



DC public **library**

Next Libris:
Facilities Master Plan
2020-2030



Appendices



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Appendix A

General Library Information

DC Public Library

Next Libris: Facilities Master Plan 2020-2030
General Library Information

No	Library Planning Area	Address	Ward	Recent Year of Investment	Recent Work Completed	Square Feet	Planning Area Population (2018)	Planning Area Population (2023)	Square Feet per Capita	Gate Count (2018)	WiFi Use (2018)	Average Monthly Checkouts (2018)
1	Anacostia Library	1800 Good Hope Rd SE	8	2010	New Construction	23,000	31,577	34,252	0.67	166,445	18,375	3,857
2	Bellevue Library	115 Atlantic St SW	8	2012	New Construction	22,500	32,903	35,882	0.63	106,969	10,781	3,381
3	Benning Library	3935 Benning Rd NE	7	2010	New Construction	23,000	23,275	24,659	0.93	204,706	24,037	2,515
4	Capitol View Library	220 49th St SE	7	2019	Renovation	21,300	23,629	25,428	0.84	53,041	6,649	2,459
5	Chevy Chase Library	8005 Connecticut Ave NW	3	2016	Not Yet Modernized	24,618	20,253	22,977	1.07	150,801	13,908	6,305
6	Cleveland Park Library	3310 Connecticut Ave NW	3	2018	New Construction	27,077	38,934	44,454	0.61	101,643	13,927	15,527
7	Deanwood Library	1350 49th St NE	7	2010	New Construction	7,300	10,643	11,341	0.64	91,280	6,808	835
8	Francis Gregory Library	3660 Alabama Ave SE	7	2012	New Construction	22,500	12,810	13,141	1.71	111,041	9,798	1,748
9	Georgetown Library	3260 R St. NW	2	2010	Renovation	24,000	37,115	43,266	0.55	141,980	22,093	6,532
10	Lamond-Riggs Library	5401 South Dakota Ave NE	5	In Progress	In Progress	23,594	10,389	10,578	2.23	109,016	8,428	1,918
11	Mt. Pleasant Library	3160 16th St. NW	1	2012	Renovation	22,500	73,435	84,391	0.27	249,727	26,143	12,772
12	Northeast Library	330 7th St. NE	6	2014	Renovation	13,900	35,653	39,519	0.35	147,813	16,639	9,766
13	Northwest One Library	155 L St NW	6	2009	New Construction	5,000	13,173	13,899	0.36	99,132	6,490	1,900
14	Palisades Library	4901 V St. NW	3	2018	Renovation	20,100	24,845	28,893	0.70	75,621	6,004	5,506
15	Parklands-Turner Library	1547 Alabama Ave SE	8	Leased Storefront	Leased Storefront	4,925	18,541	20,222	0.24	148,023	21,523	1,689
16	Petworth Library	4200 Kansas Ave NW	4	2011	Renovation	19,500	52,075	57,725	0.34	172,158	27,432	9,797
17	Rosedale Library	1701 Gales St NE	6	2012	New Construction	4,850	12,066	13,012	0.37	100,773	7,517	1,711
18	Shaw Library	1630 7th St. NW	6	2010	New Construction	22,850	60,401	67,095	0.34	270,904	35,872	8,783
19	Shepherd Park Library	7420 Georgia Ave NW	4	2016	Not Yet Modernized	23,000	8,133	8,757	2.63	104,366	9,934	1,900
20	Southeast Library	403 7th St SE	6	In Progress	In Progress	6,431	31,180	34,245	0.19	166,853	14,363	8,317
21	Southwest Library	900 Wesley Pl SW	6	In Progress	In Progress	21,600	12,889	13,808	1.56	98,061	9,879	2,600
22	Takoma Park Library	416 Cedar St. NW	4	2009	Renovation	8,726	17,755	19,084	0.46	74,616	6,202	3,708
23	Tenley-Friendship Library	4450 Wisconsin Ave NW	3	2011	New Construction	23,000	19,484	22,252	1.03	244,266	15,929	6,476
24	West End Library	2301 L St NW	2	2017	New Construction	20,700	39,584	45,769	0.45	165,946	30,690	5,576
25	Woodridge Library	1801 Hamlin St. NE	5	2016	New Construction	20,812	48,341	51,575	0.40	172,335	20,737	10,156
26	MLK Library	901 G St. NW	2	In Progress	In Progress	440,000						

Notes:
Martin Luther King Jr. Memorial Library does not have a planning area due to the ongoing modernization.
Martin Luther King Jr. Memorial Library does not have gate count data to closure during the ongoing modernization.

Appendix B

Library Usage Assessment

Appendix B:

Library Usage Assessment

As part of the Facilities Master Plan process, CivicTechnologies, a sub-consultant to Brailsford and Dunlavey, conducted an assessment of library usage across the District. The documents included in Appendix B were part of the iterative, deliberative process.

CivicTechnologies conducted a workshop with more than 100 Library staff about their service area communities, populations, customers and noncustomers in order to inform the Facilities Master Plan. The workshops were held over the course of three days, each day focusing on specific library planning areas.

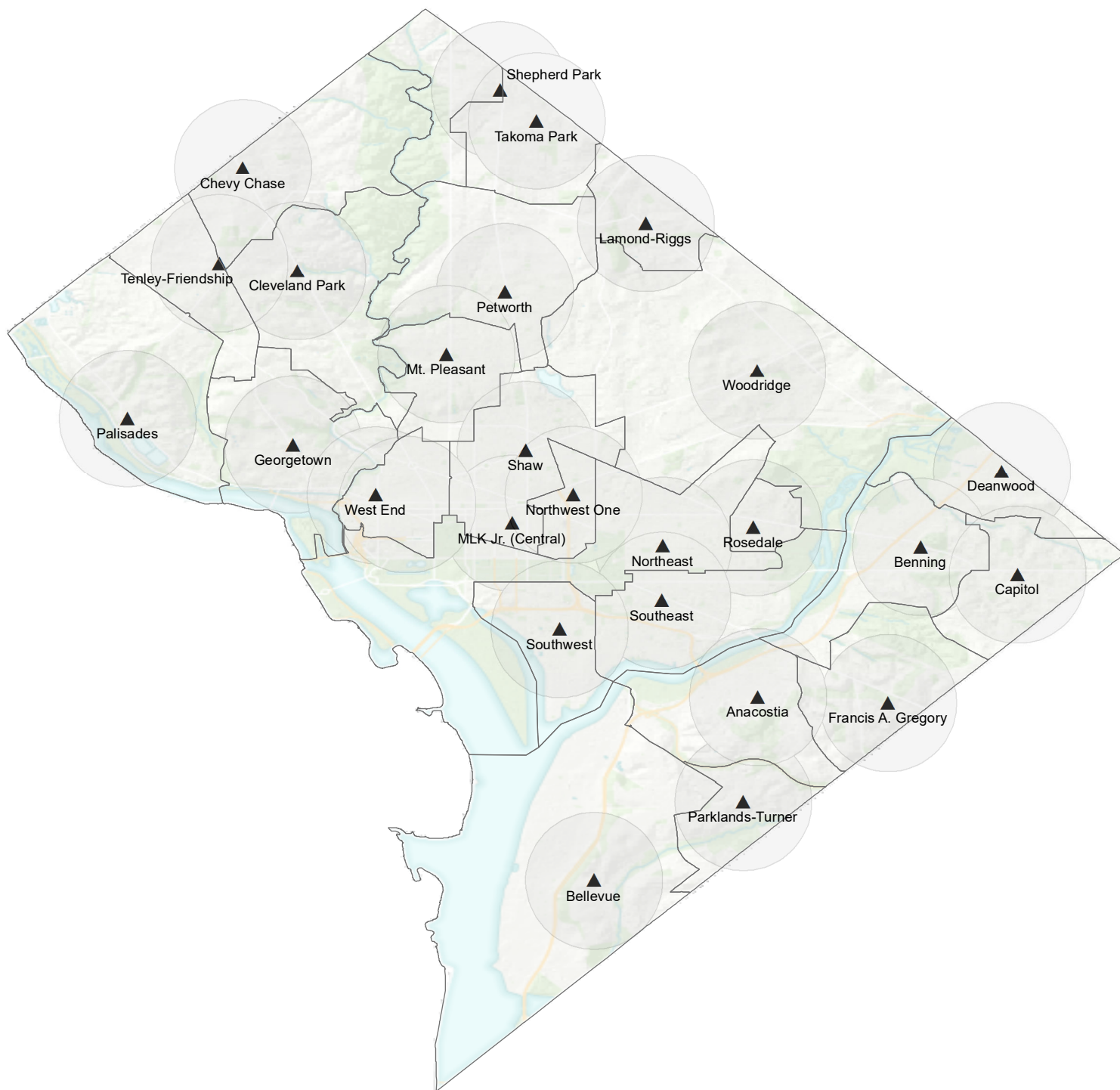
Appendix Materials

Appendix B includes the following materials:




- Library Planning Areas
- Facility Planning Guidelines
- Online Public Survey – Executive Summary
- Online Public Survey – Open End Verbatim Comments
- Data, Services Areas, and Related Information
- District-wide Scan

**The District-wide Scan includes a listing of the 35 key features used to perform the qualitative visual analysis described on page 29 of the Facilities Master Plan.*

Library Planning Areas

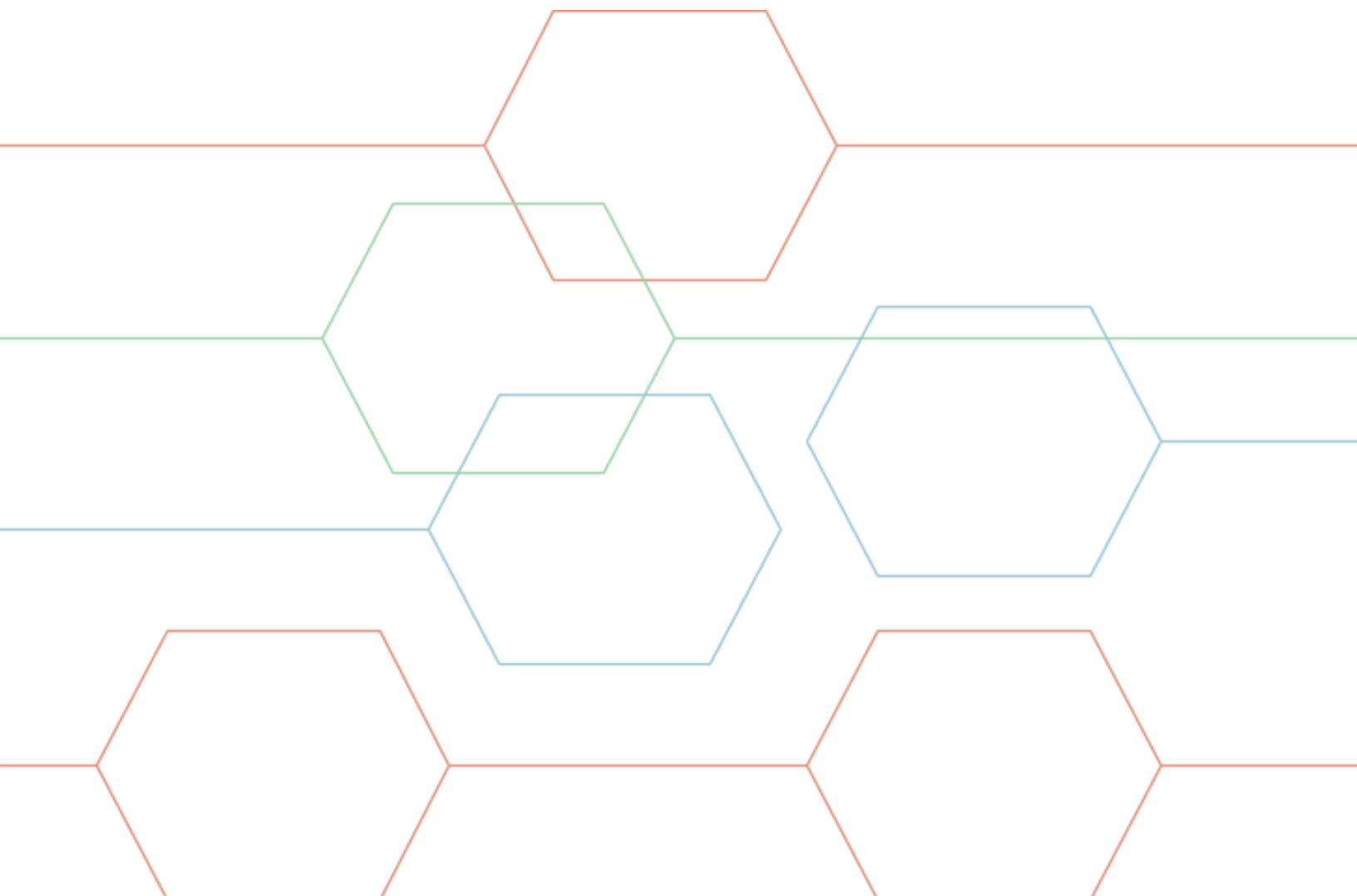


Legend

-  Library Planning Area Boundary
-  0.75 mile radius
-  Library

DC Public Library

Memo: Facility Planning Guidelines



CIVICTechnologies

In association with Brailsford & Dunlavey, Inc.

February 26, 2019

1.0 Facility Planning Context

This document sets out information regarding facility planning guidelines related to facility size and selected facility planning elements.

With respect to the public library industry, there are no “hard and fast” methods or industry standards for sizing facilities or the elements that go into them.

Rather, the industry utilizes guidelines or rules of thumb, and those guidelines can have wide divergences in numbers. This divergence can’t be understated. Worse, many libraries frequently ignore planning guidelines in favor of political expediency to “get what they can get” or “get what they can fit onto a site.”

It’s well known that public libraries prefer single-story to two-story facilities because they’re easier to secure and manage and require less staff. When public libraries select smaller building sites (especially in urban areas) they’ll “back into” what can fit in the limited building envelope. In these cases guidelines are quickly discarded in favor of what’s workable.

Public libraries tend to use the following public services categories:

- **Facility size** measured as square feet per capita. This measure “fits” all of the following elements and other spaces into it.
- **Collection size** measured as volumes per capita.
- **Reader seats** measured as seats per 1,000 population.
- **Public access computers** measured as computers per 1,000 population.
- **Meeting room seats** measured as seats per 1,000 population.
- **Storytelling space** measured as floor sitting area per 1,000 population.
- **Group study seats** measure as seats per 1,000 population.

Notes:

- Population is the total population of the jurisdiction or local service area population.
- The items listed above are the fewest, highest-level items that drive sizing for the areas in the building. Collection size drives shelving size; reader seats drive reading rooms and other areas; public access computers drive computer seating carousels or tables; and meeting room seats drive meeting room size.
- Other site planning elements such as number of parking spaces, open space, and landscape area are typically handled by local zoning codes.

Public libraries tend to adjust guideline sizing based upon whether the system is a central library-based system (most municipal libraries are this, like DCPL) versus a branch-only system which is typical of county- and district-based systems (no central library). Central library's tend to be sufficiently large to provide certain functions that utilize space not needed in neighborhood branches. For DCPL we should identify the extent to which certain functions occur in branches, MLK, or other logistical facilities.

Space use divisions within the overall facility size is frequently performed during preparation of the branch plan of service.

Here are a couple of good resources for further research:

https://www.webjunction.org/documents/webjunction/WebJunction_039_s_Focus_on_Space_Planning_for_Libraries.html

<https://www.wbdg.org/building-types/libraries/public-library>

<http://mnl.mclinc.org/wp-content/uploads/2013/05/spaceplanningguide.pdf>

2.0 Core User Service Guidelines

The following table displays the elements and guidelines.

Measures can be prepared for at citywide or system level (e.g., total sf of all facilities compared to total population of DC) and for each service area (e.g., sf of a given branch compared to the population of that branch service area).

Guidelines for individual branch service areas are frequently adjusted for branch plan of service that in turn reflects the local service area population. For example, in a neighborhood with a high school, college, or university, group study spaces might be increased. In a neighborhood with starter homes, storytelling space might be increased.

The low end of the ranges displayed in the table below can be considered minimums.

Element	Guidelines
Facility Size	Between 0.75 and 1.25 sf per capita. This is an overall amount in which all of the other items “fit.”
Collection Size	Between 2.0 and 3.0 items per capita.
Reader Seats	Between 3.0 and 5.0 seats per 1,000 people.
Public Access Computers	Between 0.9 and 1.2 computers per 1,000 people.
Meeting Room Seats	Between 1.5 and 2.5 seats per 1,000 people.
Group Study Space	Between 0.4 and 0.6 seats per 1,000 people.
Storytelling Space	Between 0.9 and 1.2 floor seating area per 1,000 people.

3.0 Other Key Space Elements

Other key space elements for consideration include the following:

- Service desks
- Public service staff workspace
- Storage
- Management offices
- Gross up factor including mechanical, restrooms, and circulation

4.0 Setting Guidelines to Identify Deficiencies

Once guidelines are set, calculations can be made to:

1. Identify current deficiencies in size and features.

For example, if we assume that facilities will be sized at a guideline of 2.0 sf/capita, and the service area population is 10,000 people, we’d need a 20,000 sf branch. If the current branch size is 8,000 sf, then its deficient by 12,000 sf for current population.

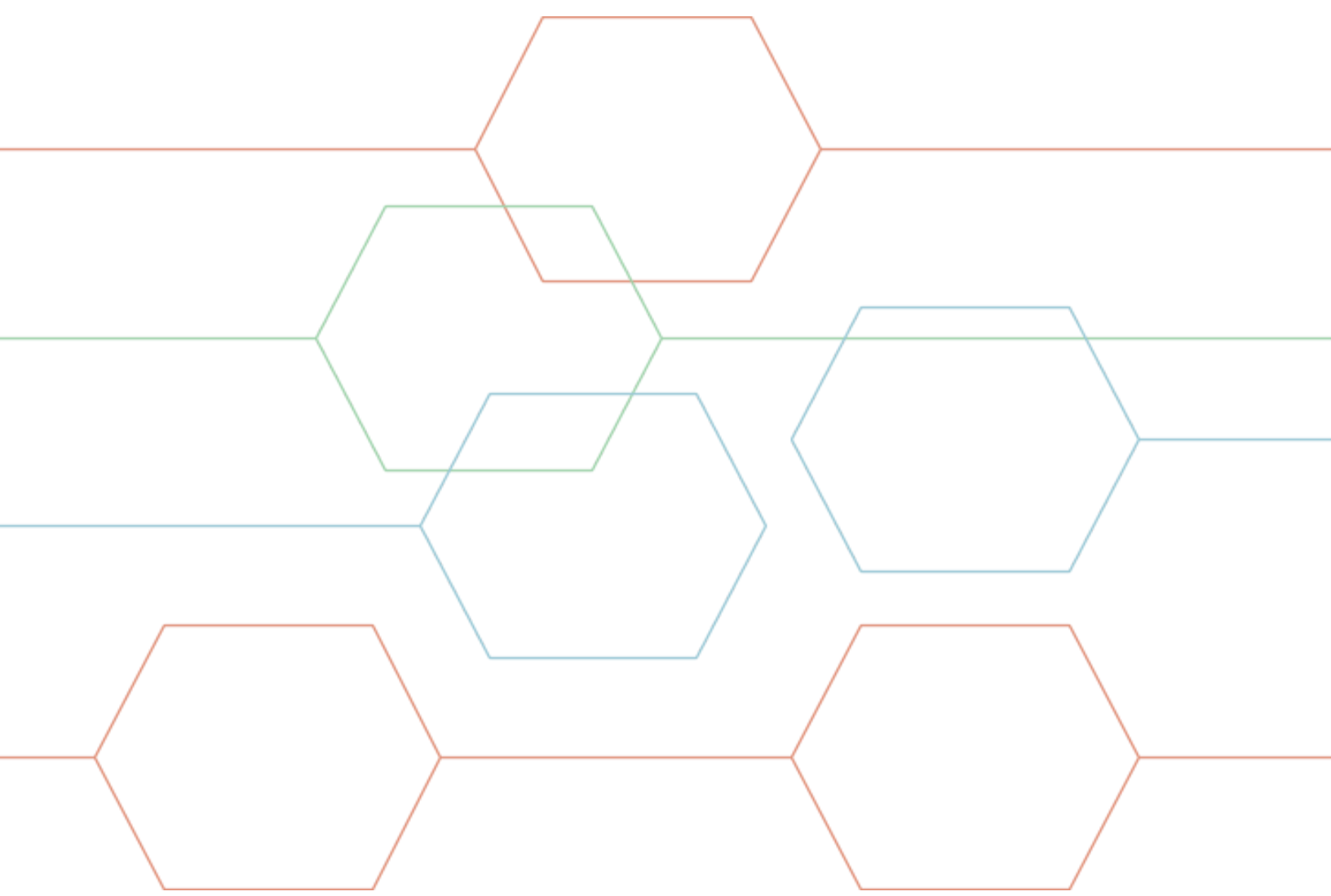
2. Identify future forecast (projected) population needs to current deficiencies and to measure deficiency increases as population grows.

Extending the example above, if the forecast 10-year population is slated to grow by 5,000 people to 15,000 people, then we'd need a future branch at 30,000 sf ($15,000 \text{ people} \times 2 \text{ sf/capita}$). Therefore, the current branch is deficient by 22,000 sf for a 10-year forecast (future need).

This methodology can be applied to all of the elements cited above.

DC Public Library

Online Public Survey -- Executive Summary



CIVICTechnologies

In association with Brailsford & Dunlavey, Inc.

April 19, 2019

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Appendix 1: Open End Verbatim Comments

Under separate cover.

2.0 Background

As part of the community engagement component of the Library's facilities master planning process, CIVICTechnologies in association with Brailsford and Dunlavey undertook an online public survey from late January 2019 for approximately three weeks. This included an initial period of data collection in English and a later period of data collection in Spanish. The same number of days was provided to each language group. There were no Spanish language responses.

The online public survey was one of several public input methods including stakeholder interviews, focused conversations, and public forums. The goal of the online public staff survey was to provide the Library with public perceptions to inform the facilities master plan.

3.0 Objectives

Specific objectives of the online public survey were to:

- Gather information from both users and non-users.
- Target and obtain reliable information.
- Provide quantitative data and qualitative information to inform the facilities master plan.
- Identify facility-related barriers that prevent some citizens from utilizing public library services.
- Measure customer satisfaction with specific attributes of library services.
- Identify services and resources that residents would like the Library to expand or enhance which may impact facility planning.
- Determine what would entice residents to increase their use of the Library.

4.0 Methodology

The DCPL public online survey consisted of 17 questions. It is a qualitative survey that contains quantitative information. This survey was anonymous -- there was no required personally identifiable respondent information (however, respondents were asked to include their email address in Question 17 in exchange for receiving information about the facilities master planning process).

The survey is not statistically valid because it does not have a statistically valid sample set.

The survey was available from a link on the Library's website. The survey was designed and developed by CIVICTechnologies/Brailsford and Dunlavey in consultation with the Library's executive management team. The survey was controlled by the CIVICTechnologies on a protected site.

The following questions included open ends to solicit public comments. Verbatim responses are included in the Appendix 1.

- **Question 1: "Please select your ZIP code?" Included the open end: "If you live in a ZIP Code not listed, please enter your five digit ZIP Code here."**
 - **104 respondents offered comments.**
- **Question 4: "Which Library location do you use most frequently? (Select one)." Included the open end: "Other library (please specify the name)".**
 - **85 respondents offered comments.**
- **Question 6: "Select the top six most important things you'd like the Library to EXPAND or ENHANCE? (Select the most important in Column 1 to the sixth most important in Column 6.)" Included the open end: "Other (please specify other new services you might be interested in)"**
 - **173 respondents offered comments.**
- **Question 7: "Rank the top three reasons you do not use the Library location or do not use it more frequently. (Select the top reason from Column 1, the second reason from Column 2, and the third reason from Column 3)." Included the open end: "Other (please specify why you're not satisfied with the Library)".**
 - **210 respondents offered comments.**
- **Question 8: "Where do you most often connect to the Internet? (Check only one.)" Included the open end: "Other (please specify)".**
 - **37 respondents offered comments.**

- **Question 10: “What type of device do you usually use to access the Internet? (Check all that apply.)”**
Included the open end: “Other (please specify)”.
 - **35 respondents offered comments.**
- **Question 14: “If there is another language spoken in your home, what is it?”**
 - **218 respondents offered comments.**
- **Question 16: “What other comments would you like to share about the DC Public Library facilities or facilities master planning process?”**
 - **633 respondents offered comments (49.2% of total respondents).**
- **Question 17: “If you would like to receive email updates about the Facilities Master Plan process, including notices of community meetings, please provide your email address.”**
 - **341 respondents offered comments (26.5% of total respondents).**
 - Please note that email addresses are NOT made public.

5.0 Research Highlights

- There was a total of 1,286 responses. Of those, 1,105 were entered online by respondents, and 181 were written by respondents by hand and entered into the online version by Library staff. Responses to each question contain either all or some subset of the total 1,286 responses.

- **Question 1: What is your ZIP Code?**

Respondents live in just a few ZIP Codes. Results in all questions reflect the people who live in these ZIP Codes:

- 20% of respondents live in one ZIP Code: 20009.
- Half of respondents were in five ZIP Codes: 20009, 20002, 20008, 20001, and 20010.
- All respondents reside in 28 ZIP Codes.

- **Question 2: Do you have a current DC Public Library card?**

Results clearly skew to people who use the Library. 85% of respondents have a Library card.

- **Question 3: In the last 12 months, approximately how many times have you visited or used the online services of DC Public Library?**

Reflecting the fact that 85% of respondents have Library cards, they use the Library a lot:

- 1 in 3 respondents use the Library 52 or more times a year.
- 1 in 8 use the Library once a week.
- 1 in 5 respondents use the Library more than once a month.
- 1 in 3 don't use the Library or use it infrequently.

- **Question 4: Which Library location do you use most frequently?**

Also reflecting the dominant residential ZIP Codes, respondents reported the most frequented branches as Mt. Pleasant (11.3%), Cleveland Park (9.8%), Shaw (7.6%), Woodridge (6.3%), and Tenley-Friendship (5.9%).

- **Question 5: Please indicate your level of satisfaction with the following aspects of the Library:**

- Respondents are highly satisfied across many facets of the Library. Respondents reported being extremely to somewhat satisfied with the Library overall (83%), staff courtesy and customer service (80%), hours of operation (77%), and safety/security and materials for checkout (each at 68%).

- Very few respondents are dissatisfied with the Library: only 13% were dissatisfied with items placed on hold and 10% with the Library's website.
 - What's most concerning is that many respondents don't know or use the following Library services: social media (54% of respondents), computer/technology (52%), meeting rooms (50%), Wi-Fi (49%), downloadables and streaming materials (40%), and programs/events (31%).
- **Question 6: How important do you believe it is for the Library to expand or enhance the following?**

The top two things that respondents want are streaming/downloadables and nonfiction/fiction/bestsellers tied equally with a 4.1 weighted average. These are followed by children's programs (4.0), computer and technology training (3.9), and services for English language learners (3.8).
 - **Question 7: Select the top three reasons you do not use the Library location or do not use it more frequently?**

The top three reasons are lack of convenience (21%), lack of time (16%), or use the Internet to get information (15%). Together, these three reasons account for 53% of respondents.
 - **Question 8: Where do you most often connect to the internet?**

Over 90% connect at home (69%) and work (23%). Very few -- only 6% -- connect at the Library.
 - **Question 9: Do you have a home with internet access?**

Over 9 out of 10 respondents have internet access at home.
 - **Question 10: What type of device do you usually use to access the Internet?**

Respondents equally report using desktop computers/laptop computers and smartphones. Few use tablets.
 - **Question 11: What is the highest level of education you have completed?**

Respondents are well-educated. 58% have a graduate degree and another 28% have a college degree.
 - **Question 12: What is your employment status?**

7 in 10 respondents were employed or self-employed with only 1 in 9 retired and only 1 in 20 students.

- **Question 13: Is there a language other than English spoken in your household?**

4 out of 5 respondents speak only English at home.

- **Question 14: If there is another language spoken in your home, what is it?**

Of the 1 in 5 who speak another language at home, 42% speak Spanish. After Spanish, the next ten language combined add up the number speaking Spanish. Spanish is followed by French, Russian, Portuguese, and Chinese.

- **Question 15: What is your age group?**

Nearly half of respondents were between the age of 26 and 40. Just over one-quarter were age 41 to 60. These two age groups represent 75% of respondents.

- **Question 16: What other comments would you like to share about the DC Public Library facilities or the facilities master planning process?**

633 respondents offered comments.

- **Question 17: If you would like to receive email updates about the Facilities Master Plan process, including notices of community meetings, please provide your email address.**

341 respondents offered their email address. No email addresses are made public.

6.0 Quantitative Analysis

QUESTION 1

What is your ZIP Code?

There were 1,173 responses plus 104 comments (self-reported ZIP Codes). Of the 104 comments, 28 were ZIP Codes in the study area and the rest -- 76 -- were either outside of the study area or had bad data entry. See Appendix 1 for verbatim responses.

The 1,201 total respondents in the study area reported occupying 28 ZIP Codes as displayed in the table below. Of those 28 ZIP Codes:

- 243 respondents, or 20.2% were in one ZIP Code -- 20009.
- 603 respondents, or 50.2% were in the top five ZIP Codes -- 20009, 20002, 20008, 20001, and 20010.
- 1,089 respondents, or 90.7% were in the top 15 ZIP Codes.

While its self-evident, it should nevertheless be stated that the survey reflects the perceptions of people living in the 28 ZIP Codes. Moreover, with 50% of respondents living in only five ZIP Codes, the results are directly influenced by respondents reporting in this small geographic area.

Also note that the 28 ZIP Codes represent 9.6% of the 293 total study area residential ZIP Codes listed in the survey's drop-down menu.

See the next page for table.

Rank	Zip	Number		Share	Cumulative Number	Cumulative Share
1	20009	243	<div></div>	20.2%	243	20.2%
2	20002	106	<div></div>	8.8%	106	29.1%
3	20008	100	<div></div>	8.3%	100	37.4%
4	20001	90	<div></div>	7.5%	90	44.9%
5	20010	64	<div></div>	5.3%	64	50.2%
6	20016	64	<div></div>	5.3%	64	55.5%
7	20003	61	<div></div>	5.1%	61	60.6%
8	20011	61	<div></div>	5.1%	61	65.7%
9	20019	59	<div></div>	4.9%	59	70.6%
10	20017	56	<div></div>	4.7%	56	75.3%
11	20012	54	<div></div>	4.5%	54	79.8%
12	20018	35	<div></div>	2.9%	35	82.7%
13	20024	34	<div></div>	2.8%	34	85.5%
14	20007	33	<div></div>	2.7%	33	88.3%
15	20020	29	<div></div>	2.4%	29	90.7%
16	20015	25	<div></div>	2.1%	25	92.8%
17	20005	21	<div></div>	1.7%	21	94.5%
18	20032	18	<div></div>	1.5%	18	96.0%
19	20036	16	<div></div>	1.3%	16	97.3%
20	20015	12	<div></div>	1.0%	12	98.3%
21	20004	8	<div></div>	0.7%	8	99.0%
22	20037	4	<div></div>	0.3%	4	99.3%
23	20022	3	<div></div>	0.2%	3	99.6%
24	20026	1	<div></div>	0.1%	1	99.7%
25	20052	1	<div></div>	0.1%	1	99.8%
26	20220	1	<div></div>	0.1%	1	99.8%
27	20594	1	<div></div>	0.1%	1	99.9%
28	20599	1	<div></div>	0.1%	1	100.0%
		1,201		100.0%	1,201	

QUESTION 2

Do you have a current DC Public Library card?

1,273 respondents answered this question. Results are displayed in the table below.

Key findings include the following:

- 1,065 respondents or 84.7% answered yes -- by far respondents have Library cards.
- Only 181 respondents or 14.2% answered no -- do not have Library cards.
- 27 respondents or 2.1% are not sure if they have a Library card or not.

QUESTION 3

In the last 12 months, approximately how many times have you visited or used the online services of DC Public Library?

1,279 respondents answered this question. Results are displayed in the table below.

Key findings include the following:

- 4 in 10 use it more than 3 times a year but fewer than 52 -- the great middle ground.
- 1 in 3 don't use the Library or use it infrequently.
- 1 in 3 use it 52 or more times a year.
- 1 in 5 respondents use the Library more than once a month.
- 1 in 6 use the library more than once a week.
- 1 in 6 don't use the Library but responded to the survey.
- 1 in 8 use the Library once a week.

Visited or Used Online Services	Respondents	Share	
More than once a month	280	21.9%	
More than once a week	197	15.4%	
None	191	14.9%	
Once or twice a year	181	14.2%	
Once a week	161	12.6%	
About once a month	157	12.3%	
About every other month	112	8.8%	

QUESTION 4

Which Library location do you use most frequently? (Select one.)

1,200 respondents answered this question. Results are displayed in the table below. 85 respondents offered comments provided in Appendix 1.

Key findings include the following:

- The highest reported branch was Mt. Pleasant with 136 or 11.3%.
- The next highest branches are:
 - Cleveland Park with 118 or 9.8%.
 - Shaw with 91 or 7.6%.
 - Woodridge with 76 or 6.3%.
 - Tenley-Friendship with 71 or 5.9%.
- These branches reflect proximity to respondents reported residential ZIP Codes.

See next page for table.

Branch	Visits	Share	
Mt. Pleasant	136	11.3%	
Cleveland Park	118	9.8%	
Shaw (Watha T. Daniel)	91	7.6%	
Woodridge	76	6.3%	
Tenley-Friendship	71	5.9%	
Chevy Chase	56	4.7%	
West End	55	4.6%	
Online	52	4.3%	
Southeast	50	4.2%	
Northeast	43	3.6%	
Petworth	42	3.5%	
Martin Luther King Jr. Memorial	41	3.4%	
Georgetown	40	3.3%	
Don't know	38	3.2%	
Southwest	36	3.0%	
Takoma Park	29	2.4%	
Benning (Dorothy I. Height)	27	2.3%	
Northwest One	27	2.3%	
Shepherd Park (Juanita E. Thornton)	27	2.3%	
Library Express	23	1.9%	
Palisades	23	1.9%	
Capitol View	19	1.6%	
Lamond-Riggs	19	1.6%	
Anacostia	13	1.1%	
Bellevue (William O. Lockridge)	11	0.9%	
Francis A. Gregory	11	0.9%	
Rosedale	10	0.8%	
Deanwood	8	0.7%	
Parklands-Turner	8	0.7%	

QUESTION 5

Please indicate your level of satisfaction with the following aspects of the Library:

1,127 respondents answered this question. Results are displayed in the table below.

Key findings include the following:

- The highest aspects of satisfaction include:
 - 83.1% of respondents are extremely to somewhat satisfied with the Library overall.
 - 79.9% of respondents are extremely to somewhat satisfied with staff courtesy and customer service.
 - 76.8% of respondents are extremely to somewhat satisfied with hours of operation.
 - 67.7% of respondents are extremely to somewhat satisfied with safety and security.
 - 67.7% of respondents are extremely to somewhat satisfied with materials for checkout.
- Very few are dissatisfied with the Library:
 - 12.8% are extremely to somewhat dissatisfied with wait times for items placed on hold.
 - 10.2% are extremely to somewhat dissatisfied with the Library's website.
- Many respondents don't know about or don't use Library services:
 - 54.2% don't know about or don't use Library's social media.
 - 51.9% don't know about or don't use this service: computer, software, technology and related features.
 - 49.5% don't know about or don't use this service: meeting rooms and related features.
 - 49.0% don't know about or don't use this service: Library Wi-Fi.
 - 39.6% don't know about or don't use this service: downloadable and streaming materials.
 - 31.3% don't know about or don't use this service: Library programs and events.

Level of Satisfaction	Extremely Satisfied		Somewhat Satisfied		Neutral		Somewhat Dissatisfied		Extremely Dissatisfied		I Don't Know/I Don't Use this Service	
Overall satisfaction with the Library	510	46.0%	411	37.1%	81	7.3%	39	3.5%	7	0.6%	61	5.5%
Staff courtesy and customer service	633	57.2%	252	22.8%	94	8.5%	31	2.8%	5	0.5%	92	8.3%
Hours of operation	474	42.6%	380	34.2%	117	10.5%	53	4.8%	6	0.5%	82	7.4%
Library Wi-Fi	260	23.4%	163	14.7%	110	9.9%	30	2.7%	3	0.3%	543	49.0%
Wait time for items placed on hold	240	21.8%	326	29.6%	178	16.2%	120	10.9%	21	1.9%	215	19.6%
Safety and security	484	43.6%	268	24.1%	164	14.8%	59	5.3%	12	1.1%	124	11.2%
Library website	322	29.0%	367	33.1%	146	13.2%	99	8.9%	14	1.3%	162	14.6%
Library social media	184	16.6%	117	10.6%	177	16.0%	25	2.3%	4	0.4%	601	54.2%
Downloadable and streaming materials	222	20.2%	250	22.7%	128	11.6%	54	4.9%	12	1.1%	436	39.6%
Materials for checkout	362	32.8%	386	34.9%	147	13.3%	66	6.0%	17	1.5%	127	11.5%
Meeting room availability/features	212	19.2%	161	14.5%	133	12.0%	34	3.1%	19	1.7%	548	49.5%
Computer, software, technology availability/features	165	14.9%	174	15.7%	129	11.7%	46	4.2%	18	1.6%	574	51.9%
Library programs and events	259	23.3%	286	25.8%	158	14.2%	52	4.7%	8	0.7%	347	31.3%

QUESTION 6

Select the top six most important things you'd like the Library to EXPAND or ENHANCE.
Please indicate your level of satisfaction with the following aspects of the Library:

1,017 respondents answered this question. Results are displayed in the tables below. 173 respondents offered comments provided in Appendix 1.

The following table displays the weighted average of each item ranked in descending order:

Six Most Important Things to Expand or Enhance	Weighted Average	Share
Streaming or downloadable materials such as books, music, video	4.1	
Nonfiction, fiction, and bestsellers	4.1	
Children's programs	4.0	
Computer and technology training	3.9	
Services for English language learners	3.8	
Cultural and educational programs for adults	3.7	
Help with taxes and applying for health insurance	3.7	
Help with resumes, job applications, and job skills training	3.6	
Quiet study spaces	3.5	
Meeting rooms	3.5	
Expanded hours at existing locations	3.5	
Off-site book drop and pick-up	3.3	
Online classes	2.7	
Alternative materials for borrowing such as tools, toys, and housewares	2.7	
Additional library facilities in the community	2.5	

- The top five things respondents would like to expand or enhance include:
 1. Streaming or downloadable materials such as books, music, video
 2. Nonfiction, fiction, and bestsellers
 3. Children's programs
 4. Additional library facilities in the community
 5. Cultural and educational programs for adults

Six Most Important Things to Expand or Enhance	Combined Most and Second Most Important	Share	
Streaming or downloadable materials such as books, music, video	368	18.7%	
Nonfiction, fiction, and bestsellers	339	17.2%	
Children's programs	242	12.3%	
Cultural and educational programs for adults	166	8.4%	
Additional library facilities in the community	130	6.6%	
Quiet study spaces	109	5.5%	
Expanded hours at existing locations	108	5.5%	
Computer and technology training	93	4.7%	
Alternative materials for borrowing such as tools, toys, and housewares	91	4.6%	
Services for English language learners	84	4.3%	
Off-site book drop and pick-up	58	2.9%	
Help with resumes, job applications, and job skills training	50	2.5%	
Meeting rooms	50	2.5%	
Online classes	41	2.1%	
Help with taxes and applying for health insurance	38	1.9%	


Six Most Important Things to Expand or Enhance	Column 1: Most Important		Column 2: Second Most Important		Column 3: Third Most Important		Column 4: Fourth Most Important		Column 5: Fifth Most Important		Column 6: Sixth Most Important		Total	Weighted Average
Streaming or downloadable materials such as books, music, video	210	32.9%	158	24.8%	84	13.2%	71	11.1%	60	9.4%	55	8.6%	638	2.65
Nonfiction, fiction, and bestsellers	196	34.3%	143	25.0%	96	16.8%	48	8.4%	46	8.1%	42	7.4%	571	2.53
Children's programs	152	33.5%	90	19.8%	80	17.6%	50	11.0%	38	8.4%	44	9.7%	454	2.7
Computer and technology training	46	13.1%	47	13.4%	57	16.3%	80	22.9%	68	19.4%	52	14.9%	350	3.67
Services for English language learners	36	12.0%	48	16.0%	60	20.0%	54	18.0%	58	19.3%	44	14.7%	300	3.61
Cultural and educational programs for adults	64	11.1%	102	17.7%	118	20.5%	123	21.4%	94	16.4%	74	12.9%	575	3.53
Help with taxes and applying for health insurance	13	5.5%	25	10.6%	53	22.4%	51	21.5%	48	20.3%	47	19.8%	237	4
Help with resumes, job applications, and job skills training	13	4.8%	37	13.6%	42	15.4%	64	23.4%	52	19.1%	65	23.8%	273	4.1
Quiet study spaces	39	11.5%	70	20.6%	60	17.7%	63	18.5%	57	16.8%	51	15.0%	340	3.54
Meeting rooms	30	12.2%	20	8.1%	43	17.5%	52	21.1%	56	22.8%	45	18.3%	246	3.89
Expanded hours at existing locations	51	15.8%	57	17.7%	74	22.9%	61	18.9%	48	14.9%	32	9.9%	323	3.29
Off-site book drop and pick-up	22	10.4%	36	17.0%	35	16.5%	44	20.8%	32	15.1%	43	20.3%	212	3.74
Online classes	14	5.3%	27	10.3%	53	20.2%	47	17.9%	66	25.1%	56	21.3%	263	4.11
Alternative materials for borrowing such as tools, toys, and housewares	29	8.9%	62	19.0%	55	16.8%	51	15.6%	60	18.4%	70	21.4%	327	3.8
Additional library facilities in the community	86	24.9%	44	12.7%	41	11.9%	43	12.4%	57	16.5%	75	21.7%	346	3.48

QUESTION 7

Select the top three reasons you do not use the Library location or do not use it more frequently. (Select the top reason from Column 1, the second reason from Column 2, and the third reason from Column 3.)

866 respondents answered this question. Results are displayed in the tables below. 210 respondents offered comments provided in Appendix 1.

The top three reasons dominate the responses -- 447 out of 848 responses or 52.7%. Convenience and time are the top two reasons people don't use the Library, followed by their use of the internet.

Reason Don't Use the Library More Frequently	Top Reason	Share	
The library is not convenient for me	177	20.9%	
I don't have time	139	16.4%	
I use the Internet to get information	131	15.4%	
Parking is a problem	73	8.6%	
The Library is crowded and noisy	72	8.5%	
The Library's hours are not convenient for me	68	8.0%	
I use the services of other libraries (e.g., in other locations, a university library, or a school K-12 library)	53	6.3%	
I have other places to get books, DVDs, etc	42	5.0%	
I don't have a library card	27	3.2%	
I have safety/security concerns	19	2.2%	
I don't read a lot/I don't know what the library has to offer	17	2.0%	
Library technology is out of date	11	1.3%	
I owe money for fines or lost books	8	0.9%	
The staff is unfriendly/unpleasant	7	0.8%	
I don't know where the Library is located	4	0.5%	

Top Three Reasons Don't Use the Library More Frequently	Column 1: Top Reason (select one)		Column 2: Second Reason (select one)		Column 3: Third Reason (select one)		Total
The library is not convenient for me	177	68.3%	51	19.7%	31	12.0%	259
Parking is a problem	73	41.7%	73	41.7%	29	16.6%	175
I don't have a library card	27	50.9%	10	18.9%	16	30.2%	53
I don't read a lot/I don't know what the library has to offer	17	27.9%	24	39.3%	20	32.8%	61
I don't have time	139	43.0%	95	29.4%	89	27.6%	323
I have other places to get books, DVDs, etc	42	22.2%	79	41.8%	68	36.0%	189
I use the services of other libraries (e.g., in other locations, a university library, or a school K-12)	53	38.7%	51	37.2%	33	24.1%	137
I use the Internet to get information	131	35.9%	142	38.9%	92	25.2%	365
The Library's hours are not convenient for me	68	33.3%	77	37.8%	59	28.9%	204
Library technology is out of date	11	16.7%	32	48.5%	23	34.9%	66
The Library is crowded and noisy	72	41.9%	55	32.0%	45	26.2%	172
I owe money for fines or lost books	8	44.4%	7	38.9%	3	16.7%	18
The staff is unfriendly/unpleasant	7	14.3%	15	30.6%	27	55.1%	49
I have safety/security concerns	19	23.5%	26	32.1%	36	44.4%	81
I don't know where the Library is located	4	17.4%	7	30.4%	12	52.2%	23







QUESTION 8

Where do you most often connect to the internet? (Check only one.)

1,065 respondents answered this question. Results are displayed in the table below. 37 respondents offered comments provided in Appendix 1.

Key findings include the following:

- By far the most respondents -- 735 or 69.0% -- connect at home.
- 241 respondents or 22.6% connect at work.
- Very few respondents -- only 66 or 6.2% use the Library to connect.

Most Often Connect to the Internet	Respondents	Share	
At home	735	69.0%	
At work	241	22.6%	
At a public library	66	6.2%	
In another public place	11	1.0%	
At school	8	0.8%	
At college or university	4	0.4%	

QUESTION 9

Do you have a home with internet access?

1,088 respondents answered this question.

- 1,012 respondents or 93.0% answered yes -- they have internet access at home.
- 76 respondents or 7.0% answered no -- they do not have internet access at home.
- Clearly results reflect the educational and employment status of respondents.

QUESTION 10

What type of device do you usually use to access the internet? (Check as many as apply.)

1,072 respondents answered this question. Results are displayed in the table below. 35 respondents offered comments provided in Appendix 1.

Key findings include the following:

- Nearly the same number of respondents -- around 850 each -- use desktop computers/laptops AND smartphones.
- Smartphones are a key way for the Library to communicate and to provide content.
- Only one-third of respondents, 358 or 33.2% use tablets.

Device to Access the Internet	Respondents
Desktop computer/laptop	874
Smart phone	830
Tablet	358


QUESTION 11

What is the highest level of education you have completed?

1,072 respondents answered this question. Results are displayed in the table below.

Key findings include the following:

- Respondents are clearly skewed to the well-educated.
- 625 respondents or 58.3% have a graduate school degree -- nearly 6 in 10 respondents.
- 301 respondents or 28.1% have a college degree.
- Together, respondents with a graduate and college degrees account for 926 or 86.4% of responses -- nearly 9 in 10 respondents.
- All of the other respondents account for only 146 or 13.6% of responses.

Educational Level	Respondents	Share	
Graduate school degree	625	58.3%	
College degree	301	28.1%	
Some high school	59	5.5%	
Some college	46	4.3%	
High school graduate or equivalent	33	3.1%	
Vocational training	8	0.7%	

QUESTION 12

What is your employment status?

1,070 respondents reported their employment status. Results are displayed in the table below.

Key findings include the following:

- 7 in 10 (762 respondents or 71.2%) were employed or self-employed, consistent with the reported working age adults.
- Only 1 in 9 (136 respondents or 12.7%) were retired.
- Only 1 in 20 (58 respondents or 5.4%) were students.
- Only 1 in 15 (84 respondents or 7.9%) were unemployed.

Employment Status	Respondents	Share	
Employed/Self-Employed	762	71.2%	
Retired	136	12.7%	
Unemployed	84	7.9%	
Student	58	5.4%	
Homemaker	30	2.8%	

QUESTION 13

Is there a language other than English spoken in your household?

1,068 respondents answered this question.

Key findings include the following:

- 840 respondents or 78.7% report that there is no other language than English spoken in their home.
- Conversely, 228 respondents or 21.4% report that there is a language other than English spoken in their home.

See Question 14 for a list of those languages.

QUESTION 14


If there is another language spoken in your home, what is it?

In response to Question 13, 218 respondents report languages other than English spoken in their home. For all written responses, see Appendix 1.

Key findings include the following:

- The top language is Spanish which is spoken nearly five times more than the next language, French.
- French is closely followed by Russian, Portuguese, Chinese, Mandarin, and Italian.
- After Spanish, the next ten languages combined add up to the number speaking Spanish.

The top reported languages are displayed in the table below.

Languages Other than English	Respondents	Share	
Spanish	91	41.7%	
French	20	9.2%	
Russian	14	6.4%	
Portuguese	13	6.0%	
Chinese	11	5.1%	
Mandarin	8	3.7%	
Italian	7	3.2%	
Japanese	5	2.3%	
Arabic	5	2.3%	
German	5	2.3%	
Hebrew	5	2.3%	
Korean	4	1.9%	
Turkish	3	1.4%	
Hindi	3	1.4%	
ASL	3	1.4%	

QUESTION 15


What is your age group?

There were 1,075 respondents to this question. Results are displayed in the table below.

Key findings include the following:

- 512 or nearly half (47.6%) were age 26 to 40 which skews to adults who are young, not typical of an age group associated with strong library use
- 297 respondents (27.6%) were age 41 to 60.
- Combined, these two age groups comprise three-quarters of the respondents (809 people or 75.3%).
- 190 respondents or 17.7% were ages 61 and up.

Age Group	Respondents	Share
Under 13	2	0.2%
13 to 17	4	0.4%
18 to 25	70	6.5%
26 to 40	512	47.6%
41 to 60	297	27.6%
61 and up	190	17.7%



QUESTION 16

What other comments would you like to share about the DC Public Library facilities or the facilities master planning process?

633 respondents offered comments provided in Appendix 1.

QUESTION 17

If you would like to receive email updates about the Facilities Master Plan process, including notices of community meetings, please provide your email address.

A total of 341 respondents offered their email address.

No email addresses are made public.



