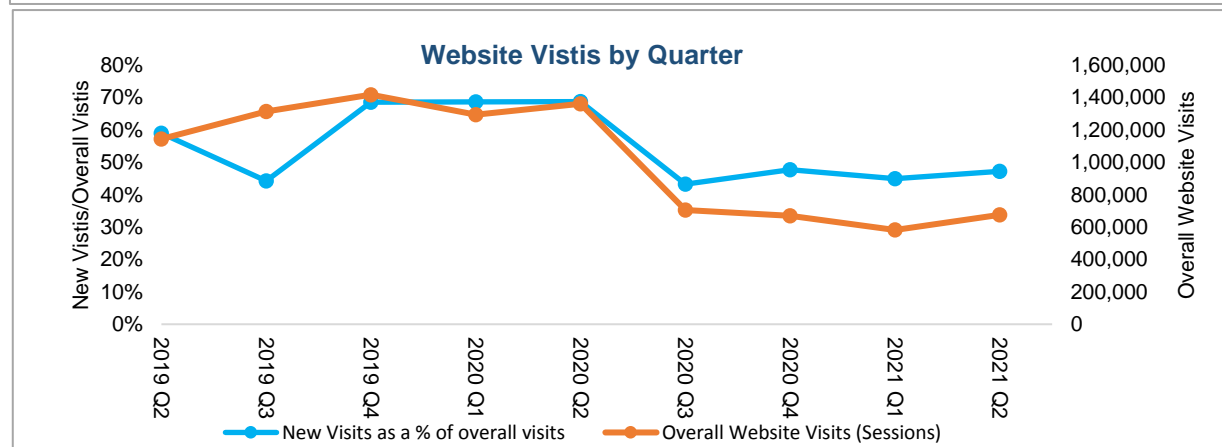
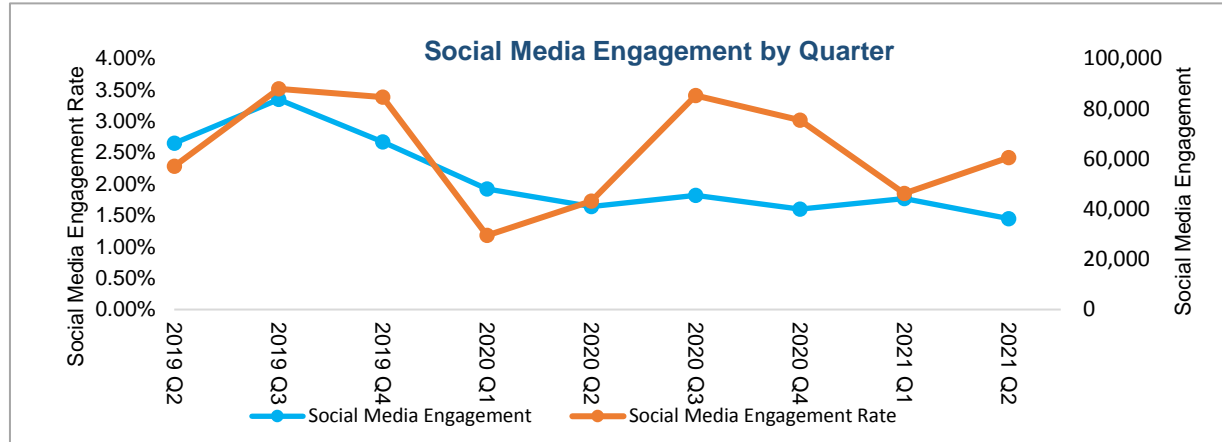
PEOPLES ARCHIVE



CENTER FOR ACCESSIBILITY

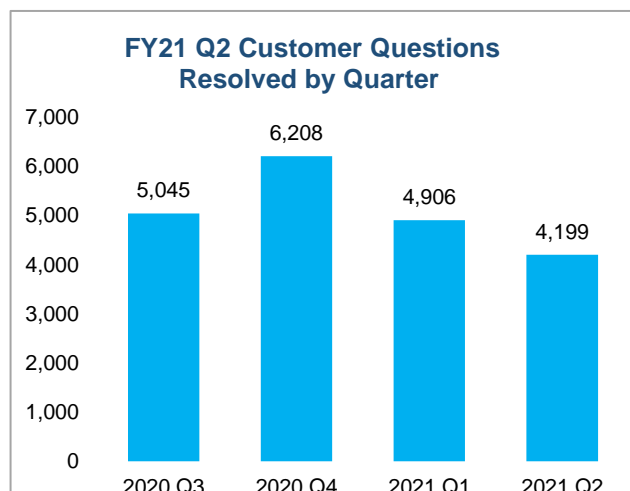
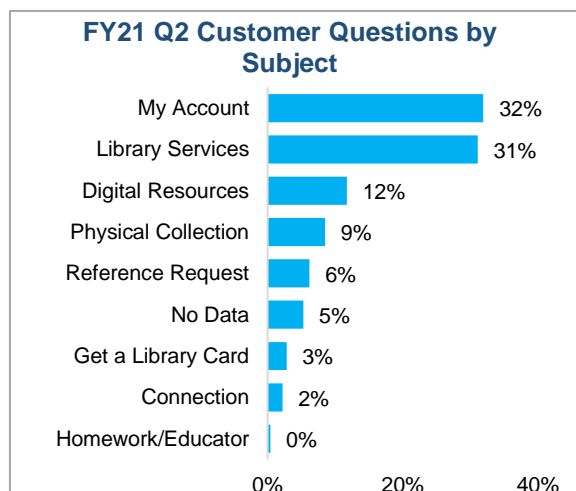


ONLINE ENGAGEMENT



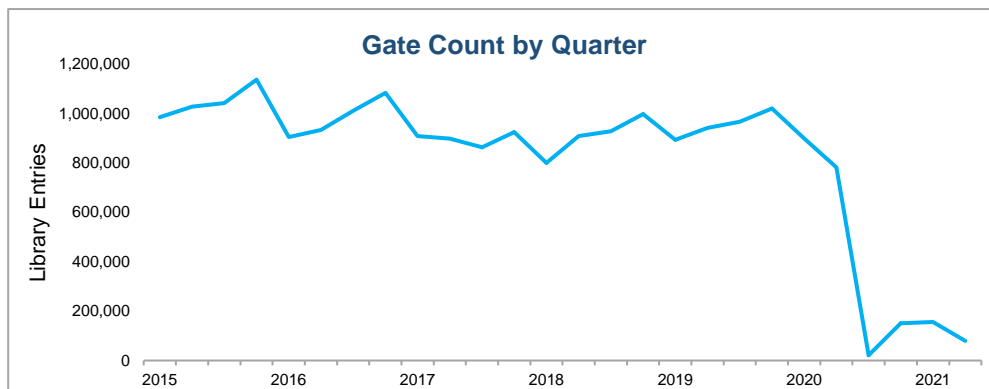
	FY20				FY21	
	Q1	Q2	Q3	Q4	Q1	Q2
Social Media Impressions	1,541,071	2,637,497	4,686,713	4,708,554	2,614,638	4,166,892
Social Media Engagement	29,522	43,271	85,345	75,535	46,217	60,563
Social Media Engagement Rate	1.9%	1.6%	1.8%	1.6%	1.8%	1.5%
New Website Visits (Sessions)	889,909	937,082	305,716	319,860	261,865	319,380
Overall Visits (Sessions)	1,294,662	1,362,270	706,440	669,400	582,425	675,593
New Visits as a % of overall visits	68.7%	68.8%	43.3%	47.8%	45.0%	47.3%