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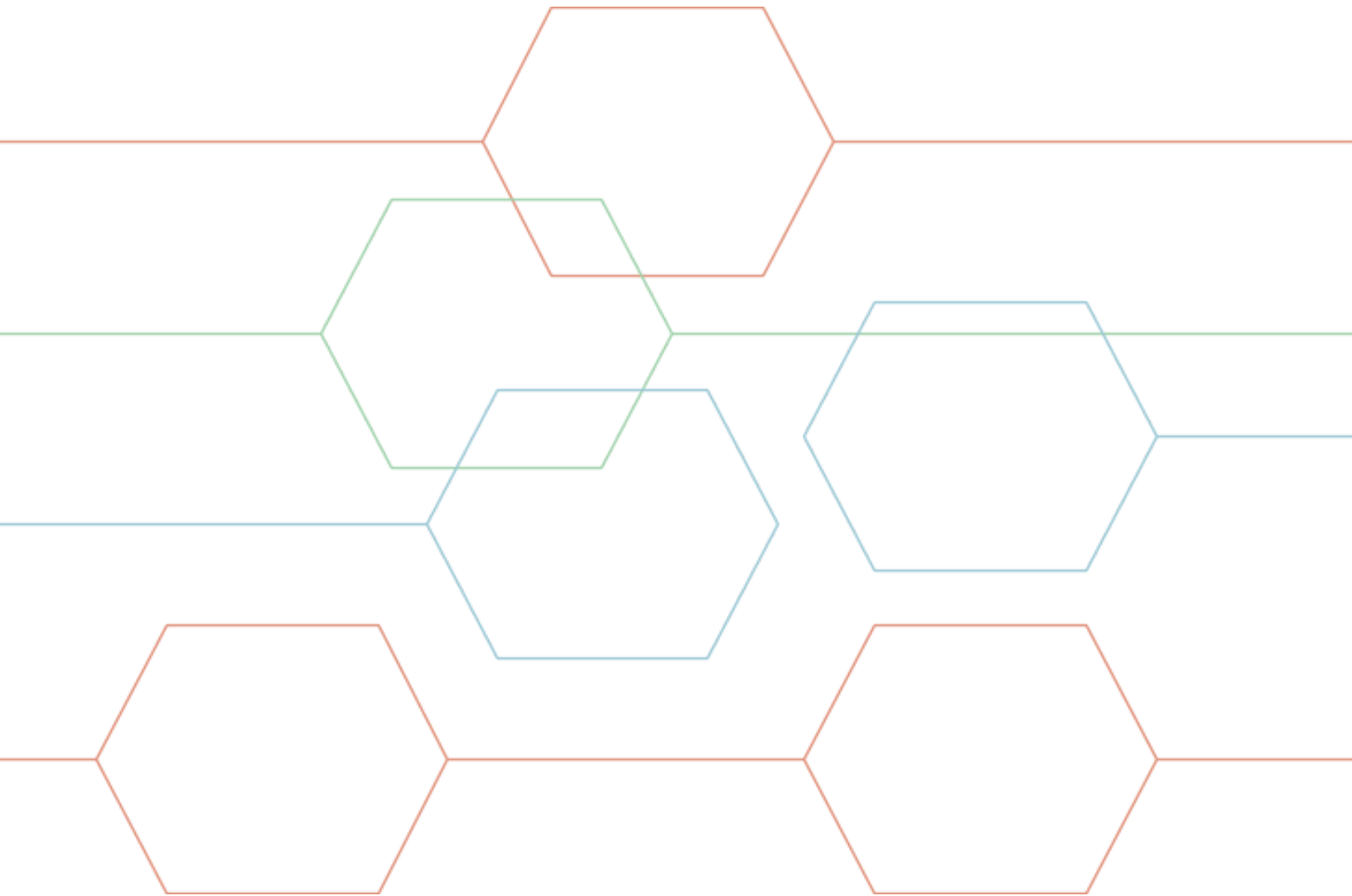
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DC Public Library

Online Public Survey -- Appendix 1: Open End Verbatim Comments



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Question 1

Please select your ZIP Code. If you live in a ZIP Code not listed, please enter your five digit ZIP Code here.

104 respondents offered comments displayed verbatim:

1. 20816
2. 20910
3. 22204
4. 20740
5. 22042
6. 20816
7. 20910
8. 20877
9. 20878
10. 20748
11. 22201
12. 20790
13. 20008
14. 20815
15. 20002
16. 2024
17. 1120
18. 20815
19. 20817
20. 22202
21. 22046
22. 22102
23. 20904
24. 20814
25. 22201
26. 20746
27. 20001

28. 20904
29. 20747
30. 20001
31. 20815
32. 22202
33. 20708
34. 20814
35. 22209
36. 20910
37. 20815
38. 20852
39. 22304
40. 20814
41. 20814
42. 20910
43. 20910
44. 20814
45. 20815
46. 22203
47. 20815
48. 20910
49. 22202
50. 22202
51. 22202
52. 22203
53. 20020
54. 20785
55. 20008
56. 20032
57. 20712
58. 20007
59. 22301
60. 21201

61. 20019
62. 22311
63. 20009
64. 22810
65. 20782
66. 20905
67. 20002
68. 20011
69. 20910
70. 20815
71. 20009
72. 80211
73. 20009
74. 20009
75. 20002
76. 20815
77. 22209
78. 22202
79. 20017
80. 20910
81. 20814
82. 20912
83. 20910
84. 20001
85. 20002
86. 22206
87. 22314
88. 22303
89. 20002
90. 22314
91. 20737
92. 22152
93. 21223

- 94. 20002
- 95. 20003
- 96. 20026
- 97. 20815
- 98. 20745
- 99. 20020
- 100. 20020
- 101. 20706
- 102. 20002
- 103. 20001
- 104. 20017

Question 4

Which Library location do you use most frequently? (Select one.)

Other library (please specify the name)

85 respondents offered comments displayed verbatim:

1. TENLEY
2. Lamond Riggs
3. Academy of Hope
4. WOODBRIDGE
5. MT. PLEASANT
6. DEANWOOD
7. WEST END
8. Westend too
9. Twin brook
10. Fairfax County Library
11. Mostly Silver Spring Library - I am a resident of Montgomery County.
12. CENTRAL LIBRARY
13. RESTON REGIONAL LIBRARY
14. FALLS CHURCH
15. NEAR VIRGINIA SQUARE (I DON'T KNOW THE NAME)
16. CLEVELAND PARK
17. GEORGETOWN AND PETWORTH
18. EXPRESS (20TH & K)
19. Anacostia and Deadwood
20. Georgetown, West End, Cleveland Park
21. Georgetown
22. Watha T. Daniel
23. I haven't been to one in years but MLK was the last one I visited.
24. Connie Morella Library, Bethesda
25. Martha Library at Alexandria, VA
26. Tenley or georgetown while mlk is closed

27. Crystal City Library
28. Arlington Public Library
29. Also Tenley-Friendship and Cleveland Park
30. Mt. Pleasant, MLK, Georgeu, Shaw
31. Shaw
32. haven't visited a library in a while
33. and petworth
34. and martin luther king memorial and Mt. Pleasant
35. and shaw
36. and west end
37. n/a
38. & online
39. & northeast
40. & shaw
41. and shaw
42. mlk
43. West End
44. Central when it was open
45. Takoma Petworth Shaw Friendshio Hts
46. Martin Luther King library
47. Online
48. Northwest One Neighborhood Library
49. Arlington Central Library, VA
50. Shaw currently since MLK is under renovation. But MLK is much closer to me.
51. Petworth occasionally when there is a public-holiday closure at Takoma Library.
52. None
53. Tenleytown Friendship
54. chase
55. Chevy Chase MD library
56. None
57. West End
58. Being located in Dupont Circle within walking or short bus ride range of four libraries -- Shaw, Georgetown, Mt. Pleasant, and West End -- as well as MLK and Library Express, I am never too far from a library, but it would be very helpful for Dupont -- one of the most densely

populated neighborhoods in DC-- to have some library services available at Stead Park Rec when it reopens.

59. Cleveland Park and Mt. Pleasant about equally
60. Georgetown, Cleveland Park, West End
61. Cleveland park
62. Online
63. Tenley-Friendship; West End
64. I will use MLK when it reopens
65. Tenley
66. Chevy Chase
67. I visit online because I live in Adams Morgan and work in Metro Center so nothing is closeby!
68. currently Shaw, will use MLK once it reopens
69. When MLK Memorial Library reopens I'll probably go there 50% of time and Mt. Pleasant 50% of time.
70. Martin Luther King Jr. Memorial until it closed
71. Georgetown, takoma, petworth
72. ALABAMA AVE< Maryland Avenue At 7TH Street NORTHEAST
73. Since it's been closed, I've almost exclusively used online resources.
74. And west end
75. Shaw
76. Alabama Avenue And Pennsylvania AVE Area
77. west end
78. Washingtoniana before it started it's great migration.
79. Georgetown
80. do not visit
81. Palisades
82. Silver Spring
83. Shaw
84. Mt Plasant
85. Tenley, also Montgomery County Connie Morella and Chevy Chase branches

Question 6

Select the top six most important things you'd like the Library to EXPAND or ENHANCE. Please indicate your level of satisfaction with the following aspects of the Library.

Other (please specify other new services you might be interested in)

173 respondents offered comments displayed verbatim:

1. Tell the children to be quiet. They make much noise.
2. I AM HAPPY WITH HOW THINGS ARE
3. I'm happy w/ northeast. its my go to Library
4. Interested in everything offered by the library.
5. More computer time to finish this survey.
6. I would love a library facility in Eckington or NoMa.
7. A new library in Eckington
8. Location in Eckington or Noma or union market area and more childhood programming
9. There needs to be ongoing use of air fresheners. The library routinely smells like people that have chronically poor personal hygiene.
10. "I tried to use my Library Card on line and needed some kind of password or key that I don't know, if I have it or how to get it. I prefer MLK, which has been closed, so I don't use the Library much."
11. I come to West End library because it is more spacious and is generally quiet. Ironically, the Shaw library, which is closer to where I live, is often extremely crowded. The Northwest One branch is seriously deficient in space, electrical outlets and usable table space. Co-location with other uses such as mixed housing, is fine. However, better use of available space compared to per capita number of residents and neighborhoods of need really should be a higher priority.
12. Location in Adams Morgan
13. Yoga classes or advertisement for homework helpers
14. There have been many mornings I wished the library hours were earlier (8:00a)
15. Resources that will make the library a community hub and resource (e.g. meeting spaces, quiet areas, and technology access and instruction.)
16. Number one priority is to build a full service library for Parklands Turner.

17. If there could be a nice apartment building atop the Chevy Chase library, as in West End, that helps generate revenue for the library, I'd be all for it. And perhaps spaces in the library for coffee, art and/or music, like the cafe at Politics and Prose.
18. Making college text books available
19. A new branch library in Dupont Circle
20. More computer courses on Microsoft Access, Photoshop or Adobe Suites.
21. More children activities, especially during DCPS breaks. There is almost no special programming. Community also can't use facilities. When there are programs with high demand they were cancelled and never brought back.
22. More talking books
23. I am a 20+ year Adams Morgan resident, would love to see a branch in AdMo or Dupont Circle.
24. "The current policy of having to vacate the room 30 mins in advance, makes zero sense. 10 mins would certainly suffice.
Also- need Expanded morning hours. 830am
Security for seated area.
More tables
More quiet rooms
More day activities for kids"
25. Build one Signing library branch as the first stop center for serving individuals in all parts of the DC who are partially or completely lacking in the sense of hearing including those with additional disabilities. Shared resources.
26. Please increase the number of computer terminals in each library, specifically, Takoma Park, Shepherd, Friendship Hts. Shaw is fine but could use more. I really like the idea of Library Express. They should open more library express buildings.
27. Space to hold adult literacy programs and quiet spaces for GED tutoring.
28. Take programs to Sr Recs, ea. phone and computer use, nutrition, alternative medicine, classical stretch, etc.
29. I'd like to take online classes that offer continuing education credits and help me prepare for it certification such as information security. Lynda.com offers some of these but not enough and I'm not sure if they count towards any credit. Because there's always a problem with missing and damaged DVDs, why not start to phase out the DVDs and invest the money instead in a full streaming partnership with those companies like Netflix, Hulu, etc. that offer current movies and the complete TV series not just one or two seasons of a series. This would actually reduce the amount of money to replace DVDs and of course people could get immediate access. People all over DC go to different places to get quiet space to study. Some people actually pay for it. The library used to be that quiet space. Now that the mayor's allowing her developer friends to use every available property for other reasons leaving the library to become community centers, day care centers, etc. It just doesn't work when you have these open spaces. When you have actually have secluded or sectioned-off rooms that are soundproof, it makes sense to have music programs and other things that otherwise would

disrupt people who are trying to study or use the computer. On a side note, you have two major problems that I've seen at Tenley library for Years. First, you have a lot of school kids come in at 3 and get rowdy. The Library staff had become babysitters. Consider using monitoring cameras in those kids owns and sharing them with the chancellor or someone in the school system so they can see what is going on and maybe share it with the area school so they can identify the kids were most disruptive. The second disruptive and disturbing problem is the number of people who are watching pornography. You must be able to block these sites. Of course if it's on social media, I guess it's very difficult because the site itself is approved.

30. More adult basic ed resources in branch libraries.
31. Where are teens in all this?
32. Upgrading library facilities with full-scale renovations should be a priority for our older libraries.
33. I am completing this form as a professional in the adult basic education field and would like to see more of the adult basic education resource center. I used to use it a lot with my ESL and GED students and the quality had decreased overtime. I am hoping this part of the library makes a come back and can help serve ABE learners and professionals.
34. free yoga on weekends or not work hours :)
35. Mentor programs
36. "Please, please, please make more comfy, quiet spaces (with tables and outlets) to come study at. Unfortunately, there is a noticeable correlation between noise levels and homeless people in the library, SE and NW1 are prime examples. The NE library is doing something right, though. Even with winter temperatures driving homeless inside to libraries for warmth, NE is still generally quiet.

(Note- not anti-homeless and understand that the issue is complex.)"
37. Increase current non-fiction books
38. "VERY Bad multiple choice question. When I check on, the previous choice is eliminated. "
39. Would like for the AARP Tax program time be extended so that more people can be serviced. The program is only 4 hours, 2 days a week at Woodridge Library.
40. The availability of audio books
41. The hardware rental idea is huge, and could really help people in the neighborhood! Also, more of the creator spaces would be amazing. I think these have launched a number of businesses, but the availability i extremely limited, so it's basically impossible to get a time slot.
42. Libraries are more than just for reading books. They are gathering spots that help people in the community find information, share knowledge and improve their overall life quality.
43. Mentoring for students
44. Adding to the Alternative materials for borrowing option: seeds
45. I have selected the services most important to ME, but I also think services for English language learners, computer and technology training, and help with takes and applying for

health insurance are very important services that should be expanded for the general public who might use the library.

46. More books, please.
47. A library in Adams Morgan
48. Children's programs, expanded hours at existing locations, and additional facilities.
49. adams morgan location
50. Stacks tall enough so that you don't have to crawl on the floor to find books.
51. knowledge of library volunteer opportunities, particularly one-off as I travel a lot. KUDOS to the Tenley library. I live within walking distance and love it. And while I did not check children's programs above, as my family is grown up, I wholeheartedly support children's programming and would volunteer to be a reader. THANK YOU for this terrific community consultation!!!
52. More books! Also, those low shelves so popular in newer building now allow for people to see across the room, which is lovely, but who is going to crawl along the floor to find a book, see a new title, find a new interest, expand their horizons, etc? Please, please do not waste time believing the kids in the kids' sections are browsing those lower shelves and considering those titles. Get some books on some shelves!! I mean, that grand staircase at Woodridge is . . . awkward and doesn't hold a single book.
53. I love the paper book collection, and the toy library/tool library idea. But I prioritized cultural and educational opportunities instead, because a library cannot be replaced as a house of ideas and a safe space in the community. I would love to see the library work with speaker programs (for example 6th and I Synagogue, Politics and Prose, Arena Stage, embassies, universities' DC offices), and become a host for big name talks on big topics. The library could be such a great venue for civil discourse.
54. Spaces for private tutors to work with students
55. Community group that helps repair household objects and appliances
56. "I think ALL of the above-listed are highly valuable. Other programming I appreciate is: maker space, room for physical activities like yoga and dance class, creation space for musicians and artists, performance space, parklike outdoor space for reading, talking, or holding outdoor classes like landscape painting or birdwatching."
57. It would be great if the CP library would offer Tai Chi. The research on the benefits of Tai Chi are summarized in the Harvard Medical School Guide to Tai Chi. Tai Chi is likely to appeal to a wide variety of individuals. The CP-Woodley Villages is one potential sponsor. I would be happy to volunteer to work on this if there is an interest. Thanks, rebecca.fitch@gmail.com
58. It would be great if the Library offered Tai Chi. There is a lot of research on the benefits of Tai Chi. The classes are also more likely to include male participants who are less likely to participate in yoga classes. Perhaps this could be funded by the CP-Woodley Villages.
59. separate computer spaces instead of having them all together - and separate as in somewhat walled off to be quiet - sometimes people have to use their phones while online - and sometimes people are just loud. -- Laptops at Cleveland park - I'd rather have the desktop with the big screens to use. PS - I hate that you cant change things like - showing

the toolbar or taskbar, or having them in another location, or using smaller icons and words rather than icons or not combining tabs. In their quest to assure security, some ordinary choices have been blocked. And really, not using words but larger icons? it is a library, after all - could we be word-friendly?

60. "More parking. Replacing most of Georgetown Library's parking with a large grassy area was a BAD idea. I've never seen anyone there. Please return to original purpose"
61. voter registration, public notary, book-o-mobile...
62. Integrate circulation with DCPS school libraries. Kids should be able to borrow DCPL books from their school and return them there as well. Along with this, libraries should have more/better YA and children's material in both fiction and non-fiction. School libraries are very unequal; integration with DCPL could be a huge equity thing.
63. "-Proquest Congressional
-Frank Leslie's Illustrated Newspaper
-Digitized Washington Star photo collection"
64. I would love to see more evening programs, especially writing programs, at more libraries for adults
65. I should note that a public library should be, by definition, for the public at large. While I love the ability to borrow materials electronically, and to take my kids to browse through books, I am well off enough that I do not NEED these services. I was tempted to list some other things as important, for the sake of the broader community, but it is not for me to determine what others want. I am writing this note to say that I hope that this effort to determine needs goes beyond electronic surveys and really gets at needs that a public library can fulfill in all 8 wards, and especially at lower income levels for those who cannot afford to pay for alternatives to what a public library can provide.
66. "Art Room for community for visual literacy
Exhibition space for art
ART CENTRIC ADAMS MORGAN
Including space for free films and music events
Inc Salsa classes"
67. More comics and videogames. Books in other languages. Regular yoga classes. Cafeteria.
68. It would be wonderful to have a library in Adams Morgan, I may actually use the facility instead of just online services
69. I live in Adams Morgan and would love to have branch closer to me
70. Would love to see a library in the Adams Morgan neighborhood. Lots of kids and a diverse population would benefit.
71. Foreign Language classes and meetups
72. Maker spaces, sculpted arts, DIY, materials/scrap exchanges, repair shops and fabrication training.

73. Book delivery (partnering with Amazon and getting in on some drone action?), creative/maker classes like The Lemon Collective but lower cost/free, and advanced technology classes at Takoma like Adobe Suite, Film editing , or even just fun one offs like “ How to make a gif” or “Editing photos for Instagram.”
74. I LOVE THE APP
75. I would love a better app for the library to reserve books (and ideally to read/listen to ebooks, but Libby is okay with that). I'd also like to be able to reserve popular upcoming books before they are released.
76. More libraries in more neighborhoods! Even if they're smaller with fewer services, it'd be great to have a place in Adams Morgan to do work without having to run up a tab, or pick up/drop off books.
77. Need a facility in Adams Morgan
78. Library on Adams Morgan
79. Book clubs
80. Adams Morgan Library!!!
81. It would be great to see a Library in Adams Morgan!
82. You need a branch in Adams Morgan, no branches close by
83. Adams Morgan is in desperate need of a library
84. Just space to contemplate, meditate, stare into space, think. Each library should have a designated time/space to do so. Ideally a very beautiful one.
85. Programs for seniors such as computer skills, networking, health awareness
86. More story time and children's events!
87. We would love to get a library in Adams Morgan!
88. Please bring a library to Adams Morgan
89. Many young families populate Adams Morgan. An Adams Morgan neighborhood library would encourage those families to stay and raise their children here. In addition, seniors who find it challenging to get up to Mount Pleasant also would welcome an Adams Morgan branch library.
90. Library for Adams Morgan
91. Would LOVE a library in Adams Morgan!
92. Use of facilities for gatherings of up to twenty people to have speakers on a variety of subjects.
93. Would love to have a DCPL in Adams Morgan
94. Build an Adams Morgan Library for better access for the community
95. I would love to see a library facility in Adams Morgan.
96. Something to prevent the kids from monopolizing both youth and adult computers. Software that can stop them from breaking in and monopolizing the computers.

97. Adams Morgan needs a library!
98. More books! In general, it seems to take weeks or months for the DCPL to get new books.
99. The Library is Very Nice in DC except for the Loud Noise in 75percent of the ones i attend/USE
100. DVDs (movies, TV shows) - NOT streaming; I want to check them out. I have to come to the library for WiFi. Longer loan period for TV shows - need more than a week for a full season. Montgomery County has a 3-week loan period.
101. Need more science fiction books and a better selection of books overall. Too many empty shelves in the libraries. Libraries need books so that we can browse and discover new books. Having an online catalog is not the same.
102. We need more branches! Please place a branch somewhere between U st and Dupont Circle.
103. Invest in 24 hour book pickup systems (see Montgomery County, Maryland as an exemplar) that are akin to Amazon Lockers.
104. An app!
105. The library should focus resources on its traditional purpose - the dissemination of knowledge. It should facilitate the education and betterment of the average resident, particularly those without access to more expensive forms of education. To that end, I would encourage certification-style courses to help residents improve resumes. Similar courses could be beneficial to the community in other (more domestic) fields as well.
106. Public libraries are, in many ways, the public spaces for communities in an increasingly privatized world. I would love to see more dedicated to public spaces such as community gardens, hangout areas for all ages, and places to just meet up or quietly read a book.
107. "- I'd like to see book clubs.
- I'd like a greater variety of magazines and updated subscriptions in the RB digital app."
108. Weekend children storytimes
109. Specialized classes and learning events like the sign language classes already offered. Plant and horticulture events, advanced tech skilks, and other continuing education and lifestyle specific skills, etc.
110. My personal top two are access to ebooks, followed by tool checkout. I value the library's community support and education *way* above that, however.
111. I feel that the materials that are available at the library, as well as how the library presents itself in its physical spaces is extremely one-sided. This includes the online digital presence as well. The selections are politically biased and all events and books that are publicised cater predominantly towards certain cultures. This does not embrace the community as whole and it is incorrect not to have a variety of political viewpoints with EVEN numbers of selections on BOTH sides. Our public libraries should be places where resources can be sought out, not avenues for propaganda. I think that the library should focus on content. Drill down on your catalogue, expand it and create an environment were people can read that material. That is what libraries were established for. As for additional services, besides children's engagement, that should be your sole focus.
112. Please please an app for checking out books!

113. I would like to see DCPL establish part-time page positions such as those available in Montgomery and Arlington counties. These offer good employment opportunities to people with disabilities and others.
114. Literacy courses for adult learners for native speakers.
115. Better bathrooms with baby changing stations
116. Downstairs and restrooms could maybe be upgraded, not really that inviting downstairs.
117. The Library in the Far southeast and Northeast Area are too Noisy especially Dorothy Heights Library at Benning Road And Minnesota Avenue Northeast Cornor..
118. More off-site events and checkouts, like the MBT coffee hours with WABA
119. "Video games. In France they have entire rooms for kids to play. It's an art form that is vastly underestimated here.
More yoga and physical activities for kids and seniors.
Opportunities for astists to interact with the community. Markets, exhibitions, festivals.
Desígnate areas to eat. A lot of times people eat on the desks and corridors."
120. Add a cafe or two to some of the locations. I saw this is Norway and it was really popular there!
121. Availability of 3D printers and other technology at more branches
122. Improved library iPhone app. It's antiquated and clunky.
123. Maker space - 3d printer, laser cutter, etc.
124. I'd love to use the library more often, but I am not too close to a pickup/drop off location. I'd recommend partnering with other liberators for pickup/drop off. for example, even just doing pickup/dropoff at the future washingtoniana location would be great. Also could easily pair with local schools and universities.
125. I hesitate even marking #3. Libraries should promote reading, facilitate research, try to instill a love of learning in patrons. They can't be all things to all people--day care centers, hangouts for nannies, playgrounds, opportunities for architects to show off. Online resources are available everywhere there's a computer--libraries should provide more. DC is making side shows and fluff (slides?) the main deal. Meeting rooms are great, but reading and books are the reason. Two-story ceilings and grand staircases are irrelevant to learning and a huge waste of money. DC is losing an opportunity; I hate our grand new local library. Vapid, noisy, inefficient, uninspiring.
126. "quiet bur communal workspaces, small work/study rooms, more books in the collection, special subject collections"
127. At home access to premium research consumer services such as consumer reports and consumer checkbook
128. Satellite locations of Memory Lab in each ward besides the one that's usually at MLK
129. more of the maker spaces, music practice rooms, preferably with pianos

130. I think DCPL should have a location in or right outside the jury duty waiting room at the Superior Court where people can get a library card and check out a book! It's a rare place where everyone is a DC resident and has a lot of time to wait around--a great time to read. So many people come to the courthouse every day for all sorts of things, and it would be nice if that were a place where people could return books and take out books and pick up holds.
131. Bundled children's books, so we could run in and grab 3-4 books quickly on the way home from work about various topics, or various ages.
132. I'd love to see library facilities that can be a resource to all kinds of community members. I think that there are children's programs and some offering social services/other direct service needs to the community (and that's great! I don't want those to be let go if they're needed), but I'm a childless adult, and I see need for meeting space for things like lectures, hobby clubs, arts groups (big need for rehearsal space of all kinds) - some of that might be easy to accommodate now, but others might require later hours, more flexibility around food/beverage, or different kinds of facilities. I LOVE the tool library idea - while I ranked it #2 after more digital media, I would enthusiastically use a tool lending library - I live in an apartment and don't have space to own a lot of tools myself, but I do need them from time to time.
133. I was an obsessed user of the Fab Lab in MLK library - I would love to see this expanded and also taken to libraries across the city. We had been told that branch libraries would get 3d printers - to my knowledge this hasn't happened. We were also told that a fab lab would open in the Reeves center - this has not happened. It's not a huge segment of the population that uses these spaces, I think, but what they provide is invaluable. Whereas I *could* buy books online instead of checking them out from the library, there's no way an average human like me is going to buy a \$14,000 laser cutter. This space made it possible for DC residents of all stripes to exercise their creativity in ways many people didn't know they could.
134. Alternative materials should include board games like many cites do now. Also, create a better partnership with other local jurisdictions where we already have agreements so DC residents can use their online ebooks without having to go physically there to get a card.
135. Free book/ magazine exchange
136. Birthday parties! Would love to host and support DCPL
137. Programming and resources for people with disabilities (inc children).
138. Giving your employees a proper work/life balance
139. Libraries within a few blocks of Metro.
140. When I wait 6 months for a book and then only have 2 days to go pick it up, something's wrong with that. Also, I should be able to let the next person in line go in front of me, in case I'm in the middle of another book when my on-hold book becomes available. I also really liked when frontline producers showed one of their films and then answered questions -- that's something I can't do at home. I don't go to SE library too much because it smells like poop and there are aggressive homeless people blocking the stairs. I hate that!
141. 95% Of the DC LIBRARY especially in the ghetto like Deanwood, Anacostia. Dorothy Height at Benning road and Minnesota Avenue in Northeast too much drunks and drug addic sits in that library for about 10 Hours...the kids and adult make way too much noise,,everybody talk and

shout like they are on the outside..and they leave the young children in there to stay for hours by themselves and they break and destroy everything..

142. something for all generations, genders, religions----basically for us all in general!!!!!!
143. Please maintain the expanded hours!
144. Additional workout courses
145. More bilingual story hours or bilingual programs for kids.
146. Parking
147. In-library access to genealogy sites like Ancestry and American Ancestors (not just HeritageQuest)
148. Advanced computer software and space for children (through high school) to use computers, learn programming skills, and video editing, for example.
149. Book groups meeting on Sundays during the day.
150. I use the app regularly but find it to be incredibly slow and difficult to use. Would love for an upgrade to be a priority to make it more user friendly.
151. Recording studio and training on how to use recording equipment. One of the other DC libraries did this and it was so popular that it's continuously booked up!
152. Ability for nonprofits providing services to children and members of the community to use on a more frequent basis rather than 3 consecutive times in 1 month.
153. Foreign language discussion groups
154. Video and audio equipment use or rentals
155. Access to Rosetta Stone
156. I find the book selection at Shepherd Park very limited. IF you want to take out a book you must reserve it. Then if it is current, the wait is very long.
157. Better staff, who are passionate about learning, and who therefore wind up knowledgeable about many books, videos, topics, what libraries should be doing, etc., etc.
158. Hello, and thank you for the opportunity to provide our opinions and concerns. I would like for the libraries to hold sessions or classes on writing and publishing books. May GOD bless.
159. #1: Fix the leaking roof at Tenley - permanently!
160. Easier to use website
161. Tutoring, language classes (Arabic, French, ASL, Spanish)
162. Language classes for youth and adults (Arabic, French, Spanish)
163. Meeting spaces are a vital part of civic life in the city not just for local interest groups but for district agencies and public education groups.
164. getting a job finding another way back into college so can use computer in library.
165. DCPL ought to replace books that have been/still are in the catalogue which have been lost. The works of St. Exupery, for example, are catalogued and AWOL. This is not a "new" service;

it should be built into the service already provided. This is the number one most important thing.

- 166. To me just the general state of facilities is most important -- I know they are being modernized over time. Also investing in staff. There have been some wonderful children's librarians but they never seem to stick around.
- 167. N/A
- 168. Hard to narrow down since all these services seem useful to the community!
- 169. Mt pleasant seems to need more computers. Very busy. And move staff computer expertise upstairs (where the computers are (from basement)!
- 170. This is badly designed. Choices need more explanation. Most do not apply to my needs so I've chosen ones that I think are most important to the population of my city. Many services are provided by other city providers.
- 171. Please fix your app -- the processing time is dreadfully slow. PGCMLS app is lightning speed compared to DCPL.
- 172. Expanded theater scripts collection
- 173. better wifi service

Question 7

Select the top three reasons you do not use the Library location or do not use it more frequently. (Select the top reason from Column 1, the second reason from Column 2, and the third reason from Column 3.)

Other (please specify why you're not satisfied with the Library)

210 respondents offered comments displayed verbatim:

1. POLICING HAS PROVEN TO INFREQUENT AND UNPREDICTABLE
2. No complaints!
3. I have no reason to go to the library.
4. COMPUTER KEYBOARDS ARE DIRTY AND COMPUTER ARE SLOW AT TAKOMA
5. ROOM FOR ENHANCEMENT ON REDUCING NOISE BUT ALL OTHER AREAS ARE NOT APPLICABLE FOR MY RELATIONSHIP WITH TAKOMA PARK LIBRARY WHICH HAS THE BEST STAFF
6. LIBRARY BOOK EDITIONS ARE OUT OF DATE.OLDER THAN 2013 PUBLICATIONS
7. Very Happy! I go almost every day
8. Very Happy
9. I can't pay (fines) on line or in the library.
10. I work while the conversation space starts
11. I do not live in DC
12. the library should be closed on sundays. so people can go to church and have dinner with family. M-F 9:00-5:45
13. i'm very satisfied with the library, but would go more if more comfortable reading chairs are added to existing inventory.
14. I use the library frequently
15. I borrow ebooks from DCPL, so I don't need to come in as much!
16. DC LIBRARY'S VERY FOR MY HOUSE

17. I BORROW E-BOOK FROM DCPL, SO I DON'T NEED TO COME IN AS MUCH.
18. NEED TABLES WHERE PUBLIC CAN SIT AND DO WORK W/O RESERVING A STUDY ROOM, LIKE THE OLD LIBRARY. ALSO, THE PRINTING ABILITY. IT'S COMPLICATED AND TIME CONSUMING.
19. I AM SATISFIED
20. This page doesn't apply to me because Capitol View Library location has been a lifesaver!!
21. I'm very satisfied with Capitol View and staff are very helpful (as needed)
22. I don't have books that I want to read
23. Pretty good
24. Security, quiet not enforced by guards
25. o.k
26. equipment is not always working or out of date.
27. I am pretty satisfied, but wish I could drop off books elsewhere as this branch is not always on the way. (I bike everywhere). I used to use the NW one but it sucks crossing NY Ave
28. the facilities are not clean. Examples: Bathrooms, Tables, Chairs, etc.
29. Safety By Far
30. We have lots of books at home yet to read.
31. I love DC Public Library and think you do an outstanding job making the services available to a great diversity of people.
32. The smell of drugs and synthetic drugs that are constantly being used by the teenagers is a major problem for visitors.
33. it's just not a nice environment, old, no comfy chairs
34. I live in Virginia, so these libraries are far for me.
35. Library very often doesn't have the book I need. Or I have to wait very long for it.
36. N/a
37. Library is good for me. No reason!
38. I have to look up too many fictional books by author. I like romances. Such books are no longer listed together. I once picked up a bed bug in here.

39. I mostly use the library online checkout
40. I am satisfied with the library. The community environment is the real concern.
41. Books I want to read are not available or have extremely long wait times
42. The library really smells bad.
43. MLK has been closed. It has the best Selection of Non Fiction, which I prefer.
44. The books I request are not available
45. I can't say any are hugely dissatisfying -- I just need books for reading group and the library is often out, or I buy on Amazon later at night.
46. The library at Shaw has problems with homeless people using the space as a place to sleep with occasional disruptive behavior.
47. there are no convenient places to meet with my tutor at the library
48. Head of library is not nice. Staff is nice. Limited offering of services.
49. The Shaw branch is adequate enough, but the location is not convenient to my home. Adams Morgan is in need of a library; I urge you to consider uplifting the cultural value of the Adams Morgan community by building a library in the neighborhood.
50. My TOP reason would be *long hold queues* for electronic, hardcopy, and audio books.
51. Safety/security
52. Not deaf friendly
53. Long wait times for popular titles
54. Closest one is closed, central
55. I plan to do more book reading (fiction and non-fiction) so plan to use my library more. I currently focus mostly on magazines and newspapers.
56. More non fiction books on cd
57. The main reason I go to Tenley Branch Library, which is the nearest library to me, is to use a public access computer or the business station with the scanner-copier-printer. I also go to check out materials, mainly, DVDs and some nonfiction books. If there were a library Express at location nearer to me with public access computers and copier-scanner-printer, I wouldn't need to go to the Tenley library. Couldn't you just add this kind of express library to area schools and allow adults to use them during winter and summer break?

58. Interbranch loans are slow and unreliable; if I need a DVD or book I try to get it somewhere else.
59. n/a, I love the Library and the services you provide
60. Older facilities need to be upgraded
61. I use the service online
62. Again, my students rarely use most libraries in DC because they do not have graded readers that is appropriate for adult learners. People who are learning English are not interested in children books, even though that is what they can read.
63. I'm satisfied with my local library and visit it occasionally. I think there's room for improvement but none of the above apply to me. I don't go as often since they closed the MLK Library for renovations.
64. sanitation
65. I'm always satisfied with the library
66. Limited selection of books
67. When I moved into the neighborhood I got a library card, but the facilities/etc declined, and I ceased to go to the library. The one nearest to my house is a distance away, and just not easy to get to.
68. I do use the library frequently
69. I use the library fairly often - none of the above apply to me.
70. I would not want to kick them out, but often the library seems to be a community center for the homeless. If that's a goal, then provide them more services. For example, shower rooms and personal care items. Maybe, co-locate job training programs for them in the library.
71. The library is fine except it probably doesn't have many current books. But I can buy them online.
72. I use the library for events but would use it more often if additional events were held (speakers, book club, classes (especially literature related or languages).
73. I really wish the library had the standalone computers it used to have, instead of making us sign out laptops.
74. It doesn't feel cozy to just hang out. The windows and high ceilings at West End make me feel exposed. Sometimes I will go to Georgetown just for the more comfortable feeling.

75. It gets loud sometimes, and that makes it kind of hard to find a book. Also, we need more titles. You have to crawl on the floor to get books off the bottom shelves.
76. I'd like to sit and read instead of just getting/returning books but the library is unsafe and too noisy.
77. specifically the cafe (bluestone) inside the west end library gets loud at times.
78. The MLK Library was most convenient. Now I use Tenley as a backup but it has very few books on-site and the location of the children's room makes the noise echo through the entire space.
79. The place is badly designed with hip-high stacks that are awkward to use
80. As I'm happy with the library, I couldn't contribute much to this question
81. Often books I want are already checked out
82. Not enough books! 85% of the time I hear of a new-to-me title, I search the library catalog and find that it is not in our holdings. What that says about our city saddens me deeply.
83. My commute means that I'm rarely near a library when it's open. That is the biggest factor that has pushed me toward ebooks.
84. I go as often as I want to.
85. I don't all the services and resources available.
86. I prefer ebooks, and for physical books the southwest collection is small. I mostly use it to pick up holds from other branches.
87. Not enough variety in books
88. I am interested in attending more events and think a better communication strategy would benefit the library system's programming
89. I am satisfied with the library and use it well
90. It's closed for 3 years!
91. But I do use the library all the time
92. This question asks for "Library location." So I presume it means the library location I selected at the beginning. This comment refers to West End only.
93. I am completely satisfied with the library and don't understand why this question was directed to me
94. Not a lot of program offerings for my age range (30-40). There are a lot of homeless folks in the library which make it not a desirable place to be.

95. often the book I want is not available, or .. it's kind of confusing to download from the library. Or .. metro . weekends and after 6 pm truly is inconvenient. I'll stay home and use the internet. The staff is always great.
96. There are too few copies of new books in literature. I place holds for current books because they are never on the shelves.
97. Our family uses the NE library all the time and we love it!
98. Need more books on the shelves and inter library loan is nonfunctional
99. Blatant drug use by the homeless outside MLK library
100. lack of books on timely basis
101. More open or designated spaces where people can hang out would help the stacks be quieter.
102. I often have books on hold that come off hold during the work week, it's difficult to get to the library during the work week to retrieve my books which I would prefer to do than spend time during my weekend.
103. The SW library building is a structurally unpleasant place to be in. Everything about the building is highly outdated. It is not an enjoyable place to study or read or take care of work.
104. The biggest thing that keeps me from using the library is that all the locations are a little far for me/hard to access. I live in Adams Morgan
105. I am satisfied with the library!
106. I'm satisfied—have none of the above complaints
107. None of the suggested items are barriers for me. The only reason I don't use the library more is it doesn't have newly published books.
108. The collection of physical books is very small
109. I use the library frequently for books, but I would use it more if my location had more creative and new technology courses on site. There's also often not enough comfortable seating at Takoma Library, it I love the look and feel of the space. Maybe the basement area could be expanded?
110. The Southeast branch smells bad.
111. Physically not convenient so I just do the online
112. Not enough book selections
113. Temporarily not living in DC (not a satisfaction issue)

114. I use the library a lot. None apply.
115. I love the children's programs but would love if there were a library within walking distance of our house.
116. Lack of bike racks outside
117. The Mount Pleasant branch is just too far away to be a neighborhood library for Adams Morgan.
118. I have to walk 1 mi + to get to the library
119. Sorry, I find this query confusing. I love libraries! Have since childhood.
120. There is no library in Adams Morgan!
121. Not a library in Adam Morgan
122. LAMOND Riggs library is run by neighborhood youth - they beat the crap out of the computers playing games and are extremely foul mouthed. It's a totally unpleasant experience.
123. We can get to the Mt. Pleasant library, but Adams Morgan needs its own library!
124. It's not that I'm not satisfied--but I do work at a university, so often I go there. I borrow downloadable media all the time from DCPL, and have frequently used the physical library during summers when I am not on campus.
125. Overall the Library is Great, if you dont believe it go overseas to Africa or the westindies you will not have this essentials and you cant talk in the library or you get banned forever
126. I have to go to Montgomery County (I live in DC ...) to get current TV shows on DVD
127. None of this applies to me
128. The collection of physical books has dwindled.
129. Library has a limited fiction collection.
130. There are not enough books in the library. I go to libraries to discover new books, but the browsing options are so limited. Staff is friendly and say I can reserve books online, but that works for books I have heard of. I come to the library to discover new books, but when there are few books on the shelf, I do not have that opportunity.
131. My first most important reason for not using Library resources is the hold and wait list times for bestsellers, in both digital and print formats.
132. I do not need to visit the physical location.
133. library staff sometimes comes off as annoyed at having to interact with patrons

134. Although I believe the city should provide better services to its homeless population, that is not the mission of the library. Libraries should not act as ersatz shelters, which is how they are sometimes seen these days.
135. The limited space is always crowded and taken!
136. I use the library in person and download books
137. N/A - I check out multiple books at a time and don't need to go more.
138. There are many places to sit and talk with friends that go with me.
139. I don't need a physical library for much. I get materials through your ebook services or holds, so it's a pickup/dropoff point.
140. I feel that the materials that are available at the library, as well as how the library presents itself in its physical spaces is extremely one sided. This includes the online digital presence as well. The selections are politically biased and all events and books that are publicized cater predominantly towards certain cultures. This does not embrace the community as whole and it is incorrect not to have a variety of political viewpoints with EVEN numbers of selections for BOTH sides. Our public libraries should be places where resources can be sought out, not avenues for propaganda. I think that the library should focus on content. Drill down on your catalogue, expand it and create an environment were people can read that material. That is what libraries were established for. As for additional services, besides children's engagement, that should be your sole focus.
141. Easier parking is reason I use Chevy Chase more than Tenley location for book checkout.
142. I use the library all the time—none of the above are problems for me.
143. It's frustrating to provide my library card number to log in to online services because I don't have it memorized. Also I would come to the library more often if it there were dog friendly spaces!
144. The location does not have the materials I am looking for. I use it primarily to pick up books on hold and to return books.
145. I am totally SATISFIED with the Library.
146. I am especially sad that the libraries nearest me close at 5pm on Sundays.
147. Not enough books in other languages (Spanish in my case). Bathrooms in Mt Pleasant library are scary.
148. The SW library is aesthetically displeasing. It's literally falling apart.
149. can't wait til main library re-opens, I miss it!!!! I haven't checked out any books since it closed.

150. Not enough actual books on the shelf! Also, the library should have better hours on the weekend.
151. Restrooms can be dirty
152. The southwest library is small and not in great (but I believe it's scheduled to be updated)
153. There are too many homeless people in the library and too many noisy juveniles playing video games.
154. It's uncomfortable, uninspiring, noisy. A hard place to find interesting things to read (far worse than the temporary CP library. It ignores many homeless who we all know flick there--no batheooms on main floor? White upholstery? Great outside, terrible in.
155. staff is wonderful, the SE library needs more space, lots of people use it
156. I am satisfied with the library
157. Almost every branch is a de facto Day center for the homeless. Main reading room in Shaw branch stinks from them.,
158. None of these are issues for me & we are very satisfied with access and content available at DCPL
159. The locations with the maker spaces aren't convenient. Having more of those spread throughout the city would be great.
160. #1 reason - MLK library has not been a pleasant space to be in. I'm excited to see what the current renovations will bring.
161. Petworth and Mt. Pleasant are equidistant for me, but neither is super convenient between my home/commute/general travel. Going to the library is a specific trip.
162. Holds are too long for titles that I'm interested in.
163. The homeless people make the spaces stinky and upleasant.
164. The library lacks access to the ebooks I'm seeking
165. The collection isn't great, doesn't have a whole lot of new titles, and does a poor job of "merchandising" titles
166. I need a hotspot when I travel; I would LOVE the library to be able to loan that to me.
167. Cleanliness
168. Not enough copies of books on OverDrive
169. You dont give your employees a proper work/life balance

170. top reason: poor selection of books (also, online catalog too often saying library has something it does not actually have)
171. people should respect the library staff and each other!!!!!!
172. the Library didn't have the materials I wanted
173. Reasons 2, 4 & 5. 2) Series on DVD usually are missing at least one season, sometimes more, and often the last season. When I have offered to donate a missing season or any DVD or book, I've been turned down. 4) Mac computers are only for young people. 5) seats in meeting rooms are uncomfortable.
174. I use the CP library more frequently now that it's been renovated more than ever. No complaints.
175. I read a lot of classics and the library has been so dumbed down they often don't have what I want.
176. Building and water supplies are not updated.
177. I use it all the time! I did visit much more often when it was in walking distance, but now it is a bit too far away.
178. Francis Gregory needs a parking lot. It is on a very busy street.
179. Tenley should put more books out in the new books section. There aren't nearly as many books in that section as there used to be.
180. Actually, I am VERY satisfied with the library. While I don't often use the library's resources myself, I compile a weekly events column, and library offerings are the mainstay of that column. I am ALWAYS impressed with the breadth and usefulness of the free programs! Great job.
181. Palisades library typically doesn't have any books I'm looking for so I'm only in there to pick up books from other locations. My kids don't feel very welcome there because they were getting shushed by librarians on the children's floor for talking about books!
182. I fear late fees. Also, the MLK branch closed, which was most convenient for me to drop off materials at lunchtime/break from work.. Also, the children's area at Palisades is rather unwelcoming - noises echo and there are groups of nannies sitting around not interacting with their kids.
183. Montgomery County closer
184. Not enough space within the library for everyone to sit. We don't need absolute privacy but we need open lounging areas (easy to clean furniture) where people can sit and read or a special section for discussions to be able to quietly talk. This area should be monitored and within site of the employees for safety and standard reasons.

185. The hours on the Woodbridge library website were incorrect when I visited on a Saturday morning
186. often long wait times for books I wish to read
187. I wish I could return my books somewhere more convenient, like the local public school or downtown.
188. Books I am looking for are not there or the selection is very limited.
189. It seems to be an all day meeting place for the homeless leaving nighttime shelters. That doesn't make it a place I want to hang out, especially with my children.
190. The books I'd like to see (scifi/fantasy and other fiction) are not available both in my library and the system in general.
191. The staff doesn't know very much.
192. Earlier open times would be great
193. MLK is closed due to renovations. It would be nice for all branches of the library to have assistive technology available on at least 2-3 computers; especially in the smaller branches and where time is limited on each terminal.
194. I am satisfied with the Library and have none of the above concerns/complaints.
195. Providing more resources for the homeless so the library isn't the only place in a neighborhood for refuge from the weather.
196. The library has very limited programs available to the community. There is also not much outreach to the community—schools, churches, senior centers. Advisory Neighborhood Committees, civic associations, etc.—to share available resources, to ask for feedback regarding the needs of the community. Poor WiFi in basement meeting room of Capitol View. At some libraries staff are unable to assist with technology services—for instance at Dorothy Heights library, librarians were unable to help me manage the projector and speakers in the large meeting room. I believe the speakers are broken.
197. short on places to read
198. I wish there were different places at Francis Gregory. Francis Gregory also does not have any parking and Alabama Avenue traffic is very fast!
199. There are too many babies crawling on the floor in the main lobby of the renovated Cleveland Park library; too many toddlers running footraces around them. The children's section never used to be a problem; it had a door.

- 200. Occasionally a special children's program catches my eye, but the regular programming (Wii club, movie showing, legos) isn't of huge interest. I'd like to see more program directly related to books and reading.
- 201. loitering outside is an issue, people sleeping inside, bathroom cleanliness
- 202. N/A
- 203. I mostly use Libby and prefer e books and audio books online
- 204. The library closest to me hosts few events that I'm interested in.
- 205. MLK LIBRARY HAS BEEN CLOSED! Aggh!
- 206. 1. The Excel Training started late, the instructor focused too much on one person's questions at the expense of the others in the class, then rushed and ended early. Computer stations are rarely available when I arrive at the library.
- 207. The library rarely has the books I'm looking for.
- 208. I don't mind that Southeast Library is on the small side, but I think it could use a little love/refurbishment.
- 209. wifi service is not good
- 210. The libraries closest to me are new and nice, but the book collections are extremely limited! It's just an exercise in frustration visiting them. Not what I expect in a major city. Why is the MLK (closed for a while) the only one with a large collection?

Question 8

Where do you most often connect to the internet? (Check only one.)

Other (please specify)

37 respondents offered comments displayed verbatim:

1. I often wonder how much electricity it requires to power a computer
2. I am retired so don't have an office
3. Using the computer and learning and study.
4. At work
5. 2nd: Library: I will rent a laptop out
6. I have unlimited Internet on my cell phone
7. Smart Phone
8. I often rely on the newspaper databases to obtain historical news clips. I hope DCPL works closely with K-12 school librarians and teachers to make students aware of the databases and how they can be used for assignments. For instance, the databases contain useful information to complete Black History Month assignments.
9. After hours; at home or work.
10. cell phone
11. and school
12. and phone
13. cell phone
14. and school
15. dont use internet
16. dont know how to use it.
17. & school
18. and at work
19. don't use internet
20. I also use the university library and Fedex Kinkos as well.
21. Most of my students use their mobile phones for internet or as Wifi hot spots.
22. I am retired.
23. Also home
24. My phone

- 25. Everywhere
- 26. i am always connected to the Internet
- 27. anywhere
- 28. I use the Shaw and Woodbridge libraries only. Lamond-Riggs is more convenient, but scary and unpleasant.
- 29. On my phone
- 30. I only have wifi at home for my computer, when I need to connect/update my phone on wifi I come to a library
- 31. My phone
- 32. Cell phone
- 33. You dont give your employees a proper work/life balance
- 34. SW Library
- 35. but nearly often at home as well
- 36. N/A
- 37. on my phone anywhere.

Question 10

What type of device do you usually use to access the internet? (Check as many as apply.)

Other (please specify)

35 respondents offered comments displayed verbatim:

1. I probably use my smartphone more than I think!
2. I AM A STUDENT AT WEC. I HAVE NOT ANY REQUEST. THANK YOU
3. iPad
4. I PROBABLY USE MY SMART PHONE MORE THAN I THINK.
5. My cell's screen is too small so I have to use the library's desktops. I have no other internet service. I am a Grambling State University student.
6. please please update the DCPL app - it is very clunky to use!!!
7. TV
8. TV
9. smart watch
10. Library
11. watch
12. and cell phone
13. all
14. and tablet
15. and tablet
16. n/a
17. dont use it very much
18. dont use internet
19. n/a
20. have smartphone but don't know how to use the internet on phone
21. Smart TV/DVR
22. Android phone as well.
23. And I have the Overdrive application for my DCPL books on every device!
24. All of the above.