ASK DCPL



GATE COUNT

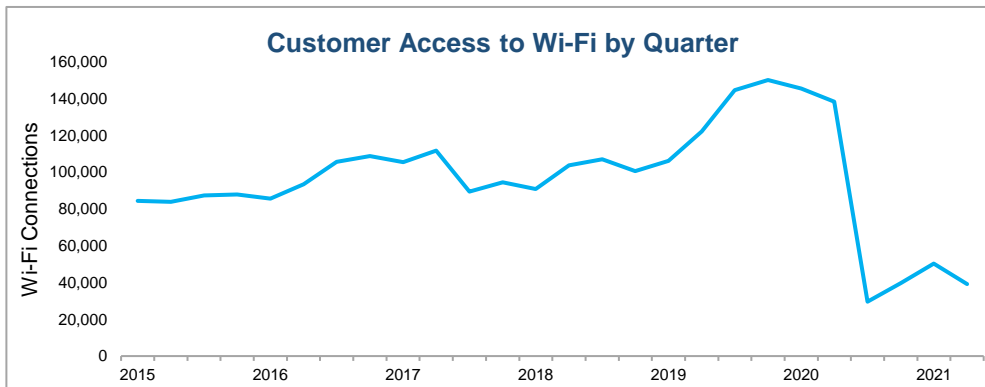
Ward	Location	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20	Q2 FY21
1	Mt. Pleasant	64,556	63,373	63,481	48,000	3,714
Ward 1 Totals		64,556	63,373	63,481	48,000	3,714
2	Martin Luther King, Jr. Memorial Library	105,547	-	-	-	6,136
2	Library Express	-	25,343	27,894	11,153	-
2	Georgetown	36,379	35,952	34,648	27,396	4,512
2	West End	20,915	48,340	55,224	70,158	6,362
Ward 2 Totals		162,841	109,635	117,766	108,707	17,010
3	Chevy Chase	35,870	37,594	36,230	32,627	1,295
3	Cleveland Park	17,063	18,697	54,507	49,423	9,444
3	Palisades	14,736	22,684	25,526	22,212	4,311
3	Tenley-Friendship	59,224	59,837	49,406	44,987	10,513
Ward 3 Totals		126,893	138,812	165,669	149,249	25,563
4	Petworth	42,366	42,987	45,550	38,919	1,983
4	Shepherd Park (Juanita E. Thornton)	21,762	25,163	24,838	21,966	8,575
4	Takoma Park	18,031	18,942	18,750	11,172	155
Ward 4 Totals		82,159	87,092	89,138	72,057	10,713
5	Lamond-Riggs	26,996	28,697	26,263	22,690	69
5	Woodridge	35,982	41,477	46,027	33,471	1,293
Ward 5 Totals		62,978	70,174	72,290	56,161	1,362
6	Northeast	29,513	35,787	40,780	31,046	6,981
6	Northwest One	24,220	25,055	22,650	17,119	32
6	Rosedale	19,289	22,599	21,485	19,959	59
6	Shaw (Watha T. Daniel)	56,901	68,738	63,770	48,612	1,524
6	Southeast	37,353	41,965	43,638	39,097	248
6	Southwest	24,433	26,001	22,891	14,237	808
Ward 6 Totals		191,709	220,145	215,214	170,070	9,652
7	Benning (Dorothy I. Height)	46,268	54,927	50,768	33,039	1,379
7	Capitol View	15,811	14,948	10,159	24,068	1,609
7	Deanwood	21,537	20,059	23,542	15,245	107
7	Francis Gregory	26,706	28,044	27,226	18,713	1,245
Ward 7 Totals		110,322	117,978	111,695	91,065	4,340
8	Anacostia	38,804	40,048	43,801	37,256	4,951
8	Bellevue (William O. Lockridge)	24,516	23,306	26,400	22,897	2,379
8	Parklands-Turner	32,996	37,597	35,720	26,197	96
Ward 8 Totals		96,316	100,951	105,921	86,350	7,426
DCPL Total		897,774	908,160	941,174	781,659	79,780
Percent Change			1.16%	3.64%	-16.95%	-89.79%