25. desktop at dcpl
26. I have the library App and I would strongly suggest that it be considered for an update
27. Kindle E-reader
28. LIBRARY EQUIPMENT/SERVICE
29. Give your employees proper work/life balance
30. Cell phone
31. The number one problem in the library is noise and disrespect for the Librarian and the hundreds of Junkies, drug addicts and people trying to steal the equipment and the cardholder cell phone and other devices..
32. Apple TV, Amazon echo devices
33. But I regret the loss of desktops @ Cleveland Park. The provided laptops and seating areas constitute a downgrade of such service which I have to use when my home wi-fi fails.
34. N/A
35. Ipad mini

Question 14

If there is another language spoken in your home, what is it?

218 respondents offered comments displayed verbatim:

1. French
2. Chinese, French
3. slang
4. Bengali
5. Patwa, Spanish
6. French
7. French
8. Spanish
9. Mandarin
10. Spanish
11. Russian
12. Chinese
13. Spanish
14. Spanish
15. Spanish
16. Chinese
17. Spanish
18. Spanish
19. Arabic
20. Russian
21. portugese
22. Bengali
23. Portuguese
24. Spanish and Portuguese
25. our kids are learning french and spanish
26. SPANISH
27. SPANISH
28. ARABIC

29. GEORGIAN
30. PORTUGUESE
31. SPANISH
32. ITALIAN
33. PORTUGUESE
34. TURKISH
35. JAPANESE
36. SPANISH
37. spanish
38. RUSSIAN
39. FRENCH
40. SPANISH
41. JAPANESE
42. SPANISH
43. Spanish
44. SPANISH, ENGLISH AND LATIN
45. RUSSIAN/POLISH
46. FRENCH
47. my roommate speaks Tagalog but U don't speak it
48. Spanish
49. Hebrew
50. Portuguese
51. Spanish
52. Korean
53. Chinese
54. Italian
55. Spanish
56. Spanish
57. French
58. Spanish
59. Russian
60. Spanish
61. Spanish

62. Spanish and French
63. Japanese
64. French
65. Chinese
66. Spanish
67. Portuguese
68. Italian
69. Romanian
70. Russian
71. Russian
72. Hungarian
73. Japanese
74. Portuguese
75. Portuguese
76. Spanish
77. Czech
78. German
79. Spanish
80. Turkish
81. Turkish
82. Portuguese and Spanish
83. Russian
84. Korean
85. Japanese
86. Russian
87. Russian
88. ASL
89. NA
90. portuguese
91. Persian
92. Spanish
93. Spanish
94. German

95. Tamil
96. Spanish
97. Chinese
98. French
99. Spanish
100. Spanish
101. Spanish
102. spanish
103. Russian
104. Spanish
105. Spanish
106. Spanish
107. Spanish
108. Amharic
109. Korean
110. ASL
111. Spanish
112. Spanish
113. Ukrainian
114. Amharic
115. Spanish
116. Spanish
117. ASL/Spanish
118. Hindi
119. American Sign Language
120. Spanish
121. Spanish
122. None
123. spanish
124. italian spanish
125. Spanish
126. Italian
127. Mandarin and Spanish

128. French
129. Arabic
130. Spanish
131. Spanish
132. Spanish
133. Spanish
134. Soanish
135. Spanish
136. French
137. Spanish
138. Spanish
139. Portuguese
140. French and German
141. Mandarin
142. Spanish
143. Spanish
144. Punjabi
145. Spanish
146. Serbian
147. French
148. Indonesian
149. Spanish
150. Spanish, French
151. Spanish
152. Spanish
153. Burmese, French, Spanish
154. Mandarin
155. Spanish
156. spanish
157. French
158. Hebrew
159. Russian
160. Mandarin Chinese

161. Spanish
162. French
163. Spanish
164. Tigrinya
165. Italian
166. Spanish
167. Spanish
168. Spanish
169. russian
170. Russian
171. German and Norwegian
172. Portuguese, please order more Portuguese language books! There are lots of Brazilians in the area.
173. no
174. Chinese and Spanish
175. Mandarin (Chinese)
176. Cantonese
177. Spanish
178. Spanish
179. French
180. Spanish, Hindi
181. Hebrew
182. spanish, german
183. Spanish,Urdu
184. Italian
185. Mandarin
186. Chinese
187. Spanish
188. Spanish
189. Spanish
190. spanish
191. Spanish
192. Portuguese

193. Spanish
194. Spanish
195. Spanish
196. French
197. Spanish
198. Hindi
199. Give your employees proper work/life balance
200. Jamaican patwa?/
201. Spanish - but primarily English
202. Spanish
203. Spanish
204. Papiamentu
205. Chinese
206. Mandarin
207. Arabic
208. Spanish
209. Hebrew
210. Multilingual - Hebrew and French
211. Prefer not to answer.
212. French
213. Arabic
214. NO
215. Korean
216. Spanish
217. Spanish
218. French

Question 16

What other comments would you like to share about the DC Public Library facilities or the facilities master planning process?

633 respondents offered comments displayed verbatim:

1. BATHROOM STAYS DIRTY. INTERNET STAYS DOWN. IT IS NOISY AND PEOPLE ARE ALLOWED TO EAT IN TALK LOUD IN THERE.
2. I wonder if you can include help with iPhones and gadgets. See Denver model. your computer classes are excellent but too fast
3. The reason I don't use the library as much as I would like to is the homeless population. The Mt. Pleasant branch is very smelly and homeless people are everywhere. They take up all the tables and chairs to sleep and eat - which is extremely unpleasant
4. We love the library--it would be really nice if the SE library had more space
5. I am a student.
6. Tenley staff is the best.
7. I am a student at the Academy of Hope
8. Student at Academy of Hope
9. Love DC Public Library! Children's librarians at Tenley are wonderful! Thank you!
10. At Tenley, the wall book display is excellent. Themes are timely and it is a good way to introduce readers to what the library has if one does not "surf" or browse stacks
11. Check out the Seattle Public Library website. I think they have an app. Both are better than DC
12. I'm a student at Academy of Hope. Please look into getting social work help and also have this info from other states.
13. daycare/employment
14. Have more events, groups, classes, workshop in library. It is a good place to meet people in secure environment make more opportunity for continuing education
15. I am a student at Academy of Hope
16. the children's staff at shepherd is amazing. shout out to Tasia
17. I am a student at the Academy of Hope
18. Great staff
19. "More urban book-magazines-more book period. need friendly staff and knowledgable classes-computers-GED-writing-learning how to use the library. Need heads of the library to come visit and talk to community. get them out of the office.

support groups

- 1) Let the library a place to come to relax and meet and greet. 2) we need authors to come here to talk about books they wrote. 3) make the library enjoyable 4) have job fairs and college fairs. community views and health fairs. music nite. book fairs."
20. I'm a student at Academy of Hope
21. I would like to order books and keep them. More Black History.
22. I am a student at Academy of Hope
23. I am a student at Academy of Hope
24. I am a student to Academy of Hope
25. I am a student of Academy of Hope. I want the library to have a wheelchair ramp in case the elevator is faulty.
26. I am a student of Academy of Hope
27. That Thursday time open at 1pm & I understand that folks need sometime 4 themselves & everything is about time & money "Hmmm" regular hr 4 that day - 10am would be nice, "just a thought".
28. I just received a card so I'll be checking out in the future.
29. GOOD SERVICES
30. YOU ASK ABOUT ADULT AND CHILDREN. WHAT ABOUT TEENS?
31. NEED TO CONTROL NOISE WITH DELIVERY OF BOOKS AS WELL AS ORGANIZING THE BOOKS ON CARTS. PADDLED STICK-ON PILES ON CARTS WOULD HELP. A LITTLE SOMETHING TO THE NOISE BUN DELIVERY AND SECURING EMPTY BINS WOULD LOWER NOISE FACTOR.
32. IT DOESN'T SEEM FAIR THAT THERE IS NO INDOOR BOOKDROP. WHAT HAPPENS IN THE RAIN WHEN ITEMS ARE COLLECTED? DO OUR ITEMS GET WET? (TAKOMA LOCATION)
33. I WOULD LIKE TO SEE MORE INVESTMENT IN THE SW LIBRARY. SPECIFICALLY NEWER BOOKS AND NEW TECHNOLOGY.
34. MEETING ROOMS ARE VERY IMPORTANT TO ME. I THINK MAKING THIS PUBLIC SERVICE WOULD BE AWESOME.
35. I love the convenience of the library express location on k street NW please don't get rid of it, it's great
36. THE LIGHTING AT THIS LOCATION IS NOT GOOD FOR PEOPLE WITH VISION ISSUES. THE THOUGHT WAS GOOD FOR THE LAYOUT, BUT THE CHAIRS ARENOT GOOD. THEY ARE VERY UNCOMFORTABLE FOR LONG PERIODS OF TIME
37. BELLVUE PUBLIC LIBRARY STAFF FROM TOP TO BOTTOM IN RANK HAS A SUPER WELL-BEING ATTITUDE.
38. MARTIN LUTHER KING JR MEMORIAL LIBRARY NEEDS A WHEEL CHAI/WALKER RAMP NEAR PUBLIB ENTERANCE
39. I LOVE THE LIBRARY! PLEASE KEEP DOING WHAT YOU'RE DOING!

40. I'm a student at Academy of Hope. Library should have more parking and free water.
41. I am a student at Hope of Academy School.
42. I am a student of Washington English Center and I'd like for you to have some reading book clubs for english learners. They're not enough.
43. some programs to teach english or tell us something about us such as history, society, etc.
44. I am a student in Washington English Center.
45. I am a student at WEC. I want more classes for learning English conversation-write-reading
46. I am a student Washington English Center
47. I am a student at WEC. I learned that the DC public Library service is very developed. It's very helpful for the residents.
48. Improve the facilities for instance more tables and room for listening to videos.
49. Washington English Center Student
50. I am a student at WEC
51. Appreciate your interest in getting opinions from Washington English Center students! I will need to check out your adult english teaching resources.
52. Could you open more hours in different days to the conversation circle? Sometimes the aupairs have to work weekends and that space is really important for us to practice english.
53. Student at Washington English Center, WEC.
54. I'm a WEC student.
55. I love the programs and events DC Public Libraries put on. I think more DMV residents should know that you don't have to live in DC to participate in these programs.
56. your services are awesome and have improved dramatically over the last few years. great work.
57. "1) I have tried to get help using overdrive and downloading books. the person I was told to see is always too busy. please schedule drop in training for using downloading to personal devices.
2) please vary times that classes and talks are offered. for instance, not always on Tues. evenings. what about weekends? "
58. I love the library so much and have talked so many people I know into getting a library card. I'm proud of our library system and feel lucky to live in DC with such a great library system. Keep up the good work.
59. I AM A STUDENT AT THE WEC.
60. I AM A STUDENT AT WEC. THE LIBRARY SHOULD IMPROVE THEIR CONVERSATION CLASSES, TEACHERS SHOULD PREPARE MORE METHODS FOR MAKE CLASSES
61. I AMA STUDENT OF WEE
62. I AM A STUDENT AT THE WEC

63. GOOD LUCK
64. I AM A STUDENT AT THE WEC. I WOULD LIKE THE CLASSES TO BE MORE PERSONALIZED
65. I AM A STUDENT AT WEC.
66. I AM A STUDENT AT WEC. I HAVE NO REQUEST FROM WEC. THANK YOU
67. I'M LEARNING ENGLISH, I LIKE THAT IN THE LIBRARY CAN FIND BOOKS THAT I CAN READ AND LISTEN AT THE SAME TIME.
68. I am a student of Washington English Center
69. I AM A STUDENT AT THE WEC
70. I'm glad they improve the likes of the library and we just need more books.
71. I love the library near my home it's very convenient.
72. THE NEW FACILITY IS WONDERFUL, BUT I FEEL LESS OF A SENSE OF COMMUNITY THAN W/ THE OLD BUILDING. PRINTING MATERIALS IS NOT EFFICIENT NOW IS IT A CLEAR PROCESS/PROCEDURES FOR PRINTING. I MISS THE ABILITY TO PRINT INDEPENDENTLY.
73. I DEARLY LOVE THE LIBRARY. YOU HAVE AN EXCELLENT COLLECTION OF POETRY BOOKS AND FILMS. THANK YOU!
74. TOO MUCH GLARE FROM WINDOWS. THE LIBRARY NEEDS WINDOW SHADES. TOO MUCH SUNLIGHT. LAPTOPS ARE WARM AND HARD TO SEE THE SCREEN.
75. I can't wait for the newly renovated Capitol View location to open. It looks nice from the outside.
76. The staff (at Capitol View) is wonderful
77. Capitol View is the best!
78. I am pleased with the service. Keep up the good work.
79. VERY SATISFIED WITH THE SERVICE
80. BRIGHT FRIENDLY PLACE
81. NONE
82. see comment for 10.
83. Please think of ways to encourage different generations to interact -- toddler, young children, playtime or reading with elderly
84. I love the palisades library
85. there is a bad problem with loud and violent behavior at Benning. the staff does the best they can with it but the guards don't do the amount of enforcement they should! they're hardly ever seen! the teen section is out of control daily. when the staff asks for quiet, the guard is rarely backing them up. you can't get any study work done because of loud talking, playing and phone conversations. staff does what they can, but guard presence needs to increase soon before there is an incident.
86. Help Us

87. helping the people
88. I love my neighborhood library. I can walk to it.
89. I would like to see a wider and more comprehensive collection of books, movies, etc. for use, research and checkout. staff also needs to be more welcoming
90. stop making all the new libraries glass. the newer libraries have no character like Georgetown, northeast libraries. Also, the structure/set up is all wrong. there is no flow to design.
91. I love the library. I only wish it were easier to place material order request and I.L.L. Requests. There's a lot of stuff I want to read that you don't have (or only have digital versions of) Also, it would be cool if the library did more events and public programming for adults in the evening. I consider myself a super user of DCPL and libraries in general(and worked in libraries for 6+ years) I am so happy to answer any questions you have.
92. some computers are always out of service! the desks are never clean. the computers are never dusted or cleaned.
93. There is only one pleasant worker at the Capitol View Library.
94. the cleaning of these facilities needs to be improved. the computers should be upgraded. they are using the same computers from when the library first opened.
95. Keeping the buildings clean and make sure all libraries are staffed and has officers presents.
96. The branch has a safety issue. Also, the elevator was down for weeks.
97. I love how welcoming this library is (Petworth) and how active it is. Happy to know taxes support such a vibrant (while quiet!) place.
98. Something needs to be done about the noise at Petworth Library! It is terribly difficult to read, study, listen to audio, or do anything important that requires concentration at Petworth Library!! Also, visitors should not be allowed to eat or drink anything but water at the library. The public library is not a restaurant, recreation center, hotel, homeless shelter, daycare center, a social club or place to hang out. It is a library.
99. Expanded hours, especially on weekends and federal holidays when kids need a place to go! Better technology training for staff -- I downloaded an e-audiobook and couldn't figure out how to play it on my phone. Branch staff laughed when I asked for help (because they had no idea either and didn't think it was their job). Took me 2 weeks to figure it out! Also, better website -- more relevant search results, better filtering, etc.
100. You've done a great job of adapting and changing to meet a wide range of needs. I love that my tax dollars have gone toward all the refurbished branches around the city.
101. DC Public Library corporate/business office must deal with the issue the illegal and legal drug issue at the library (especially at Petworth). It is unfair that non-drug users have to inhale the drugs of others. DC Public Library must make an effort to make the libraries quiet and secure places like the libraries around the world. There should be more done to discourage customers from making the library a place of rest after getting high off drugs.
102. I am a student at Washington English Center. I would like to have more options with conversation classes / other hours /schedules.
103. I am a student at Washington English Center. I like the conversation classes

104. I am a student at Washington English Center. I always appreciate DC librarians.
105. I am a student at Washington English Center. I like going to English conversation classes at the library.
106. I am a student at Washington English Center
107. I am a student at Washington English Center
108. I am a student at Washington English Center
109. I am a student at Washington English Center
110. I'm a student at Washington English Center
111. I am a student at Washington English Center
112. I am a student at Washington English Center
113. I'm a student of Washington English Center
114. I am a student at the Washington English Center
115. I'm a student at Washington English Center
116. I am a student at Washington English Center
117. I am a student at Washington English Center.
118. I'm a student at Washington English Center
119. I am a student at Washington English Center
120. I am a student at Washington English Center
121. I am a student at Washington English Center
122. I am a student at Washington English Center.
123. The children's area should feature book shelves with rounded edges. They do not at Northeast, and my toddler tripped, fell into the shelf edge, and split open her forehead. We do not use the library much since then because of this simple safety issue.
124. Vibrancy. I want to hear the mayor and City officials talking about how great the library is in our communities. I want to be a library city, where it is a first stop for learning and knowledge outside of school for all ages.
125. I am a student at Washington Language Center.
126. I am a student at the Washington English Center. I am really satisfied with the DC Library.
127. I am a student at WEC. I live in Virginia, but would like to receive information about DC Library.
128. As a non-native English speaker, I would like to have more spaces for learning English for example conversation clubs especially in Chevy Chase.
129. I'm a student at the Washington English Center
130. "If mlk ever reopens would like yoga (gentle) as at Tenleytown and Georgetown

Would like cultural events, speakers, book clubs etc"

131. I am a student at the Washington English Center
132. I am a student at WEC.
133. I am a visiting student at Washington English Center
134. I'm visiting library for conversation classes
135. I am a student at the Washington Language Center
136. I am a student in WEC.
137. I am a student at WEC. Please make book club for ESL people.
138. I am a student in Washington English Center (WEC)
139. I'm student in WEC. Conversation Circle according to people's interest (special topics)
140. I'd like hot water in the restrooms. I once picked up a bed bug in the 2nd meeting room. I reported it. No one seem concerned. It cost me \$400 to make sure I only had one bed bug in my house.
141. more focus needed on caregivers/parents, not just babies and kids
142. Looking forward to the MLK library re-opening since I live in the neighborhood.
143. Children's outreach is important, perhaps marketing of existing/new programs
144. Could you include outreach with communities like Eckington that may be interested in getting a neighborhood library?
145. While I noted children services being extremely important, the library might also seek ways to engage adults and children and teens in terms of programming. Intergenerational.
146. Put a library in Eckington!
147. The website functionality is my biggest gripe. Consistently poor/irrelevant search engine results. Extreme specificity required for finding material in searches. Repeated login requests. Listing lost/missing materials.
148. Eckington would be a great place for library
149. Please consider opening a branch in Eckington to serve the neighborhood and surrounding neighborhoods.
150. I'd like the library website to improve its search function! I'm also looking forward to the MLK library reopening. I would like the library to hold more book talks and things like that.
151. A closet for homeless containing donated items, if this does not already exist. I wish library opened earlier.
152. I'd love a new branch in Eckington!
153. Would love to have a library in Eckington!
154. Love Deanwood. It works to be there for the community.
155. Would love to see a library in Eckington and more children's programming

156. Open up a library near Eckington union market or NoMA these areas are too far from Woodbridge Shaw or northeast libraries.
157. It would be ideal if the library had a mechanism that not only allows you to request a new book be purchased, but also told you if/when it is purchased and put you automatically on the hold list.
158. The library is many things to many people, so I totally get providing public services for the low-income residents. My needs are a little different though, and I would love more family programs and Sunday morning hours. I love the library though and use it often.
159. The homeless population needs to be better managed at some branches. Libraries are not for sleeping or displays of mental health dysfunction.
160. I have to use the Bus System to get around.
161. I would LOVE to have a library in Eckington. It would be a great addition.
162. Most DC residents are proud to have a main and neighborhood libraries as a central asset for learning. However, sometimes there may be too much emphasis on aesthetics in the use of space at the expense of efficient use to accommodate more services. A better balance needs to be struck as the facilities master planning process proceeds.
163. I'd appreciate more space (quiet space/meeting space) for entrepreneurs but would want that balanced with services for people in need of employment services. While I don't need these services are essential to a vibrant economy/community. Happy to have my tax dollars spent on them.
164. Love the online services add more professional class
165. I know it is the weekend for Staff, but weekends is when I have free time. I wish the library would extend the hours on the weekends.
166. All is well.
167. Love the staff..always helpful and courteous
168. The biggest problem is libraries doubling as homeless shelters. Such a place is not one in which I want to spend time.
169. none
170. The library renovations are gorgeous. Thanks for all you're doing in so many neighborhoods! Looking forward to seeing the new MLK downtown. Hoping for more creative mixed-use facilities as in West End, and libraries as real hubs for our aspiring citizens to learn English, get help etc. The online system could be improved -- when I got a new smart phone, I got kicked off, difficult to re-subscribe. Librarian wouldn't give me my number over the phone and I couldn't put my hand on my card. Frustrating.
171. Overall I am very happy with the DC library system. Better than I expected and good service!
172. Dupont Circle needs a branch library. A neighborhood library would thrive.
173. The Southeast library needs to have more laptops available for use. Patrons are forced to wait for the computers which are used quite frequently.

174. Classes on internet basic cyber security, identifying misleading/false news, and understanding new platforms would be very valuable to the community.
175. im a student at GEC. more adult classes and opportunities would be better!
176. student at GEC
177. im a student at the goodwill excel center, more bilingual staff would be good
178. im a student at goodwill, i would like more toddler centers/activities.
179. im a student at the goodwill center i would like to see more family events and educational classes/help with resumes.
180. student at goodwill center
181. im a student goodwill center, more free summer programs for the youth would be good
182. student at goodwill center
183. safety at goodwill
184. student at excel center
185. im a student at goodwill exel school, some more computers and books are needed
186. dc libraries are the best!
187. im a student at the goodwill excell center
188. would like more family events
189. im a student at goodwill exell
190. im a student at goodwill exel center
191. GWE learning center should offer more job training
192. student at LUA
193. i am an adult learner at literary volunteers and advocates, i want to use the library but i need to get connected and get a library card.
194. im a lua student
195. I'm an adult learner and would like meeting rooms at mlk to meet with my tutor
196. i would like meeting and studying rooms in mlk once it opens
197. i want to use the library more once i learn to read better
198. i'm a LUA learner and would love to use the library more
199. love the library
200. when mlk reopens i would love a good room to meet with tutor
201. the library is very helpful to someone like e who can't read.
202. Love the staff at mlk we need them and mlk back!
203. I appreciate the range of services you provide especially books to check out or download. Happy to see how libraries have been upgraded across the District. Thank you!

204. It seems to me that DC Public Library has spent more time and money on facilities than collections and services. The collections at DC Public library don't compare very well to other cities or regional cooperatives where I've lived before.
205. More children programming is needed. Facilities should be more open to community uses
206. I love the fact that the library is now open 6 days a week. Your system of letting me know when a book has come in and is on hold works really well for me.
207. Adams Morgan needs a library facility given the huge number of young families.
208. Please include a library in Adams Morgan in your planning process. Currently the only options to sit and work, study or read a book in a pleasant environment outside the home, are paid options, and most are affordable to people who earn modest salaries.
209. Involve community agencies to see what impact could be done to a grander scale
210. I like the service. Both locations are very helpful. It's weird, very helpful. Very kind.
211. Thank you for the excellent job to our community.
212. I am very impressed with the growth of the online services offered by DCPL (eg, Kanopy for independent films, Newsbank for fulltext newspapers). However, I would estimate 90% of the people I know have no idea these resources exist. Maybe spend some funds on outreach and marketing? People still have very outdated ideas about what libraries do.
213. Please continue to serve and expand services to the homeless population
214. I work in Social Services and the library is instrumental in serving our community members. The library often serves as a day shelter for those experiencing homelessness. When planning for the future, I encourage members to think about how we can best serve that population.
215. Except for one young man, staff are rigid and beaurocratic.
216. "Outdoor reading spaces are always pleasant"
217. More English classes and computer classes.
218. Keep up the good work!
219. I do not have a printer at home, and appreciate the printing services offered by the library. However, accessing the files I need to print on a library computer and sending the files to the printer from there can take a long time. It would be nice if you could send files straight to the printer from a mobile device.
220. Love DCPL! Would like to see more drop-off locations in the columbia heights/U st area. Would love to see more services for community members who are struggling for employment.
221. Notice of job opportunities for the central/downtown location when it is scheduled to re-open.
222. I believe the the library offers excellent classes and enrichment such as yoga. I would love to see more quiet study and meeting rooms, computers, and a meditation class in the libraries.
223. I am filling out this survey mainly because I volunteer as an adult educator. Libraries are a very important location for adult learners, and it's important that they have tutoring space available that can be reserved for tutors and students to meet together in person (which may

also include working together on computers). It is also crucial for adult learners to have access to professional development workshops and information and referral services. Thanks!

224. DC has a fantastic public library system, and the only thing that would make it better is a continued expansion of services, as far as is possible with your budget while maintaining the quality of existing services and facilities. It's great that the District takes public libraries seriously, and our library remains an important cornerstone of the neighborhood.
225. I hope the library system will continue to play an important role in providing space and classes for adult literacy, computer and technology literacy, and English-language learning. Good luck!
226. I'd like to see increased parking and more outreach.to the community.
227. I know the Fab Lab and some of the pop-up libraries are only there because you're working on MLK Library. Even after MLK Library is renovated, it would be great to have some of those Fab Lab options at several libraries. Specifically, 3D printing and music and video studio. If you can't pay for both, at least create a music video production studio at every library that has a soundproof space.
228. Improvements to DC libraries over the past 10 years have been phenomenal. I also applaud DCPL staff for being so welcoming to all library patrons. DCPL provides equity of access to its services in a way no other DC agency does.
229. I love the public libraries in DC.
230. Parking for library use is none existent at the Capitol View library. Upgrades done so far are a good start.
231. Newer libraries (like Cleveland Park and Tenley) have collections that are too small and too much empty space that could hold collections. Libraries are about books and other borrowables, not about "wow" architecture.
232. Consider more classes and programming for adults. Also, safety is very critical in and around the libraries.
233. "I am an administrator at an adult literacy organization serving low level learners (Literacy Volunteers and Advocates). The majority of our learners meet with volunteer tutors at libraries around the city. Before MLK closed 50% of our pairs met at the Adult Learning Resource Center. This was an invaluable resource for our program. It gave our learners, who often have challenges navigating public transportation, a well known location to meet their tutors. Additionally, the ALRC provided resources for our volunteer tutors to help meet the needs of their learners. Lastly, pairs that met at MLK were able to make a standing reservation for a meeting location rather than having to constantly reserve a meeting room at a neighborhood library.

ALRC has also been an invaluable partner when it comes to programming and professional development. Their Feel for Books program provides our learners and opportunity to engage with books in a setting outside of the classroom, and every time our learners attend an event at least one of them comes to the office to show off the book that they were able to keep, to expand their home library. They have also been supporters of our summer book club. A majority of our staff have attended professional development put on by the ALRC.

As a small organization with a small budget trying to serve the one in six adults that can't read we are so grateful for the resources the ALRC provides. I hope their new space will allow them to continue to be the great resource they have always been."

234. As a volunteer teacher, i gave like the hands on help from ben marrion with book selections for teaching
235. I am going to continue to advocate for the Adult Literacy Resource Center. Most community based organizations or adult charter schools do not have their own libraries. Having a department dedicated to adult basic education is essential for DC residents and the professionals who work in the field.
236. I miss being able to reserve tutoring space through the ALRC - can't wait til it comes back with the renovated MLK! They've continued doing great work with their PD workshops and mini-conference, even with space constraints at the Library Express.
237. more young adult events or workshops could be fun! free sound baths?? love the yoga at Mt Pleasant
238. Can you teach us Spanish or any other language?
239. Can some spaces be made visually "quiet" for deaf patrons? Sometimes the audio quiet is visually noisy. Gallaudet University has people with expertise in deaf space.
240. The Overdrive selection is very limited and requested books are not often purchased. I'd love it if you could expand that selection
241. Please expand hours, children programs on weekends and book access on overdrive.
242. Adult learner counselor
243. Make sure you let the community be involved in the process
244. We desperately need a Library to serve the Adams Morgan Neighborhood. With all the children here, a library is essential for their education, and to get them reading as soon as possible. I had one to go to when I was young, and I have never forgotten what a great place it was. It set me on the road to Reading, which I still enjoy today.
245. I understand "why" the library offers free (\$20 per day) printing, but believe wealthy patrons can afford and would be quite willing to pay for this service.
246. I'm glad to see that the library closest to me Lamond-Riggs is being re-done. It needs it. If that library offers good children's programming, I will use it as often as I now use Woodrige. Also, I use Libby constantly. That is a great service.
247. Please make more spaces for community groups, meetings, etc. More and more community gathering spaces are closing.
248. It would be nice to see partnerships with Dc homeless shelters to find synergies in services. It appears that libraries are a safe space for many DC residents with housing insecurity and it would be nice if the library could provide programming for this population.
249. "I wish there were more sewing classes.
I wish there were more ASL classes.
I wish the funky little library on H&13 would magically return.

I wish there were more library drop boxes around the city, not just in front of their own buildings.

I would love more quiet study spaces, but don't necessarily mean the tiny glass rooms you reserve -some old fashioned study carrels would work. Well, that and keeping individuals (seemingly homeless) quiet and still. There is a lot of hubbub, aimless wanderings, talking to oneself, etc. (No idea how this is ""fixed"" since it is part of a larger, complex, city-wide issue.)

Don't forget to provide ample bike parking at all the physical locations! Not everyone in this town drives.

Restroom facilities down stairs, around corners, down hallways, or otherwise removed from staff or public vision lines can cause safety/security concerns.

Overall, DCPL is pretty fantastic. I am always talking it up to folks. Most people don't seem to know they have access to so much or that there are so many locations. Maybe a marketing plan would help that. (Maybe signs in buses, ""The D4 stops one block from the NW1 library"") But that probably doesn't fall under facilities...

Yay for libraries!

NE library is especially fantastic."

250. Staff desks should be located where they can see what going on in most of the floor.. Some seem like they are in odd places where staff can't see.
251. We love and rely on your childrens' programs!
252. The library is doing great work - but people don't seem to be aware of it. Maybe find ways to raise awareness of library resources by maybe combining efforts with other departments.
253. Love the library! Such a great community resource with excellent staff.
254. Adams Morgan deserves a library.
255. DCPL offers some great programs like ASL, knitting, chess...great place to connect and find out what is happening in the area.
256. I like the fact that there is a restaurant in West End library, however, it's very expensive. You could probably make more money by putting in a deli-type place with seats to attract nearby workers on lunch, and also attract the people who are in the gig economy.
257. Hours and safety are a top priority to me, followed by including members of the community who know more about what members who don't have English proficiency / citizen status / internet access need.
258. none
259. I was born in DC and when I was young even if the other libraries were closed MLK was open everyday,early in the morning late into the night. The central library should be open. You must do something about the shelters dumping the homeless at the doorstep. While with my children I have step over men shooting up, men masturbating in the isles and witness a librarian fight off a homeless person in the children's library,who was in the children's bathroom. Hope you don't have the men's bathroom next to the children's center again. You need more adaptive technology as well.

260. More maker spaces, please! And more training classes to get a wide diversity of people to benefit from these programs.
261. I'd love to see hold counters throughout the city. Places that do not offer all library services but serve as a place to pick-up materials.
262. Obtaining knowledge or simply understanding how to be a homeowner in Washington DC is strenuous. Please provide more convenient channels to the information the DCRA hordes.
263. Modernizing old library facilities like the Southeast library.
264. I love our library, it is a great place for me to work as a self-employed person. I appreciate it being in our community a great deal!
265. Would love to see a DCPL in Adams Morgan :)
266. It would be great if it were easier to pay fines for late books. The online system doesn't always work and you can't pay at the library.
267. Please reconsider allowing food to be eaten in the libraries. Sometimes the smells are very strong and keyboards and tabletops sticky from sauce.
268. Please open a location in Adams Morgan.
269. I believe the best use of funds is outreach in underused branches and educational programs for youth.
270. Please try to fit the physical building into the existing fabric of its neighborhood. The Woodbridge branch is a perfect example of a huge sore thumb of architectural mismatch with its environment, and a massive disappointment in terms of aesthetic and interior space.
271. Please make your website mobile friendlier
272. I wish the Friends were easier to volunteer with!
273. Have drop off boxes by metro stations or at the Washintonia archives office near the Van Ness metro (in the former temp Cleveland Pk library space)
274. "(1) I really wish the library had standalone computers instead of making us sign out laptops. It used to be easy to hop on a computer and use it. Signing out a laptop is time-consuming, sometimes they don't work so you have to wait to get another one, and signing on -- once you have the laptop -- is very time-consuming, they are not as easy to use, the keyboards are harder to use and screens more difficult to see. I am REALLY disappointed my library does not have standalone computers.

(2) Also, having the DVD's on three shelves starting waist-high and going down to the ground makes it very difficult for older people to check out DVD's. I cannot see what is on the lowest shelf and can never check out anything from that shelf. Eye level shelves would be much better.

(3) The sinks in the bathrooms and the soap dispensers are too high, particularly for the children's bathrooms, and children need a step stool to reach them. The electric hand-dryers are way too loud and scary for children. In addition to the electric dryers, It would really be good to have a paper towel dispenser that children could reach. If we want children to wash their hands after using the bathroom, the facilities need to be easier for them to access by themselves. Also, paper towels are useful for wiping up spills and wiping off the counter. "

275. Love the Palisades library! Wish some of the staff were a bit more welcoming and friendly.
276. Thank you for updating the Palisades library. I would love more kids programming especially on weekend mornings.
277. I like libraries that have a lot of books, so you can just read there. Books that are new to me, not the same ones I read already.
278. For the love of God, do not build any more libraries that look out of place in their neighborhoods. The Woodridge building is a horrendous eyesore. Why not just use materials and design that match the neighborhood??
279. Please use the suggestions. Don't make this an exercise in futility.
280. get better security for the staff
281. Thank you for this survey! I would like to see additional programming for both adults and children, as well as expanded hours. Based on who I most frequently see using the library, there is a clear need for additional computers and internet access.
282. I am excited for the MLK Library to reopen and hope that it is more functional than the old space. The Tenley library is disappointing because it has so few books on-site; I mostly use it as a location to pick up holds. Also, locating the children's room on the first floor there was a terrible choice as the noise echoes through the whole space. My elderly father refuses to go there because the high-pitched sounds come through his hearing aids and hurt his ears.
283. The architects have designed library spaces with "lovely vistas" I was told. I go to the library to find books but the hip-high stacks that facilitate "lovely vistas" make actually finding books extremely uncomfortable, which is why I avoid the DC libraries.
284. I strongly support library services in parts of the City less likely to have home internet access and books. I am grateful the City has invested in its library system and want to support continued strengthening and inclusion in this system.
285. "I can't understand why the new Cleveland Park Library does not have space to store books for the book sales nor space to hold a sale. It was poor planning, because those spaces already existed and were profitably used to make money for the library system.

Also, there are too few books on the shelves. Any educated person knows the value of serendipity when browsing--yes, internet research and Interlibrary Loan are available, but browsing a physical section of shelves is far superior.
286. Money could be used better elsewhere.
287. Adams Morgan Needs a Library!!! it would be used heavily. Thanks.
288. In the new Palisades renovation, all new books are displayed together. As a rabid mystery/thriller reader, I'm disappointed these books are no longer displayed separately. As these are probably the most popular categories of books, I would like to see those displayed separately. I will also admit I no longer actually walk through the shelves. I just have holds put on the books I want and pick them up when they are ready..I think the new renovations are less inviting to wander the stacks.
289. Parking is indeed a challenge at Lamond Riggs - hope that improves with building project there. Please let your budget priorities reflect our belief that a literate, informed citizenry is

crucial. Books and personnel before buildings. That's not as sparkly but it is far better in the short and long terms.

290. You are essential in the community! I do a lot of planning under uncertain budgets. Based on that experience, I encourage DCPL to think big, despite budget concerns. If budget is at the forefront of your forward strategy, you'll think small. If you have a planning phase that's about unbounded big ideas, you may identify something that's too fantastic not to do - and that will help you find the funding and political will to do it.
291. Interested in seeing what changes to MLK will be part of its renovation. Which, by the way, is taking a very long time.
292. More nooks to read!!
293. A satellite branch (smaller, maybe limited hours) in Adams Morgan, but nothing to gentrify the neighborhood or create more ugly buildings and awkward spaces, but to uplift and respect the people, not degrade us.
294. Adams Morgan should have its own library facility.
295. Would like more daytime lectures for adults
296. I value the library's services and support efforts to expand its reach.
297. Mt. Pleasant Library is a vibrant, thoroughly providing so much community in so many ways, but we need a library in Adams Morgan. As a former board member of the Mt Pleasant Friends, I remember well the reports indicating this library was the most used of any in the city. Nothing speaks to the need for another Ward 1 library more than these statistics.
298. Add more digital collections for checkout (and shorter wait times)! Y'all are awesome.
299. We love the Mt Pleasant library. Would love afternoon children's programming. Would also love a library in Adams Morgan.
300. The new West End Library is so welcoming tht it could be a model for other new construction.
301. This survey doesn't allow me to suggest additional locations-- either for full-service, stand-alone libraries or sites like Rec centers for some library services and programming such as book order pick up and drop off, baby & children's laptime & story hour, adult literacy classes, computer access & classes, health insurance sign up, tax prep, etc. With the exception of extensive open stacks, almost all the other library programming could be coordinated to take place in a rec or community center. Stead Park Rec, McMillan Park Rec and Crummell School Community Ctr (all three now in the planning stages) would be good additional locations for library services to be coordinated with Rec programming.
302. I would love to see more events within the community and better ways of publicizing them. I think more people would get involved if they knew all the cool things DCPL was doing!
303. The new Cleveland Park Library is wonderful! It's clear how much thought went into the planning, building and operation of the library. Thank You
304. I really wish we had a library in Adams Morgan.
305. I am a happy customer of the D.C. Public Library.I find the personnel to be well trained and helpful in almost all instances where I seek assistance. The hours of operation are generous and appreciated. Online holds have been a marvelous innovation and much valued by me.

306. Would like to see a new library in Adams Morgan.
307. "I think the current kids programming is good but could be expanded. One major challenge I find, as a new caregiver of an almost 7 year old, is helping my kid make friends with other kids her age within our neighborhood. My kid goes to Watkins but we have had zero luck getting play dates there. If there was some sort of two-pronged programming aimed at both parents and kids about how to be a good neighbor in the city, get to know your neighbors, etc...that would be really valuable to not just me. Because the Hill is a transient neighborhood, I think something like this would serve the community very well.

Another issue is parents who work that need quality childcare for school-aged kids during DC public school breaks. If the library offered some sort of educational camp that was during, for example, the President's Day week off next week...that would be a huge relief for the parents who aren't already taking that time off to be with their kids.

Some sort of collab/partnership between DC Public Schools and the library's, as far as school-aged programming goes, would be useful. For example, my kid recently had to do a research project related to flight over Christmas break. In early January, they learned the phases of the moon. If programming. I recognize that it's tough to do that because you don't necessarily know if the demographic near a neighboring school has kids that use the library. Also, I recognize that a lot of schools have their own libraries. I think there's some opportunity to work with DC public school librarians to introduce kids to their local libraries after they understand and are comfortable with their school libraries. Maybe one month during the school year can be dedicated to helping with a big project related to a grade level?

Also, as it relates to math, reading comprehension boot camps would be great to help school-aged kids.

As for programming for teens, the DC public libraries could form a relationship with the local schools to support academically oriented programs for teens. I recall when I was in high school, I didn't really understand the importance of picking classes to best position myself for college applications. It would have been nice to know that as a middle schooler. It also would have been nice to have some sort of introduction to professions that might be of interest to me. In elementary school, parents would come in and talk about their jobs. However, I think that activity is more important for teens and college-bound kids. It would also be good to know about vocations and blue collar professions that exist within the city. If we're talking about knowledge and the library being a place that offers this...I think this would serve the community best to provide speakers, programs, resume assistance, internship research assistance, scholarship research assistance, writing classes, and things that support an individual with becoming a working member of society.

For older sets, programs for getting to know your neighbors is important here too. A book club or clubs for various age groups. It would be good to see the libraries partnering with local social groups to develop programming for the community. Lots of opportunities that are simply not explored. The library needs to reclaim it's position from Starbucks as a secular place people can socialize and share information."

308. I think that the DC Public Library is already a fantastic resource. I love the classes offered through Fabrication Lab, and wish that I had more time to take advantage of them. I would

love to see the DC Library expand to offer more services to those folks looking for work and job training.

309. Expanded hours! It's a shame that the CP library closes so early on Fridays, Saturdays, and Sundays. I also would like to see more study spaces inside the facility. I don't have anywhere else to study in the city without spending money!
310. Keep computers separate. - and - yes, I'm old fashioned but can we bring back the whispering rule? Could we show a silent subtitled video of the Music Man's Marian the Librarian on a loop in several locations, so that foreigners (foreign to libraries, that is - library muggles) can GET that talking is not polite? It doesn't have to be a Quaker meeting, but there could be quiet areas and have talking areas be the exception.
311. You're wonderful. Thanks for existing !
312. MLK when it reopens should have a day care for DCPL staff.
313. I understand the "hold" process, but wish there were more books readily available in the library w/o having to wait.
314. I really enjoyed studying there during graduate school. I also appreciate they usually have bestsellers or other books I want.
315. Open a library in Adams Morgan, it has high residential density but lacks of public facilities.
316. I do like our library although I often need to wait quite a while for my book choices to become available, or you simply do not have them
317. Georgetown staff is exceptionally knowledgeable and helpful! Bathrooms often need paper, soap.
318. Can't wait to see the renovated MLK! The new Cleveland Park library is wonderful.
319. The new Cleveland Park library is terrific, but bring back the used book sales, please
320. Libraries should still hold books. The collections are getting too small. The library does not order enough copies (hard copy or electronic) of new, popular and/or well reviewed books.
321. Adams Morgan needs a library branch! Mt Pleasant and Cleveland Park and West End are all equally inconvenient.
322. Please have the library open more on Sunday. 1-5 is not that great for families with small kids who nap. By the time she wakes up and we get there and find parking, it's 4:30 and I get dirty looks from the staff. As a working parent, I only get Saturday and Sunday to go to the library, so by only being open those hours, Sunday is basically eliminated for me.
323. Please build a library in Adams Morgan!
324. I used to use the Cleveland Park Library until it closed for rebuilding. I'm looking forward to using the new Library at that location, but would find a library in Adams Morgan much more convenient.
325. Would like to see the ability to log in to online services using a username and password that you set vs. using the library card or DC One number. Would like to note that David at the Cleveland Park branch is fantastic. He has an amazing ability to recollect names and faces and provides exceptional customer service.

326. I definitely think the use or expansion of social media to promote and connect with residents would prove helpful in continuing your reach, and helping get donations for needed funds. Also, partnering with influencers or hosting more evening talks/music event would be exciting.
327. I love you, DCPL!! Please reopen MLK soon. <3
328. It is so disappointing that most libraries are closed on sundays
329. School before libraries! I would love to have a library in my neighborhood, but it's more important for the schools to be in good shape. And my kids' school is not.
330. Love my neighborhood library, but the huge problem is the scanty book collection. Beautiful building but very few books. To say one should try borrowing from another branch is ridiculous when that system is broken and on the rare occasions when it works, it is very inconvenient.
331. I use the Washington Post and Evening Star historical databases almost daily, they make my job as a writer so much easier. Thank you
332. Give more prominence to the Fab Lab, recording studio and other leading technology initiatives
333. long wait for reserved books so often need to buy books since unavailable in library or can be several months wait.
334. I realize there are a lot of people struggling with homelessness in our city, but often the homeless men in the library make me feel uncomfortable and less inclined to go and spend time there. Many of them are quiet and doing there own thing, but some make uncomfortable comments, have noticeable odors, or are not fully clothed.
335. I want more programming for evenings/nights after the 9-5 workday
336. I would love to see a library in Adams Morgan. There are lots of young families that would benefit from all the story times the library provides!
337. I like having the local library be a social space and I wish there were more room for congregating informally. I would also like to have more quiet spaces, separate from social spaces, to read and work.
338. I am thrilled with the beautiful new library in Cleveland Park. I hope as many resources (even more) are being devoted to library upgrades and programs in less well-off parts of the city.
339. More Places to donate books
340. I wish there was more community input on what is in the Cleveland Park collection. Much does not seem relevant to us, and much is duplicative.
341. You guys are doing an amazing job esp with greening DC . Would you consider a bi lingual roof learning garden?
342. More green spaces. More art inside the facilities. Movie clubs, programs on sport and nutrition. Provide spaces for people to work... a lot of people work from cafes... they would go to libraries but the tables are often full.

343. There is not a library that one can walk to if you live in Adams Morgan. This is a dense area with many residents who would use a library.
344. I think the facilities are really nice! I really like the online media in particular, that's how I engage with the most with DC public library.
345. My main complaint about DC libraries is there is not a sense of community - at my Seattle library all of the librarians remembered me and made small talk. I go to the DC library at least 3x a month (often more) and after 7 years I still barely get a hello when checking out books.
346. The libraries in my area (mount pleasant, shaw) are very nice and well kept. The selection at the library is great and I really love the hold and transit system. I would suggest that the library consider purchasing more copies of books so the wait time for holds is not as long - particularly for very popular books/ books that DC clientele would be most interested in reading. Drop off boxes in popular/ more residential areas around the city would be convenient, but I recognize the challenges that come along with that. I really appreciate the selection of options some of the questions had with respect to services the library might offer, while I would not utilize all of them I would appreciate that the library is the central place for people in the community to learn and share.
347. i would like to see more guided activities like book clubs or author talks
348. a library in Adams Morgan
349. As I said before, the biggest thing for me is access and convenience. I've visited a lot of your branches and they are great, but we really are in a bit of a library desert here in the Adams Morgan neighborhood.
350. I think the library does a great job of offering convenience and high quality services to people like me who primarily use the library to check out books, vote, and attend community meetings. I perceive the library system to also be responsive to the needs of patrons who are underserved in other aspects of their lives and need access to internet, adult basic education, or a warm place to go. I am excited to see the library expand services for these patrons. Thank you for all you do!
351. Would like to see the library as a community gathering place, a venue for public cultural programs such as music, and films, maybe docs!
352. The process should be neighborhood specific and one area of weakness for the library is culturally relevant programming and marketing that programming. I have always been satisfied with the library collections but less so with their ability to be a third space, a gathering place for the exchange of art, ideas, and culture in our vibrant city neighborhoods.
353. Better App please!
354. We need a Library in Adams Morgan.
355. Please build a library in Adams Morgan.
356. Thank you for all you do!
357. "please continue/increase community programming for both adults and children. The public library has been and can be even more effective in fostering a sense of community and bridging gaps between new and existing community members.

The library website and ability to edit account information online should be improved to be more user-friendly."

- 358. would love to see a location in Dupont/Adams Morgan
- 359. Communities need skills, and/or places to apply them. Libraries can remain a relevant resource if it becomes that outlet for a given community.
- 360. Library bathrooms are often gross.
- 361. The library should start selling tote bags and other small items similar to the NYPL
- 362. I love the app. I think you do a good job managing the waitlist for popular books and love being able to order them. I would love a library in Adams Morgan and for the weekend hours to be longer
- 363. Would like a branch in Adams Morgan
- 364. I love for facilities to feel comfortable and safety to spend time in.
- 365. I would love a better app for the library to reserve books (and ideally to read/listen to ebooks, but Libby is okay with that). I'd also like to be able to reserve popular upcoming books before they are released.
- 366. Adams Morgan is an excellent place for library expansion.
- 367. We would love a library in Adams Morgan! We have a ton of kids here.
- 368. "I live in Mt. P and really appreciate the Mt P library. Staff are helpful and friendly. There are good programs for elementary kids; however, it does get crowded - not just with kids. I tried going to the Library several times to work, but there were so many unemployed/underemployed/homeless that it was hard to find a quiet space. I applaud the welcome and service that Library staff provide to this demographic and know it can stretch scarce resources. Public Libraries are one of the few indoor public spaces still left.

Another library in Adams Morgan makes sense for many reasons: (i) families with young children moving back to DC; (ii) increase access to reading and programs; (iii) increase the indoor public space availability. "
- 369. Would like a library in Adams Morgan
- 370. "Please dont go all digital or remove the classics. Please dont dumb down your new purchases. Keep up with current publications. Put a librsry in Aams Morgan
- 371. Please add an Adams Morgan library!!!!!!
- 372. It would be great to have a library in Adams Morgan
- 373. DC Library services are excellent and the modernizations at Cleveland Park and Tenleytown are fantastic! Staff service is wonderful. Keep up the good work!
- 374. I live in the Adams Morgan/Kalorama area and I would love a library closer to my apartment so I don't have to rely on bus transportation to get there with my kids.
- 375. It's ridiculous that Adams Morgan does not have its own library.
- 376. You need a location in Adams Morgan
- 377. Please do not make more of them look like apple stores. Go for the cathedral look.

378. Adams Morgan needs a library!
379. Adams Morgan needs a library. Where I can get out the latest DVDs and some good books.
380. We used to live in Adams Morgan and did not have a local library. We would walk to Mt. Pleasant which is a small library and it was often crowded. Please consider opening a library in Adams Morgan. The neighborhood there would love it.
381. A more functional workspace would be helpful for remote workers; allowing me to also take advantage of the library service more often as well.
382. If there was a public library in adams morgan, I would use it very frequently.
383. We need a library in Adams Morgan!
384. Dupont/Adams Morgan location is needed
385. Need one in Adams Morgan
386. Adams Morgan needs a library
387. The new facilities at Cleveland Park are very welcoming. I would go more if it was more easily accessible. The Mt. Pleasant library is welcoming, but has very few fiction books.
388. Wonderful library system but would love one closer to my house
389. We would love a toy library (like they have in many countries in Europe), and we would love a library in Adams Morgan!
390. The Library need not always open a full-service location. What about smaller, satellite locations that would offer limited but popular titles and services?
391. "I don't believe libraries serve enough people in meaningful ways to make it a viable enterprise. They are relics of the past; a place to escape to for the most part and that is the only reason I would have for going to one. As for getting information, going to a library for it is the most inefficient means now at hand. I have no interest whatever in supporting a library in Adams Morgan. "
392. AdMo deserves a library!
393. A library located in Adams Morgan is needed because of the diversity of the population from school age to seniors. They all could greatly benefit from a first class facility that provides serious discussion groups, computer competency, health awareness work shops etc.
394. The more story time and children's events, the better! We need more safe spaces for our kids to play and learn! Help keep DC kids off the streets!
395. Story time has been an amazing experience for my family we try to go every week and our nanny goes multiple times a week! Please open a library in Adams Morgan!
396. I would like to see a library in Adams Morgan. The nearest ones are still a bit far and I believe the neighborhood would be better served by having one centrally located for patrons as well as children after school
397. Please bring a library to Adams Morgan.
398. Great staff.
399. Great job on the renovation of the Cleveland Park library!

400. Please find a way to engage millennials. Have New York Times best sellers available, even book clubs. I love the library.
401. Our own branch library would greatly enhance Adams Morgan as a livable, walkable community.
402. Would love to see a library in Adams Morgan
403. Build a library in Adams Morgan!
404. Please add a library to Adams Morgan!
405. While I don't use the library as much as I should (I buy and download book on Kindle) I am thrilled with the library system in DC and the fact that it is becoming more than just a place to get books. I have seen the plans for the MLK Library and it will become the heart of our downtown community offering the opportunity for varied programs.
406. Libraries are so important to the whole community. Love to see a branch in Adams Morgan
407. It would be really great for the Adams Morgan community to have a library.
408. "Having a library in ny neighborhood(Adam's Morgan) would be a godsend!"
409. Being able to walk to the library is very important.
410. I would LOVE a library in Adams Morgan
411. I would love to see a library in Adams Morgan or Dupont Circle. We have so many people but few community resources! I would also like to see a significant increase in availability of electronic downloadable books.
412. Please put library in Adams Morgan
413. "I would be delighted if we had a library in Adams Morgan/Kalorama Tri area."
414. I love the idea of pop up libraries or additional facilities - I so wish there was a library in Adams Morgan
415. we need a library in Adams Morgan
416. I would love a library in Adams Morgan now that I have a child. The other libraries are not convenient!
417. If the library was more convenient, I would use it regularly. We could use a library in Adams Morgan.
418. It would be wonderful for a large and diverse community like Adams Morgan to have access to a public library, to more deeply knit the community together.
419. I love it for its silence and free workshop shops. My preteen loves it too.
420. Please please please please put a library in Woodley Park/Adams Morgan/Dupont! If you live west of Connecticut Ave at all, it's so hard to get to the West End location and nothing is open downtown!
421. Please add a library in Adams Morgan
422. Please bring DCPL and Children's literacy programs to Adams Morgan
423. A library close to Adams-Morgan would be ideal.

424. Adams Morgan library
425. Looking forward to the new MLK Jr. I really love the kindle and AlexanderStreet access.
426. I would love to see the library system expand to include a facility in Adams Morgan.
427. "1. More and more books seem to be not available on kindle; I don't have the resources for a more expensive tablet, and it's frustrating to be on a wait list - be notified it's my turn - but then not have a device to read it on.
2. a library closer than Mt Pleasant (in Adams Morgan!) would be incredible."
428. I'm very impressed with the redesigns done at DC's branch libraries to date. However I hope that Takoma Park Library is treated with care and sensitivity if it is ever renovated. The building is historic, mostly intact, and incredibly charming. It would be a shame to lose that going forward.
429. An Adams Morgan or Kalorama library location would be a great addition and is much needed in the neighborhood.
430. Please open a public library in Adams Morgan
431. Please bring a library to Adams Morgan
432. I am really excited to know that you're updating the Lamond-Riggs library.
433. Love the library!
434. I don't believe my tax dollars are best use to remodel Lamond-Riggs as it is not available to all, and the librarians are afraid to take control
435. Hold times for new/popular books are too long
436. More children's books at Shaw library!
437. wish they were open earlier on Sunday. And offer more children's programs on the weekends
438. Adams Morgan needs its own library!
439. Please inform librarians, that when the library is remodeled as an open space, they are going to be noisy!!! Constantly shushing people and getting annoyed when children are excited by toys and exciting lighting is baffling! I noticed that the re-model of the MLK Jr. library is supposed to include a slide. Please let the librarians know that the children are probably going to act exactly like children on a slide and be excited and speak loudly.
440. its perfect, i feel great that my tax dollars is going to good cause for the service presently offered by the library.
441. The noise level is atrocious. Should NOT allow eating/drinking/cell phone use/loud talking/ESPECIALLY LOUD MUSIC SANCTIONED BY THE LIBRARY COMING FROM THE NEIGHBORING CAFE WITH NO WALL SEPARATING THEM. This isn't Starbucks. And whoever designs the study rooms should actually check to see how sound carries between them - using them does mute the noise from the main reading room but carries directly between rooms. I can hear every word of neighbors' phone calls, meetings, tutoring sessions, etc. with the sound AMPLIFIED.
442. I would like to see additional branches in several places -- Ward 5 is underserved, for example.

443. I appreciate that the collection is so deep and retrospective and I would hate to see that lost. When my children were younger, we homeschooled and the library was a lifeline for us. There's no way we could have accessed that many materials for free and we needed them. When I've been to the libraries in adjacent counties, they don't have anywhere near as many titles.
444. Continue to improve Wi-Fi and make libraries clean safe places for studying and meeting.
445. Please, please, please take the computers out of the areas for very young children. The screens are actively bad. I know there is this myth that exposure to computers will help bridge the digital divide, but it just isn't true. Kids need more face time with caregivers and self-directed time, and having the shiny moving screen competing with that is actually causing harm. It's fine to have a computer area or room for older kids to use but please remove the computers that are right in the book area. I have spoken with many librarians who say they agree but they aren't allowed to remove them because of overall DCPL policy. Thank you.
446. look forward to MLK reopening
447. "After the renovation, there are fewer books to browse from in the library. That is unfortunate because the best thing about a library is discovering books. Discovering books is possible when you see them in front of you and can browse. Having a great online catalog where one can reserve a book does not help with that. "
448. I am excited about the process. I would love to see spaces at libraries in disadvantaged and low income neighbor with creativity and innovation spaces for young people.
449. Have more Dual Language or Spanish language children's books available at branches that are in serving Spanish speaking households.
450. I love that DC is making efforts to improve the library system; I'm excited to see the changes you all are going to make!
451. Although I don't use the physical facilities, I think they should continue to be part of the community and serve the underserved.
452. more branches!
453. Dupont Circle (near the circle) needs a reserve book pickup/due book drop off facility as it's one of the few neighborhoods that doesn't have a library nearby that's easy to walk to.
454. I wish that I could buy ebooks for the library. Everyone I've talked to loves this idea.
455. All-around, I am incredibly impressed with the DC library system. Thank you for what you're doing and always striving to improve.
456. Looking forward to DCPL continuing to be great
457. There should be a program to pardon fines. There was one years back. I obtained a library card years ago and lost many books. Quite irresponsible but I'm afraid to step back in the library due to this.
458. More laser cutters, please! Especially now that the techshop has closed.
459. I love our libraries but just don't have time to go in. I plan to use it more.
460. I love that you're surveying people! I recently moved here and I'm thrilled to live right across the street from the library, and even more thrilled to see SO MANY people of all ages visiting

it. Sadly, I have not gotten my library card. I'll do that today (and drop off a bunch of great books if they take donations).

461. Library pick-up and drop-off at other govt facilities would be appreciated. Ex: Stead Park. Also frequent West End Library. Would like to see more emphasis on STEM or STEAM across DCPL libraries.
462. more kids programs
463. Allow staff to implement ideas without having to go through bureaucracy. For instance, staff may want to highlight books in the collection, with notes from a staff member why the book is good. Or a staff member who loves music could highlight music available through the library. Let them love their jobs and the public will love the library.
464. "1) Improve Children spaces - more puzzles, games, blocks, etc.
2) Cleanup - esp areas around exterior that have lots of trash from homeless sleeping under eaves
3) I love the library system, and regularly use several locations. Without at doubt the staff at Chevy Chase is the worst I have had to deal with (Cleveland Park the best). Need to look at management at that location."
465. Love the idea of having resources (tools, garden supplies, appliances) for lending. Would love to see some alternate sites for book drop off, maybe at other DC facilities like rec centers -- for example, Deanwood library is a 20 minute walk from my neighborhood. It is doable, but it requires crossing over the highway which is not easy for some even with the pedestrian bridges. Getting to Kenilworth Rec center on the other hand is much easier for a lot of folks in my area.
466. Thank you for investing in the facilities upgrades you've been making over the last decade.
467. Woodridge site is great!! Beautiful, clean, great staff and programming.
468. I love DCPL facilities. It would be nice to have more cafes in the library similar to the West End Library.
469. The DC library app is hard to use and glitches constantly. I recommend getting a new program if possible.
470. i love our amazing library system abmnd thank you for your efforts.
471. I'd love for the library to enforce noise levels. I'd come to the library much more often if it wasn't so loud!
472. I think libraries are essential and important. I think they should be palaces--beautiful spaces that inspire and invite people in. They should be central places in the community where people want to go, feel emboldened, and where the essence of their humanity is raised by their presence in the building. I don't think that's impossible, and in fact, exactly what library buildings should be. Please preserve them and enhance them. Make them the best spaces that this city has to offer. I was distraught when the Mt. Vernon library was turned over to Apple. That was a travesty. Let that not happen again, and create the places that will make the most destitute DC resident feel as if they are kings, queens, princes and princesses, heirs to all their mind has endowed them. That should be your mission.

473. Opportunities to learn and use tools and equipment that are too expensive or rare for the general public to have access to
474. Stick to what libraries were intended to do. Provide the community with books and support summer reading programs for youth. This will help you get more numbers in your door. All these other services you are aiming to provide wastes dollars of what you could be investing in reading materials. People go to school to learn, they come to the library to collect resources. The need a wide variety of materials and viewpoints offered. If your master planning process wants to build in strategy that will keep libraries relevant, simply do what is mentioned above. That is the one thing you can offer that the internet can't. Stray from that traditional formula and libraries sadly to say will be a thing of the past. Use the time spent on your strategy council to have discussions around your current books and expansion of your catalogue, that will be better use of time and tax payer money spent.
475. other early childhood programming and services (besides storytime). Learning or developmental toys (for rent and onsite). Demos on other basic skills such as home improvement, cooking, etc. Language classes (adult and children).
476. Please an app!
477. I expect a library to be a clean, quiet environment for reading/studying/researching and not a defacto day shelter for the homeless. On the few occasions that I visited the MLK library, I promptly left, because there were no available seats, the noise level was obnoxious, and/or the odor was unbearable. On one trip, a man had pushed three chairs together to sleep on them and was snoring loudly that you could hear him throughout the non-fiction area. I love public libraries and spent a great deal of my youth at one. I support expansion/modernization of library services to meet the needs of the entire community, however, a library is not the proper environment for arguing, talking on your cell phone, tending to your personal hygiene, or taking a nap. I hope that when the MLK library reopens, more will be done to ensure that its resources are available to those who would patron them.
478. "I absolutely love the library and its facilities! The recently redone branches—Woodridge and Cleveland Park especially—are absolutely gorgeous.

If you wanted to spend a little time and money making the web app for renewing / placing holds on books a little faster and less clunky, that would be amazing. The database queries seem to take a really long time and it seems like there might be a way to have it remember who I am instead of logging in every time I use it."
479. I love the availability of meeting spaces and the online booking system!
480. I feel as if the amount of books for adults has been reduced to provide community space. The holding at my library is not robust.
481. be open to offering different things to different local communities- some communities may want/need different services than others.
482. I both visit the Library to borrow reading materials, as well as download books through the Overdrive program and both work as close to perfect as possible.
483. More quiet study spaces are a must! I use the study rooms, which are great but sometimes they fill up. Other spaces in the library aren't as conducive to working quietly at they are

multiuse (e.g., people on the computers, checking out books, etc.). I would love it if the libraries had quiet rooms or quiet floors for people who want to work/study

484. "I really wish the DCPL had a relationship with a university library system. There are so many items that I've not been able to find through the DCPL and I have no other way to obtain them, since I don't have university privileges. Nor do I have time to get them at the Library of Congress (and that is even less convenient)!

I have found the bathrooms in most locations I visit to be almost always fairly dirty/not maintained. I'm not sure how to balance that with the fact that the library is (and should be) free and open to all, including those who do not have access to other bathrooms, but I wanted to point it out.

I would love it if more DC government events (e.g., community forums) were held in the libraries, as a way to encourage those who don't normally visit the library to explore it more. And then you could also put together related displays (or at least, lists of resources related to that event).

Also, this is about the website rather than the facilities, but I wish the filtering/sorting on the online catalogue was more user-friendly. "

485. Other branches have been rebuilt and Takoma as the oldest branch has some major issues, when is its turn.
486. The like the library App but wish that when I request more than one book they would more often be ready for pick up at the same time.
487. More green areas, more bicycle spaces, skate parks, sound-proof rooms to play music or records. Movie clubs that are more curated towards a topic ("10 Asian movies from XX century" "LGBT Wednesday movies @Takoma" - invite local artists/personalities to make the selection and come to talk). Rooms to play Videogames. Invite adults to after hours events like at some Smithsonian museums: drink and craft night.
488. Thank you. We love libraries!
489. Happy you are evolving--I love libraries and have experienced great ones in SF CA, and Princeton NJ. I look forward to seeing the redo on MLK library. I also hope to see art in the libraries.
490. I would like to see our libraries become community hubs...programs, classes, meeting places.
491. Please dedicate more space to books and buying more books. It's incredible how many books I've tried to check out that the library does not have. Also, the size of the space dedicated to actual books in the libraries is mind-bogglingly small. Please consider adding space for more books. Also, I wish there were more programs for children on the weekends. I can never attend any story time sessions because I am working during the week. It would be great to have the option of attending a children's event on a weekend morning. Finally, more books!
492. lift the cap on recommendations for new ebooks and audiobooks
493. Please improve green/sustainability features to the maximum extent.
494. I'm happy with the services provided by the library, but I'm excited to see what else the library can provide the community. I also think there is a need for more librarians!

495. Still waiting on Fab lab to reopen. More facilities like the Fab lab are needed.
496. You need to keep more books on the shelves. Stop getting rid of older books. Stop with this relentless focus on digital - focus on keeping more books.
497. I would love to see MLK as the place to go for big-name authors to go and give talks and hold events.
498. The district is doing a great job improving and remodeling existing libraries. The Southeast Library, which is architecturally handsome, could use refurbishing.
499. DC library has gotten lots better in the 20 years I have been visiting. Definitely really proud of it. Please keep working hard to improve!
500. Why now? After all the money you've wasted on badly designed libraries already? A "library" next to a coffee shop, that is fully open to the usual noise and music, is not a library.
501. More private spaces easier to reserve
502. I think the Libby app is great! Having access to books that I can download from the library is a great use of the library's technology. I wish there wasn't a limit on the number of electronic copies but overall its great program.
503. Would love more community space!! Safe place for people to go. Extended hours would be helpful.
504. I'm very impressed with friendly and helpful library staff and DC's commitment to quality library spaces and services
505. Frustrated that I have not been able to access the library's streaming services. I plan to visit and ask a reference librarian about this.
506. The main problem with our branch is the smelly and unhygienic clientele. Virtually the entire branch reeks of urine from the clothing of patrons. Maybe more space would help with this problem, but ejecting those who pose a health risk to others is the real solution.
507. I appreciate that the hours of the Mt Pleasant library were expanded a few years ago, but the shorter weekend hours make it hard for me to go when I have more free time to browse.
508. Recommend allowing for online renewal of library card similar to how Montgomery county allows for. I don't always have time to come in and cannot access the online resources I need until I can get into a branch to renew the card, which impedes my use of the library services.
509. Would like to see modernization that does not result in the reduction in the number and range of books at our libraries
510. Please find a way to prevent the branches from becoming Day centers for the homeless, so that the rest of us can enjoy them in peace and not feel threatened or be assaulted with bad odors. Mt Pleasant, West End, Shaw are basically all taken over by the homeless, to the extent I don't feel safe or comfortable going there and perusing books. Smell of homeless people was intolerable in Shaw and MtP.
511. I would love to see an increase in the amount of ebooks offered.
512. Printing Services are very important for those with fewer financial means. Community space is also very important. I enjoy seeing and having local artists featured.

513. Would love to see more books in the community and advertisement @ books from birth to make sure everyone has books!!!
514. I love downloading library books on my Kindle!
515. I would not use them personally, but support the expansion of community services (such as tax help or job application help) that might be of service to other members of the community.
516. "I would really love to be able to drop off books at more locations around D.C. like at Metro stops for example. I live between Tenleytown and Cleveland Park libraries. I get a lot of books from the library, but find it most difficult to find a time to drop them back off again. It would be great to drop them off on the way to work, without making a special trip.
- I would also love to participate in more adult classes at the library. I loved the ones I've done and would like to do more. I would love to have an ASL in NW again. "
517. I don't think your library catalog works very well. Sometimes I search for things and get completely random results.
518. I recognize and appreciate the critical role public libraries play for the city's underserved community, and would want nothing to change that. However, sadly, it seems like that fact keeps other community members from more fully engaging with the library. It's a difficult balance to strike.
519. Keep up with the improvements.
520. I think the DC Public Library website could use some updates too - even when I'm trying to search for books that I would be interested in checking out, it takes what seems like eons. I used to use the Arlington Public Library, and their website is extremely user friendly and very easy to use. I'd suggest looking at their book search/check-out/renew process and incorporating some of their services into the DCPL website.
521. Libraries are a valuable community asset, even if I don't use them every day - I support DC's investment in improved facilities and services. I hope to see expanded hours and more flexible space offerings, in addition to book/media acquisition, to make these valuable community centers - in a city where real estate is so expensive (for nonprofits and for residents alike) a robust shared space that is well-managed is key to making it feel like a community, and not just the place where I pay my rent and bid my time until I burn out or run out of money and move somewhere else...
522. I would like to see the library engage in a robust acquisition spree. I often find that titles I hope to read are not in the library's collection. I regularly submit acquisition request, but there is never any follow up from the library. I simply never know if my request was fielded. Or, if it was, when I might expect to find said book in the stacks.
523. Would love to see more shared spaces for the arts, shared supplies for tools, arts, etc...
524. We are looking forward to the new SW library! But please keep a fair amount of children's books available in the interim space.
525. "The app could be better. Its very slow.
- Also, on two occasions I have gotten an automated email notifying me that my library book is available for pickup, but when I go to the library my book is not on the hold shelf or in the

library. In both instances i got another automated email several days later and when I returned to the library the book was there. "

526. Generally very happy with libraries minus very long wait times for titles of interest to me. 26 people deep or more wait line is not acceptable in my opinion. I normally just end up buying to title if I see that.
527. The staff seemed overworked and undervalued. It varies from branch to branch, but I would love to see the library celebrate it's wonderful staff better. Our libraries are nothing without the resources that are librarians.
528. It would be great to have separate locations to drop off/pick up hold books.
529. Ever considered having a dog-friendly lobby or walk up counters? I often walk my dog to the library to drop off books that need to be returned, but would love it if I could easily pick up books with her along. I bring her along for exercise and for safety, especially in the winter months when it gets dark out early.
530. I am most interested in expanding library collections and facilities in underserved neighborhoods. I would also LOVE to see more ebook availability. I most often request books through the online catalog and pick them up at the library. I would also like to see children's and youth librarians have some additional training around equity and bias, as well as how to interact with young people—I've been disappointed in the ways I've occasionally seen librarians treat visiting children and youth, who should be made feel welcome at the library.
531. Improve online borrowing - ebooks, streaming media, etc
532. SE seems to have missed the upgrade program.
533. DC needs more mini libraries - places to pick up holds. Many libraries are too far from Metro to be convenient for commuters.
534. Give your employees proper work/life balance
535. book selections at branches are too duplicative and shallow. some branches should have focus areas to provide deeper level of books available within the system. the process for selecting materials from various branches and having them sent to your local branch should be simplified for online use
536. Thank you for seeking community input and feedback.
537. Looking forward to the MLK Library renovations! I have lived in DC for 8 years and have used the Georgetown, MLK, and Northwest One locations as well as the Southwest location. I love how easy it is to place books on hold, come pick them up, read them, and drop them off. Thank you for all you do!
538. "SE library smells like poop. SE Library needs another entrance for when the front stairs are blocked by aggressive and violent homeless people. I don't want to be screamed at! I don't want to be accosted. I don't want to be followed or scowled at or stared at or called ""whitey.""
539. I would love to see increased use of satellite locations outside of the main branches. For example, in Adams Morgan (between branches), have a dedicated space for pick-up/drop off and library programming and events.

540. How about a mini library concept in the new Edgewood Rec Center. Halfway between Woodridge and Shaw libraries and within walking distance of several public schools, as well as many young children and seniors.
541. I really appreciated baby lap time when I was on maternity leave! Thank you! I also love Overdrive for audiobooks!
542. Often, I have needed a library that opens at 8:30-9:00a
543. Book talks
544. Please bring 3D printing and laser cutting to more locations if possible!
545. please do!!!
546. Libraries are crucial to the community as places to stimulate the mind, especially through reading - and that means books, lots of books, up-to-date books and classics - Good quality books, not to be displaced for lack of shelf space by pulpy paperbacks, romances. or poorly-written science fiction, although all those certainly can *supplement* the better books and serve to attract new patrons. The library must keep books as its main focus, even though it is crucially important also to keep the library attractive to new generations by keeping it up-to-date on technology and by continuing to offer programs for children and adults. I stress the importance of books even though nowadays, I use the library more often to borrow videos, due to the scope of my home library (a home library that grew from a love of books learned as a child at my neighborhood library). Where but at the library can people -- young and adult, comfortable and homeless -- discover literature, history, recipes, etc that they would not find elsewhere? Books that are not required reading at school or work, but portals to new worlds, new ways of looking at things. For some, who cannot do the research elsewhere, even access to reliable medical information depends on the neighborhood library. The library also should continue to be a quiet, welcoming, comfortable place to sit and read or do homework. If there is negative neighborhood opinion about unbathed (street) people hanging out in the library, perhaps there could be seating sections for people who expect to be there for over an hour (or a half-hour, or two hours...), and other sections for those who expect to have a briefer visit. That way, people could self-select themselves into whichever section is more appropriate for their needs. Libraries should continue to be refuges to those who do not have other access to air-conditioning or heating or a place to sit quietly. This might require a greater attentiveness to bathroom cleanliness that, in turn, might require supplemental workers and additional soap, paper towels and t.p. Perhaps, if the city budget does not allow for this, late fines could be collected instead of merely threatened, or/and donations boxes for "facilities upkeep" could be located in prominent places, such as the checkout and information counters. Additional staff elsewhere would also be nice, to make checkout and assistance finding things faster. And rather than moving staff from one branch to another, it would be nice if they could be permanent, so they get to know the children and adults, and become familiar, welcoming faces. Thank you for asking!
547. I'm a big fan of the layout and generally everything about the new West End library!
548. DC Public libraries should be more welcoming. Hosting different events for families and children to spread awareness about the importance of reading.
549. Cleaner bathrooms

550. Only suggestion is to have more copies of popular books available. The wait times for holds and the number of requests for some books are quite high.
551. Hold contractors responsible for shoddy workmanship. Why does the Tenley Library roof leak? Why? All work should require a guarantee. Government is an easy target because they don't pay attention and don't follow up.
552. Would be great if streaming services could improve more. For example the library allowing people to use a log in into Netflix. Improving the job hunting technology for resume uploads, electronic critiques would be more helpful than in person for career assistance.
553. More children's programming, including music programs and classes in other languages. Also parent edu. classes.
554. More current fiction in library stacks. More lectures by authors and on current events.
555. Wish there was less wait time for more recently released e-books. Often you have to wait 10 months for a book!
556. Speaking of customer service... Are the email accounts listed as points of contact on the DCPL website monitored? My child's caregiver was told she could not checkout books on my child's behalf using my card. I emailed four times over 2 months to ask what documentation was needed to get a <2 year old her own card (if that was even the right process) and never got a reply. I was only able to get assistance when I went to the library in-person.
557. I would use the DC Libraries more if parking were available at Shepherd Park library. I would like to see opening hours on Sundays.
558. The mobile app is extremely slow and difficult to use - the interface is nice but it needs to work more efficiently.
559. DCPL should be maintaining its libraries and replacing deteriorating facilities. DCPL must redesign and replace Tenley Library's roof with glass and new green roof materials.
560. The Team at the CP library, even after Barbara's death, continues to be the BEST of any of the libraries that I have visited
561. I primarily use online resources, but enjoy visiting the library to print or to enjoy some quiet time. I would like to be able to return the ebooks I have finished early, and to time out the hold requests I have on ebooks. I end up buying more books than I want to because all my holds come up at the same time and I cannot postpone them. You have to be very strategic to use the hold system.
562. Love the renovated Cleveland Park library!
563. More emphasis should be placed on books. DC libraries don't compare favorably in terms of book availability and collection with Maryland or even Florida libraries. This is a disgrace in the nation's capital.
564. I would love to see the Chevy Chase branch renovated and modernized, with more books and a more comfortable and welcoming atmosphere.
565. I am pleased that you are searching opinions.
566. would love upgraded app, more availability for 'hot' books, and Sunday morning hours for our kids. THANK YOU!

567. none at this time
568. Please consider closer partnerships with DCPS and charters. Mobile libraries and opportunities/accommodations for children's birthday parties may foster a love of reading.
569. Please extend the hours and make the library more welcoming to kids. Kids like to talk and move around and they are discouraged from doing both at the library. Loaning out more than books (specialty cake pans, tools, etc) would be really cool too and make a lot more people want to use the library.
570. Don't make everything so antiseptic. It'd be nice if places were warm and inviting. Modern can still be welcoming, when done right. These are supposed to be community spaces, not offices.
571. Keep in mind that people from Montgomery County can use DC Public Libraries! Communicate that more, especially when books are available in DC vs. Montg. County more quickly!
572. The libraries that have received updates/renovations appear very nice to me. I wish our library, Chevy Chase was under consideration for renewal!!
573. Because I'm strapped for time, my typical use of the library is reserving/placing holds on books online, coming in after work to pick them up from the holds shelf, and then using the self-checkout -- a very quick trip, and a system that works really well. But I know lots of other folks in the community make a lot more use of the physical spaces/resources of the library, and I think the facilities planning process should prioritize that.
574. The technology at the Dorothy Heights library is in desperate need of repair. More rooms for nonprofits to use on a more consistent basis.
575. I LOVE THE LIBRARY AND WANT MORE PEOPLE TO USE IT AND UNDERSTAND THIS IS OUR PLACE FOR HELP AND LEARNING. MORE TECHNOLOGY PROGRAMS, ENGAGE THE COMMUNITY, AND PAY ME PART TIME TO EITHER CREATE PROGRAM OR DEMONSTRATE THIS LEVEL OF OUTREACH. WE HAVE MANY YOUNG PEOPLE THAT NEED JOBS AND THEY CAN MONITOR CHILDREN. TEENS DON'T HAVE TO BE PAID AS MUCH SO WE SHOULD TAKE ADVANTAGE OF THAT GIVING THEM THE SKILLS GIVING PARENTS A BREAK TO ADVANCE THEMSELVES AND SERVE OUR COMMUNITY BEST.
576. The customer service has gone down hill. No one seems happy. I feel like I am disturbing their conversation by asking a question - quite unpleasant. Secondly, it is difficult to park. I see people with grocery bags etc entering the parking lot! It is always packed with few people in the library. I doubt there are many in the community center. I have been going up to the Chevy Chase, MD library - a much nicer experience. The staff at the Chevy Chase, DC library need a course in pleasant customer relations
577. I greatly prefer real books to e-books and audio books, and I like to borrow them when I can, so please don't scale that element back as part of the plan. Periodicals in hard copy form are also great!
578. Would welcome more daytime classes and lectures on site at CCDC library
579. DCPL is awesome, both in person and on Overdrive. Would be really nice to open a little bit earlier on Sundays -- we appreciate how you've brought back some hours on Sundays but with two little kids it's easiest to get to the library in the morning.

580. I would like to see more books in the library. I am an architect and your selection of books related to the arts and architecture, landscape architecture, engineering, are woefully short and supply in any Ward 3 library. How will people know about these professions if they can't peruse an actual book from time to time. I know the Internet is wonderful but so is discovering new ideas through actual books.
581. The Chevy Chase Library should be renovated in connection with renovation of the Chevy Chase Community Center.
582. We receive the Dolly Parton Imagination books each month which is sponsored by DCPL. My daughter loves them and her current three favorite books are from there. Thank you!!!
583. The Tenleytown library does not seem to have enough comfortable places for adults to sit and work. It also seems like it doesn't have a lot of materials.
584. I love you guys!! More politics philosophy please
585. Add more bicycle parking. Push DC to make the bus routes serving libraries more frequent. You don't need to add parking if you increase the ability for people to get there. If I want to bus to the Woodridge library, the E2 on a weekend runs every 50 minutes and rarely is on schedule. Not going to happen with a toddler.
586. Very happy with new Cleveland Park facility - would love extended hours, and think it would benefit community as well.
587. "Children's programming is important to me--my daughter goes twice a week+ to the library for programs. I am very appreciative. More Sunday hours would be great."
588. I would like a drop box at my local school, DPR office, and near my office near Farragut.
589. "New library with more meeting and study spaces needed. Quality programming- including the arts and culture.

More non-fiction and reference/training books. More customer service oriented treatment of patrons is needed. "
590. I feel you are doing a lot other than supplying a variety of books for pleasure and research.
591. We need our libraries. But they need to be vibrant and never stagnant. Be creative about getting new users in. Why not have a rotating interactive room in each library? Something easy like a white board with magnetic movable letters with a theme? For example, in January, ask people to come in the room and share words that describe what peace and justice means to them? No librarian inside, just a space for the community to share words of wisdom.
592. We LOVE Shepherd Park library!!!
593. Educational opportunities in the meeting rooms
594. Children's programming is great, my one year old loves going to story time.
595. More ebooks please
596. I love the free exercise classes at the library.
597. Our organization uses the library meeting rooms weekly. This is very helpful to us.

598. I'm told you have or will have woodworking machines available and also a graphics lab available. But I have never learned about either. Would like to.
599. Please ensure that all branches have computers with assistive technology such as JAWS, Magic, Openbook or Kurzweil. Some visually impaired patrons do not utilize the library because: 1) The technology is not available, 2) If the technology is available the staff doesn't know about it or they don't know which computer has the software, and they have no idea how to use it. 3) Training for the staff, so they will at least know the basic of how to instruct someone on how to utilize it. Having a "cheat sheet with the basic of turning it on and using it should be at the fingertips of every staff member. 4) Also, sensitivity training should be a part of all of the staff in the libraries. Staff members should not turn people away because they are blind or visually impaired. Nor should they make the visually impaired person ashamed of coming to the library without accompaniment. Thank you.
600. Love the library. Thank you.
601. PLEASE fix the leaking roof at Tenley asap.
602. More libraries with dedicated hours for space for very small children (ideally enclosed to reduce noise)
603. Thank you for streaming content such as Critetion Collection.
604. Offer laptop checkout (and comfy chairs) at other library locations (like Cleveland Park)
605. I love the libraries in DC
606. My library is sorely lacking in adult books: classics, older novels by t time-honored authors,poetry,art
607. We love the Francis Gregory staff! Miss Brittany is amazing with baby story time. Miss Cheryl is great with the children's options and helping with selection.
608. Ensure equitable attention is paid to all libraries throughout the system
609. waiting for job assignment so i can use my brains in library internet
610. Please put a door onto the children's area of the Cleveland Park Library. Please give us all a clue when MLK will be ready for business.
611. "DC libraries are a great resource.
The online lending service (Libby) is terrific. But the wait times are too long, often waiting months for a book.
There are not enough books on various non-fiction topics. For me, that's urban planning, government operations, business management.
Perhaps DC Library could make it easier for people to suggest new books."
612. "The Cleveland Park library is beautiful! I love spending time there. If there is one thing I would recommend, it would be to keep the temperature a little warmer in the summer (wearing jeans and a sweatshirt was still cold in the summer when I think you should be comfortable in a t-shirt).
I recently visited the public library in Boston and was really impressed with many things, but the three things I think could be applicable in DC are listed below:

1. Incorporating reading rooms like those you find at liberal arts colleges.
 2. Hire people to connect homeless with resources across the community. Of the libraries I've visited in DC, I think this could be particularly helpful when MLK re-opens and at Northwest One.
 3. I loved that they have a cafe in the library."
613. "I know that the library (or DCPS) has recommended reading lists by age. I'd love to see these showcased more at the actual branches. I want the library to help me find interesting stuff that me kids should be reading. I love the summer reading and winter reading programs. My kids get super-motivated by the idea of filling in a box or putting a sticker on a chart for reading 20 min.
 614. "<3 DCPL <3! please invest in facilities in under-served areas of the city!"
 615. Online services (Kanopy, e-books) are great! Staff are courteous and helpful. NSO and other music events are great. Facilities and architecture are awesome.
 616. provide parking in the future -- SW is a very crowded area
 617. N/A
 618. "I enjoy the library as one of the last places we have to go where you are not expected to pay money to hang out. It would be great to see more reasons to go beyond new books to read."
 619. Love your book hold system, and look forward to seeing the SW and central buildings reopen.
 620. More availability of audio books through overdrive
 621. It would be great for the DC Library to partner with libraries in other cities or with other cultural institutions in town on shared exhibits and events
 622. The MLK renovation has been brutal. I feel completely cut off from my beloved library (which used to be GREAT!)
 623. When you should consult the librarians who work in them. I have questioned the librarians about some of the decisions and they all said that they were not given an opportunity to contribute. Tenley is very badly designed both inside and especially outside.
 624. Basically, you do a good job and I am grateful.
 625. Better selection of books in the library.
 626. More evening and weekend hours are needed across all branch locations
 627. More opportunities for residents and neighbors to connect with each other. The library can be a place for the community to come together with programs and spaces.
 628. Being able to reserve rooms efficiently online would be key. The private rooms also need to be sound proof, so others don't disturb me and I don't disturb them. Overall, I'm looking for a quiet, private, safe place to read, write, work, etc. The library can do this in theory, but in practice it needs some work... I hope the master plan incorporates this. I would be willing to be charged fees for "no shows" for room reservations to ensure that people only reserve a room when they need it. I love the printer service, as I do not have one at home. Please keep that with the email to print option.

- 629. More quiet space for reading.
- 630. I have access to several libraries that are near my house, in good condition, with good programs and services. I support ensuring that other neighborhoods are similarly well-served.
- 631. wifi service is poor
- 632. I love the Takoma building!
- 633. At this point I just want a local library with a good sized collection that is open for business. My closest libraries – MLK, Woodley and West End – are either closed or new but with awful collection sizes.

Question 17

If you would like to receive email updates about the Facilities Master Plan process, including notices of community meetings, please provide your email address.

341 respondents provided their email address.

No email addresses are made public.



CIVICTechnologies provides a full suite of web services, customized applications and consulting services to meet the complete market research and analytical needs of libraries and businesses—from small and medium size enterprises to Fortune 500 companies. CIVICTechnologies enables its customers to visualize data in new and innovative ways in order to deliver more effective products and services, make better informed decisions, build consensus faster, allocate resources more wisely, and implement organization-wide solutions more effectively.

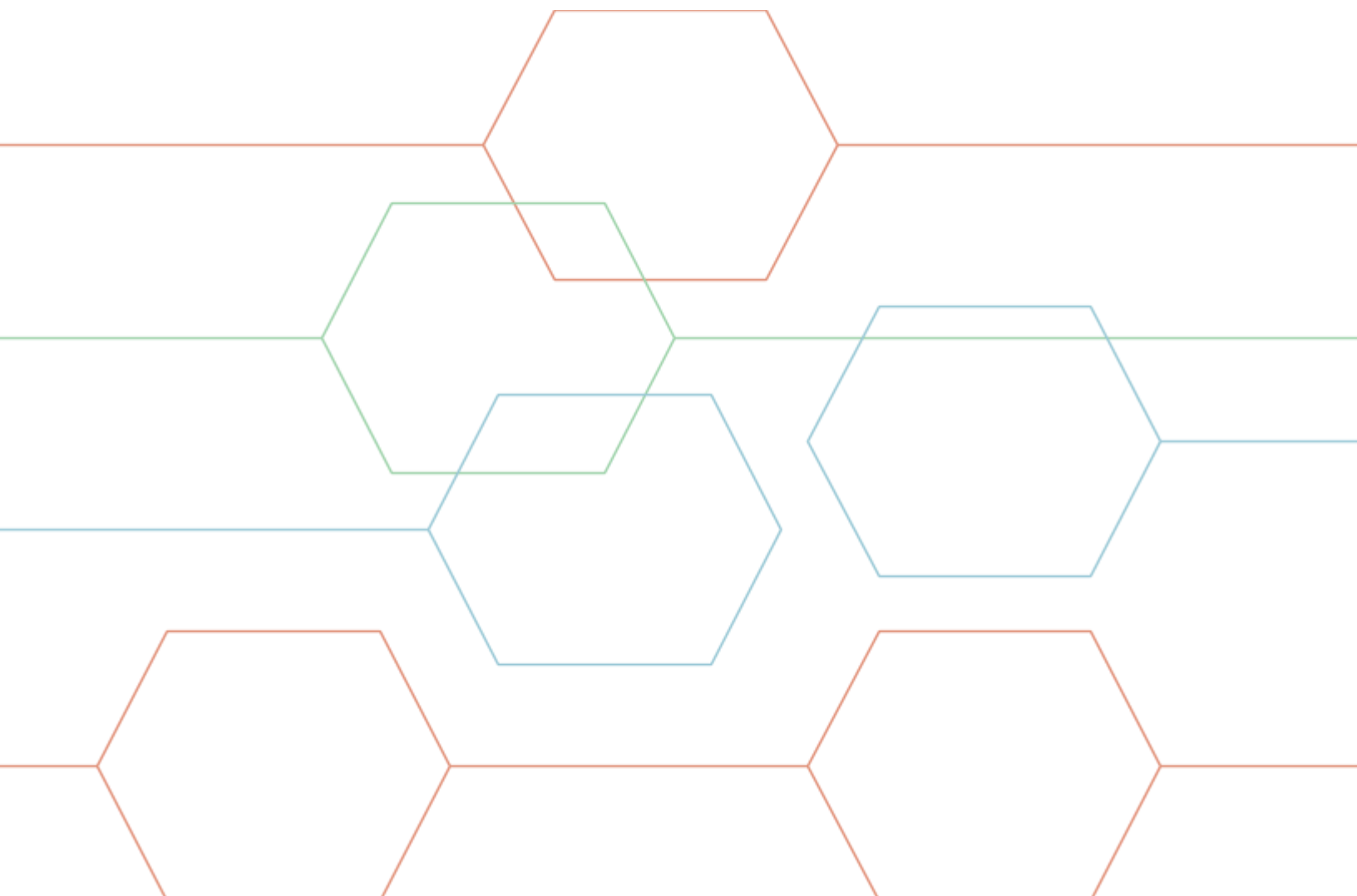
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DC Public Library

Memo: Data, Service Areas, and Related Information



CIVICTechnologies

In association with Brailsford & Dunlavey, Inc.

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Introduction

This memo sets out information about data and service areas used in our project work.

Our work -- both in the January staff market segmentation workshops and in the District-Wide Scan -- requires population and related data to be geographically distributed across the city at the census tract level.

Population Data

The Library only utilizes a top-line citywide population number; the Library does not distribute population geographically within the city at the tract or any other level.

We understand that the Library uses the top-line citywide population number from the DC Office of Planning (DCOP). We have adopted this top-line citywide population number in our work for parallel top-line citywide applications.

Joy Phillips from DCOP provided the top-line citywide population number via email on 12.18.18 as a follow up to a conference call. The Excel file she sent is entitled "DC_Age_Sex_Projections_2015_2010." For convenience we've displayed this data in Table 1, DC Age/Sex Projections 2015-2020. Tables are located at the end of this memo.

This data does not distribute population geographically across the city; it only provides single year age forecasts by sex in five year increments. It does not distribute data geographically.

Based upon that conference call and the data Joy sent to us, plus additional in-depth research we performed on OCTO's public facing data warehouse, there is no current year estimate of population or related demographic or socioeconomic data that is distributed citywide by census tract.

We need this data for our work.

The other data we received from Joy is from the Metro Council of Governments (COG). This data was in an excel file entitled "DC Final Round 9_0 Forecast Summary 3-18-16." This is population forecast data. COG data is distributed geographically by transportation analysis zones (TAZs), not tracts. TAZs are a common means of distributing forecast transportation planning data. TAZs do not necessarily align with census tracts and are not used in our work except for visual comparison purposes. Re-distributing TAZ data to tracts is far outside the scope of our work. Please note that we did map this growth data by TAZs.

We utilize current year estimate of population data (CYE) from the year US Census Bureau. Each year the Census issues its CYE in the spring/summer for the previous calendar year. The Census Bureau issues this data at the county, metro, or city scale but they do not distribute it to the tract level.

We utilize Geolytics, a leading national data provider, to distribute the Census Bureau's CYE population data to the tract level. In addition, Geolytics calculates and distributes other CYE-related demographic and socioeconomic data at the tract level.

When we started the project we obtained the then latest CYE from Geolytics (CYE 2018). It utilizes a December 31, 2017 census estimate.

In order to get a direct year-to-year comparison with DCOP data for 2018, we created a straight trend line interpolation from the data in Table 1. This provided a top line 2018 citywide number of 707,891 people.

We prepared this interpolation so that we could compare it with the 2018 Geolytics CYE.

The 2018 Geolytics top line citywide number is 709,083 people.

That's a difference between DCOP and Geolytics of only 1,191 people, or 0.17% (1,191 more people in Geolytics than DCOP).

While this difference is statistically insignificant, we nevertheless use the city's top-line number in our top-line planning documents while distributing the Geolytics number by census tract.

To confirm the statistical insignificance, when the 1,191 people are distributed equally across the city's 179 census tracts, that results in approximately 6.7 more people per tract than were we to distribute the DCOP top line number. (We can't distribute the DCOP data to tracts because there's no model for doing so.)

Related Demographic Data

As noted above, we utilize Geolytics demographic and socioeconomic data because such DCOP-based is not available. See Table 3: Demographic and Socioeconomic Data Categories.

It is important to note that the data in Table 3 only includes basic Geolytics demographic and socioeconomic categories. It does not include all of the ways that CIVICTechnologies leverages or applies those data sets, including, for example:

- Combines data such as age ranges and income ranges.
- Relate demographic and socioeconomic data to market segmentation data such as median age per segment or income per segment.
- Relate it to library data such as calculating market share or checkouts per capita.
- Relate it geographically such as calculating population density and customer density.

Service Areas

We create service areas as part of the planning process. A full description of service areas was provided in the slides and background presentation in the January workshops.

- Service areas and branches are different:
 - Branches are specific buildings which provide services.
 - Service areas are geographic areas comprised of census tracts and/or block groups.
 - Service areas are named for the branches which are located inside their area.
 - We use service areas to:
 - Understand population needs including both customers and noncustomers who live in those tracts and/or block groups.
 - Measure library use of customers who live in those tracts and/or block groups.
- We primarily utilize service areas to measure usage:
 - In general, libraries measure services by branch such as the number of checkouts by branch, gate count by branch, meeting attendance by branch, Wi-Fi usage by branch.
 - In our approach, by contrast, we measure usage by customer. Each customer's address of record is geocoded and spatially joined to a tract and/or block group, and in turn joined to the service area. Individual customer library usage data (e.g., checkouts and computer use) is aggregated by tract or block group and by services area. Aggregating data ensures individual customer privacy and enables us to analyze usage patterns.
- As mentioned above, service areas are named for the branches that serve the people who live in their designated tracts and/or block groups. In other words, service areas aggregate data about the people who live in them -- including both customers (and their library usage) and noncustomers.
- In order to establish a project benchmark, tracts and service areas are limited to DC.
 - Service areas account for all of DC's population and geography.

- The Library can add customer and usage data outside of DC in Maryland or Virginia.
- Tract and/or block group level data are used because they're the smallest levels at which there is statistically valid census sample survey data from the decennial census and from the American Community Survey.
 - From census information, our data providers construct quantitatively based and statistically valid demographic, socioeconomic, and market segmentation models.
 - For market segmentation, they assign one dominant segment and one dominant segment category (or group) to each tract and block group.
 - Using tract or block group level data maintains statistical accuracy, validity, and consistency.
- There's a one-to-one relationship between a tract (or block group) and an outlet and between a tract (or block group) and a service area. This means:
 - There's only one designated outlet for each tract or block group.
 - There's only one designated outlet per service area.
 - There's only one designated service area per tract or block group.
- We create this one-to-one relationship because we do not double count population.
 - In other words, if we were to assign one tract to two (or more) service areas, the population of that tract would be double counted.
- Service areas are a convenient tool to measure empirical usage and to predict population needs. However, service areas do not prescribe customer behavior.
 - Customer's will go wherever they want whenever they want.
 - Nevertheless, anecdotal experience demonstrates that proximity is a key driver of customer branch use.
 - On the other hand, we've found, in general, there are three dominant exceptions:
 - High-checkouts customers who work near a central or main library and borrow from that location instead of their local neighborhood or community branch.
 - Customers who live midway between two or branches will alternatively use them.

- Customers will drive to another location to pick up an item they immediately need (e.g., a book for a homework assignment) or to use a computer where there's an open reservation.
- For this project, tracts are assigned to a service area based upon the tract ID provided in the Library's branch profiles, sent by Library staff.
 - Each branch profile provided a list of tract IDs. This is the basis for each service area.
 - Some tract IDs were repeated for two or more branches.
 - Because we don't double count population as described above, we have to assign only one tract per service area and one service area per tract.
 - In cases of tracts that were identified in two or more branch profiles, we assigned the tract to only one service area based upon empirical branch checkout data.
 - We counted the checkouts for each branch by tract and then assigned the highest branch checkouts to that tract.
 - Here's an example for a fictitious library system with five branches using sample tract number 11001000901. For this sample tract, the table below displays the number of checkouts from each of the five branches:

Branch Name	Checkouts
Branch "A"	2,370
Branch "B"	568
Branch "C"	5,330
Branch "D"	9,501
Branch "E"	0

- In this example, tract 11001000901 would be assigned to Service Area "D" because it has 9,501 checkouts, more than any other branch.
 - Other information for branch assignment was considered including physical proximity, travel patterns, and natural and human features (e.g., parks and rivers).

- Service area names are provided for each tract ID and block group ID in the GIS deliverable. We previously sent the service area tract IDs as an interim deliverable to Library staff in January 2019.