	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	984,658	904,632	908,627	799,622	893,037	898,430	156,418
Q2	1,027,300	932,786	897,774	908,160	941,174	781,659	79,780
Q3	1,041,107	1,009,816	862,639	927,637	966,060	21,443	
Q4	1,136,455	1,083,529	924,161	997,120	1,019,734	151,169	
Total	4,189,520	3,930,763	3,593,201	3,632,539	3,820,005	1,852,701	236,198

CUSTOMER ACCESS TO WI-FI

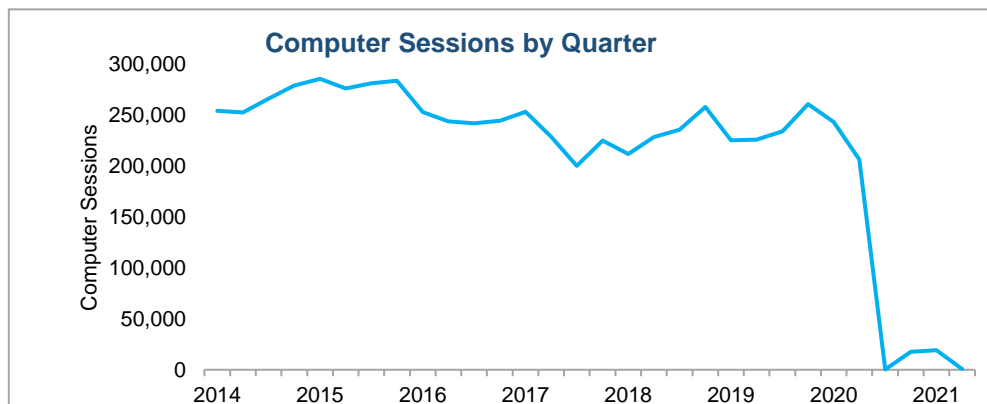
	Location	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20	Q2 FY21
1	Mt. Pleasant	6,856	6,571	7,849	8,955	2,500
Ward 1 Totals		6,856	6,571	7,849	8,955	2,500
2	Martin Luther King, Jr. Memorial Library	25,622	-	-	-	6,484
2	Library Express	-	2,849	2,542	2,158	-
2	Georgetown	5,852	5,699	5,935	6,403	1,715
2	West End	967	9,506	7,878	8,868	1,308
Ward 2 Totals		32,441	18,054	16,355	17,429	9,507
3	Chevy Chase	3,224	3,743	3,025	3,607	878
3	Cleveland Park	1,404	1,592	10,939	12,317	3,662
3	Palisades	1,167	1,733	2,857	3,353	515
3	Tenley-Friendship	5,293	4,151	4,690	6,753	673
Ward 3 Totals		11,088	11,219	21,511	26,030	5,728
4	Petworth	6,731	7,347	10,054	12,267	4,243
4	Shepherd Park (Juanita E. Thornton)	2,153	2,551	2,612	2,744	543
4	Takoma Park	1,632	1,616	1,970	1,665	285
Ward 4 Totals		10,516	11,514	14,636	16,676	5,071
5	Lamond-Riggs	2,128	2,179	2,685	3,183	296
5	Woodridge	4,354	5,451	4,996	5,023	1,156
Ward 5 Totals		6,482	7,630	7,681	8,206	1,452
6	Northeast	4,052	4,405	3,860	4,303	1,430
6	Northwest One	1,822	1,675	1,592	2,044	229
6	Rosedale	1,409	1,751	1,442	1,993	368
6	Shaw (Watha T. Daniel)	8,321	9,387	12,311	12,836	3,196
6	Southeast	3,197	3,625	4,012	5,555	2,271
6	Southwest	2,141	2,639	2,352	1,655	529
Ward 6 Totals		20,942	23,482	25,569	28,386	8,023
7	Benning (Dorothy I. Height)	5,925	6,318	6,426	6,066	888
7	Capitol View	1,380	2,015	1,366	4,096	689
7	Deanwood	1,593	1,652	2,143	1,976	182
7	Francis Gregory	2,569	2,477	3,053	3,133	428
Ward 7 Totals		11,467	12,462	12,988	15,271	2,187
8	Anacostia	4,578	4,695	6,098	6,535	1,958
8	Bellevue (William O. Lockridge)	2,927	2,708	3,178	3,461	518
8	Parklands-Turner	4,519	5,480	6,353	7,392	2,188
Ward 8 Totals		12,024	12,883	15,629	17,388	4,664
DCPL Total		111,816	103,815	122,218	138,341	39,132
Percent Change			-7.16%	17.73%	13.19%	-71.71%