Table 1, DC Age/Sex Projections 2015-2020

	2015		2020		2025		2030	
Age	Male	Female	Male	Female	Male	Female	Male	Female
Total	318,601	353,627	343,864	387,803	366,057	421,978	387,862	456,520
0	4,620	4,533	5,228	5,027	5,270	5,068	5,304	5,102
1	4,421	4,304	5,071	4,856	5,138	4,928	5,191	4,982
2	4,517	4,204	4,972	4,721	5,079	4,823	5,142	4,893
3	4,063	4,137	4,889	4,663	5,036	4,805	5,097	4,873
4	4,405	4,148	4,892	4,654	5,084	4,843	5,127	4,891
5	3,907	3,681	4,270	4,249	4,836	4,717	4,935	4,795
6	3,328	3,253	3,972	3,983	4,559	4,499	4,720	4,633
7	3,290	3,340	4,117	3,853	4,536	4,329	4,722	4,508
8	3,176	3,099	3,507	3,840	4,224	4,333	4,450	4,520
9	2,881	2,920	3,610	3,626	4,012	4,073	4,291	4,317
10	2,795	2,852	3,310	3,130	3,621	3,617	4,212	4,120
11	2,765	2,700	2,856	2,856	3,414	3,501	4,002	4,050
12	2,431	2,605	2,629	2,979	3,294	3,439	3,755	3,923
13	2,515	2,627	2,616	2,674	2,893	3,317	3,600	3,810
14	2,607	2,513	2,429	2,652	3,046	3,297	3,472	3,754
15	2,616	2,537	2,289	2,644	2,714	2,904	3,047	3,398
16	2,510	2,510	2,390	2,542	2,472	2,692	3,005	3,326
17	2,603	2,694	2,311	2,574	2,500	2,947	3,140	3,401
18	4,061	5,085	4,214	5,846	4,390	5,950	4,437	6,542
19	5,783	6,725	6,053	7,216	5,647	7,619	6,149	8,048
20	5,363	6,128	5,903	6,903	5,168	7,197	5,431	6,922
21	4,773	5,742	5,132	6,266	4,895	6,353	4,750	6,307
22	5,200	6,221	5,246	7,216	4,661	6,900	4,773	7,394
23	5,479	7,266	5,183	6,822	5,382	7,849	5,465	7,818
24	6,561	7,264	6,126	7,541	6,418	8,101	5,996	8,565
25	6,756	7,508	6,345	7,839	6,993	8,840	6,128	9,227
26	6,904	8,557	6,955	8,431	7,485	9,212	7,146	9,350
27	7,255	8,523	8,289	8,862	8,368	10,289	7,443	9,846
28	7,504	8,834	8,388	9,658	7,943	9,077	8,257	10,454
29	7,727	8,637	9,060	9,020	8,464	9,373	8,878	10,078
30	7,627	8,658	8,488	8,672	7,979	9,063	8,897	10,283
31	7,425	8,170	7,613	9,188	7,676	9,062	8,370	9,989
32	7,045	7,735	6,922	8,274	7,919	8,611	8,149	10,128
33	6,816	7,476	6,208	8,224	6,945	8,998	6,811	8,566
34	6,378	6,800	6,118	7,628	7,183	7,975	6,980	8,455
35	6,600	6,756	6,471	7,684	7,209	7,703	6,921	8,203
36	5,793	5,767	5,936	7,142	6,092	8,041	6,294	8,098
37	5,308	5,352	5,689	6,322	5,596	6,769	6,604	7,280
38	4,656	5,050	5,984	6,217	5,457	6,846	6,248	7,713
39	4,426	4,531	5,800	5,827	5,571	6,544	6,599	6,985

40	4,476	4,471	5,688	5,803	5,581	6,609	6,326	6,718
41	4,108	4,077	5,545	5,158	5,688	6,393	5,855	7,296
42	4,073	4,101	5,073	5,155	5,440	6,097	5,389	6,560
43	4,122	4,068	4,655	4,919	5,987	6,063	5,445	6,686
44	4,076	4,138	4,298	4,501	5,636	5,795	5,444	6,508
45	4,397	4,282	4,537	4,576	5,771	5,945	5,640	6,729
46	3,821	3,964	3,972	4,090	5,369	5,179	5,535	6,414
47	3,729	3,624	4,097	4,244	5,110	5,343	5,462	6,288
48	3,654	3,637	4,038	4,162	4,565	5,037	5,876	6,184
49	3,680	3,700	4,068	4,223	4,292	4,597	5,613	5,890
50	3,972	3,851	4,350	4,279	4,494	4,576	5,707	5,940
51	4,017	4,037	3,862	4,046	4,018	4,179	5,403	5,266
52	3,958	3,900	3,722	3,708	4,094	4,344	5,089	5,434
53	3,767	3,815	3,639	3,685	4,026	4,220	4,536	5,075
54	3,859	3,829	3,737	3,789	4,134	4,328	4,334	4,680
55	3,802	3,933	3,985	4,011	4,368	4,461	4,482	4,727
56	3,627	3,806	3,948	4,124	3,799	4,139	3,937	4,243
57	3,492	3,759	3,884	3,913	3,657	3,725	4,015	4,351
58	3,519	3,763	3,718	3,834	3,595	3,706	3,955	4,232
59	3,348	3,740	3,684	3,776	3,571	3,741	3,942	4,263
60	3,277	3,843	3,609	3,830	3,786	3,909	4,147	4,344
61	3,114	3,744	3,483	3,759	3,796	4,075	3,645	4,076
62	3,041	3,556	3,299	3,687	3,672	3,843	3,456	3,649
63	2,765	3,458	3,296	3,644	3,486	3,716	3,369	3,596
64	2,770	3,332	3,079	3,629	3,392	3,669	3,299	3,637
65	2,632	3,321	2,981	3,637	3,286	3,629	3,453	3,702
66	2,571	3,226	2,718	3,402	3,042	3,420	3,330	3,710
67	2,308	3,077	2,618	3,153	2,842	3,273	3,167	3,417
68	2,362	3,010	2,319	3,069	2,766	3,238	2,936	3,302
69	1,703	2,194	2,267	2,853	2,523	3,109	2,782	3,148
70	1,709	2,225	2,105	2,812	2,386	3,083	2,634	3,079
71	1,569	2,176	2,057	2,788	2,178	2,944	2,439	2,962
72	1,592	2,128	1,815	2,612	2,061	2,681	2,242	2,787
73	1,445	1,938	1,852	2,578	1,821	2,630	2,174	2,779
74	1,250	1,701	1,338	1,851	1,786	2,410	1,989	2,631
75	1,190	1,708	1,303	1,900	1,608	2,404	1,824	2,639
76	1,092	1,497	1,195	1,824	1,568	2,339	1,663	2,472
77	1,107	1,459	1,218	1,777	1,390	2,185	1,578	2,244
78	923	1,373	1,067	1,568	1,369	2,089	1,348	2,130
79	834	1,295	921	1,418	988	1,542	1,319	2,011
80	838	1,239	865	1,408	947	1,567	1,172	1,986
81	697	1,149	766	1,191	840	1,454	1,104	1,865
82	660	1,166	774	1,176	853	1,436	975	1,768
83	619	1,084	623	1,101	720	1,260	925	1,680
84	557	933	549	945	607	1,037	651	1,128
85	3,589	7,858	3,766	7,874	3,980	8,055	4,318	8,747

Table 2: DC COG TAZ Population/Job Forecasts

TAZ	2010	2015	2020	2025	2030	2035	2040	2045
Round 9.0	601,767	672,230	729,501	787,116	842,154	893,898	940,687	987,213
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-
11	-	-	197	528	535	552	572	592
12	-	-	-	-	11	34	63	92
13	-	-	-	-	-	-	-	-
14	-	-	-	-	-	-	-	-
15	-	-	-	-	-	-	-	-
16	11	11	11	11	11	11	11	11
17	117	122	124	126	128	129	130	131
18	169	174	174	174	176	179	182	185
19	1,249	1,338	1,391	1,443	1,493	1,541	1,587	1,631
20	277	289	294	299	304	308	312	316
21	9	9	9	9	9	9	9	9
22	-	-	-	-	-	-	-	-
23	4	4	4	4	4	4	4	4
24	371	401	423	444	464	484	503	522
25	205	1,304	1,419	1,536	1,674	1,838	2,017	2,199
26	177	185	190	194	203	216	230	244
27	1,181	1,253	1,253	1,253	1,298	1,390	1,505	1,618
28	162	165	165	165	167	170	173	176
29	228	238	242	245	247	249	251	253
30	-	-	-	-	-	-	-	-
31	-	-	-	-	-	-	-	-
32	5	5	5	5	5	5	5	5
33	16	16	16	16	16	16	16	16
34	-	-	-	-	-	-	-	-
35	2,613	2,663	2,665	2,666	2,667	2,668	2,669	2,670
36	73	78	78	78	78	78	78	78
37	-	-	-	-	-	-	-	-
38	-	-	-	-	2	5	8	11
39	32	42	60	87	107	130	156	186
40	676	698	704	710	719	730	743	755
41	3,439	3,698	3,797	3,874	3,958	4,032	4,110	4,186

42	2,524	2,984	3,169	3,242	3,318	3,364	3,413	3,461
43	137	145	265	290	305	334	366	398
44	906	946	964	981	1,003	1,030	1,059	1,088
45	1,170	1,220	1,236	1,248	1,264	1,282	1,301	1,319
46	363	374	379	384	391	397	403	409
47	2,454	2,551	2,595	2,636	2,686	2,748	2,814	2,878
48	1,208	1,248	1,267	1,284	1,300	1,315	1,329	1,342
49	2,355	2,398	2,477	2,627	2,861	3,065	3,326	3,584
50	717	1,161	1,219	1,315	1,445	1,579	1,735	1,891
51	2,841	2,938	2,986	3,032	3,094	3,173	3,260	3,346
52	392	425	451	477	510	551	597	643
53	1,165	1,209	1,223	1,234	1,250	1,271	1,294	1,316
54	2,440	2,580	2,892	2,979	3,064	3,145	3,224	3,300
55	1,119	1,164	1,180	1,194	1,218	1,253	1,293	1,333
56	1,407	2,025	2,317	2,318	2,319	2,320	2,321	2,322
57	3,155	3,212	3,216	3,218	3,225	3,235	3,247	3,259
58	2,352	2,389	2,391	2,391	2,427	2,502	2,597	2,691
59	1,088	1,123	1,136	1,148	1,159	1,169	1,179	1,188
60	679	696	696	696	699	707	716	725
61	-	-	-	-	-	-	-	-
62	314	354	443	648	811	1,016	1,275	1,535
63	660	709	745	781	852	962	1,094	1,227
64	2,036	2,075	2,084	2,094	2,108	2,120	2,132	2,144
65	570	606	616	643	681	718	761	804
66	4,367	4,426	4,427	4,446	4,465	4,468	4,473	4,478
67	1,788	1,887	1,963	2,037	2,108	2,176	2,242	2,306
68	1,770	1,931	2,034	2,149	2,267	2,372	2,479	2,585
69	1,344	1,411	1,456	1,500	1,548	1,601	1,655	1,707
70	1,343	1,442	1,495	1,546	1,616	1,703	1,801	1,898
71	155	160	163	166	168	170	172	174
72	1,236	1,280	1,621	1,644	1,679	1,731	1,790	1,848
73	676	683	683	683	683	683	683	683
74	3,351	3,953	4,100	4,203	4,307	4,411	4,514	4,613
75	794	963	1,056	1,085	1,118	1,153	1,189	1,224
76	5,303	5,682	5,972	6,259	6,544	6,828	7,109	7,383
77	2,196	2,328	2,413	2,496	2,585	2,681	2,780	2,877
78	2,697	2,753	2,753	2,753	2,811	2,929	3,080	3,229
79	183	186	187	188	189	190	191	192
80	1,141	1,374	1,416	1,456	1,507	1,570	1,638	1,705
81	3,021	3,441	3,580	3,715	3,848	3,979	4,108	4,233
82	1,998	2,083	2,132	2,179	2,423	2,879	3,454	4,029
83	675	700	718	736	753	770	786	801
84	2,973	3,038	3,572	3,585	3,724	3,994	4,335	4,672
85	430	576	623	641	658	675	691	707
86	991	1,016	1,030	1,043	1,055	1,066	1,076	1,086
87	1,015	1,177	1,229	1,281	1,338	1,401	1,466	1,530

88	629	796	814	815	818	822	828	834
89	2,117	2,261	2,374	2,485	2,596	2,707	2,817	2,924
90	1,363	1,400	1,421	1,441	1,459	1,476	1,492	1,507
91	2,229	2,318	2,379	2,439	2,498	2,554	2,609	2,662
92	134	137	137	137	137	137	137	137
93	1,449	1,470	1,476	1,482	1,488	1,493	1,498	1,502
94	4,112	4,350	4,678	4,681	4,684	4,687	4,690	4,693
95	2,164	2,444	2,664	2,698	2,730	2,760	2,788	2,814
96	2,180	2,285	2,364	2,595	2,812	2,896	2,979	3,059
97	671	709	739	768	815	880	955	1,031
98	1,531	1,722	1,810	1,897	1,989	2,090	2,194	2,297
99	443	458	557	1,136	1,653	1,697	1,744	1,790
100	1,978	2,048	2,089	2,127	2,163	2,197	2,230	2,261
101	360	389	413	438	489	573	674	777
102	1,902	1,933	2,364	2,364	2,378	2,409	2,446	2,483
103	977	1,014	1,037	1,060	1,082	1,103	1,124	1,144
104	1,744	1,769	1,769	1,769	1,769	1,769	1,769	1,769
105	2,555	2,648	2,703	2,756	2,808	2,858	2,908	2,955
106	2,423	2,533	2,616	2,697	2,774	2,848	2,919	2,988
107	1,572	1,648	1,705	1,760	1,813	1,864	1,913	1,960
108	2,893	2,927	2,927	2,927	2,927	2,927	2,927	2,927
109	474	479	479	479	479	479	479	479
110	-	-	-	-	-	-	-	-
111	1,114	1,126	1,126	1,126	1,126	1,126	1,126	1,126
112	347	351	351	351	351	351	351	351
113	872	883	883	883	883	883	883	883
114	753	762	762	930	1,080	1,080	1,080	1,080
115	1,137	1,174	1,195	1,215	1,266	1,352	1,457	1,561
116	1,695	1,801	1,927	2,008	2,119	2,263	2,426	2,588
117	671	708	736	763	816	897	993	1,089
118	355	356	356	1,057	1,773	3,280	3,280	3,280
119	310	313	313	313	313	313	313	313
120	3,404	3,794	4,144	4,504	4,868	5,234	5,603	5,973
121	3,203	3,533	3,808	4,031	4,327	4,701	5,124	5,550
122	4,537	5,061	5,544	6,112	6,645	7,215	7,827	8,443
123	2,672	2,774	2,853	2,936	3,011	3,093	3,178	3,260
124	2,833	2,911	2,952	3,006	3,076	3,151	3,236	3,319
125	1,867	1,942	1,993	2,041	2,094	2,152	2,214	2,274
126	3,288	3,574	3,819	4,093	4,420	4,786	5,190	5,595
127	2,021	2,141	2,237	2,331	2,427	2,524	2,621	2,716
128	2,648	2,784	2,900	3,024	3,139	3,269	3,408	3,545
129	2,535	2,731	2,891	3,050	3,205	3,357	3,506	3,652
130	1,423	1,496	1,552	1,606	1,665	1,730	1,799	1,866
131	3,464	3,695	3,886	4,074	4,266	4,464	4,663	4,858
132	1,488	1,559	1,639	1,688	1,743	1,807	1,876	1,943
133	1,965	2,039	2,090	2,138	2,200	2,275	2,358	2,439

134	1,666	1,761	1,835	1,906	1,974	2,040	2,104	2,166
135	1,110	1,122	1,122	1,122	1,122	1,122	1,122	1,122
136	456	469	477	485	492	499	505	511
137	-	-	-	-	-	-	-	-
138	905	923	957	1,014	1,014	1,014	1,014	1,014
139	-	-	-	-	-	-	-	-
140	305	316	323	330	336	342	347	352
141	2,939	3,055	3,119	3,180	3,237	3,291	3,342	3,391
142	565	599	717	902	948	1,007	1,072	1,137
143	3,006	3,153	3,247	3,338	3,427	3,512	3,594	3,672
144	1,602	1,673	1,722	1,769	1,814	1,856	1,896	1,934
145	909	918	918	918	918	918	918	918
146	1,129	1,195	1,241	1,286	1,335	1,389	1,444	1,498
147	3,182	3,272	3,784	3,815	3,867	3,944	4,034	4,123
148	2,664	2,772	2,814	2,855	2,894	2,931	2,966	2,999
149	2,643	2,771	2,851	2,929	3,022	3,128	3,240	3,350
150	2,720	2,917	3,007	3,091	3,185	3,291	3,402	3,511
151	3,628	3,838	3,976	4,111	4,266	4,443	4,630	4,814
152	1,976	2,082	2,148	2,212	2,278	2,345	2,412	2,476
153	3,995	4,213	4,433	4,679	4,866	5,063	5,265	5,462
154	3,729	3,904	4,069	4,170	4,311	4,495	4,700	4,901
155	1,734	2,185	2,359	2,495	2,631	2,769	2,906	3,041
156	5,416	6,410	6,804	7,255	7,739	8,211	8,706	9,196
157	5,233	5,530	5,717	5,894	6,067	6,236	6,400	6,558
158	928	956	970	983	995	1,006	1,016	1,026
159	3,559	3,911	4,255	4,577	4,915	5,271	5,639	6,007
160	2,160	2,366	2,545	2,735	2,924	3,106	3,289	3,470
161	2,414	3,459	3,669	3,891	4,120	4,326	4,537	4,745
162	1,123	1,263	1,334	1,414	1,480	1,560	1,651	1,741
163	2,282	2,399	2,488	2,591	2,688	2,769	2,846	2,920
164	1,971	2,110	2,297	2,483	2,615	2,759	2,911	3,062
165	1,812	2,000	2,114	2,227	2,337	2,447	2,555	2,660
166	3,071	3,616	4,111	4,743	5,015	5,318	5,636	5,951
167	2,840	3,082	3,311	3,742	4,054	4,238	4,422	4,602
168	1,423	2,733	2,982	3,466	3,714	3,715	3,716	3,717
169	1,563	1,635	1,663	1,681	1,698	1,715	1,731	1,746
170	1,664	1,712	2,424	3,542	4,422	4,526	4,659	4,790
171	1,062	1,079	1,079	1,079	1,079	1,079	1,079	1,079
172	3,326	3,587	3,735	3,913	4,090	4,241	4,392	4,539
173	1,900	2,036	2,154	2,281	2,444	2,675	2,945	3,217
174	1,767	1,853	1,887	2,029	2,196	2,305	2,434	2,562
175	4,128	4,439	4,595	4,725	4,906	5,143	5,411	5,675
176	1,482	2,036	2,247	2,605	3,001	3,329	3,689	4,057
177	2,535	3,173	3,418	3,618	3,824	4,030	4,239	4,445
178	1,495	1,619	1,909	2,158	2,406	2,538	2,673	2,807
179	3,119	3,612	3,993	4,347	4,567	4,732	4,905	5,074

180	2,920	3,312	3,431	3,494	3,580	3,691	3,815	3,937
181	961	991	1,003	1,014	1,030	1,051	1,074	1,096
182	1,998	2,108	2,179	2,249	2,321	2,394	2,468	2,540
183	1,961	2,020	2,457	2,709	2,742	2,782	2,826	2,869
184	1,625	2,710	3,118	3,238	3,380	3,547	3,729	3,908
185	3,228	3,403	3,510	3,615	3,718	3,819	3,918	4,013
186	3,848	4,179	4,452	4,638	4,843	5,052	5,275	5,494
187	1,944	2,044	2,104	2,159	2,215	2,272	2,329	2,384
188	2,532	3,188	3,428	3,585	3,715	3,848	3,982	4,113
189	2,751	3,413	3,640	3,900	4,269	4,698	5,201	5,706
190	1,472	1,574	2,040	2,201	2,376	2,513	2,661	2,808
191	2,008	2,512	2,643	2,944	3,145	3,245	3,352	3,456
192	1,283	1,786	1,868	1,970	2,080	2,183	2,292	2,399
193	4,035	4,255	4,412	4,538	4,714	4,944	5,202	5,456
194	3,032	4,260	4,861	5,445	5,807	6,121	6,448	6,771
195	2,045	2,151	2,231	2,285	2,395	2,566	2,770	2,973
196	1,594	3,116	3,239	3,756	4,244	4,391	4,538	4,681
197	394	1,509	1,655	1,791	1,955	2,116	2,297	2,479
198	1,811	1,842	1,842	1,957	2,168	2,389	2,672	2,952
199	1,023	1,150	1,201	1,271	1,295	1,323	1,353	1,382
200	427	438	492	599	658	666	675	684
201	1,408	2,052	2,052	2,380	2,740	2,878	3,053	3,226
202	307	312	631	859	869	889	914	939
203	2,085	2,545	2,689	3,527	4,316	4,508	4,696	4,879
204	-	1,438	2,306	3,489	4,544	4,553	4,564	4,575
205	414	1,080	1,892	2,654	3,370	3,516	3,659	3,798
206	-	1,713	1,870	2,423	2,686	2,701	2,721	2,741
207	-	-	-	-	35	106	196	285
208	1,085	1,305	1,353	1,518	1,673	1,725	1,775	1,824
209	1,992	2,063	2,104	2,153	2,211	2,271	2,336	2,399
210	2,395	2,529	2,669	2,836	2,937	3,040	3,140	3,237
211	4,415	4,640	4,775	4,894	5,008	5,117	5,222	5,323
212	2,169	2,629	2,751	2,829	2,904	2,978	3,049	3,116
213	1,837	2,938	3,293	3,900	4,458	4,554	4,648	4,739
214	2	3	3	3	3	3	3	3
215	84	91	97	103	109	114	119	123
216	2,994	3,218	3,399	4,829	6,176	6,454	6,728	6,996
217	611	636	758	1,023	1,304	1,640	2,065	2,491
218	153	720	800	867	1,425	2,532	3,981	5,496
219	2,273	2,366	2,600	3,851	5,086	5,382	5,728	6,071
220	1,707	3,451	3,789	3,961	4,143	4,271	4,407	4,540
221	269	269	446	446	446	446	446	446
222	2,866	2,978	3,072	3,136	3,199	3,260	3,319	3,375
223	1,113	1,128	1,128	1,128	1,128	1,128	1,128	1,128
224	1,033	1,033	1,033	1,033	1,908	4,628	4,732	4,835
225	1,845	1,932	1,986	2,039	2,105	2,186	2,275	2,363

226	1,890	1,934	1,937	1,937	1,939	1,942	1,945	1,948
227	970	1,018	1,050	1,081	1,123	1,177	1,238	1,299
228	1,537	1,551	1,551	1,551	1,626	1,780	1,975	2,168
229	599	620	633	645	656	666	676	685
230	1,260	1,275	1,275	1,275	1,275	1,275	1,275	1,275
231	745	777	796	1,025	1,252	1,315	1,390	1,465
232	1,239	1,287	1,573	1,827	1,863	1,899	1,934	1,967
233	1,668	1,720	1,791	2,077	2,373	2,486	2,618	2,749
234	894	923	953	992	1,035	1,106	1,191	1,276
235	1,001	1,028	1,042	1,055	1,081	1,121	1,169	1,217
236	2,108	2,138	2,143	2,147	2,162	2,189	2,221	2,253
237	1,409	1,441	1,456	1,470	1,506	1,565	1,636	1,707
238	747	754	754	754	754	754	754	754
239	3,533	3,575	3,732	3,994	4,001	4,014	4,030	4,046
240	1,636	1,656	1,656	1,656	1,656	1,656	1,656	1,656
241	1,905	2,136	2,151	2,214	2,272	2,286	2,300	2,313
242	1,112	1,124	1,125	1,126	1,129	1,133	1,139	1,145
243	657	679	1,816	1,839	1,978	2,240	2,570	2,898
244	2,303	2,575	2,822	3,210	3,522	3,887	4,286	4,692
245	2,812	2,973	3,093	3,210	3,327	3,444	3,560	3,673
246	297	307	313	319	325	330	335	339
247	1,212	1,255	1,278	1,313	1,378	1,467	1,575	1,682
248	530	548	799	808	817	825	833	840
249	1,523	2,149	2,149	2,149	2,154	2,162	2,171	2,180
250	1,832	2,127	2,545	2,747	2,996	3,188	3,415	3,640
251	1,291	1,385	1,437	1,496	1,569	1,651	1,743	1,834
252	1,164	1,210	1,240	1,275	1,315	1,352	1,391	1,429
253	2,088	2,226	2,338	2,678	3,012	3,164	3,322	3,478
254	2,150	2,177	2,177	2,335	2,532	2,646	2,790	2,932
255	2,114	2,357	2,408	2,456	2,512	2,577	2,646	2,714
256	1,943	1,983	2,292	2,307	2,347	2,415	2,497	2,578
257	1,511	2,098	2,269	2,322	2,438	2,621	2,842	3,061
258	1,056	1,103	1,134	1,204	1,277	1,325	1,375	1,425
259	2,445	2,624	2,772	3,101	3,444	3,660	3,892	4,122
260	2,777	4,086	4,622	5,093	5,717	6,918	8,448	9,960
261	464	481	576	588	617	664	721	778
262	1,269	1,310	1,335	1,360	1,405	1,473	1,553	1,632
263	1,512	1,523	1,523	1,555	1,602	1,638	1,683	1,728
264	884	913	927	941	960	983	1,008	1,032
265	3,280	3,889	5,459	7,460	7,826	8,195	8,563	8,923
266	3,309	3,443	3,522	3,726	4,017	4,535	5,178	5,819
267	1,774	1,831	1,862	1,892	1,941	2,009	2,087	2,164
268	1,458	1,633	1,750	1,855	1,960	2,068	2,176	2,283
269	2,317	2,883	2,960	3,034	3,163	3,352	3,575	3,796
270	-	-	-	-	-	-	-	-
271	858	937	1,463	1,500	1,535	1,569	1,601	1,632

272	2,412	2,525	2,595	2,662	2,761	2,894	3,046	3,197
273	1,179	2,076	3,128	6,725	8,736	8,768	8,798	8,826
274	4,119	4,275	4,515	4,632	4,733	4,870	5,025	5,177
275	1,567	1,698	1,947	2,112	2,255	2,413	2,591	2,768
276	2,364	2,490	2,583	2,908	3,223	3,349	3,479	3,606
277	3,171	3,427	3,630	3,829	4,033	4,243	4,456	4,666
278	1,882	2,037	2,162	2,285	2,405	2,523	2,639	2,753
279	1,964	2,068	2,712	3,171	3,330	3,561	3,830	4,098
280	1,406	1,498	2,244	2,356	2,445	2,534	2,622	2,707
281	2,024	2,134	2,214	2,292	2,367	2,439	2,508	2,575
282	2,080	3,302	3,568	3,837	4,113	4,319	4,532	4,742
283	15	15	176	622	1,753	2,792	2,820	2,848
284	94	94	94	94	101	116	135	154
285	737	762	774	783	794	804	815	825
286	890	928	948	966	983	998	1,012	1,025
287	864	899	916	930	945	960	977	993
288	792	848	916	959	1,005	1,054	1,105	1,155
289	1,695	1,816	2,175	2,280	2,381	2,482	2,581	2,677
290	1,679	1,759	1,811	1,862	1,911	1,958	2,003	2,047
291	1,873	2,009	2,114	2,216	2,315	2,412	2,507	2,599
292	2,371	2,487	2,875	2,952	3,027	3,102	3,174	3,243
293	2,055	2,191	2,284	2,375	2,462	2,546	2,628	2,707
294	988	1,104	1,207	1,313	1,420	1,528	1,636	1,744
295	1,858	1,985	2,085	2,189	2,277	2,364	2,450	2,533
296	2,405	2,638	2,816	2,994	3,176	3,363	3,553	3,741
297	2,342	2,544	2,919	3,220	3,509	3,695	3,881	4,064
298	2,455	2,592	2,670	2,727	2,791	2,867	2,947	3,025
299	1,456	1,541	1,706	1,979	2,112	2,249	2,405	2,560
300	1,455	1,591	1,683	1,806	1,929	2,029	2,129	2,227
301	-	-	362	970	970	970	970	970
302	3,134	3,528	3,648	3,764	4,066	4,569	5,185	5,802
303	3,630	3,686	3,686	4,906	7,086	8,107	8,107	8,107
304	-	-	-	-	-	-	-	-
305	1,182	1,251	1,303	1,354	1,403	1,450	1,495	1,539
306	778	910	930	948	965	980	994	1,007
307	207	220	229	238	246	253	260	266
308	2,399	2,551	2,666	2,779	2,979	3,273	3,621	3,970
309	1,962	1,989	1,989	1,989	2,032	2,119	2,230	2,339
310	1,739	1,784	1,802	1,819	2,003	2,363	2,819	3,272
311	2,997	3,191	3,342	3,491	3,635	3,777	3,915	4,049
312	1,603	1,622	1,622	1,675	1,725	1,728	1,731	1,734
313	1,485	1,552	1,596	1,645	1,703	1,766	1,833	1,899
314	1,328	1,395	1,439	1,482	1,528	1,579	1,632	1,684
315	1,771	1,811	1,863	1,877	1,959	2,112	2,304	2,495
316	3,447	3,653	3,749	3,985	4,282	4,532	4,826	5,116
317	2,865	3,547	3,740	3,789	3,856	3,942	4,036	4,128

318	229	238	243	248	253	257	263	269
319	2,118	2,164	2,176	2,187	2,211	2,250	2,294	2,337
320	1,926	2,010	2,061	2,170	2,453	2,876	3,408	3,940
321	2,413	2,442	2,442	2,442	2,449	2,464	2,483	2,502
322	2,450	2,501	2,501	2,501	2,506	2,515	2,527	2,539
323	419	424	424	424	424	424	424	424
324	3,236	3,441	3,603	3,762	3,920	4,078	4,234	4,386
325	2,190	2,282	2,343	2,401	2,544	2,779	3,065	3,349
326	1,634	1,713	1,767	1,820	2,030	2,410	2,886	3,364
327	1,658	1,844	1,959	2,091	2,162	2,251	2,351	2,449
328	1,746	1,970	2,128	2,252	2,374	2,493	2,610	2,725
329	587	593	593	593	593	593	593	593
330	3,736	4,078	4,241	4,555	4,862	5,043	5,226	5,404
331	2,463	3,098	3,225	3,355	3,481	3,596	3,707	3,814
332	1,484	1,593	1,682	1,770	1,855	1,938	2,019	2,098
333	2,004	2,173	2,706	2,720	2,824	3,021	3,269	3,514
334	3,772	4,159	4,499	4,846	5,252	5,724	6,235	6,750
335	2,762	2,984	3,165	3,345	3,664	4,136	4,699	5,269
336	2,127	2,268	2,375	2,480	2,586	2,693	2,799	2,902
337	1,095	1,160	1,212	1,267	1,336	1,433	1,546	1,659
338	693	784	1,019	1,054	1,068	1,092	1,119	1,145
339	966	1,026	1,072	1,117	1,167	1,223	1,281	1,338
340	2,894	3,142	3,337	3,530	3,767	4,051	4,364	4,676
341	2,394	2,528	2,714	3,080	3,344	3,447	3,547	3,644
342	2,695	2,965	3,111	3,230	3,366	3,526	3,684	3,839
343	1,193	1,283	1,426	1,493	1,569	1,656	1,747	1,837
344	2,461	2,499	2,509	2,518	2,526	2,535	2,544	2,552
345	4,046	4,384	4,652	4,940	5,234	5,518	5,807	6,092
346	3,032	3,380	3,524	3,679	3,902	4,191	4,523	4,855
347	3,311	3,617	3,881	4,147	4,426	4,720	5,023	5,324
348	2,642	2,846	3,018	3,189	3,395	3,641	3,911	4,181
349	1,926	2,100	2,253	2,407	2,561	2,716	2,870	3,022
350	1,892	2,056	2,179	2,286	2,408	2,546	2,693	2,838
351	3,984	4,069	4,120	4,182	4,270	4,368	4,479	4,587
352	3,522	4,016	4,426	4,923	5,499	6,069	6,700	7,341
353	785	911	968	1,231	1,470	1,487	1,505	1,522
354	1,778	2,224	2,505	2,663	2,829	3,043	3,284	3,524
355	3,063	3,772	4,174	4,542	4,933	5,310	5,706	6,103
356	1,440	1,570	1,675	1,819	1,981	2,165	2,324	2,483
357	2,307	2,783	3,178	3,664	3,985	4,357	4,762	5,171
358	587	587	587	1,032	1,486	2,439	2,439	2,439
359	2,377	2,506	2,595	2,680	2,788	2,924	3,074	3,222
360	77	78	78	94	110	144	144	144
361	33	36	39	348	1,699	3,959	6,926	9,995
362	2,254	2,615	2,788	3,309	3,862	4,834	5,094	5,351
363	156	158	381	755	1,437	3,550	3,639	3,727

364	37	37	37	37	37	37	37	37
365	703	2,415	3,222	3,374	3,521	3,664	3,803	3,938
366	-	399	2,102	2,102	2,105	2,110	2,116	2,122
367	-	314	3,110	3,873	4,093	4,093	4,093	4,093
368	-	-	1,033	1,960	2,574	2,729	2,926	3,121
369	2,336	2,932	3,006	3,233	3,707	4,321	5,090	5,859
370	657	724	786	850	944	1,074	1,225	1,379
371	2,751	2,898	3,229	3,745	3,857	3,952	4,043	4,130
372	2,054	3,444	6,408	8,261	9,412	9,862	10,333	10,796
373	1,040	1,115	1,172	1,227	1,317	1,448	1,603	1,759
374	-	-	-	-	37	113	211	308
375	204	216	223	230	236	242	247	252
376	2	3	3	3	3	3	3	3
377	-	-	-	-	-	-	-	-
378	-	-	-	-	8	27	50	73
379	2	2	2	2	2	2	2	2
380	20	20	20	154	160	172	187	202
381	-	-	-	-	2	4	6	8
382	-	-	20	21	21	21	21	21
383	262	271	1,530	2,161	2,409	2,454	2,497	2,538
384	2,042	2,758	4,171	4,919	5,239	5,250	5,262	5,274
385	1,399	1,435	1,580	1,580	1,586	1,597	1,611	1,625
386	2,002	2,042	2,178	2,402	2,405	2,408	2,411	2,414
387	-	-	-	-	-	-	-	-
388	84	85	85	85	85	85	85	85
389	475	475	475	475	514	638	638	638
390	2,043	2,936	3,024	3,103	3,178	3,249	3,317	3,382
391	494	504	509	513	517	521	524	527
392	-	-	-	-	-	-	-	-
393	701	705	705	705	705	705	705	705

Table 3: Demographic and Socioeconomic Data Categories

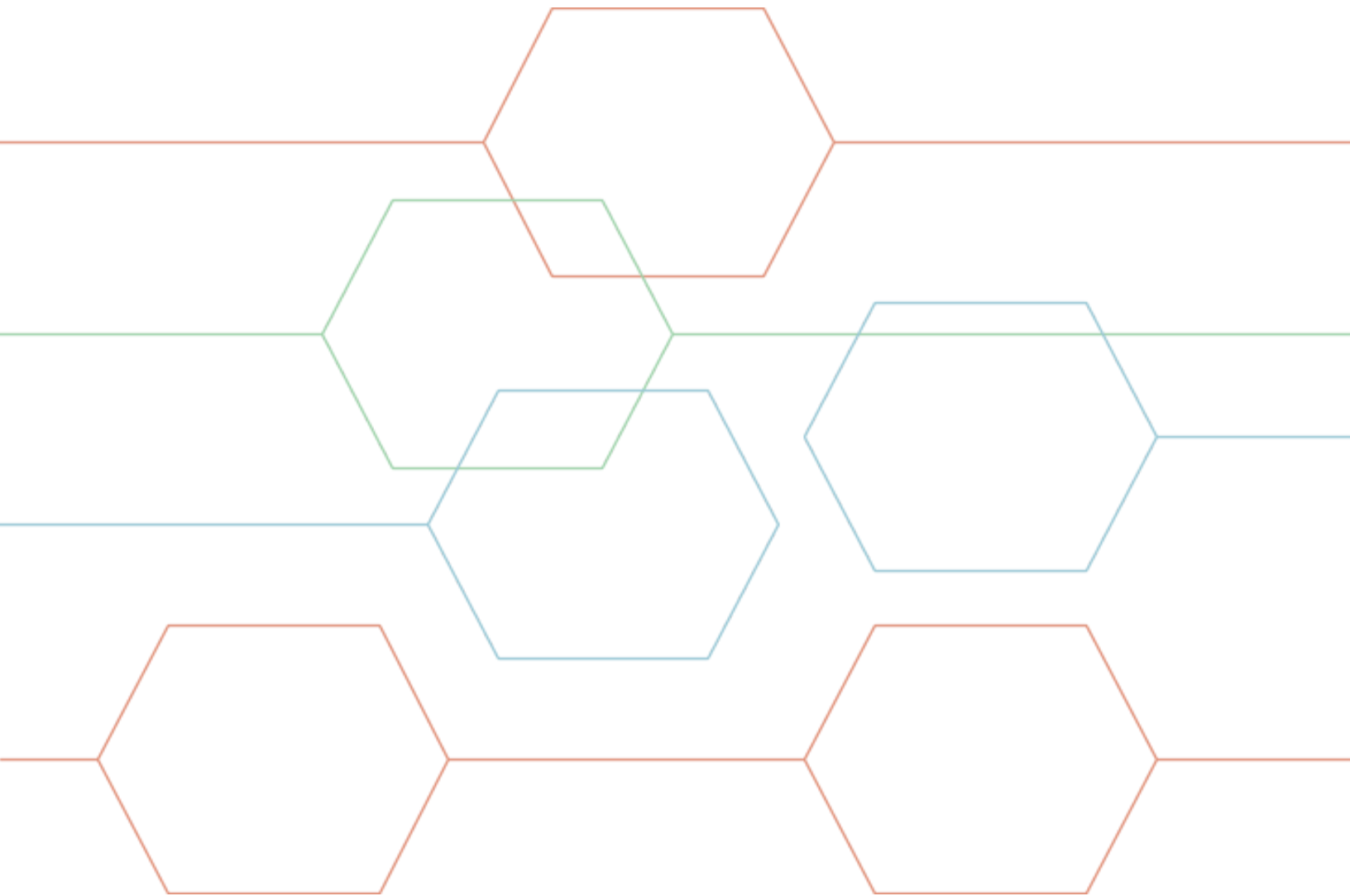
Population
Population Age 0 to 4
Population Age 5 to 9
Population Age 10 to 14
Population Age 15 to 19
Population Age 20 to 24
Population Age 25 to 64
Population Age 45 to 64
Population Age 65 to 84
Population Age Over 85
Population Race/Ethnicity: White
Race/Ethnicity: BlackPopulation
Population Race/Ethnicity: Native American
Population Race/Ethnicity: Asian
Population Race/Ethnicity: Pacific Islander
Population Race/Ethnicity: Two or More Races
Population Race/Ethnicity: Hispanic Ethnicity
Educational attainment age 25+ distribution: 12th grade & below, no diploma
Educational attainment age 25+ distribution: high school graduate or GED
Educational attainment age 25+ distribution: some college, associate degree
Educational attainment age 25+ distribution: bachelor degree
Educational attainment age 25+ distribution: graduate degree
Average household size
Number of households
Single households age 65+
Households with children age 0 to 17
Married and single households with children: married family households with children age 0 to 17
Married and single households with children: single parent head of households with children age 0 to 17
Single households age 65+
Households with children age 0 to 17
Married and single households with children: married family households with children age 0 to 17
Married and single households with children: single parent head of households with children age 0 to 17
Average household income
Number of families
Families with children in poverty (last 12 months)
Household income distribution: \$0 to \$24,999
Household income distribution: \$25,000 to \$49,999
Household income distribution: \$50,000 to \$99,999
Household income distribution: \$100,000 to \$149,999
Household income distribution: \$150,000 to \$199,999
Household income distribution: Over \$200,000
Total people age 5+
Total people age 5+ with limited english proficiency
Limited English proficiency population age 5+: Spanish language

Asian/PI language
Indo-European language
Other languages
Owners, renters, and vacant units: vacant housing units
Owners, renters, and vacant units: owner occupied housing units
Owners, renters, and vacant units: renter occupied housing units
Length of residence: moved in 2015 or later
Length of residence: moved 2010 to 2014
Length of residence: moved 2000 to 2009
Length of residence: moved 1999 or earlier
Households with no cars
Public transportation users
People who work at home
Population with no private health insurance coverage
Foreign-born population
Number of countries represented
Foreign-born period of entry: 2010 or later
Foreign-born period of entry: 2000 to 2009
Foreign-born period of entry: 1990 to 1999
Foreign-born period of entry: Before 1990
Foreign-born population by period of naturalization: 2010 or later
Foreign-born population by period of naturalization: 2005 to 2009
Foreign-born population by period of naturalization: 2000 to 2004
Foreign-born population by period of naturalization: 1995 to 1999
Foreign-born population by period of naturalization: 1990 to 1994
Foreign-born population by period of naturalization: Before 1989
Foreign-born population naturalized or non-citizen: foreign-born population not a citizen
Foreign-born population naturalized or non-citizen: foreign-born population naturalized
Age of foreign-born population: 0 to 4
Age of foreign-born population: 5 to 17
Age of foreign-born population: 18 to 24
Age of foreign-born population: 25 to 44
Age of foreign-born population: 45 to 64
Age of foreign-born population: over 65
Educational attainment of foreign-born population: less than high school graduate
Educational attainment of foreign-born population: high school graduate or GED
Educational attainment of foreign-born population: some college, associates degrees
Educational attainment of foreign-born population: bachelor degree
Educational attainment of foreign-born population: graduate or professional degree
Individual income past 12 months for foreign-born population: No Income
Individual income past 12 months for foreign-born population: \$1 to \$14,999
Individual income past 12 months for foreign-born population: \$15,000 to \$24,999
Individual income past 12 months for foreign-born population: \$25,000 to \$34,999
Individual income past 12 months for foreign-born population: \$35,000 to \$49,999
Individual income past 12 months for foreign-born population: \$50,000 to \$74,999
Individual income past 12 months for foreign-born population: \$75,000 or more
Poverty status past 12 months for foreign-born population: below 100% of the poverty level
Poverty status past 12 months for foreign-born population: 100% to 149% of the poverty level

Poverty status past 12 months for foreign-born population: at or above 150% of the poverty level
Place of birth for foreign-born population

DC Public Library

District Wide Scan



CIVICTechnologies

In association with Brailsford & Dunlavey, Inc.

Revised May 6, 2019

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1.0 Introduction

1.1 Scope

This report presents information and findings for identifying general areas or locales for potential future Library facilities.

This is not a siting study. A siting study identifies specific real estate sites that the Library could acquire.

Rather, this study scans the entire city utilizing a range of data sources and analytical techniques to identify general areas or locales where new Library facilities would benefit local communities and the city as a whole.

As detailed below, the methodology employs qualitative visual analysis utilizing geographic information systems (GIS) technology and data. The data sets used in the district wide scan were prepared as part of previous tasks.

1.2 Methodology

1.2.1 Approach

The approach does not consider political input, community input, survey input, or staff input. We have included maps that display the location of communities and/or neighborhoods which community input stated the desire for a new library facility.

1.2.2 Visually-Based Qualitative Analysis

To perform this work we employ a visually-based qualitative analysis. This primarily overlays point and polygon data sets in the GIS. Various GIS-based analytical techniques such as merge, intersect, union, buffer, distances, and others are used. These are employed based upon our experience using an inductive/visually based approach. We overlay various data layers and identify key relationships between the data sets and then prioritize locations.

1.2.3 Data Overview

Data from previous project tasks was utilized. The following table describes the data sets and variables used. There are four data categories:

- **Library data:** this data is provided by the library including facility locations; customer locations; customer checkouts and computer use; branch statistics specifically gate count, wifi, and meetings; and derivative data such as market potential.

- **DC Local data:** this is data provided by either the Metropolitan Washington Council of Governments (COG) or the DC Office of Planning (DCOP).
 - **COG** data includes data they provided limited to population and job growth. The COG provides the data in transportation analysis zone (TAZ) geographies. This is the only available governmentally based geographical distribution of population.
 - **DCOP/OCTO** data includes local data available on their website primarily representing cultural features, socioeconomic conditions, urban infrastructure, and public investment. This data is provided as feature points or polygons.
- **Demographic data:** this is census tract level data provided by Geolytics, a leading national demographic data provider. This data is provided as polygons at the census tract level. Specific variables have been selected representing dimensions of socioeconomic need. The Library may select other variables at its choosing.

Table 1-1: Data Summary

Category	Data Description	Note
Library	Library locations	Distance between Library facilities
Library	Library proximity	Radii buffers around library locations
Library	Core customers density (1)	Top two classes by tract
Library	Customer density (2)	Top two classes by tract
Library	Market potential (3)	Top two classes by tract
Library	Checkout density	Top two classes by tract
Library	Computer use density	Top two classes by tract
Library	Gate count	Graduated circles by branch
Library	Meetings	Graduated circles by branch
Library	Wifi	Graduated circles by branch
Voronoi	Voronoi gaps	Interstitial spaces between the Voronoi line and the adjoining service area boundary
DC Local	Forecast transportation analysis zone (TAZ) based population growth	Top two classes by TAZ
DC Local	Forecast TAZ-based job growth	Top two classes by TAZ

DC Local	Rail transit station proximity	Radii buffers around stations and distances to libraries
DC Local	Affordable housing proximity	Polygon overlay
DC Local	Elementary school proximity	Radii around elementary schools
DC Local	Middle school proximity	Radii around middle schools
DC Local	High school proximity	Radii around high schools
DC Local	Charter school proximity	Radii around charter schools
DC Local	Child development center proximity	Radii around child development centers
DC Local	Human service facility proximity	Radii around human service facilities
DC Local	Neighborhood names	Neighborhood labels (identifiers only)
DC Local	Economic development zones	Economic development zones
DC Local	Strategic neighborhood investments	Polygon overlay
DC Local	Public housing areas	Polygon overlay
DC Local	Neighborhood investment fund areas	Polygon overlay
DC Local	Neighborhood clusters	Polygon overlay
Demographic	Population density	Top two classes by tract
Demographic	Children (age 0 to 9)	Top two classes by tract
Demographic	Tweens (age 10 to 14)	Top two classes by tract
Demographic	Teens (age 15 to 19)	Top two classes by tract
Demographic	Seniors (age 65 to 84)	Top two classes by tract
Demographic	Single occupancy senior households	Top two classes by tract
Demographic	Single parent households with children	Top two classes by tract
Demographic	Low income households (\$0 to \$24,999)	Top two classes by tract
Demographic	Low educational attainment (12th grade and below)	Top two classes by tract

Notes:

- (1) Core customers are the top 20% of customer's with at least one check out who checked out the most items.

- (2) All density calculations utilize square miles per census tract. Density is used to normalize population and tract size differences.
- (3) Market potential is this is the percentage of population who are not Library customers; see the expanded definition in Section 2.3.1.

1.2.4 Working Process

The working process involved the following five steps leading to findings (priority locale rankings):

Step 1: maps of each data layer were independently prepared for visualization, in and of itself.

Step 2: analytical techniques based upon the data type were identified and maps prepared. These maps are presented in Appendix 1: Individual Data Layer Maps.

Step 3: based upon the results of Step 2, analytical techniques were refined and intersection maps were created displaying two or more data layers together.

Step 4: utilizing the overlays and the intersections from Step 3, general areas or locales for potential libraries were identified.

Step 5: these general areas or locales were ranked in the three priority classes described in Section 1.0.

1.2.5 Conditions for Making Findings

Findings are made in the form of general areas or locales where various data variables overlap indicating confluence of need or opportunity. These locales do not represent real estate parcels. These general areas or locales are based upon:

1. A qualitative visual analysis.
2. The data variables described in Section 1.2.4 above. Should the Library elect to utilize other data variables , it will lead to different results.
3. No “outside” or external source inputs such as political input, community input, survey input, or staff input.

The work in this report prioritizes locales for potential future facilities. It is not scoped to compare or match existing facility conditions, or to determine a service strategy or plan of service to meet community needs.

While the findings of general areas or locales represent population needs, customer needs, and/or socioeconomic needs, depending upon the disposition of existing facilities and the preparation of a plan of service, local needs can ***potentially*** be satisfied by either:

1) **A new facility**

OR

2) **An existing, expanded facility**

OR

3) **Expanded community engagement**

Expanded community engagement would be anchored in an adjacent existing facility or in non-locational digital/virtual services. In either case, the need for a new facility would be obviated.

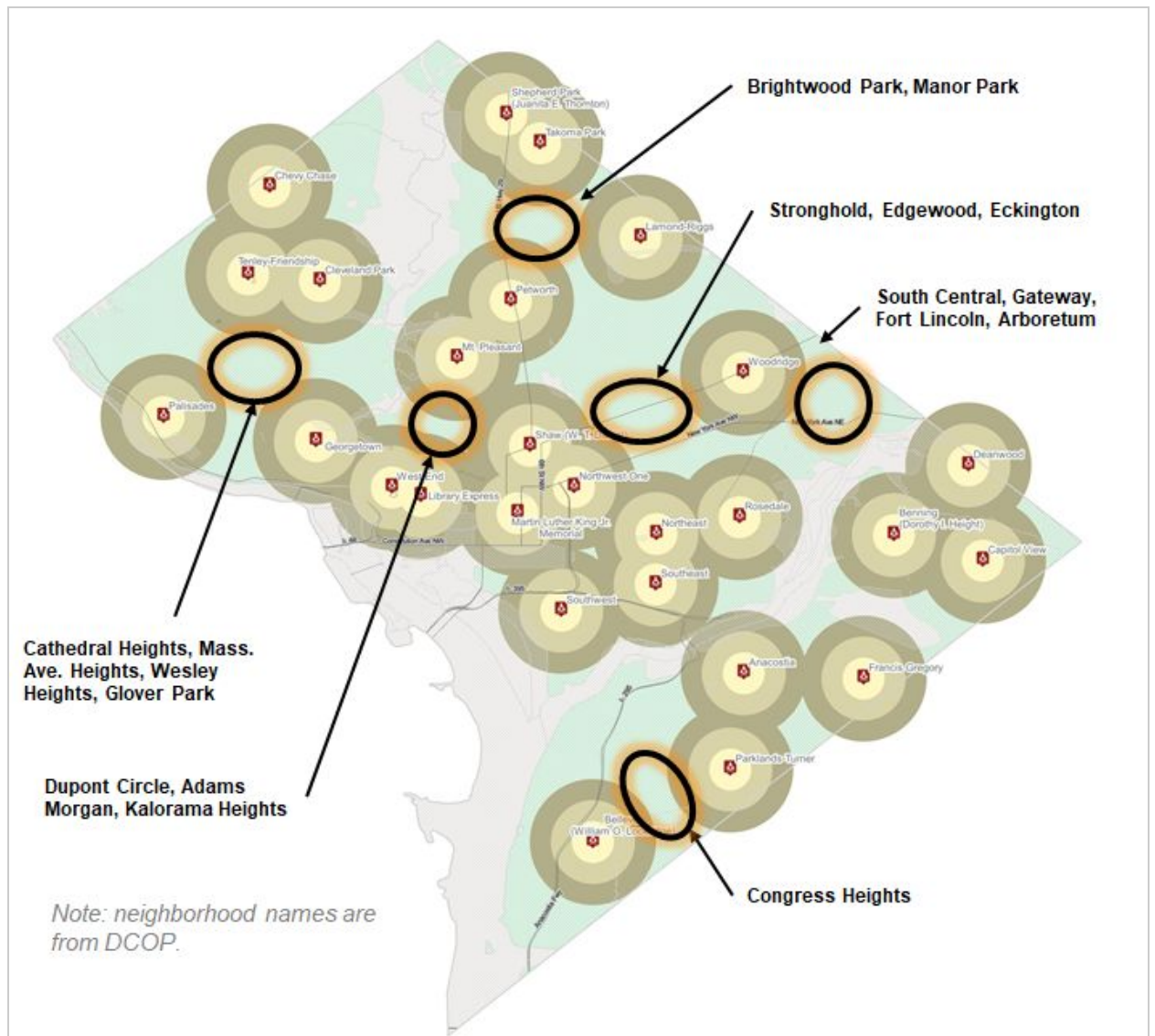
Ultimately the decision on which of these three approaches is employed depends upon the disposition of the existing facility and the plan of service that best meets population needs, customer needs, and socioeconomic needs. Determining the disposition of existing facilities and preparing service area plans is outside the scope of this document.

2.0 Findings

2.1 General Areas or Lcales

The following map describes the general areas or locales for new facilities. Black ovals with orange buffers represent general areas or locales for discussion of possible new facilities based upon the scan analysis.

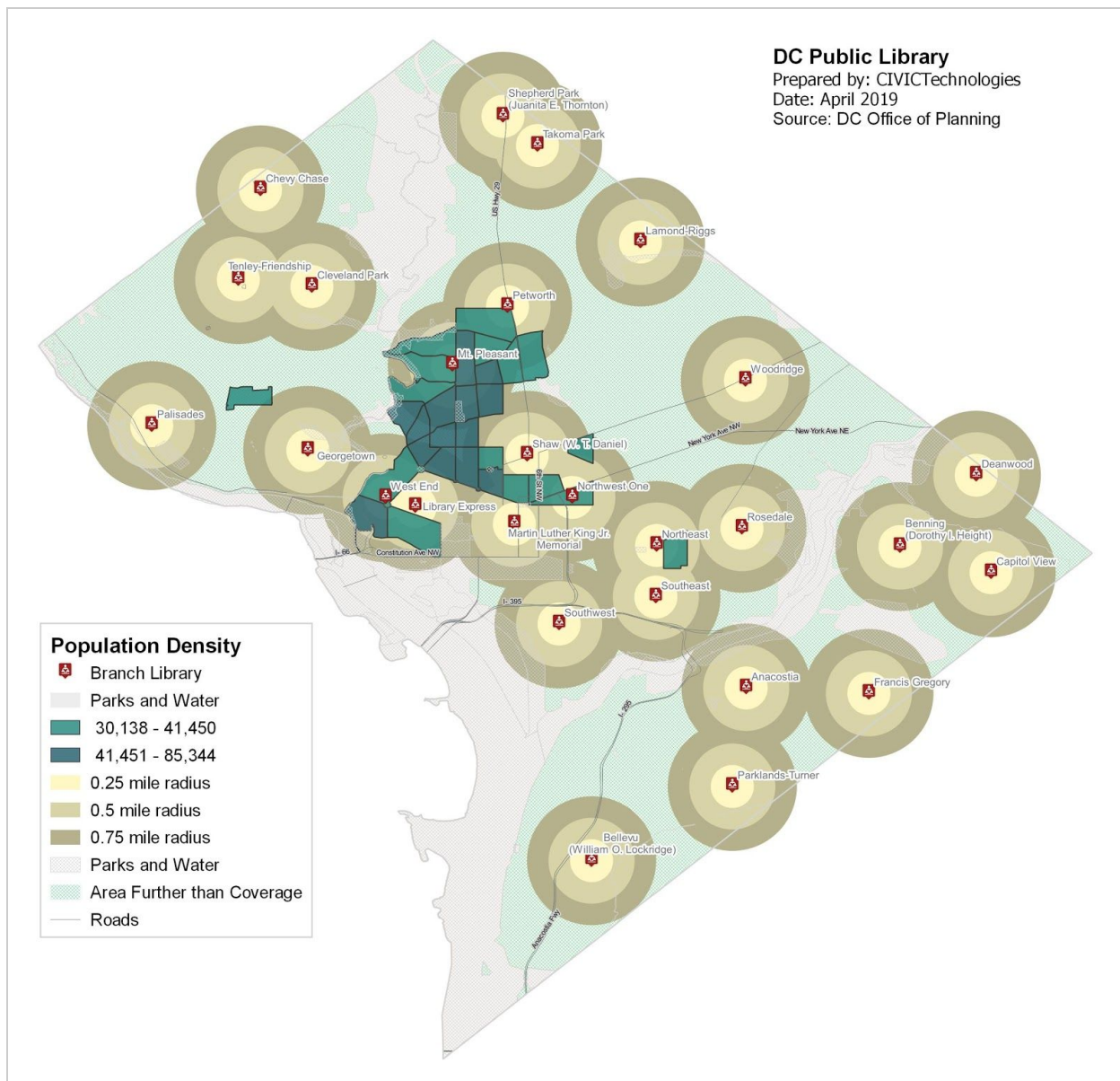
Map 1: Potential General Areas or Lcales



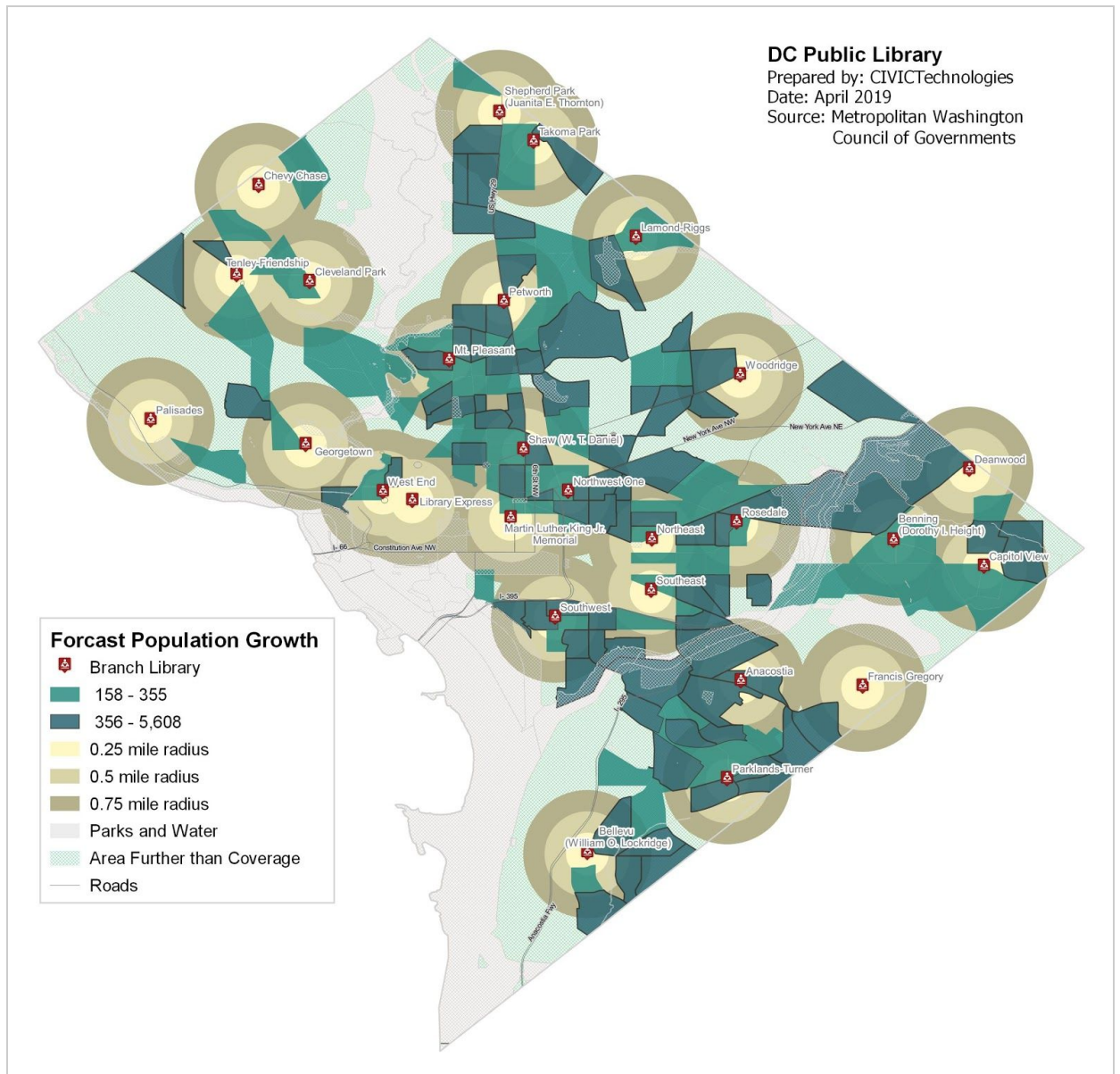
3.0 Visually-Based Qualitative Analysis

3.1 Key Feature Relationships

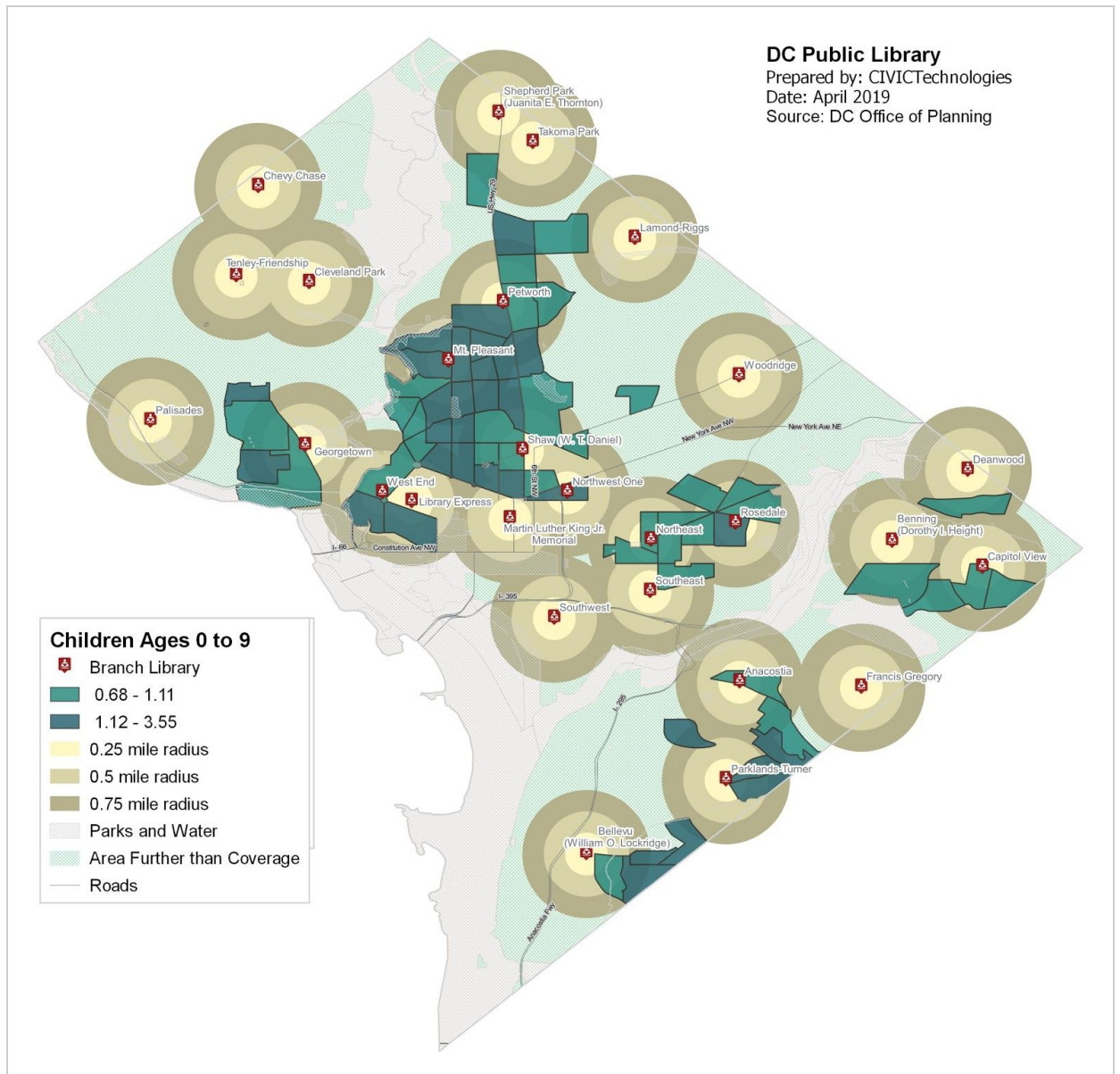
Map 3.1: Population Density



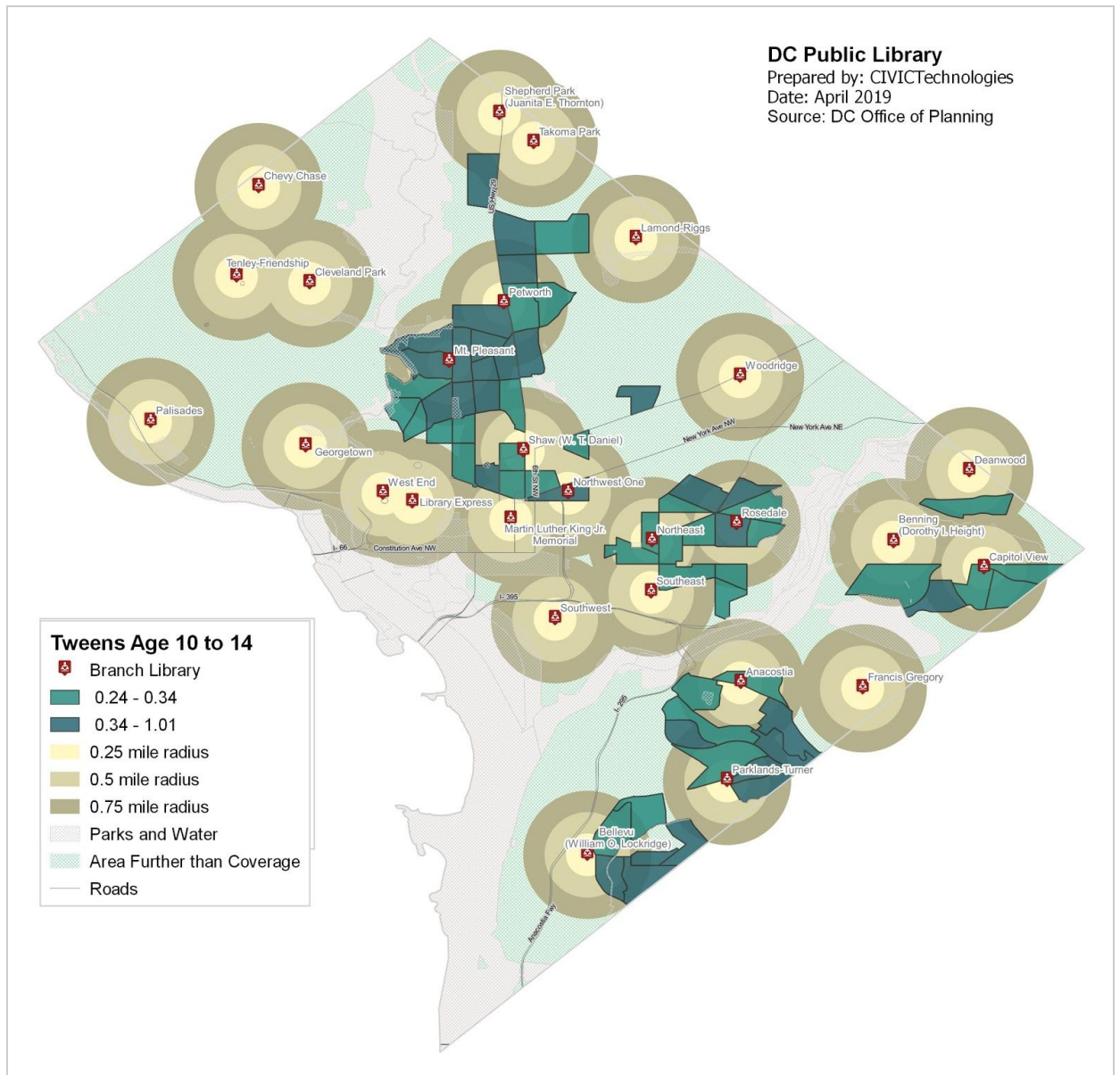
Map 3.2: Forecast Population Growth



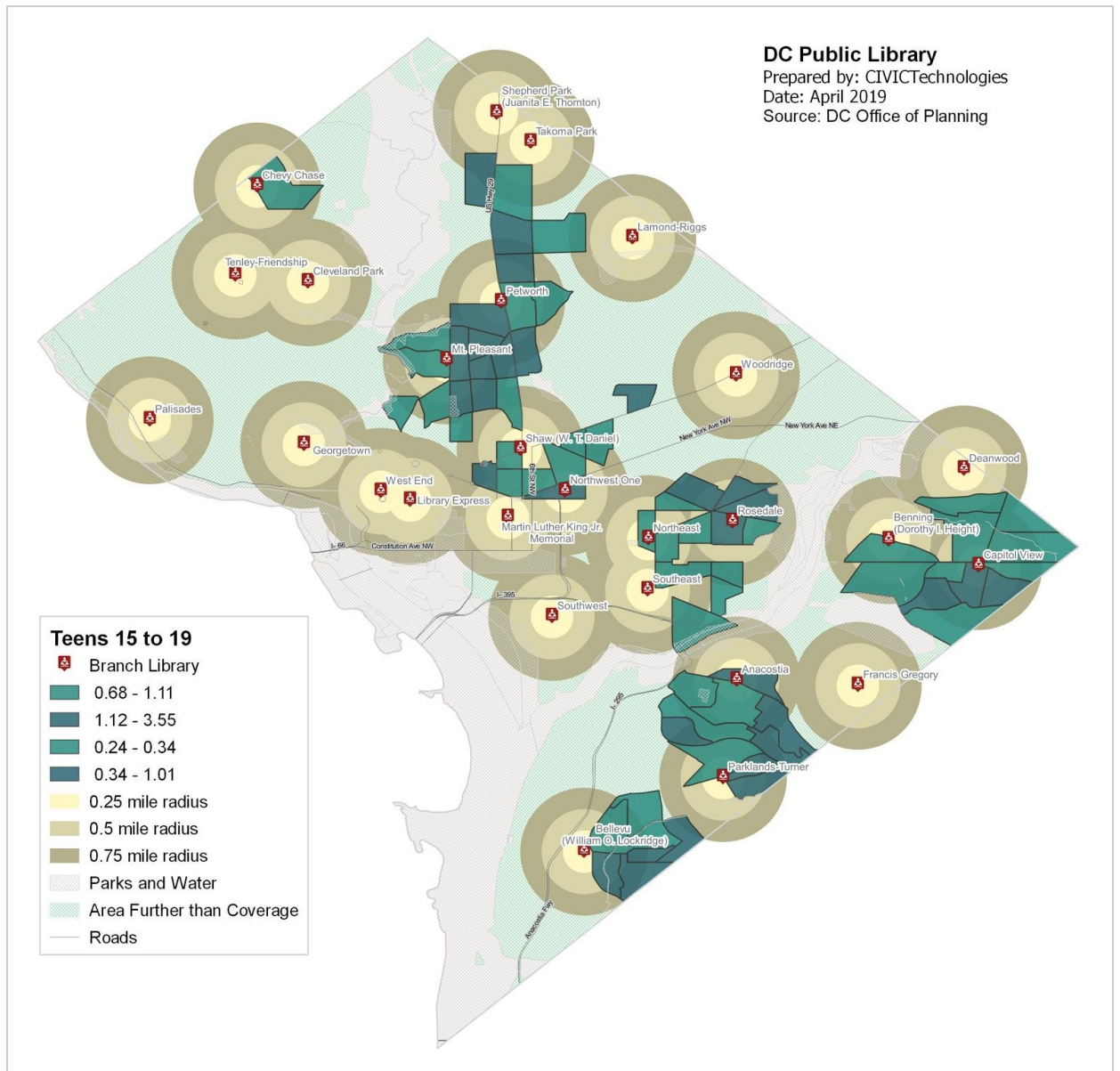
Map 3.3: Age 0 to 9



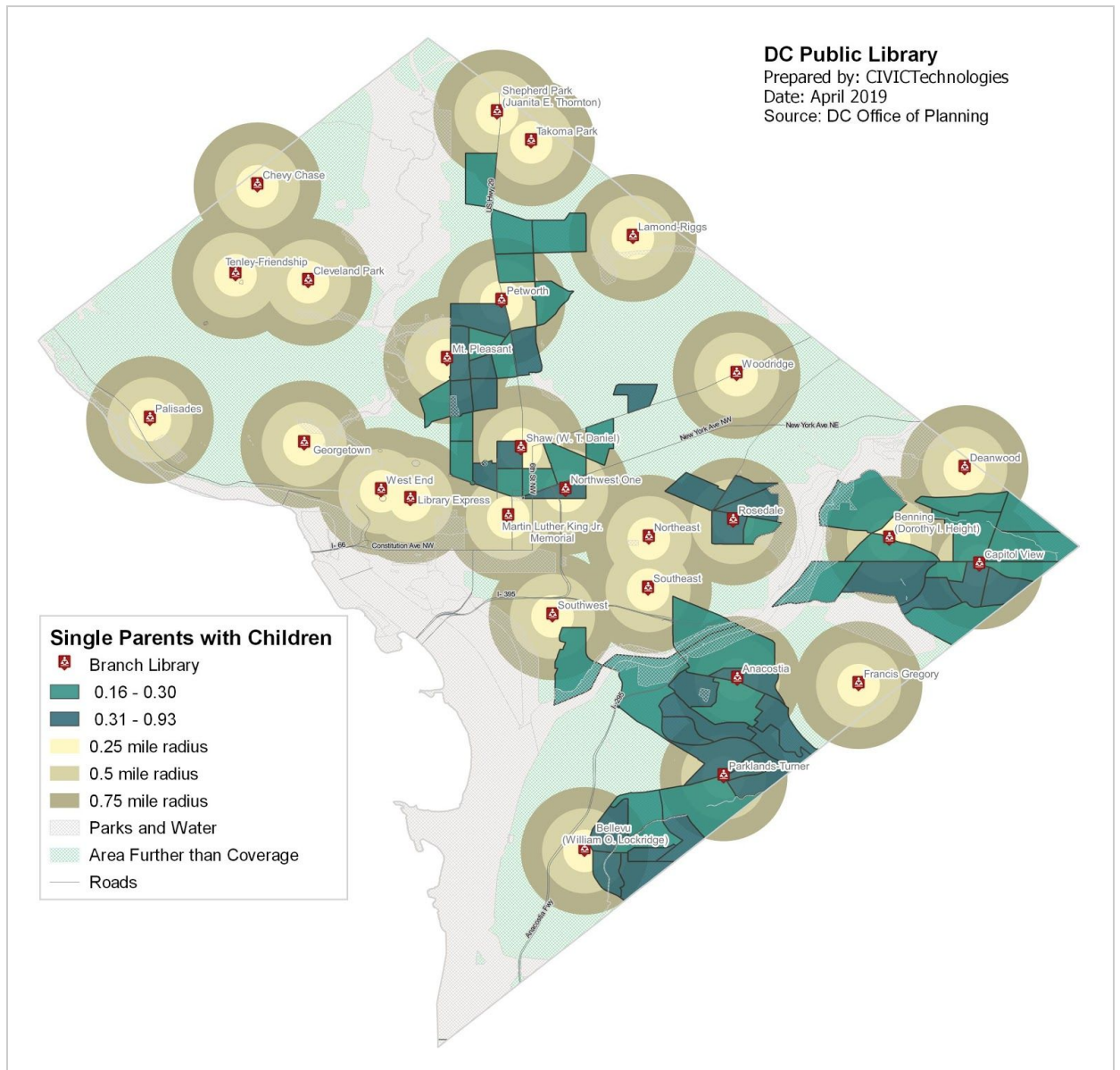
Map 3.4: Age 10 to 14



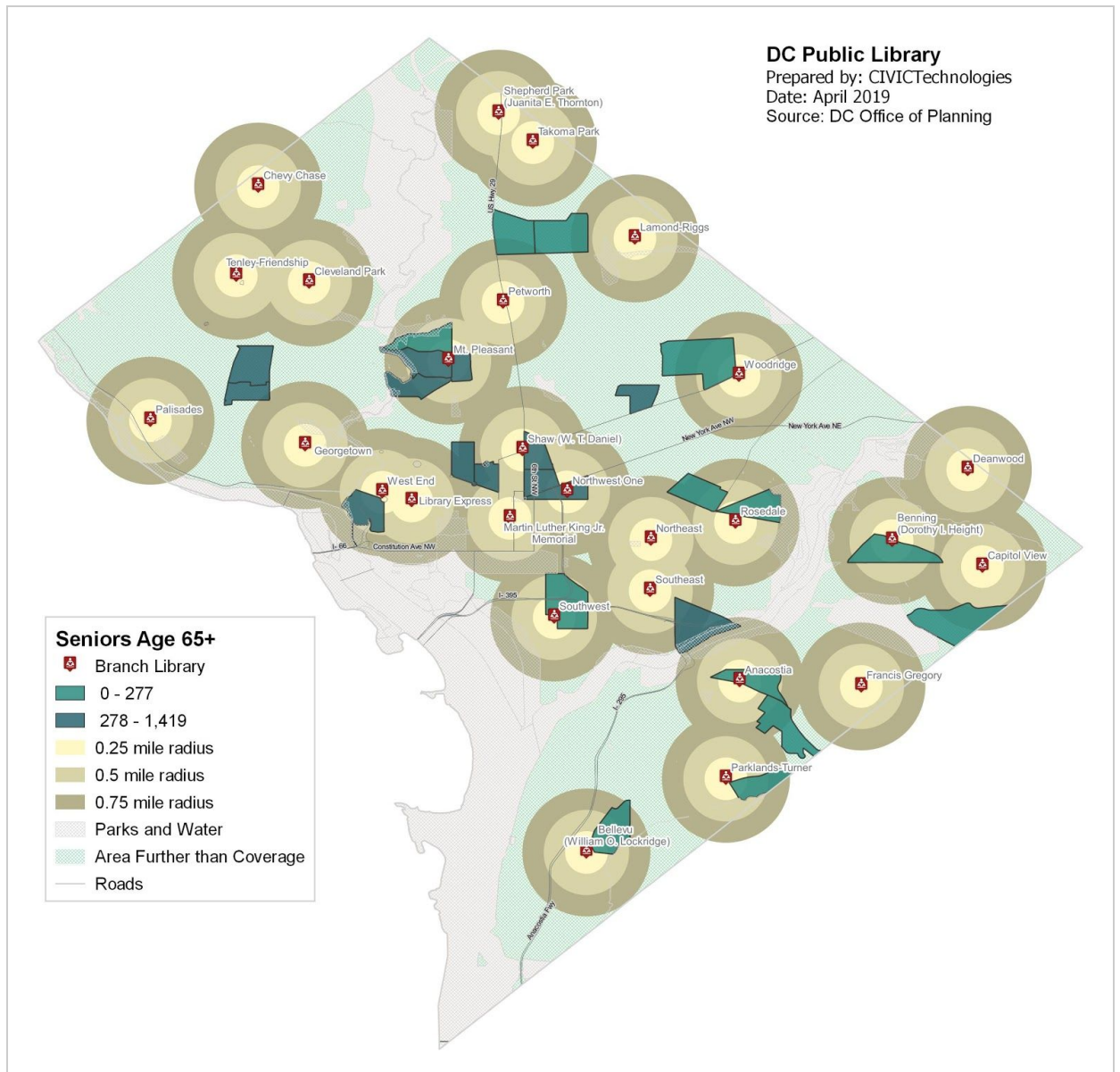
Map 3.5: Age 15 to 19



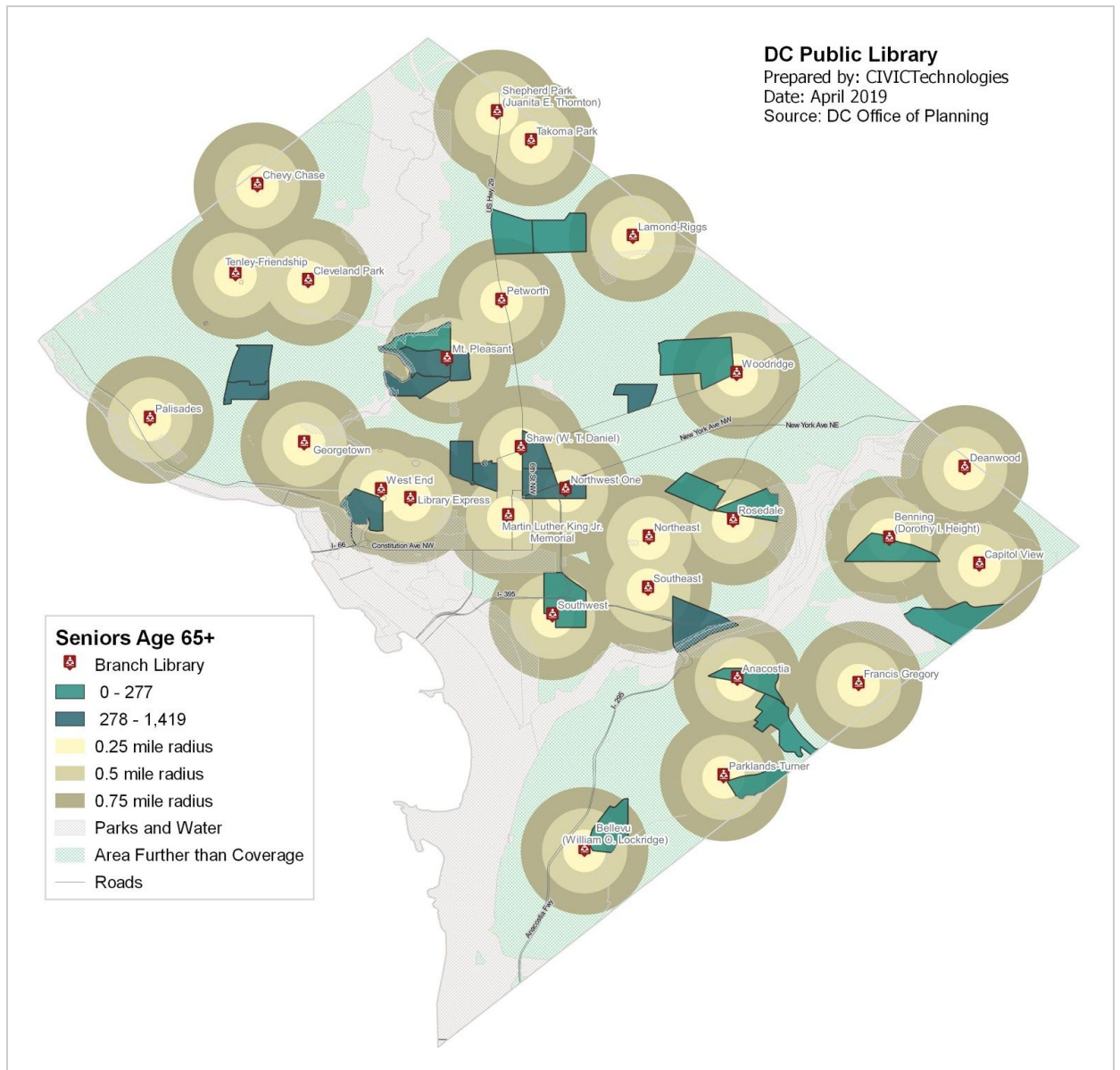
Map 3.6: Single Parents with Children



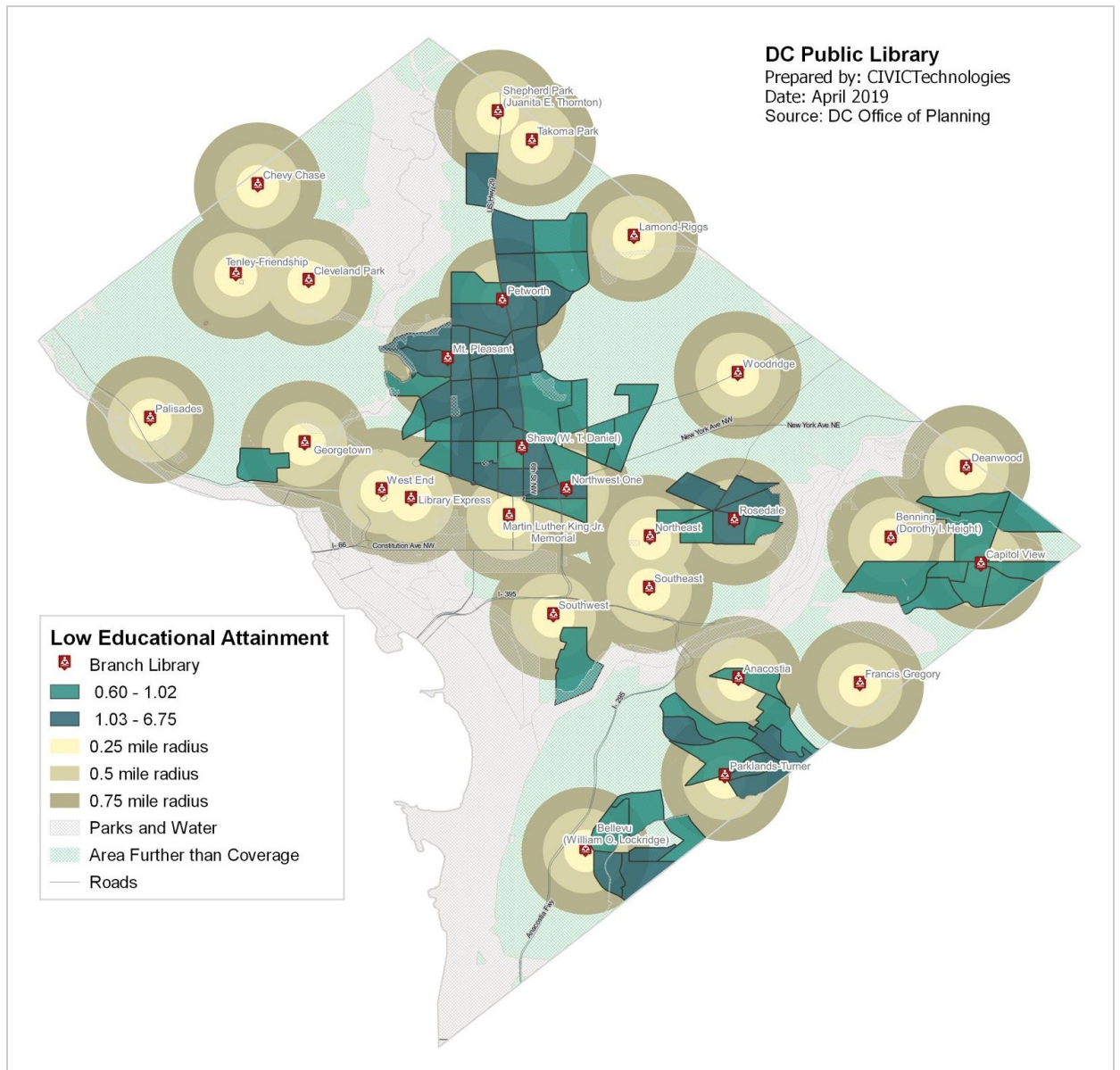
Map 3.7: Age 65+



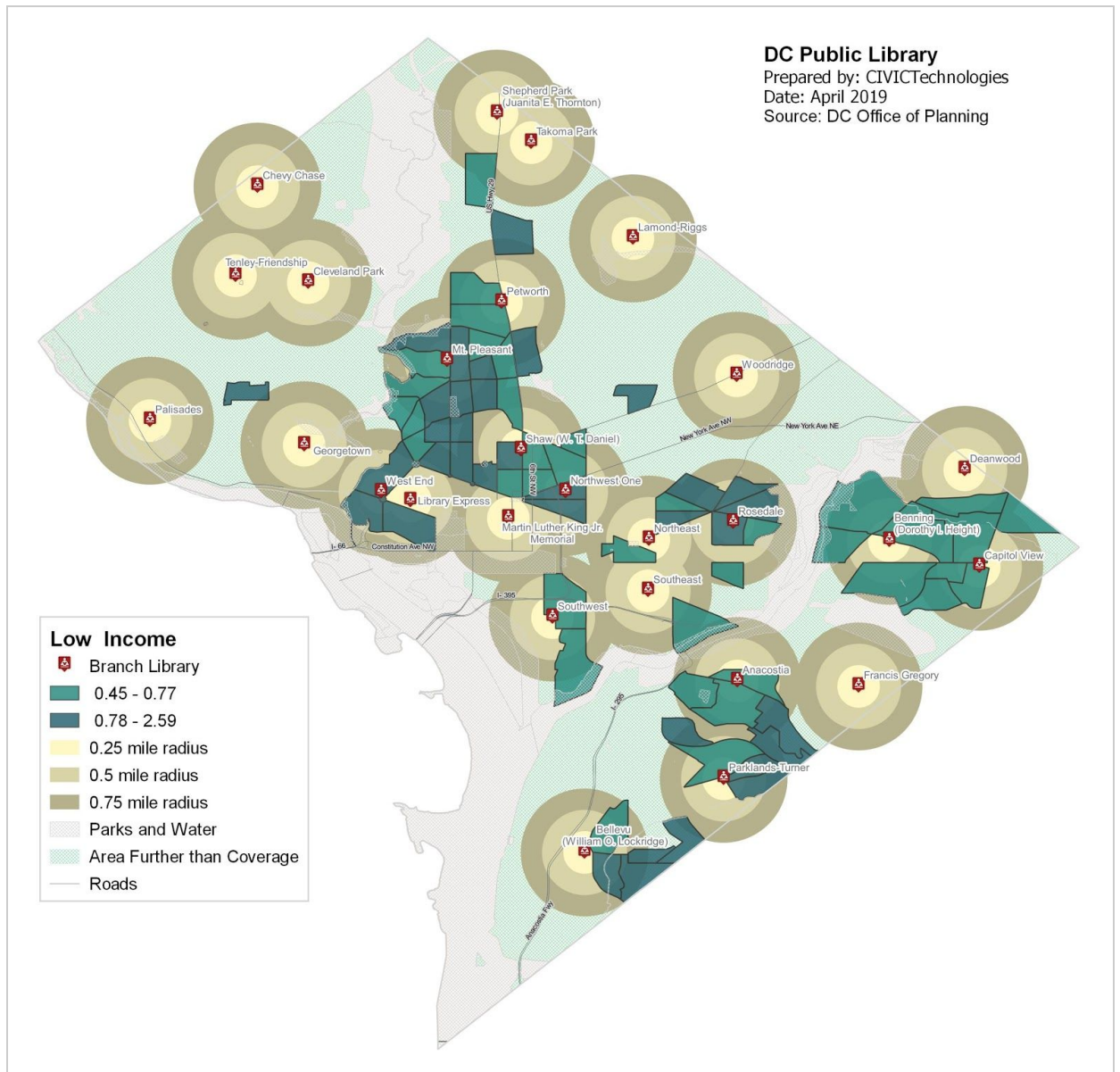
Map 3.8: Age 65+ Single Occupancy Households



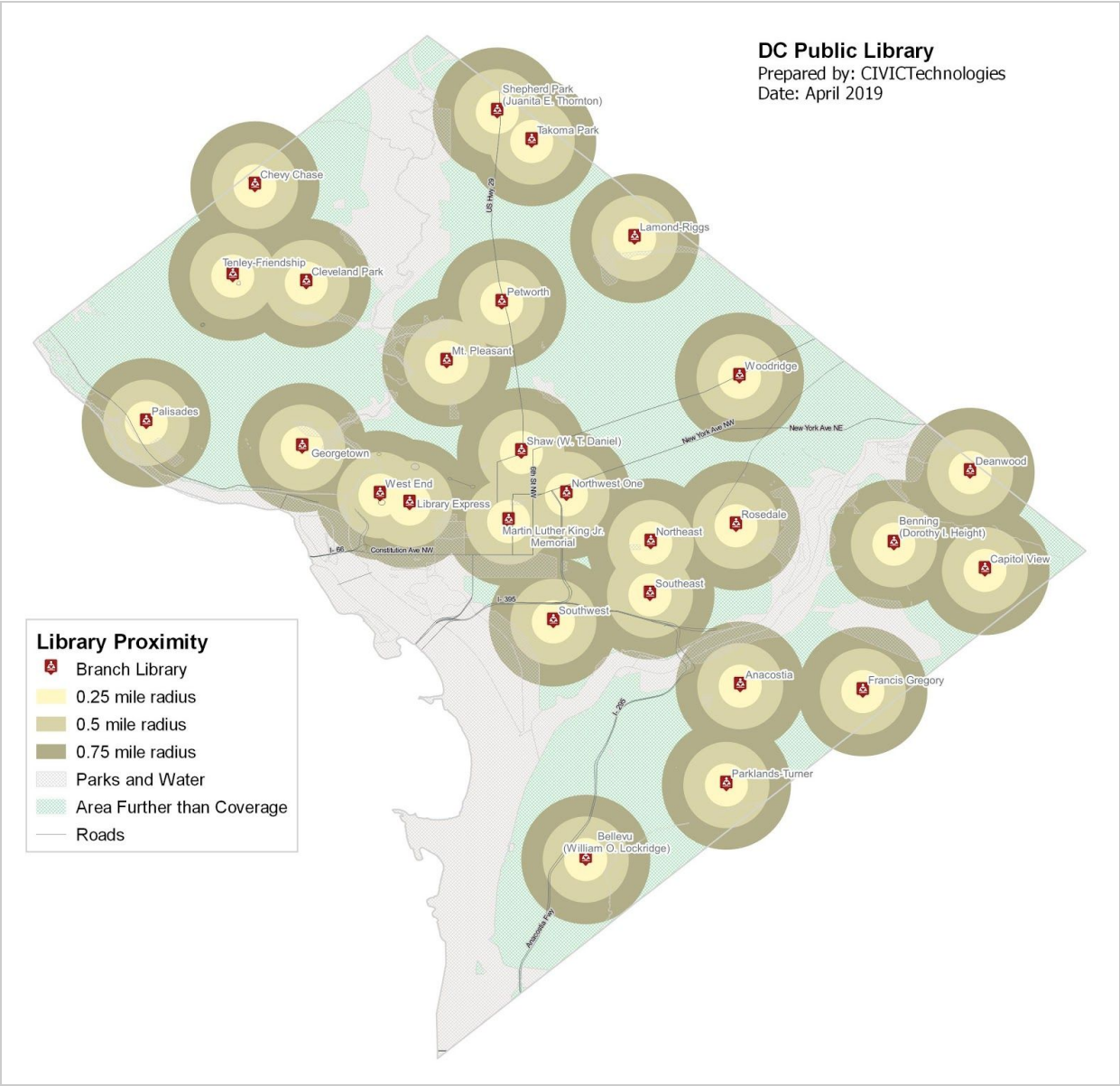
Map 3.9: Low Educational Attainment



Map 3.10: Low Income Households



Map 3.11: Library Proximity



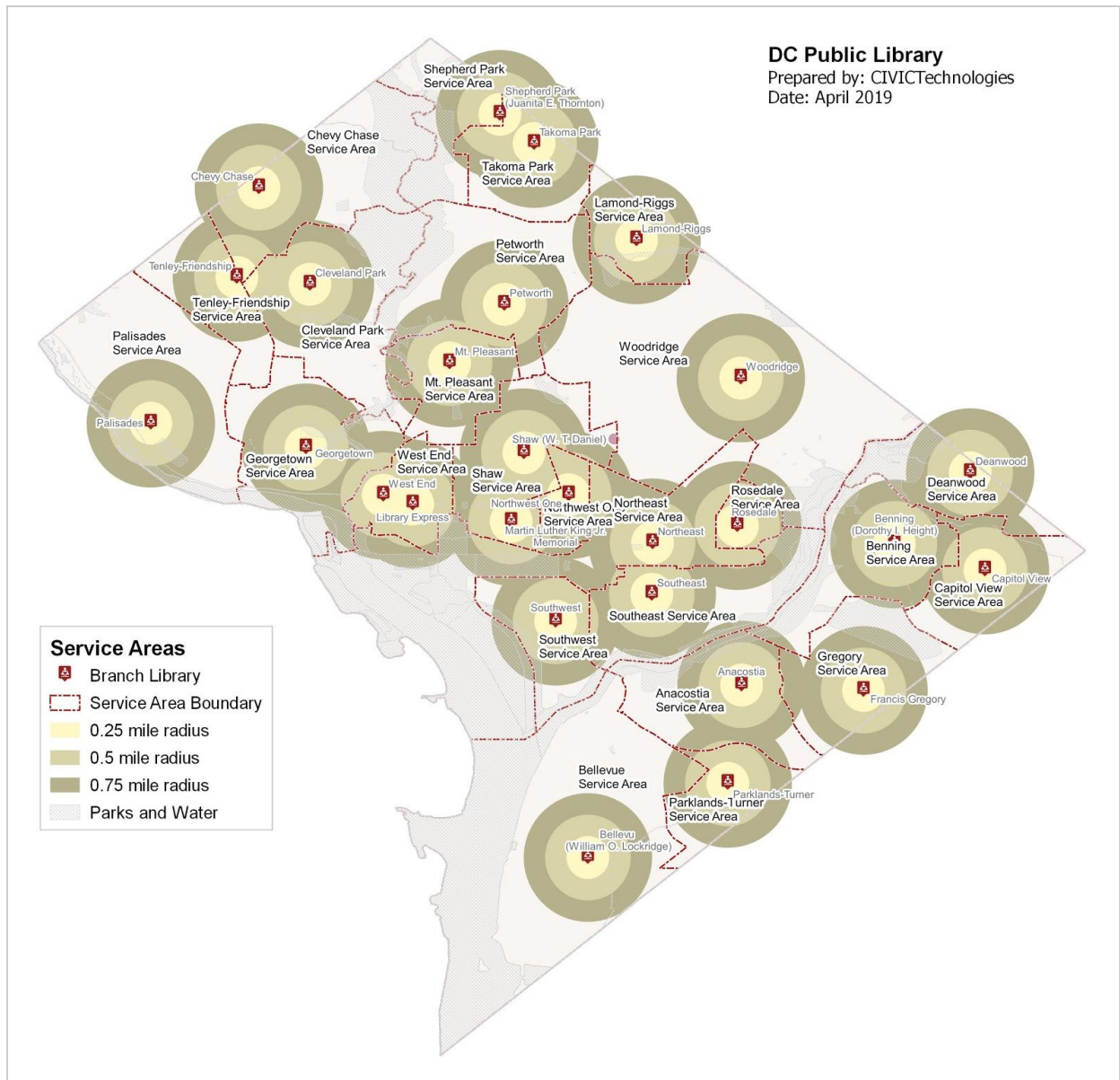
Distance Between Libraries

- Branch Library
- Distance
- 0.25 mile radius
- 0.5 mile radius
- 0.75 mile radius
- Parks and Water
- Area Further than Coverage
- Roads

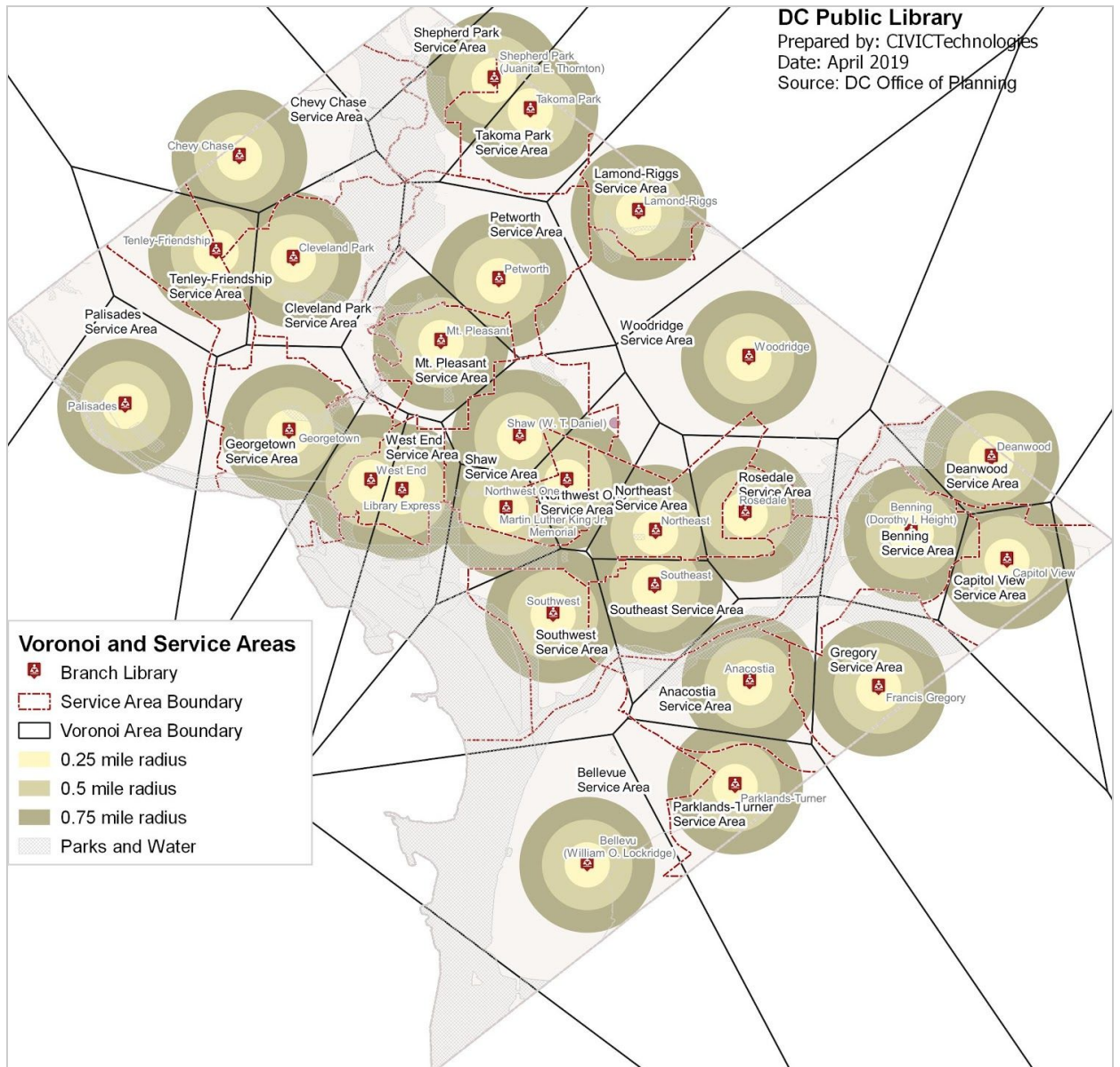
DC Public Library
Prepared by: CIVICTechnologies
Date: April 2019

Map showing the locations of DC Public Library branches and the distances between them. The map includes a legend for distance between libraries, branch library locations, and various map features like parks, water, and roads. The legend indicates that red lines with numbers represent distances between branch libraries, and concentric circles represent 0.25, 0.5, and 0.75 mile radii. The map shows the locations of 28 branch libraries across the District of Columbia, with distances between them marked on red lines. The map also shows parks and water bodies in light green, and areas further than coverage in light blue. Roads are shown as grey lines.