	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	84,388	85,689	105,473	90,841	106,211	145,502	50,227
Q2	83,871	93,469	111,816	103,815	122,218	138,341	39,132
Q3	87,306	105,611	89,442	107,013	144,670	29,586	
Q4	87,916	108,699	94,437	100,573	150,151	39,647	
Total	343,481	393,468	401,168	402,242	523,250	353,076	89,359

COMPUTER SESSIONS

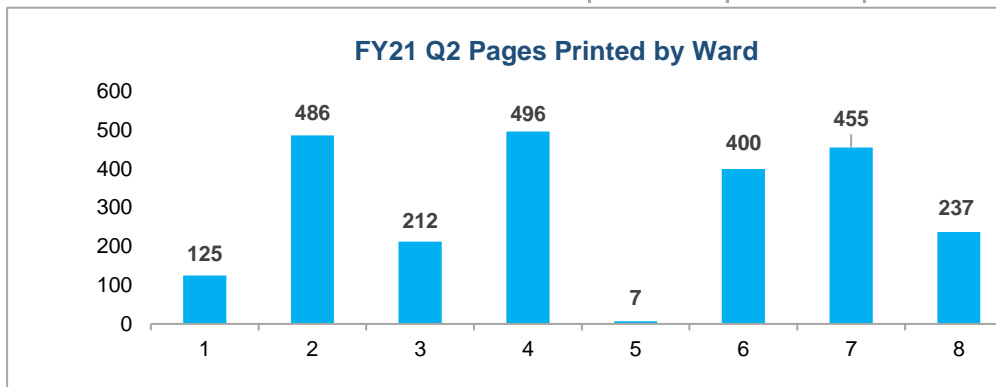
	Location	Q2 FY17	Q2 FY18	Q2 FY19	Q2 FY20	Q2 FY21
1	Mt. Pleasant	12,365	13,397	13,381	10,755	32
Ward 1 Totals		12,365	13,397	13,381	10,755	32
2	Martin Luther King, Jr. Memorial Library	36,202	0	0	0	65
2	Library Express	0	5,587	5,637	5,370	-
2	Georgetown	6,635	5,802	6,822	5,780	21
2	West End	2,633	12,144	12,934	11,712	50
Ward 2 Totals		45,470	23,533	25,393	22,862	136
3	Chevy Chase	2,862	3,998	4,134	4,158	11
3	Cleveland Park	1,315	1,675	4,571	5,449	26
3	Palisades	1,010	1,048	1,455	1,598	3
3	Tenley-Friendship	10,773	9,936	9,420	8,449	48
Ward 3 Totals		15,960	16,657	19,580	19,654	88
4	Petworth	11,013	11,751	11,911	11,280	53
4	Shepherd Park (Juanita E. Thornton)	5,981	7,374	7,051	7,623	43
4	Takoma Park	4,862	4,632	4,544	3,643	0
Ward 4 Totals		21,857	23,757	23,506	22,546	96
5	Lamond-Riggs	5,806	7,642	7,750	6,978	0
5	Woodridge	10,527	12,643	13,077	11,230	43
Ward 5 Totals		16,333	20,285	20,827	18,208	43
6	Northeast	7,229	8,325	8,557	7,277	36
6	Northwest One	7,597	10,104	8,440	6,813	0
6	Rosedale	6,389	6,686	6,269	6,230	0
6	Shaw (Watha T. Daniel)	15,181	19,665	16,167	15,685	62
6	Southeast	4,831	8,133	7,637	7,730	0
6	Southwest	5,578	7,057	7,549	5,313	0
Ward 6 Totals		46,805	59,970	54,619	49,048	98
7	Benning (Dorothy I. Height)	12,059	14,612	13,094	11,574	20
7	Capitol View	5,120	5,751	4,758	8,687	49
7	Deanwood	6,077	5,035	5,413	4,373	0
7	Francis Gregory	10,297	8,543	9,187	7,605	12
Ward 7 Totals		33,553	33,941	32,452	32,239	81
8	Anacostia	13,021	12,651	11,941	10,509	5
8	Bellevue (William O. Lockridge)	13,318	10,985	11,330	9,634	34
8	Parklands-Turner	9,848	12,979	12,455	10,719	0
Ward 8 Totals		36,187	36,615	35,726	30,862	39
DCPL Total		228,529	228,155	225,484	206,174	613
Percent Change			-0.16%	-1.17%	-8.56%	-99.70%



	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Q1	285,146	252,545	252,893	211,392	224,809	242,891	19,250
Q2	275,674	243,426	228,529	228,155	225,484	206,174	613
Q3	280,764	241,568	199,793	235,243	233,656	314	
Q4	283,268	243,956	224,737	257,518	260,428	17,589	
Total	1,124,852	981,495	905,952	932,308	944,377	466,968	19,863

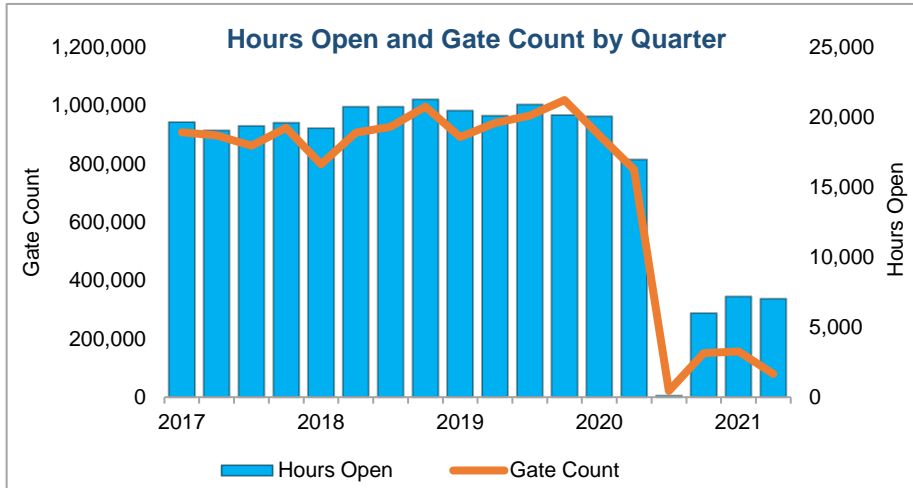
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	Location	Q2 FY19	Q2 FY20	Q2 FY21
1	Mt. Pleasant	32,081	30,097	125
Ward 1 Totals		32,081	30,097	125
2	Martin Luther King, Jr. Memorial Library	-	-	224
2	Library Express	12,936	13,149	-
2	Georgetown	21,654	20,549	67
2	West End	28,196	29,903	195
Ward 2 Totals		62,786	63,601	486
3	Chevy Chase	19,016	18,066	76
3	Cleveland Park	16,332	22,084	115
3	Palisades	5,408	7,910	21
3	Tenley-Friendship	27,795	22,743	0
Ward 3 Totals		68,551	70,803	212
4	Petworth	33,466	31,889	215
4	Shepherd Park (Juanita E. Thornton)	24,110	26,642	281
4	Takoma Park	21,460	16,778	0
Ward 4 Totals		79,036	75,309	496
5	Lamond-Riggs	28,052	36,443	0
5	Woodridge	45,104	45,524	7
Ward 5 Totals		73,156	81,967	7
6	Northeast	28,798	18,811	143
6	Northwest One	10,304	16,207	0
6	Rosedale	16,156	18,813	0
6	Shaw (Watha T. Daniel)	30,262	52,901	257
6	Southeast	27,373	29,085	0
6	Southwest	25,908	17,305	0
Ward 6 Totals		138,801	153,122	400
7	Benning (Dorothy I. Height)	40,933	42,350	132
7	Capitol View	20,124	38,199	248
7	Deanwood	20,182	16,776	0
7	Francis Gregory	42,067	39,606	75
Ward 7 Totals		123,306	136,931	455
8	Anacostia	36,491	34,461	0
8	Bellevue (William O. Lockridge)	39,532	37,967	237
8	Parklands-Turner	45,340	46,755	0
Ward 8 Totals		121,363	119,183	237
DCPL Total		699,080	731,013	2,418
Percent Change			4.57%	-99.67%