Map 3.13: Service Areas



Map 3.14: Voronoi Distances



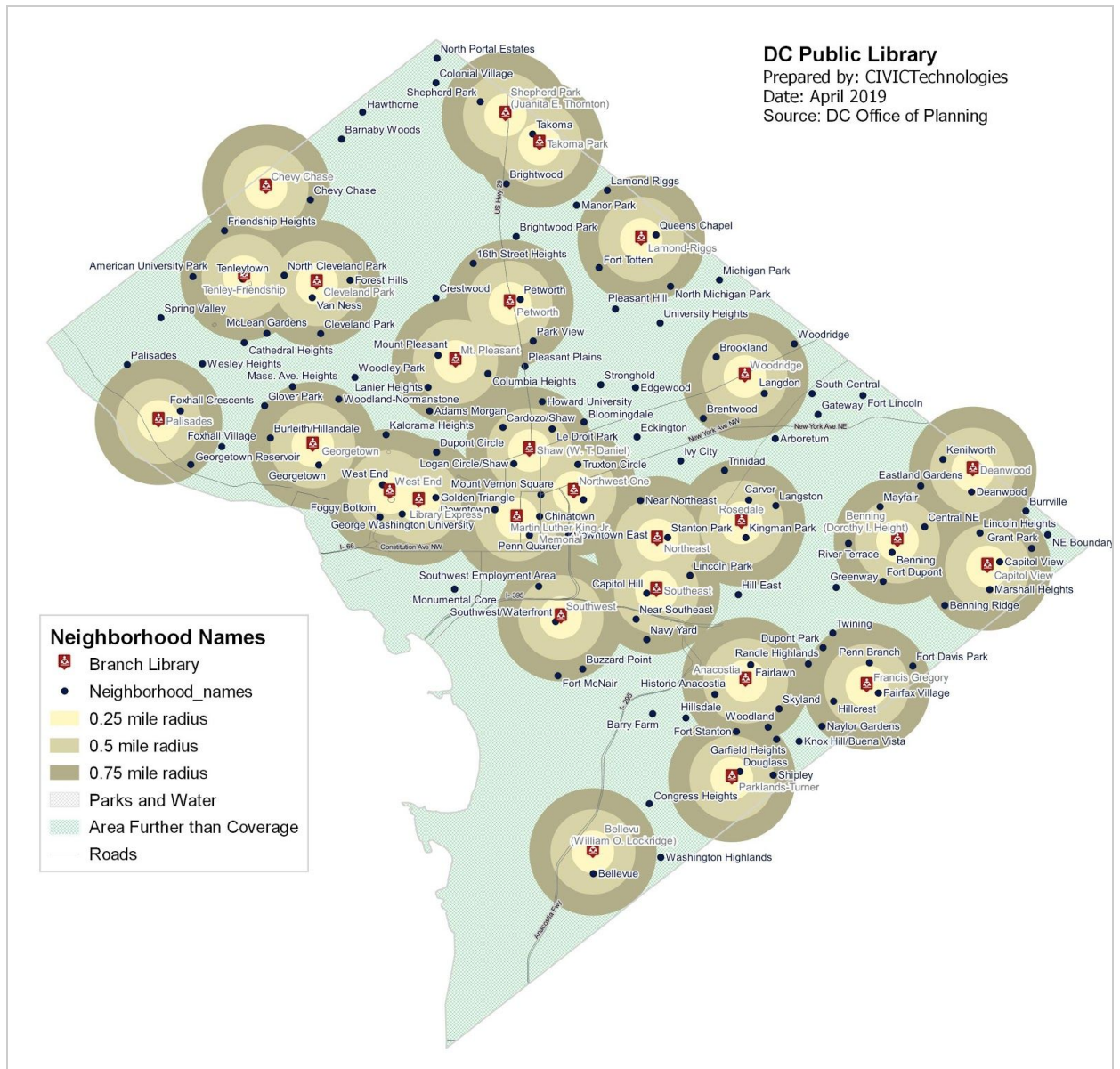
DC Public Library
 Prepared by: CIVICTechnologies
 Date: April 2019
 Source: DC Office of Planning

Transit Station Proximity

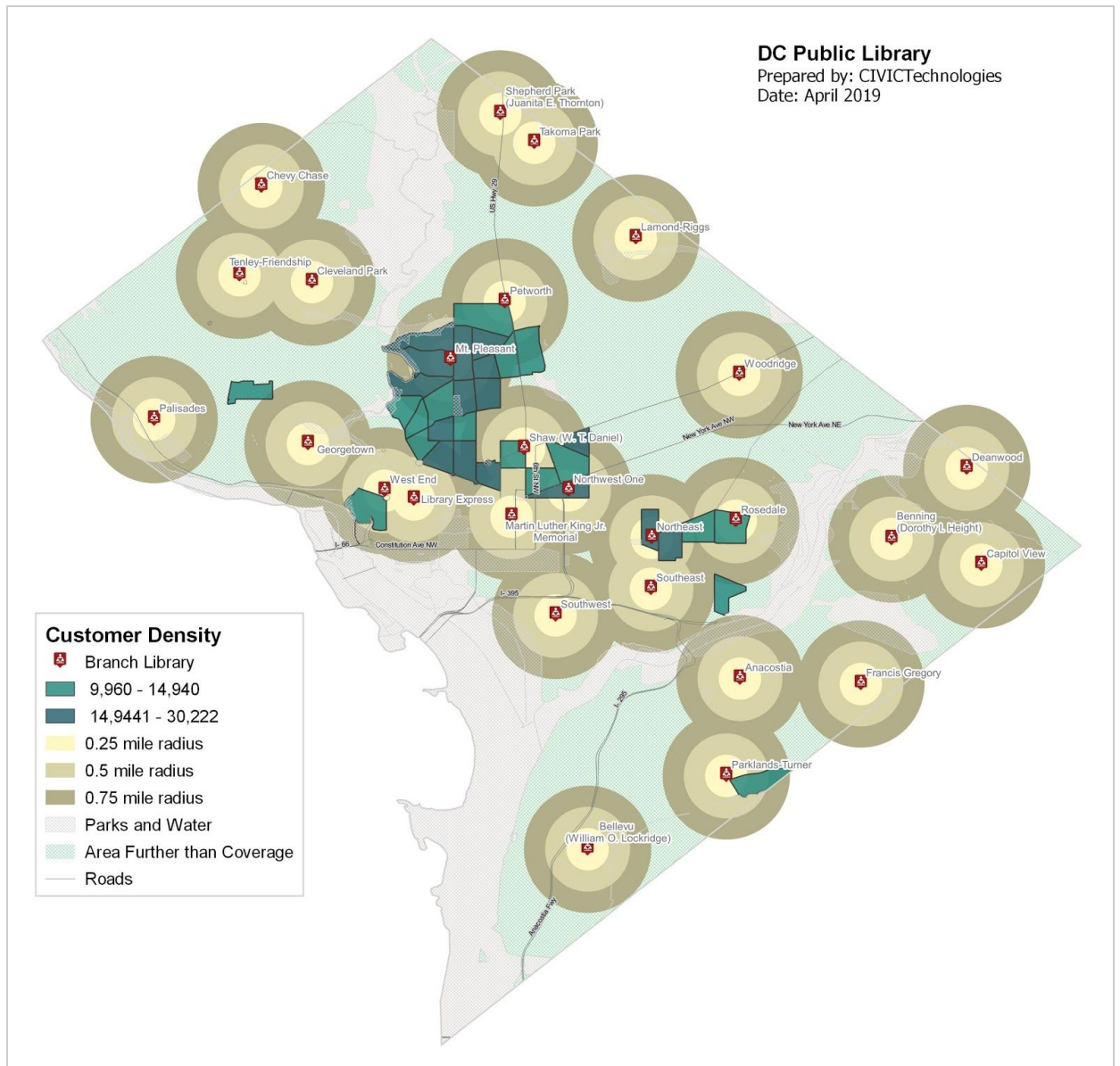
- Branch Library
- DC Metro Stations
- 0.5 mile radius
- Parks and Water
- Area Further than Coverage
- Distance
- Roads

The map displays the proximity of DC Public Library branches to DC Metro stations. Each library branch is marked with a red square icon, and each Metro station is marked with a blue circle icon. A blue line connects each library branch to its nearest Metro station, with the distance labeled. The map also shows the 0.5-mile radius around each Metro station and the areas further than coverage. The map includes labels for various DC neighborhoods and landmarks, such as Palisades, Georgetown, West End, Foggy Bottom-GWU, Library Express, Martin Luther King Jr. Memorial Library, and Capitol View.

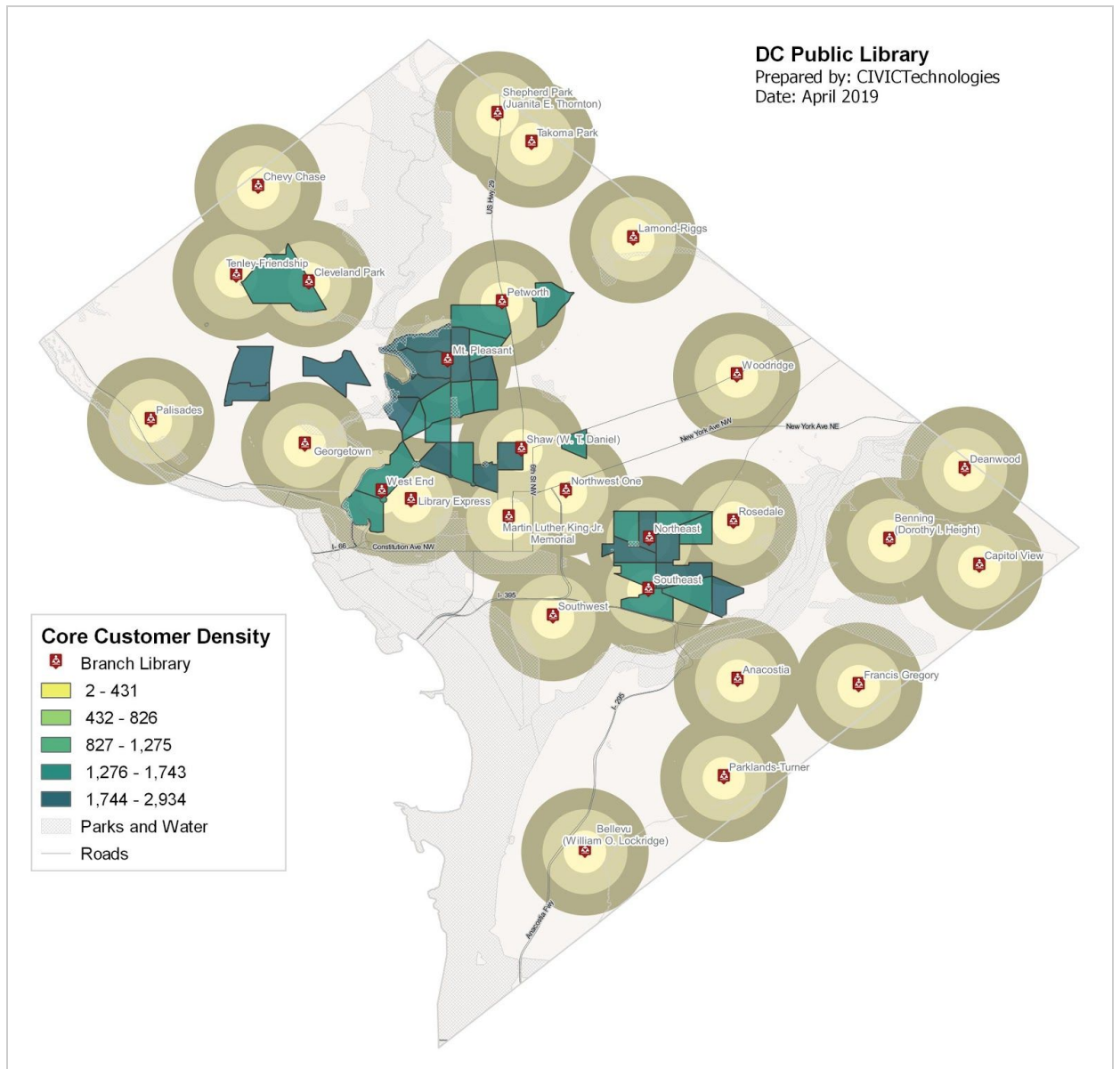
Map 3.16: Neighborhood Names



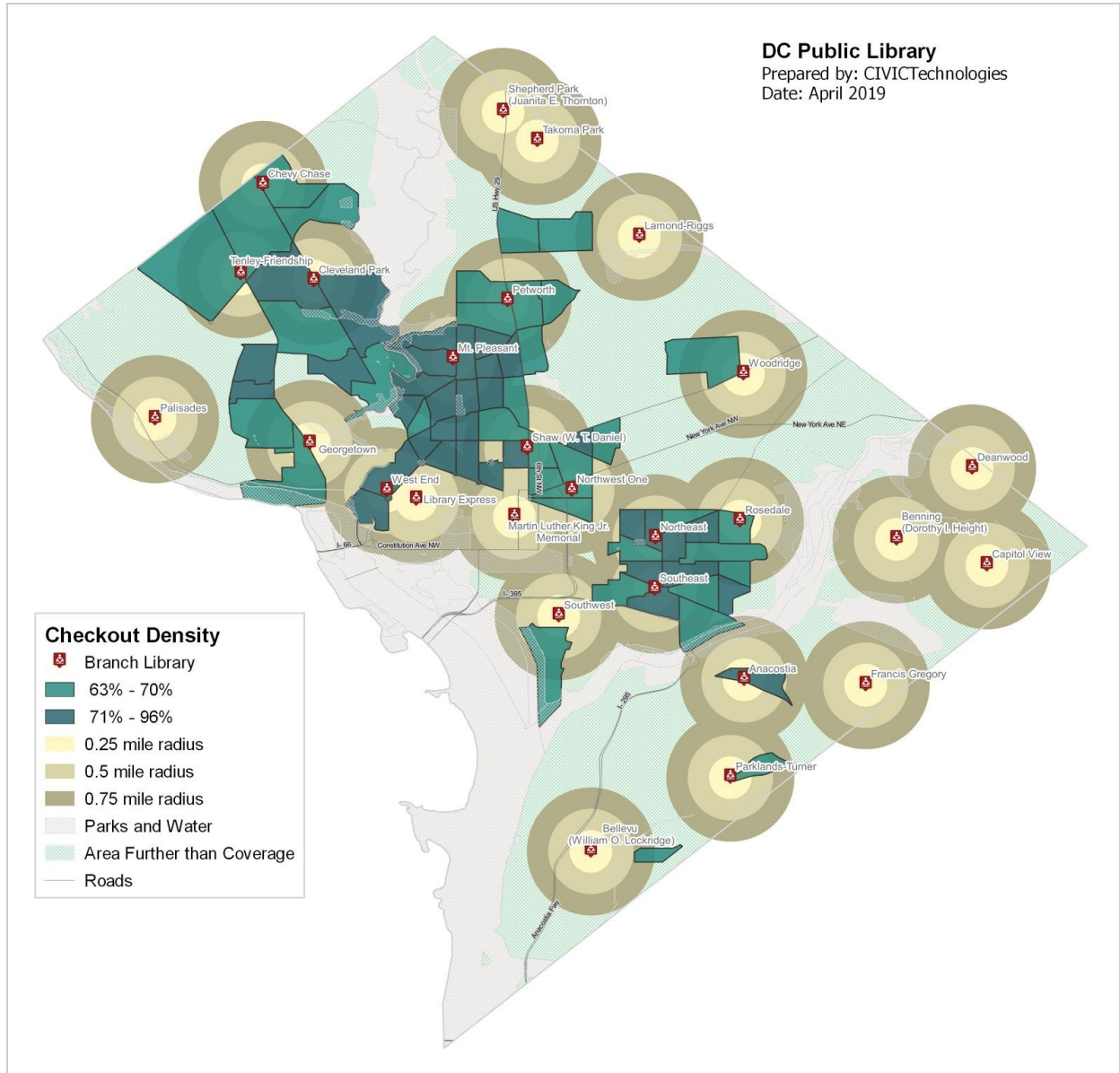
Map 3.17: Customer Density



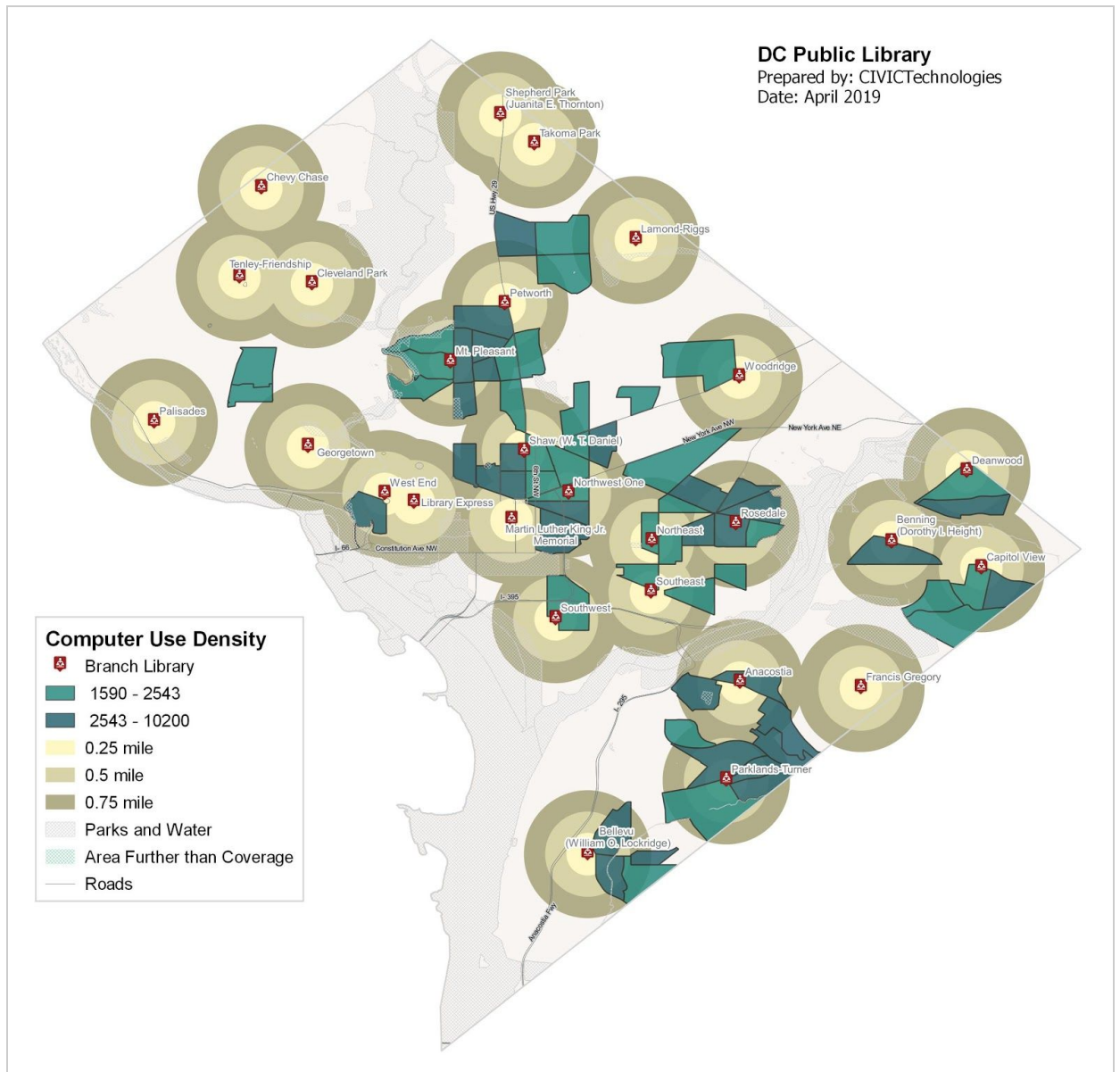
Map 3.18: Core Customer Density



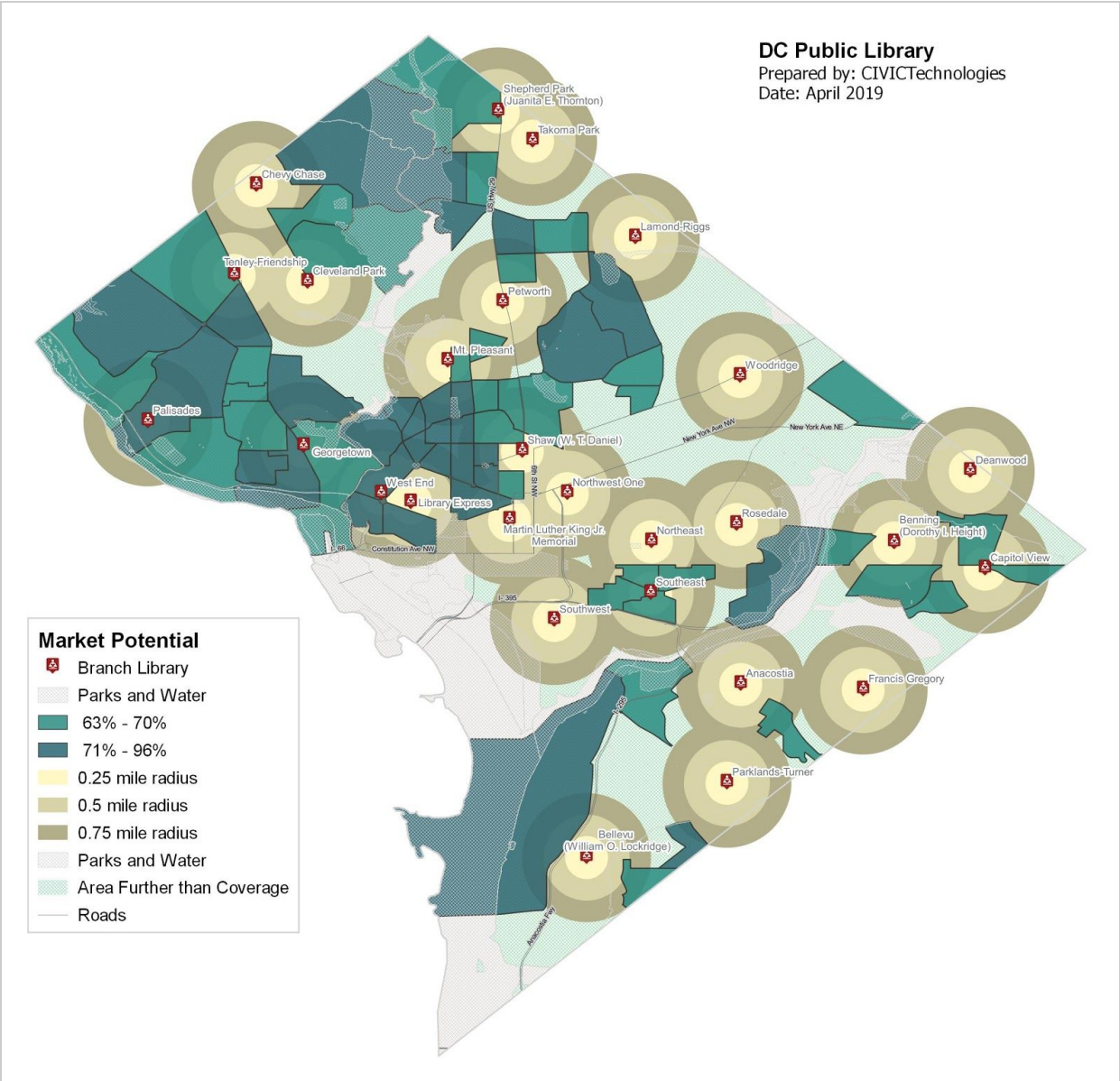
Map 3.19: Checkout Density



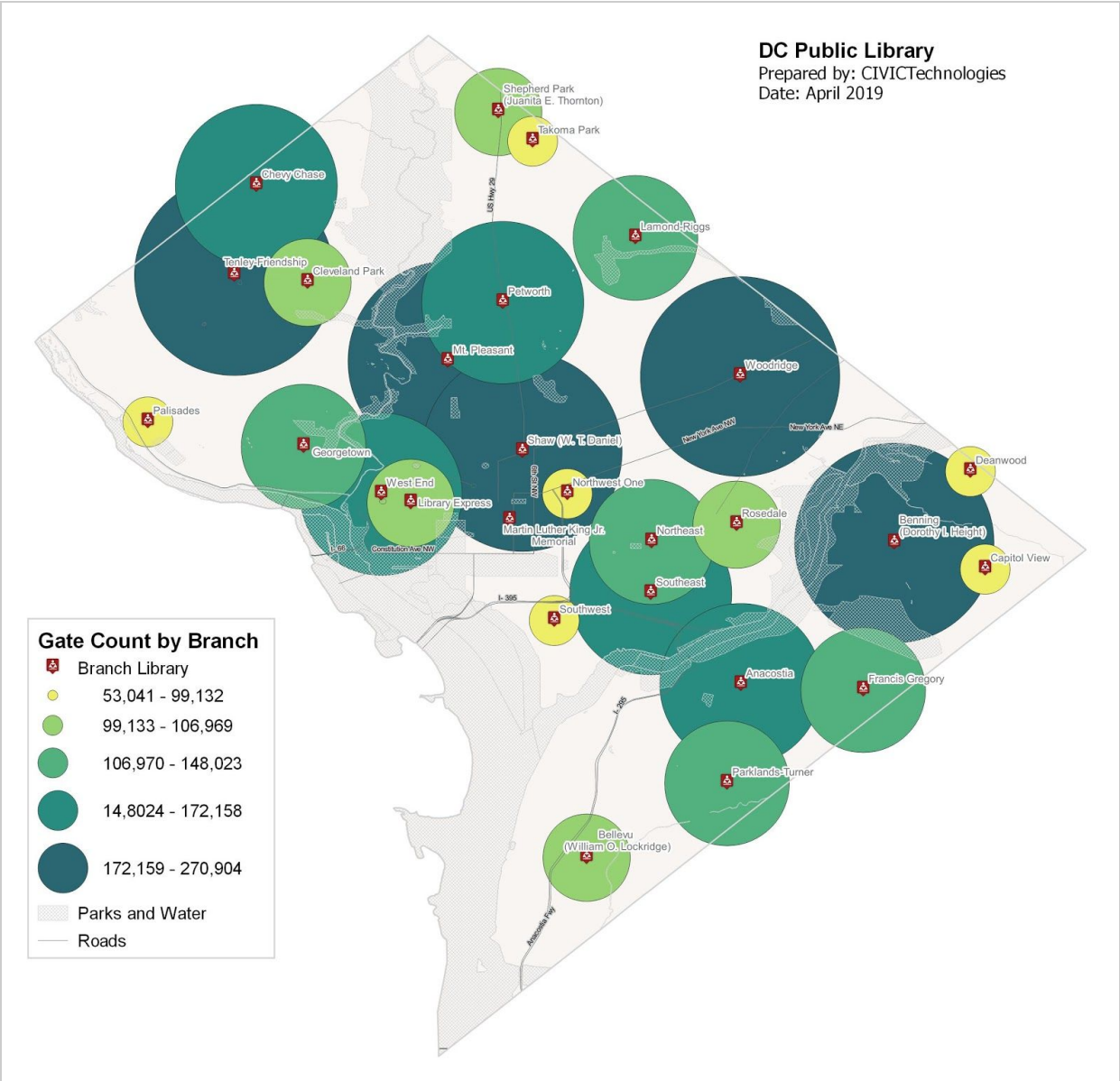
Map 3.20: Computer Use Density



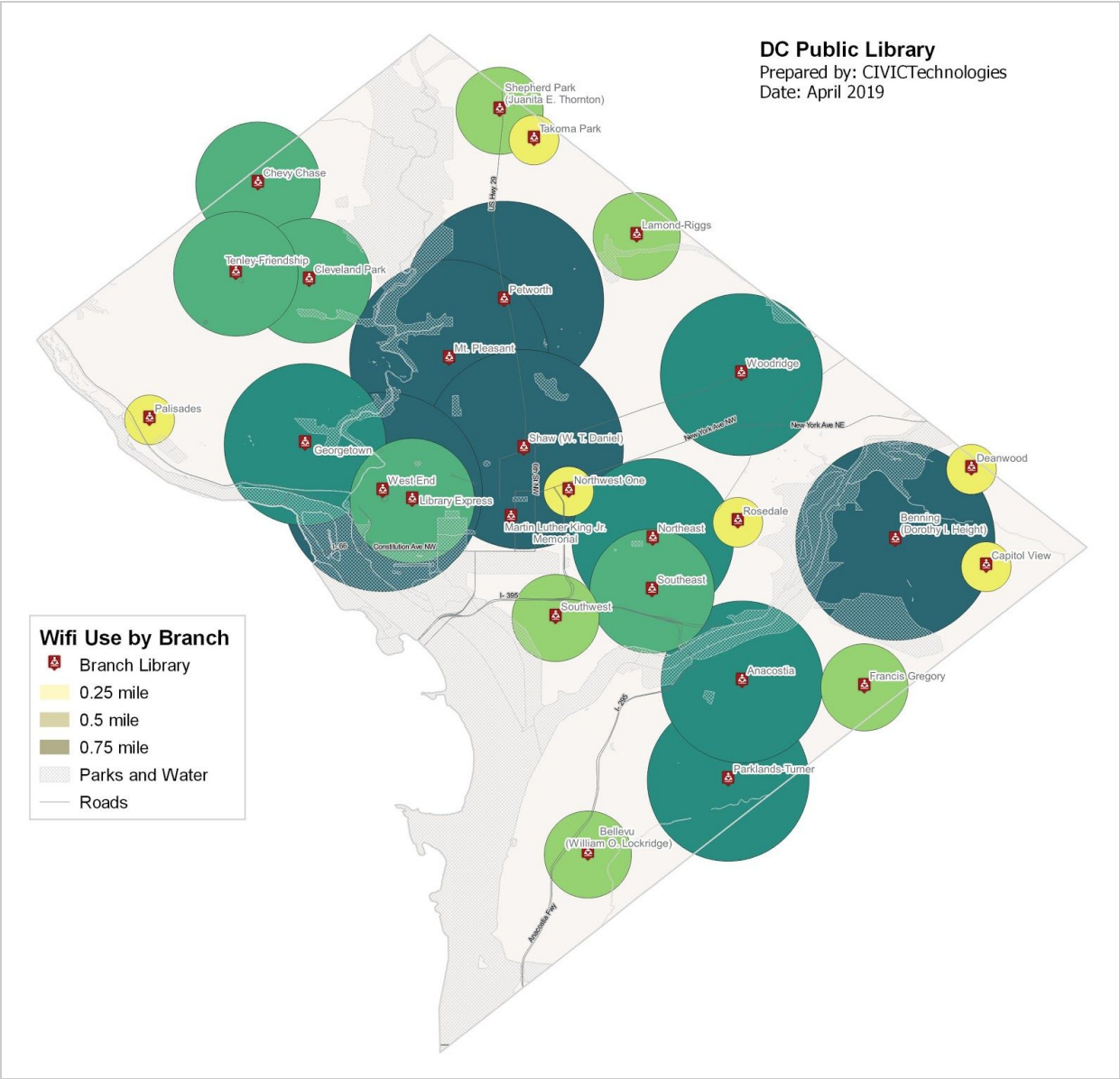
Map 3.21: Market Potential



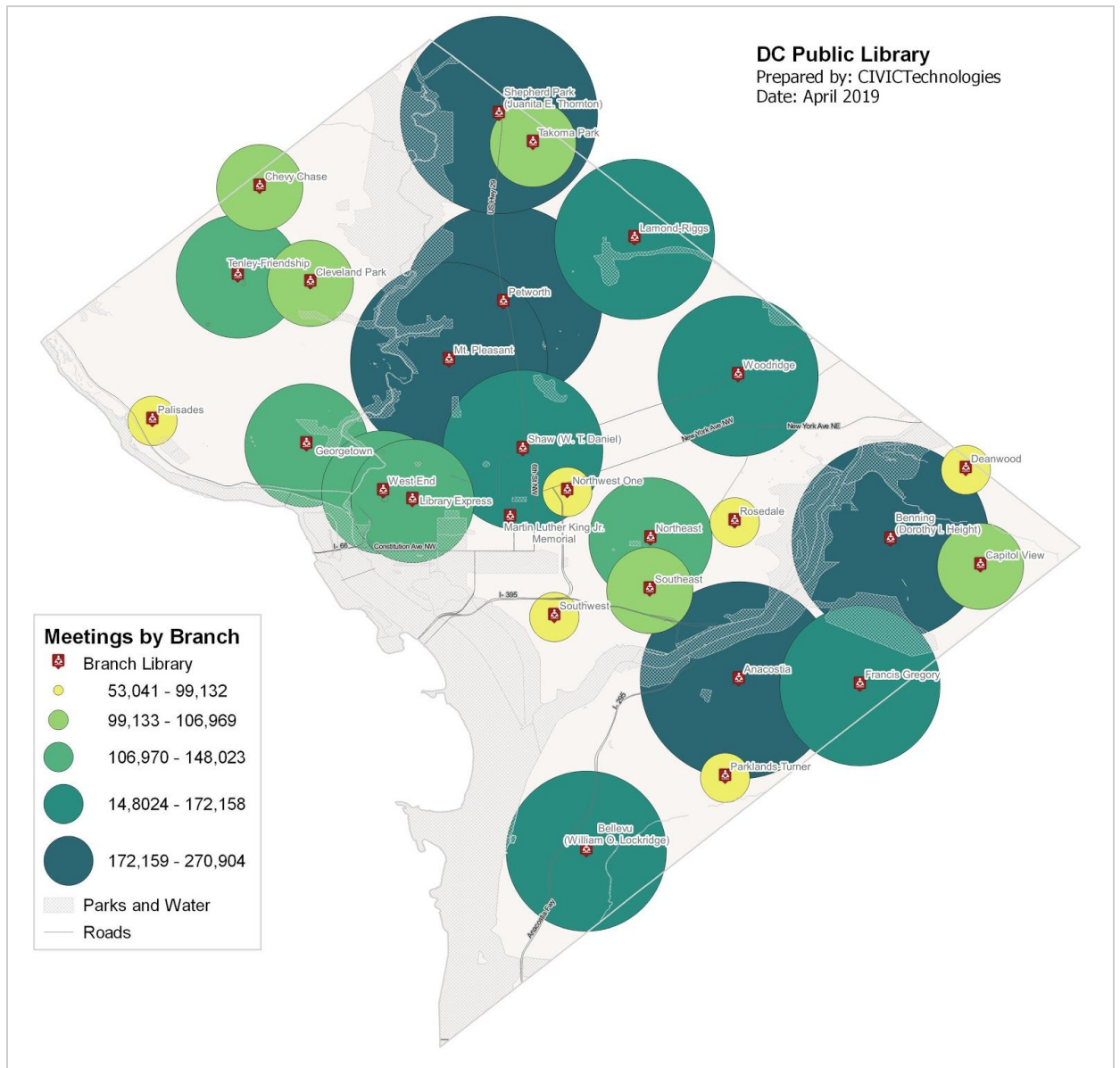
Map 3.22: Gate Count By Library



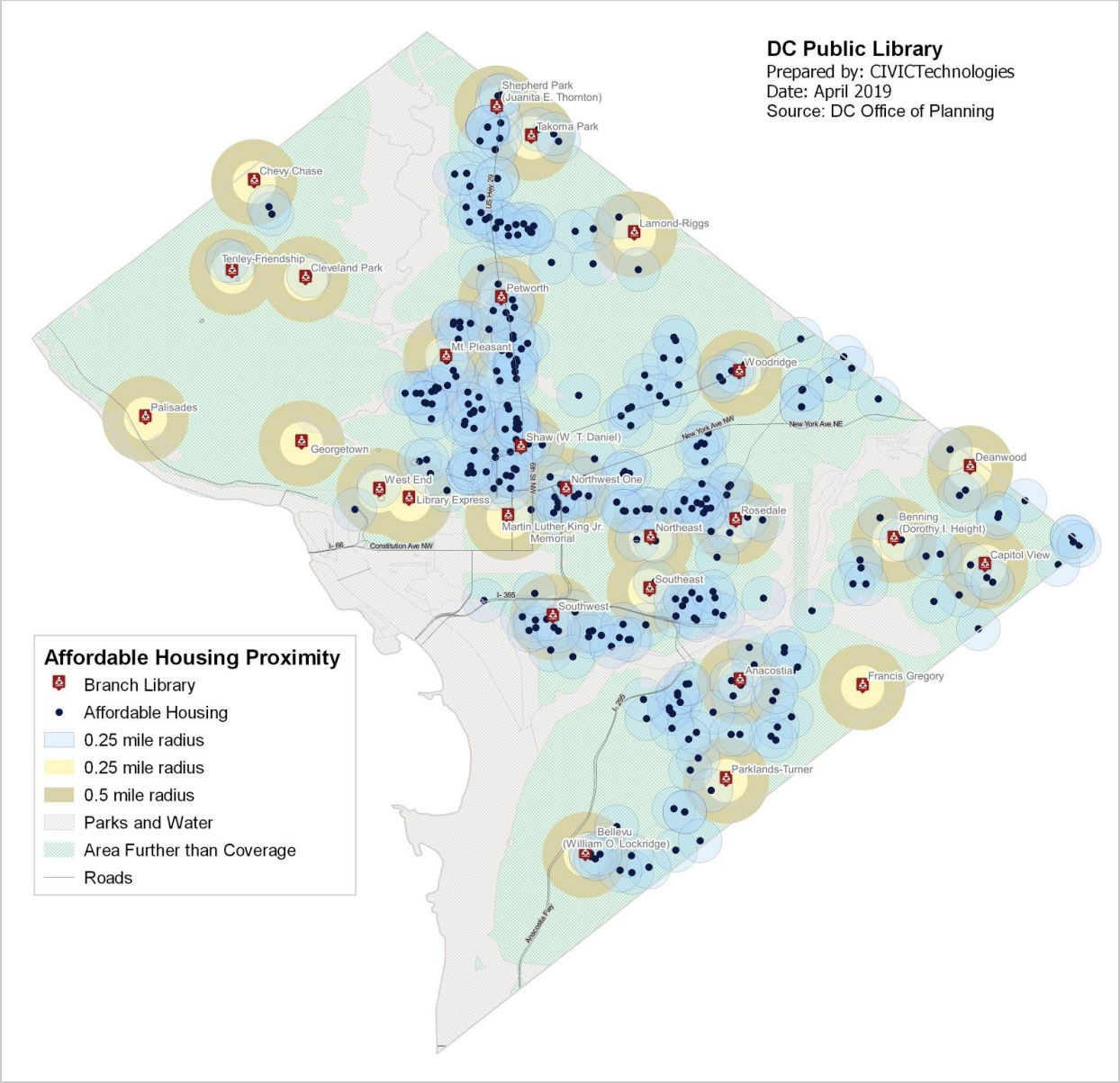
Map 3.23: Wi-Fi Use by Library



Map 3.24: Meetings by Library

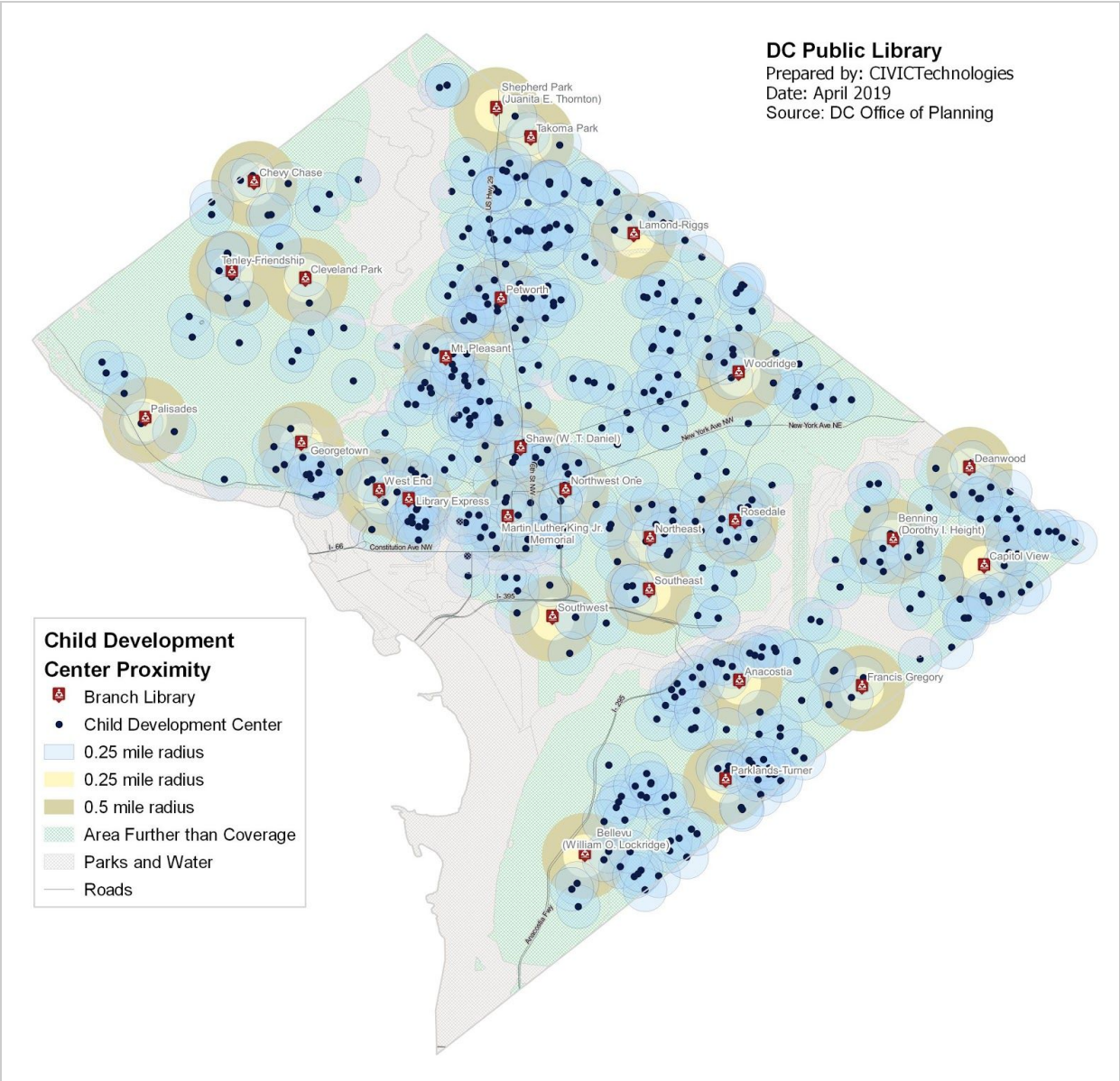


Map 3.25: Affordable Housing Proximity

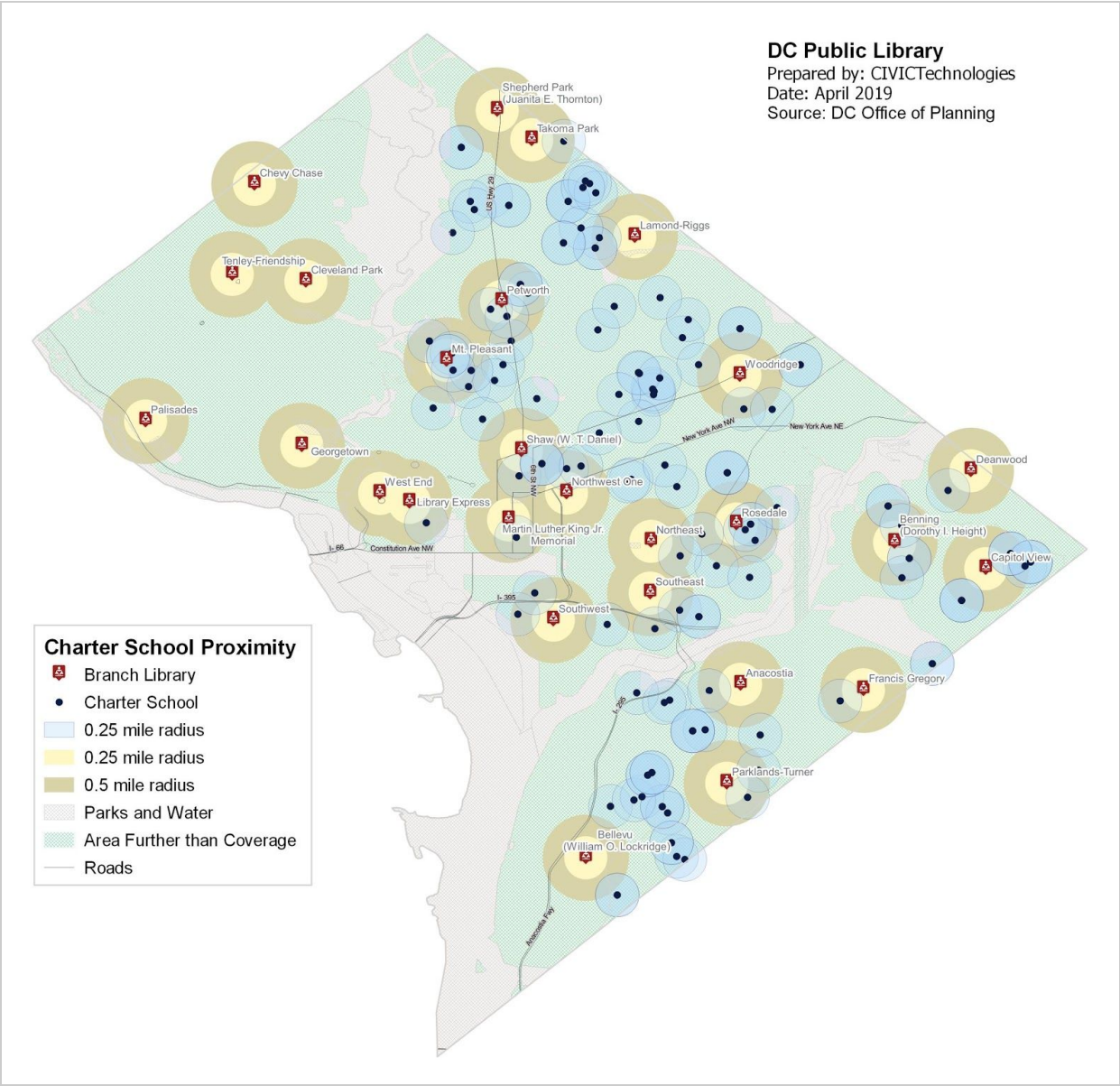


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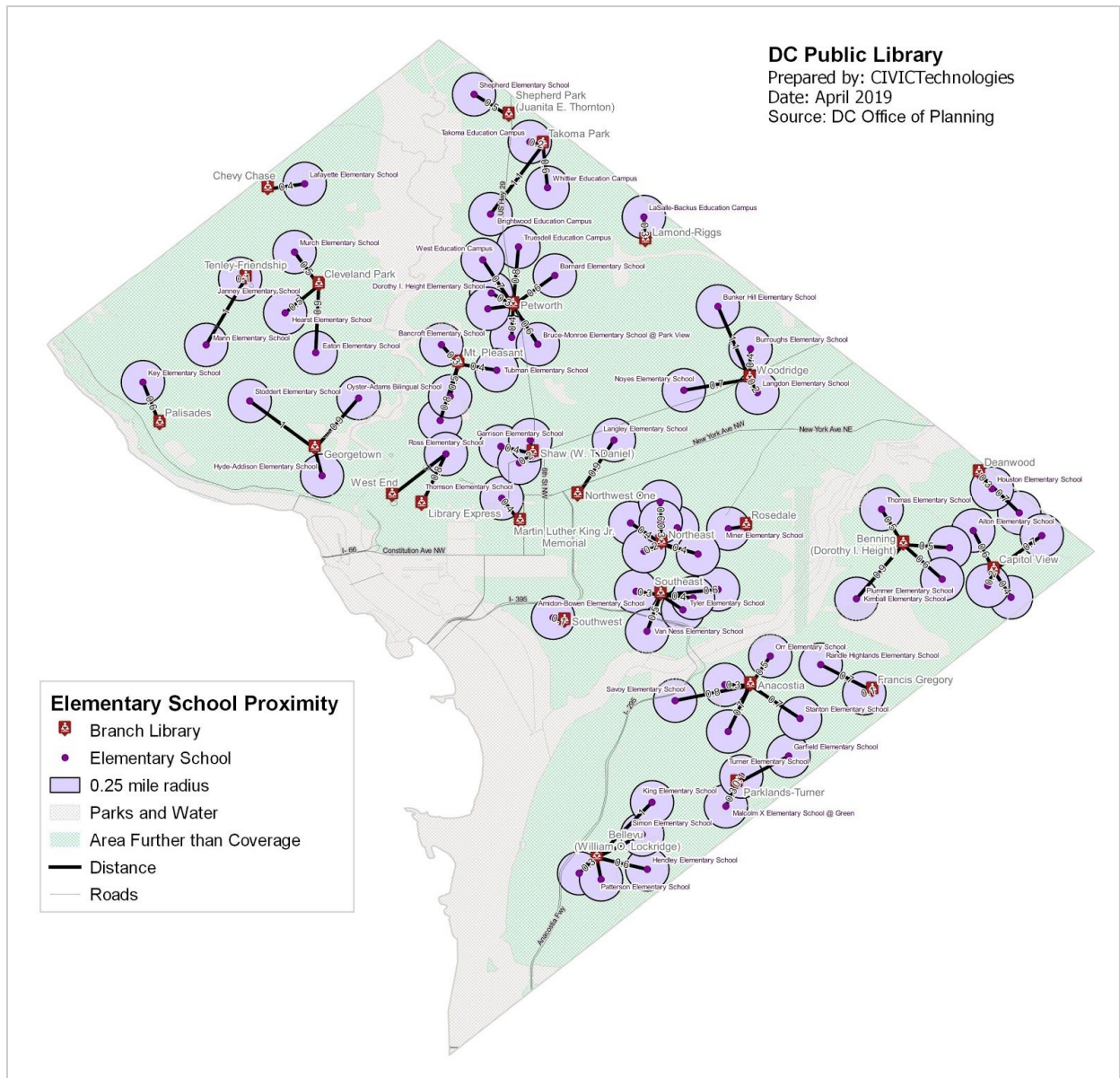
Map 3.27: Child Development Center Proximity