	FY2019	FY2020	FY2021
Q1	581,424	780,639	111,971
Q2	699,080	731,013	2,418
Q3	770,156	8,027	
Q4	839,799	152,199	
Total	2,890,459	1,671,878	114,389

SERVICE HOURS



Hours Open by Fiscal Year and Quarter

	FY2017	FY2018	FY2019	FY2020	FY2021
Q1	19,677	19,239	20,505	20,088	7,202
Q2	19,075	20,780	20,128	16,997	7,038
Q3	19,409	20,780	20,935	112	
Q4	19,623	21,295	20,175	6,008	
Total	77,783	82,092	81,742	43,204	14,240

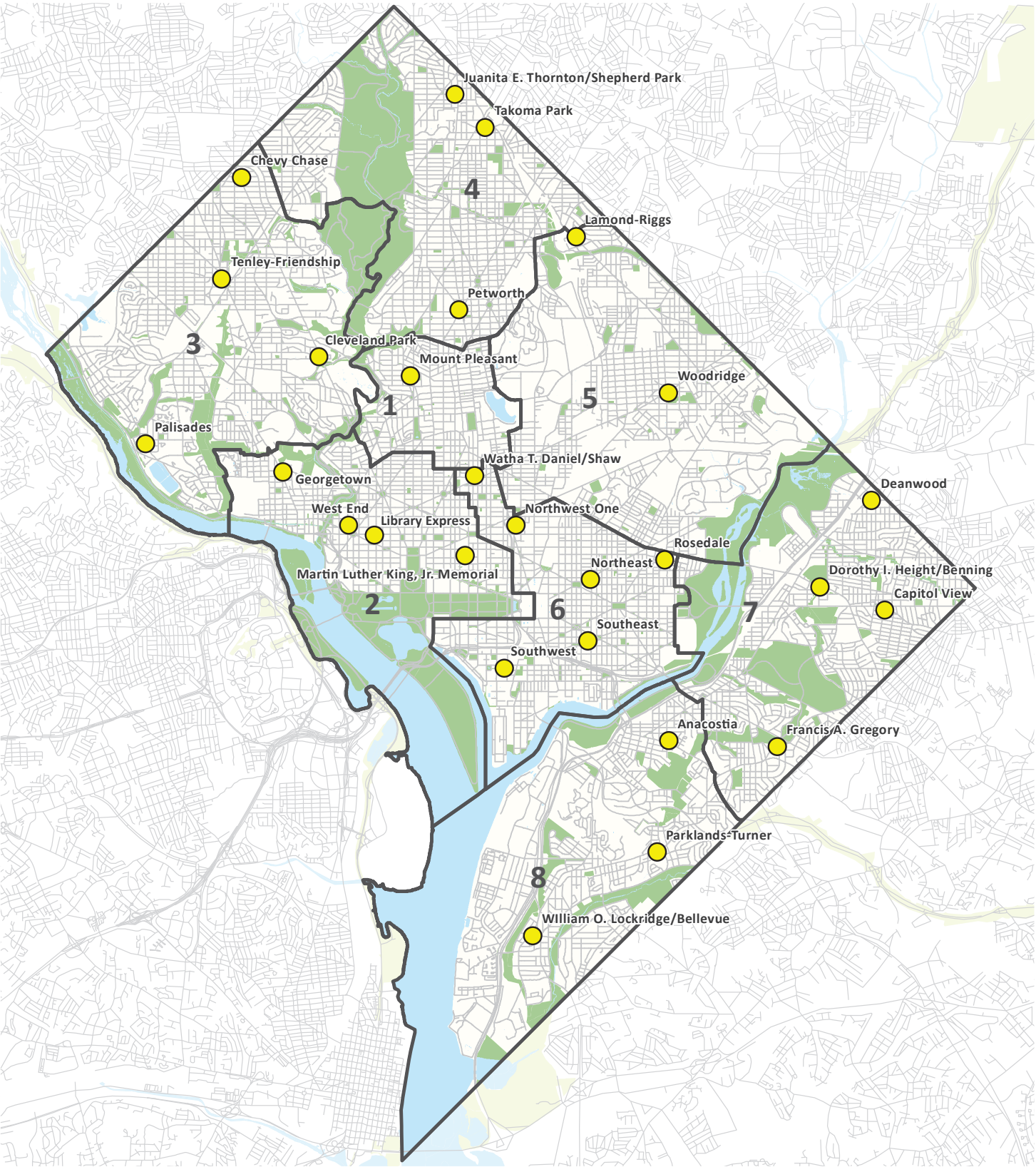
FY21 Hours of Unplanned Closures

	Q1	Q2	Q3	Q4	Total
Anacostia	4.5				4.5
Benning (Dorothy I. Height)	14	7			21
Martin Luther King, Jr. Memorial Library	11	37			48
Mt. Pleasant	14				14
Palisades	7				7
West End		7			7
Systemwide		51			
Total	50.5	102	0	0	203.5

HUMAN RESOURCES

	Q2 FY20	Q2 FY21	% Change
Vacancy Rate	11.8%	15.3%	29.7%
# Staff of Extended Leave New	7	9	28.6%
# Staff on Extended Leave (Cont.)	8	2	-75.0%
Total Staff on Extended Leave	15	11	-26.7%

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.

Ask DCPL – Ask DCPL is the Library's online information and help service. Library staff answer customer questions virtually using a chat feature on DC Public Library's website.

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.

Center for Accessibility – The Center for Accessibility provides individuals with disabilities access to Library programs, services, and collections.

Circulation - Physical and digital lending transactions from the library's collection, including physical first checkouts, 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.

Dig DC Page Views- Number of instances of a Dig DC web portal page being loaded (or reloaded) in a browser. The Dig DC portal includes selected digitized and born-digital items from the People's Archive at DC Public Library.

Digital Library 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 attributed to wards based on the cardholder's residence provide in account information.

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.

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 public access multifunction device.

People's Archive – Library department that connects users to unique resources that illustrate the District of Columbia's local history and culture. Collections encompass digital resources, special collections including Black Studies, Washingtoniana, the Peabody Room at the Georgetown Neighborhood Library, community archives and more.

Physical First Checkouts – Initial lending transactions of physical items from the library’s collection. This category excludes renewals and in-house use.

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, retweeted, etc.) with posts.

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

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

Virtual Formats - Video or audio formats include Youtube Live, Facebook Live, Podcasts, and Big Marker. Interactive formats include Zoom, WebEx and Google Meet.

Virtual Programs - Live content led by staff members, partner organizations, and paid presenters/contractors hosted by DC Public Library on digital or virtual formats.

Virtual Outreach – Live content led by staff members, partner organizations, and paid presenters/contractors hosted by other entities on digital or virtual formats.

Virtual Attendance - Attendance is calculated based on each virtual format. Facebook program attendance is the number of views during the first hour of the video is posted. Google Meet, WebEx, and Zoom program attendance is the number of participants during the duration of the program. Twitter and Podcast attendance is not calculated.