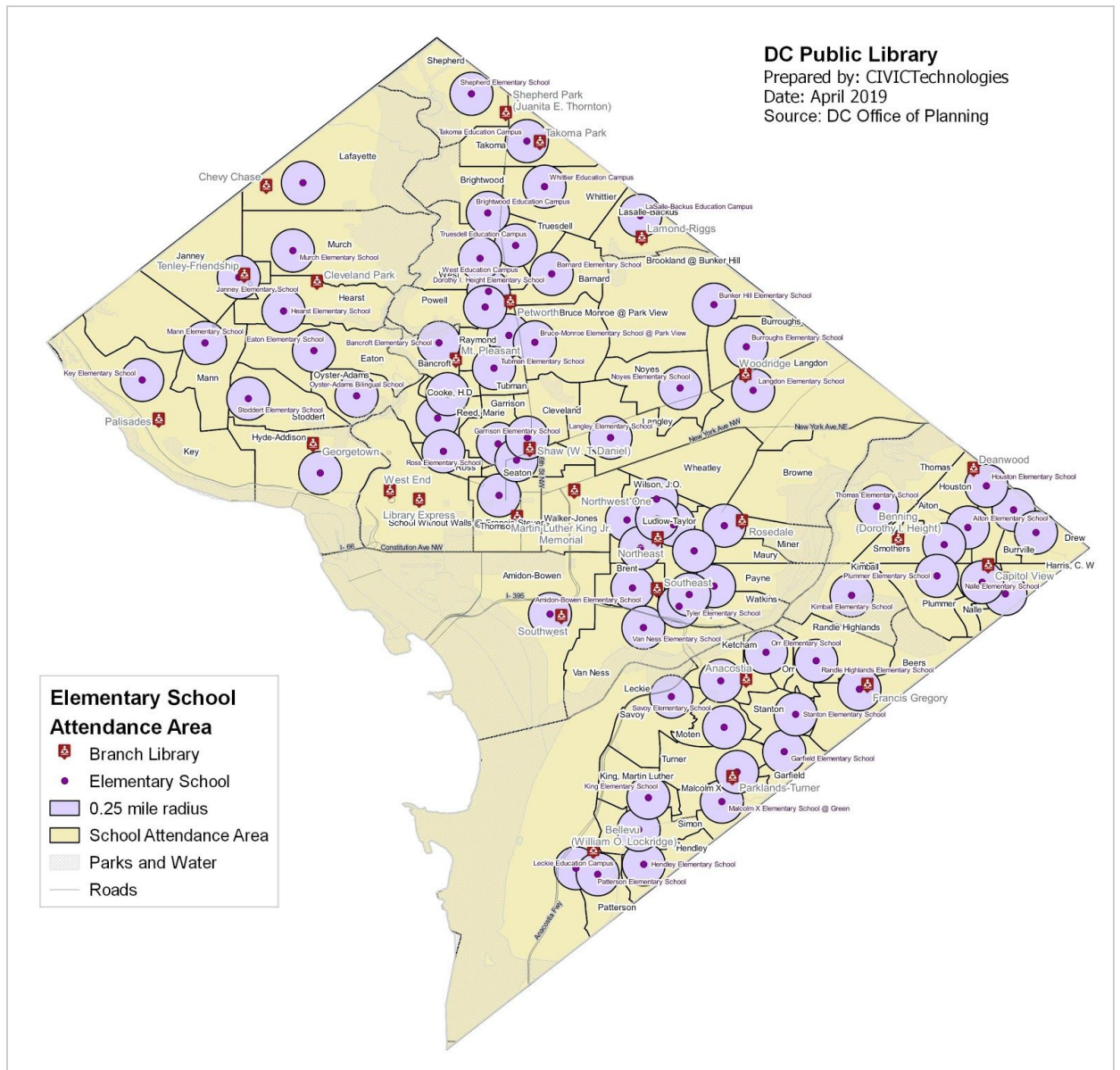
Map 3.28: Charter School Proximity



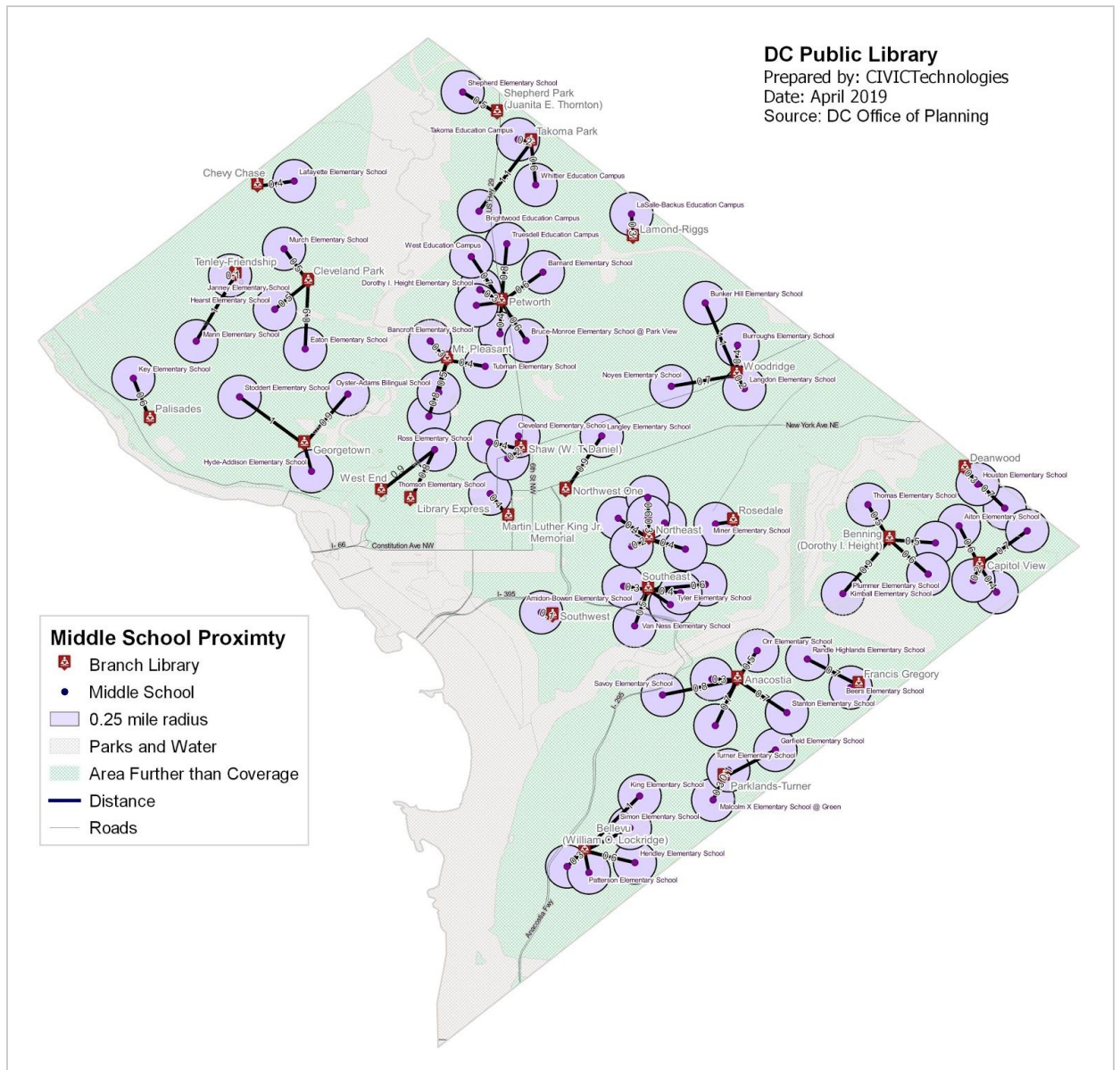
Map 3.29: Elementary School Proximity



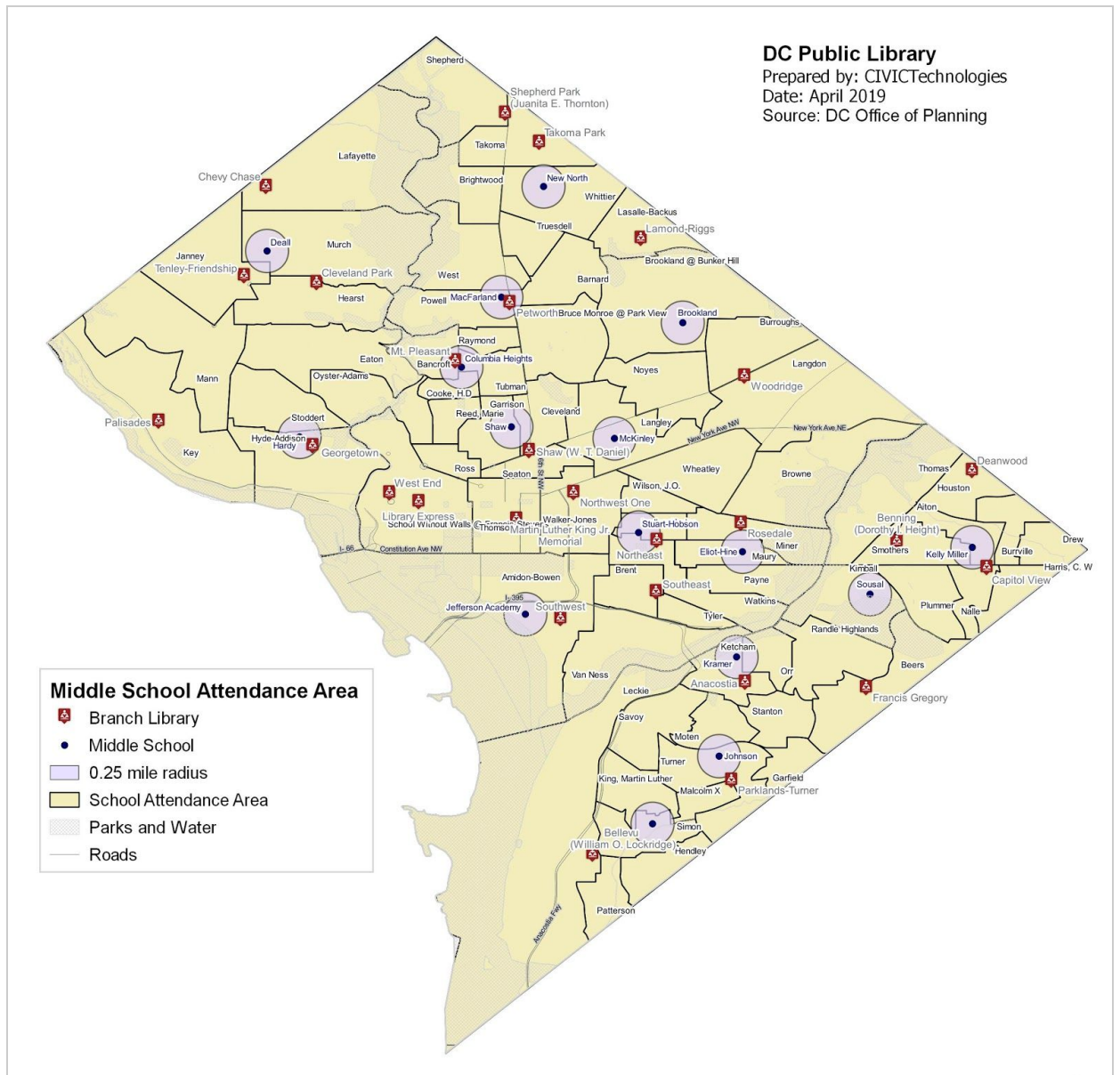
Map 3.30: Elementary School Attendance Areas



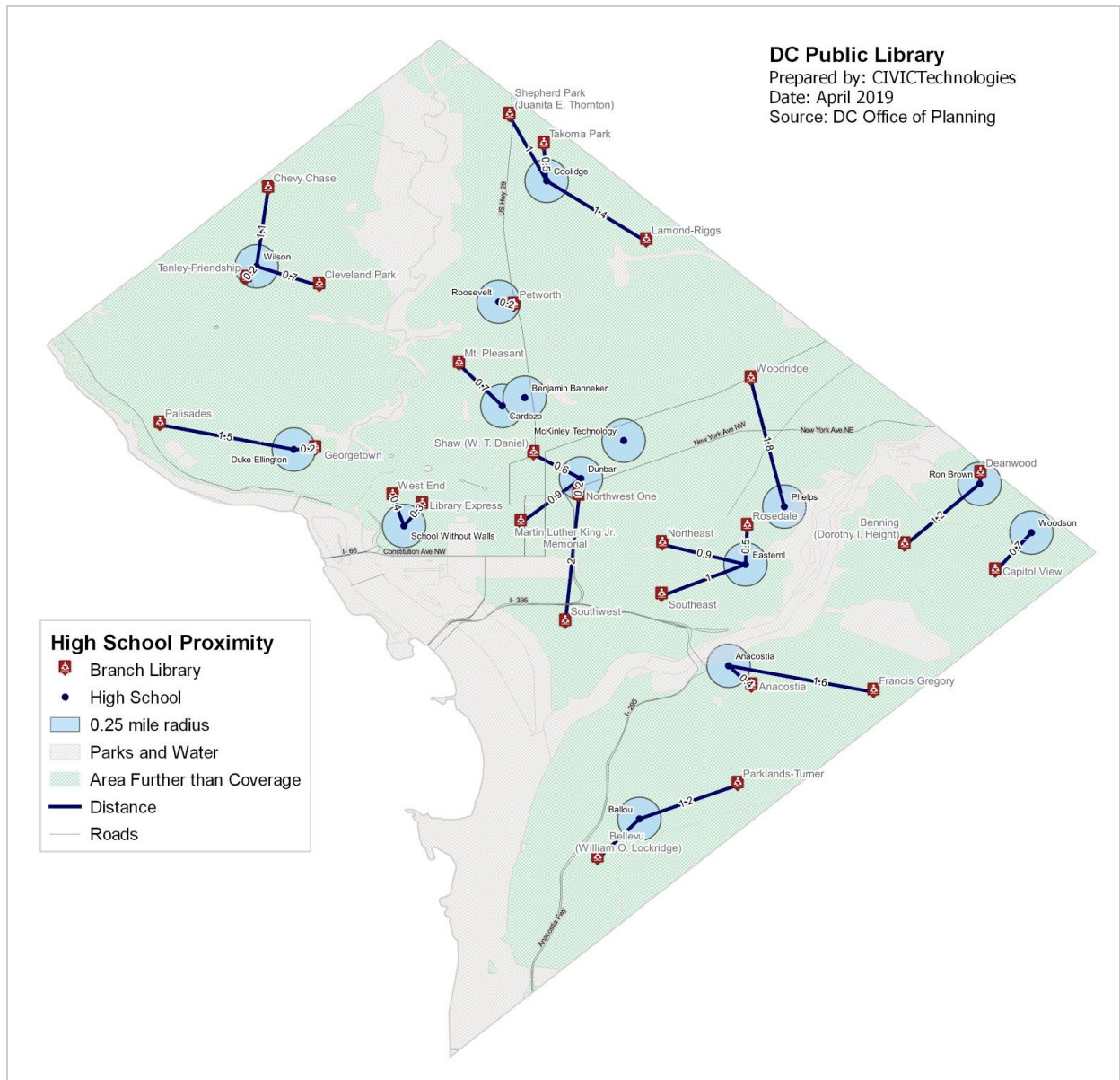
Map 3.31: Middle School Proximity



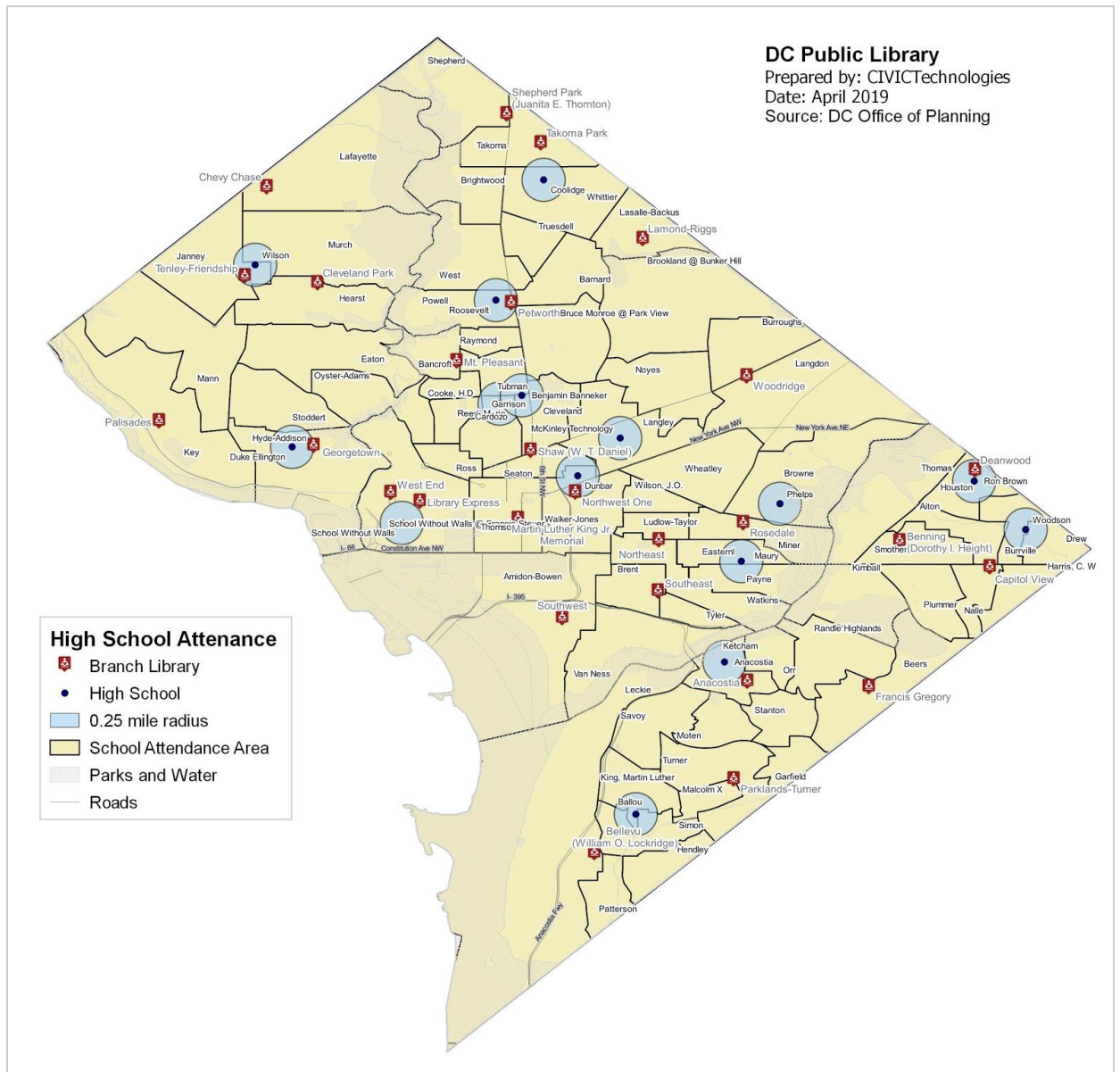
Map 3.32: Middle School Attendance Areas



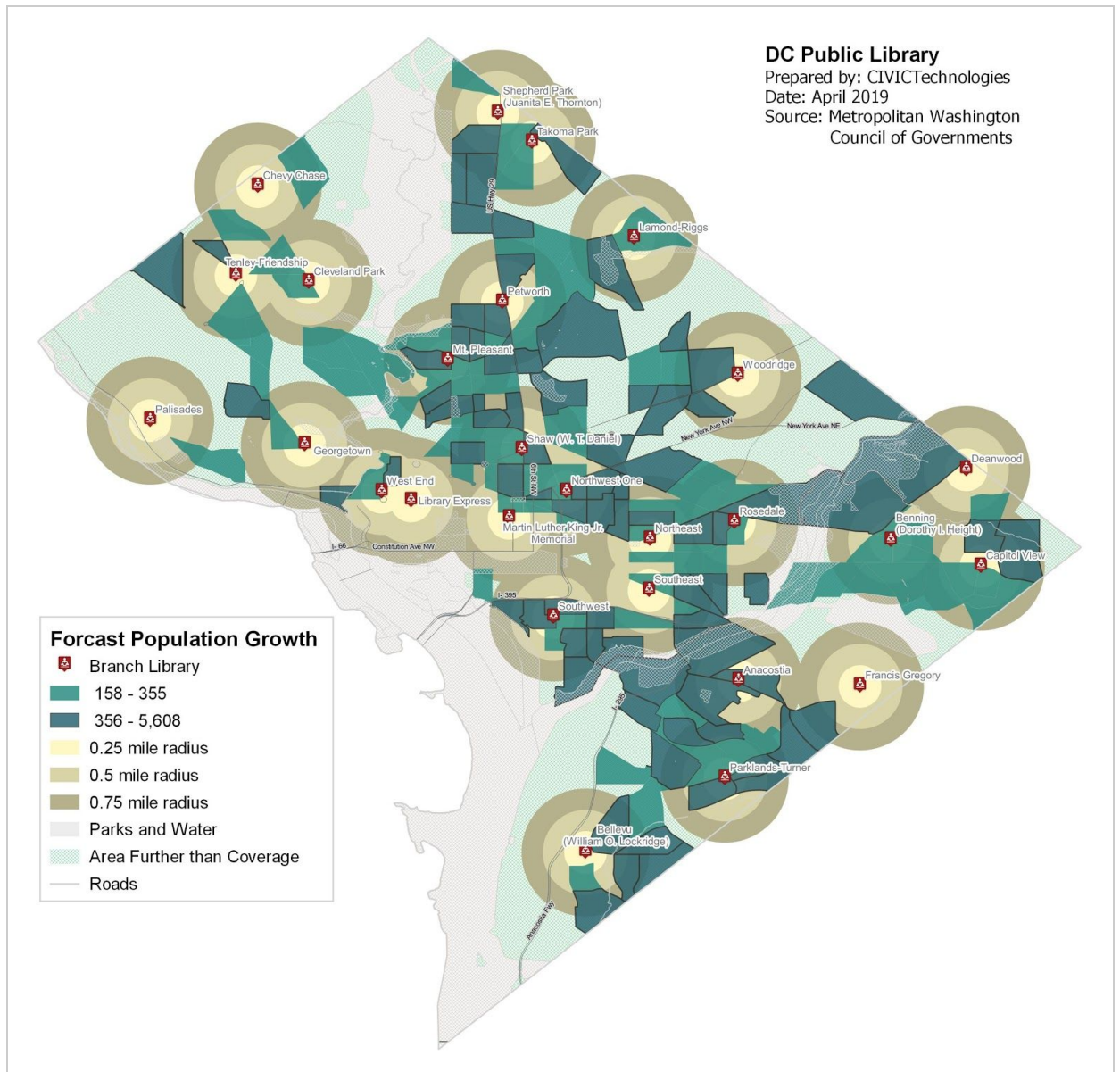
Map 3.33: High School Proximity



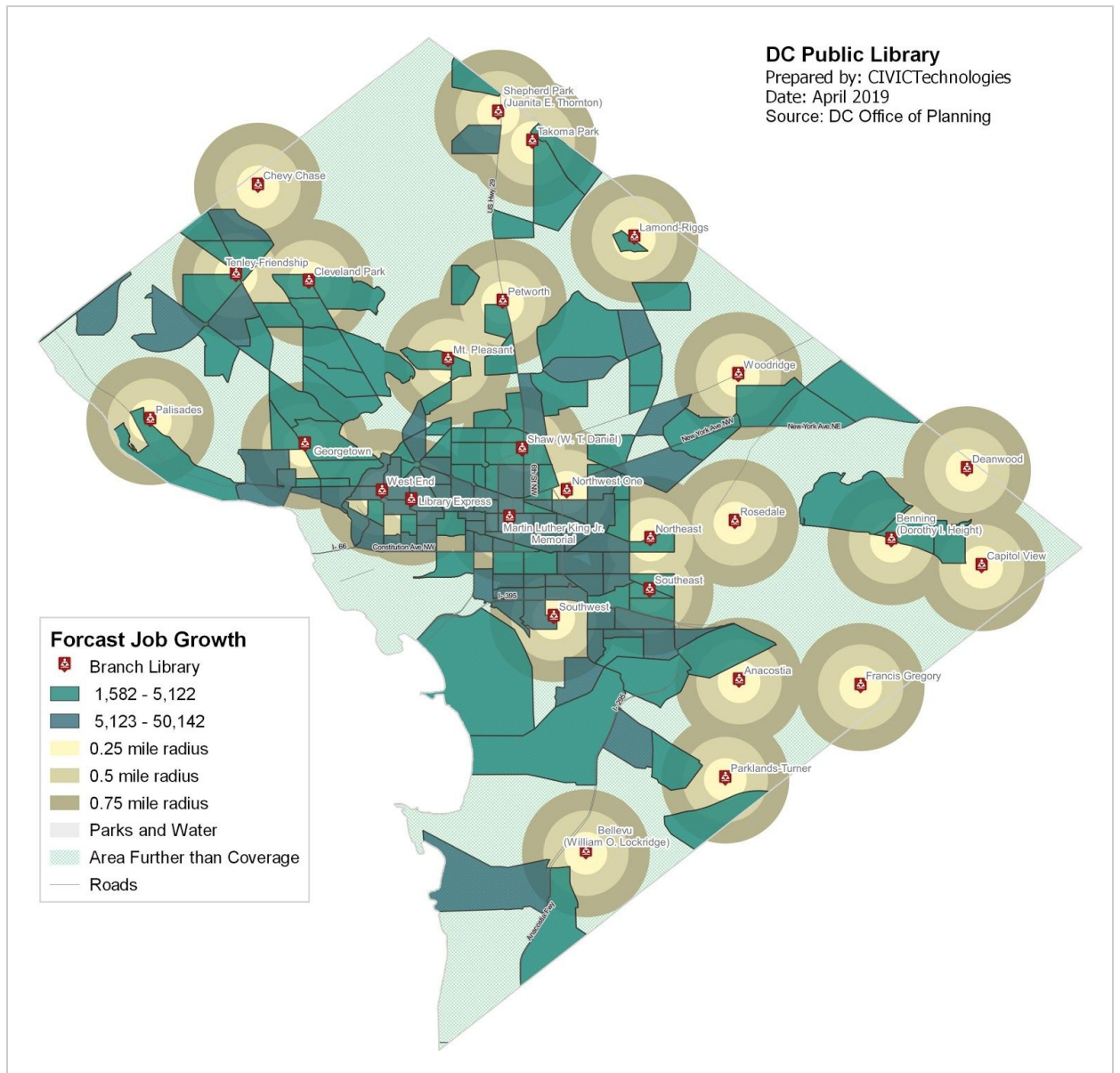
Map 3.34: High School Attendance Areas



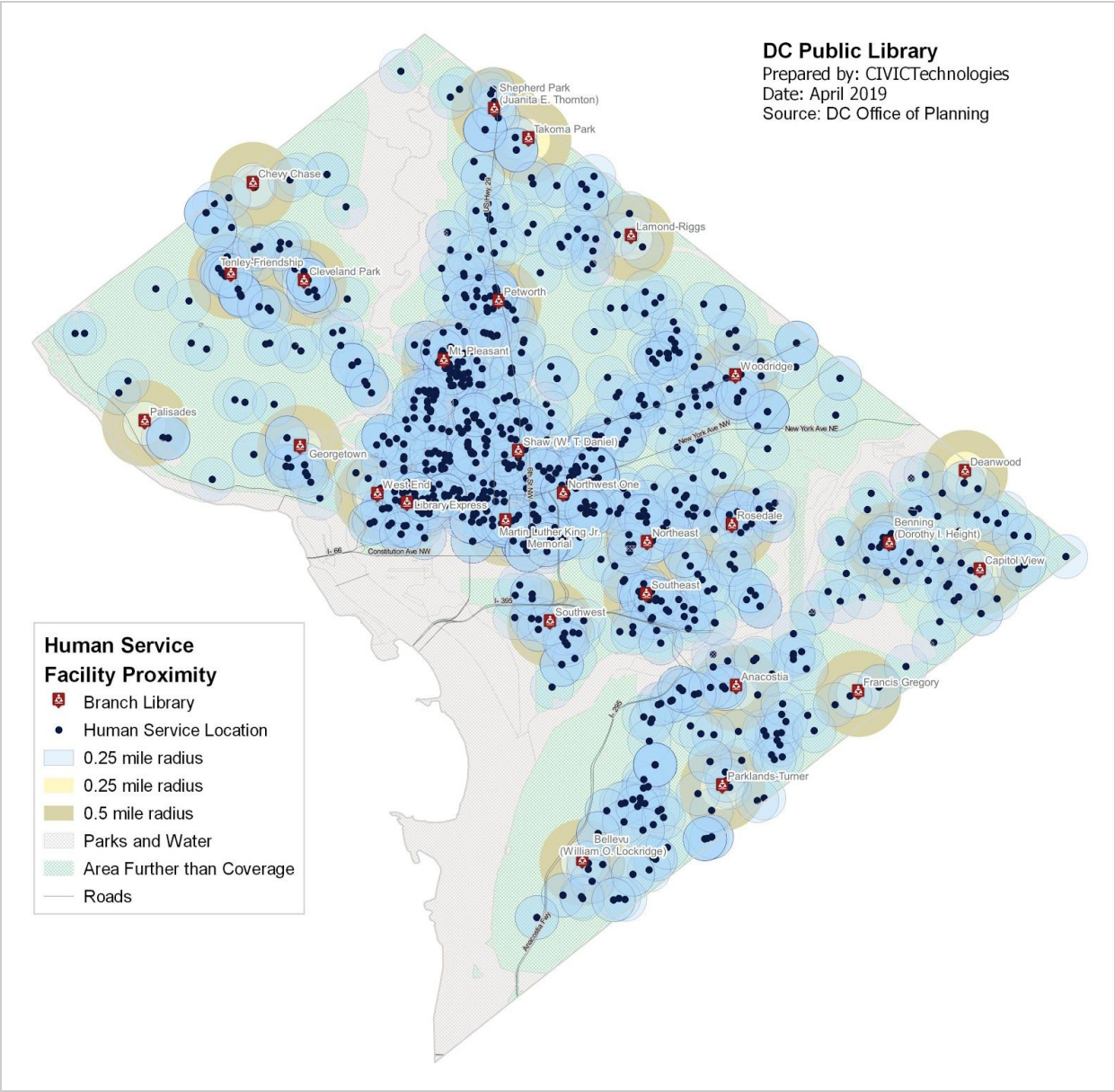
Map 3.35: Forecast Population Growth



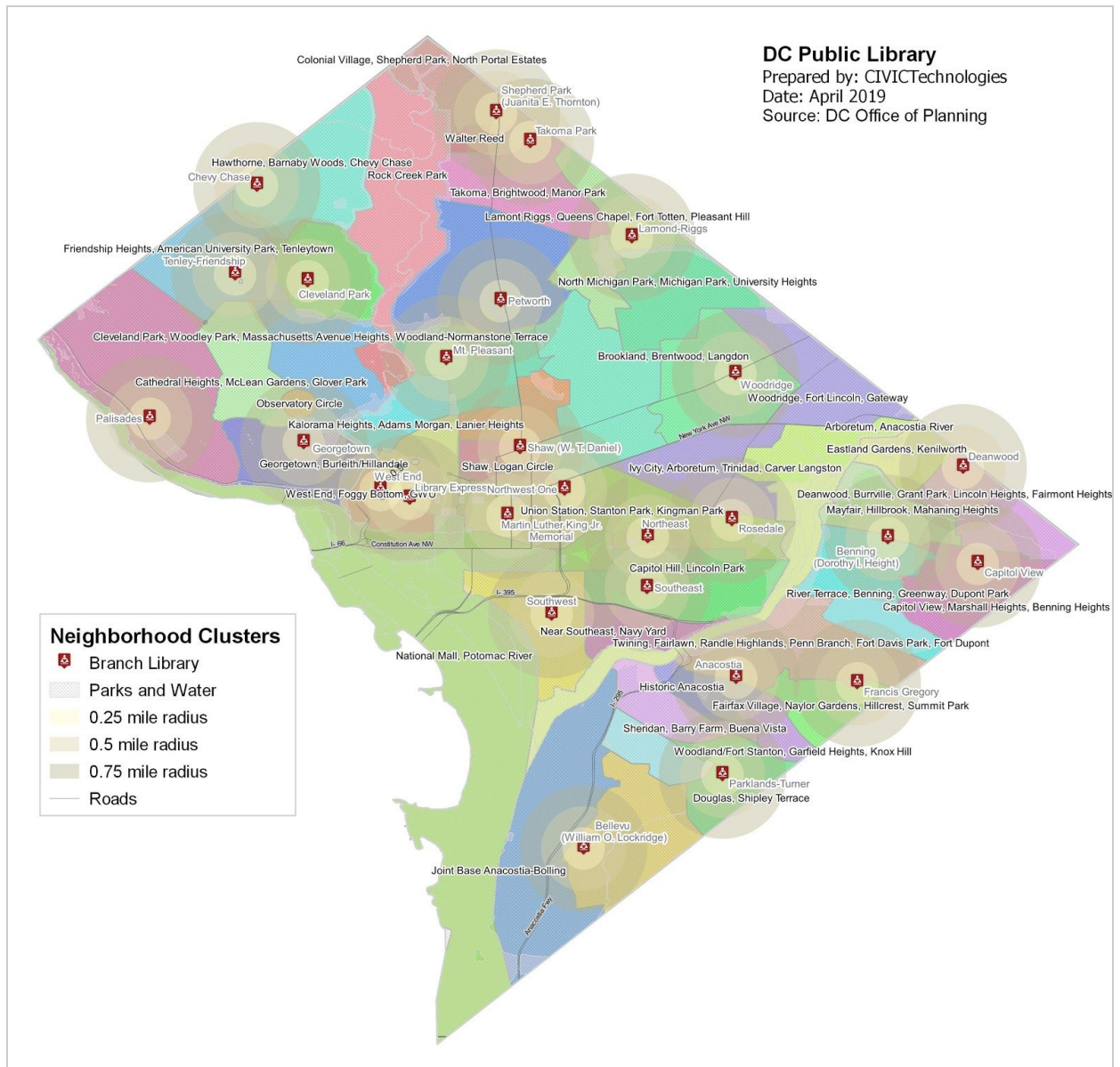
Map 3.36: Forecast Job Growth



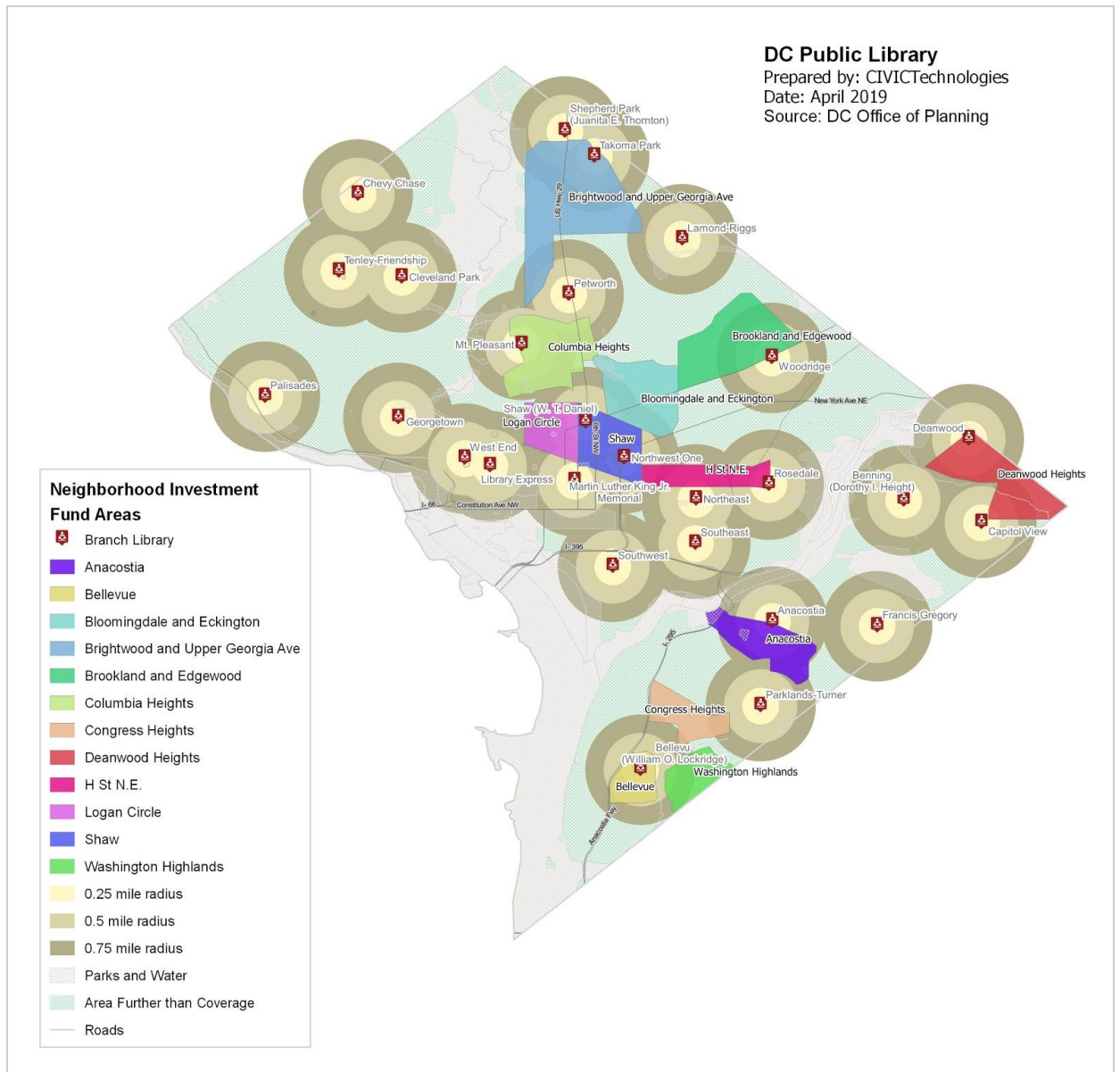
Map 3.37: Human Service Facility Proximity



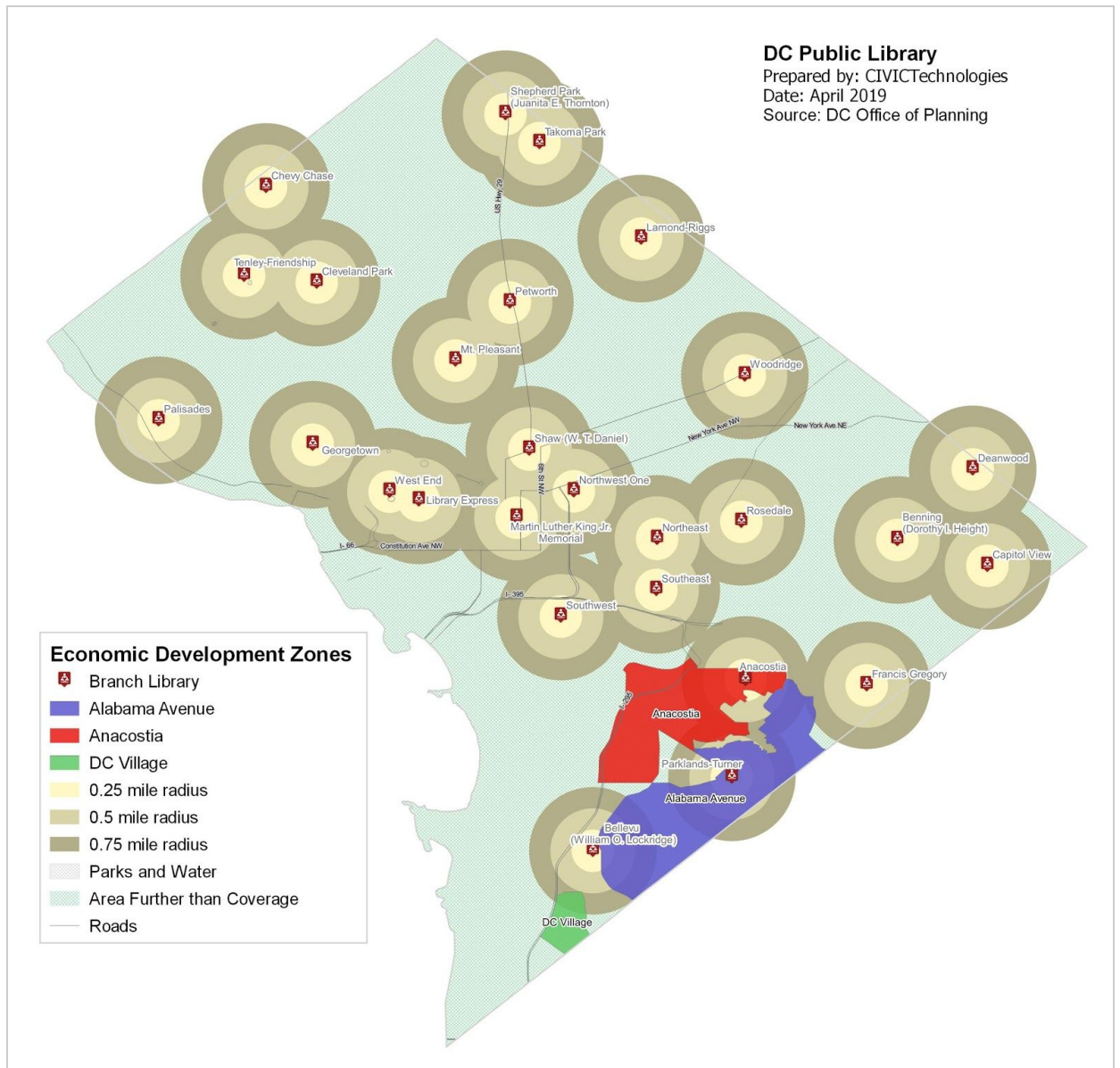
Map 3.38: Neighborhood Clusters



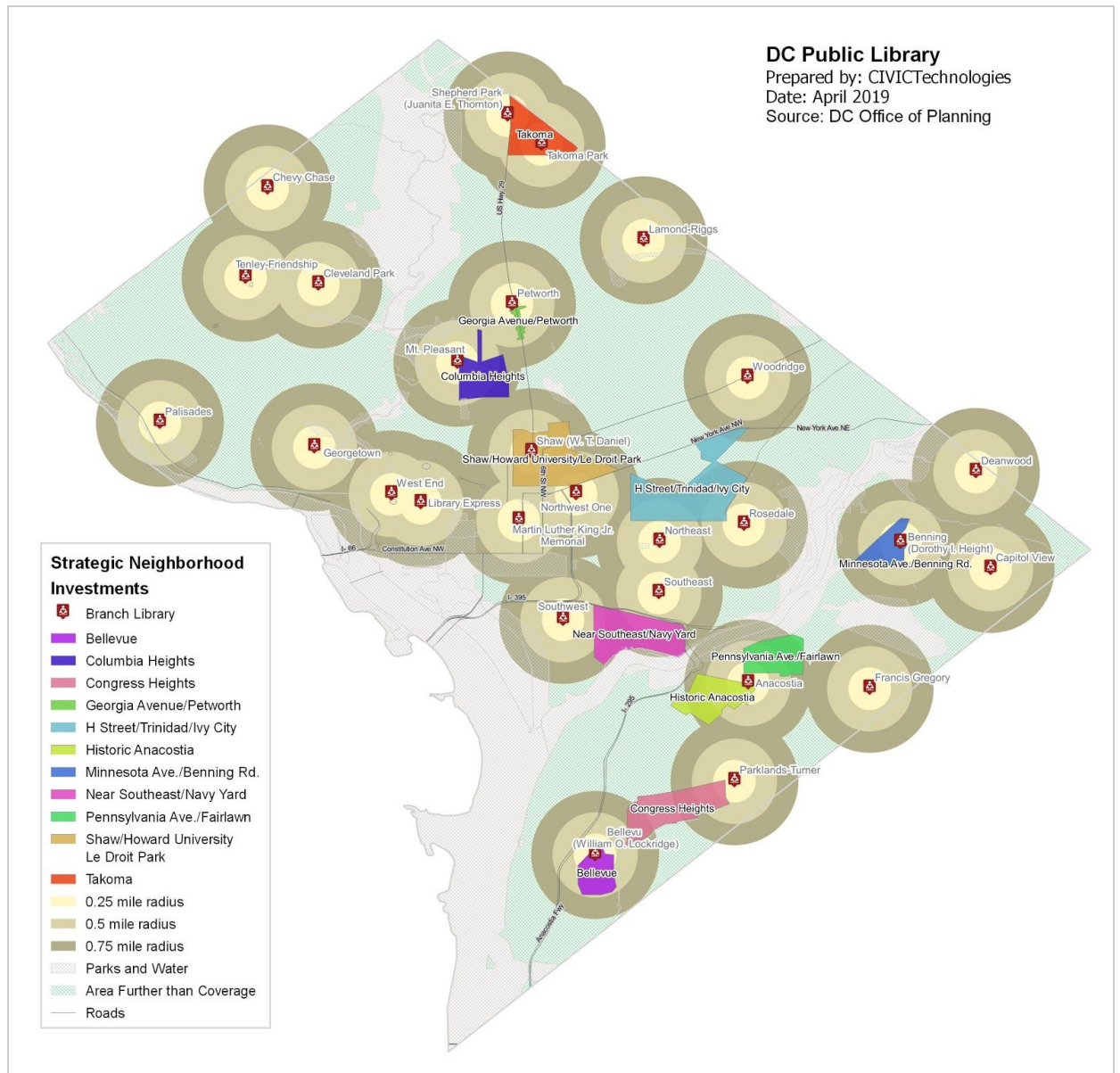
Map 3.39: Neighborhood Investment Fund Areas



Map 3.40: Economic Development Zones



Map 3.41: Strategic Neighborhood Investments



3.2 Key Intersecting Data Relationships

3.2.1 Defining Key Data Drivers

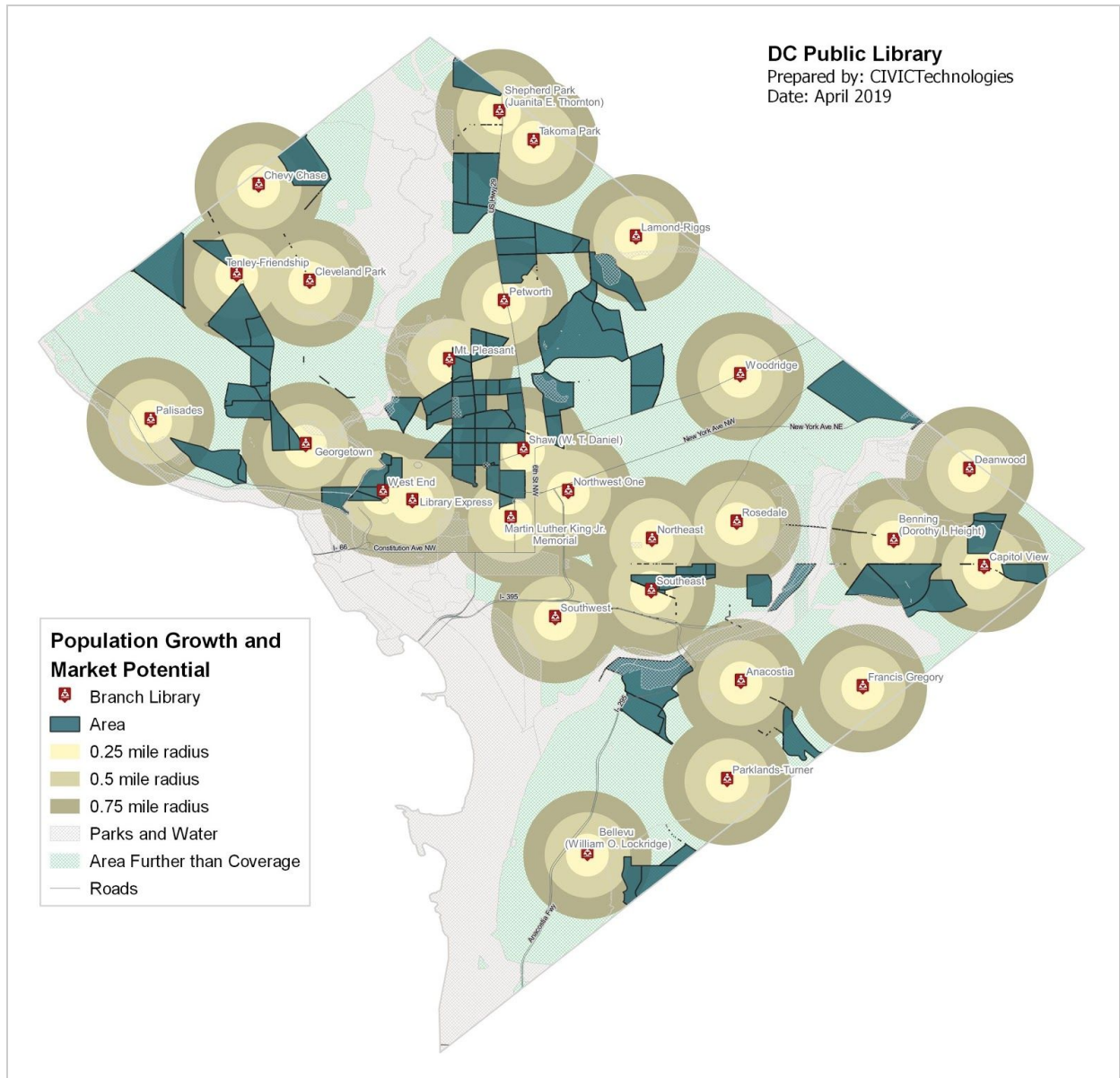
The following intersecting data sets were prepared to display most likely locales:

Two key data sets organize all of the other data sets:

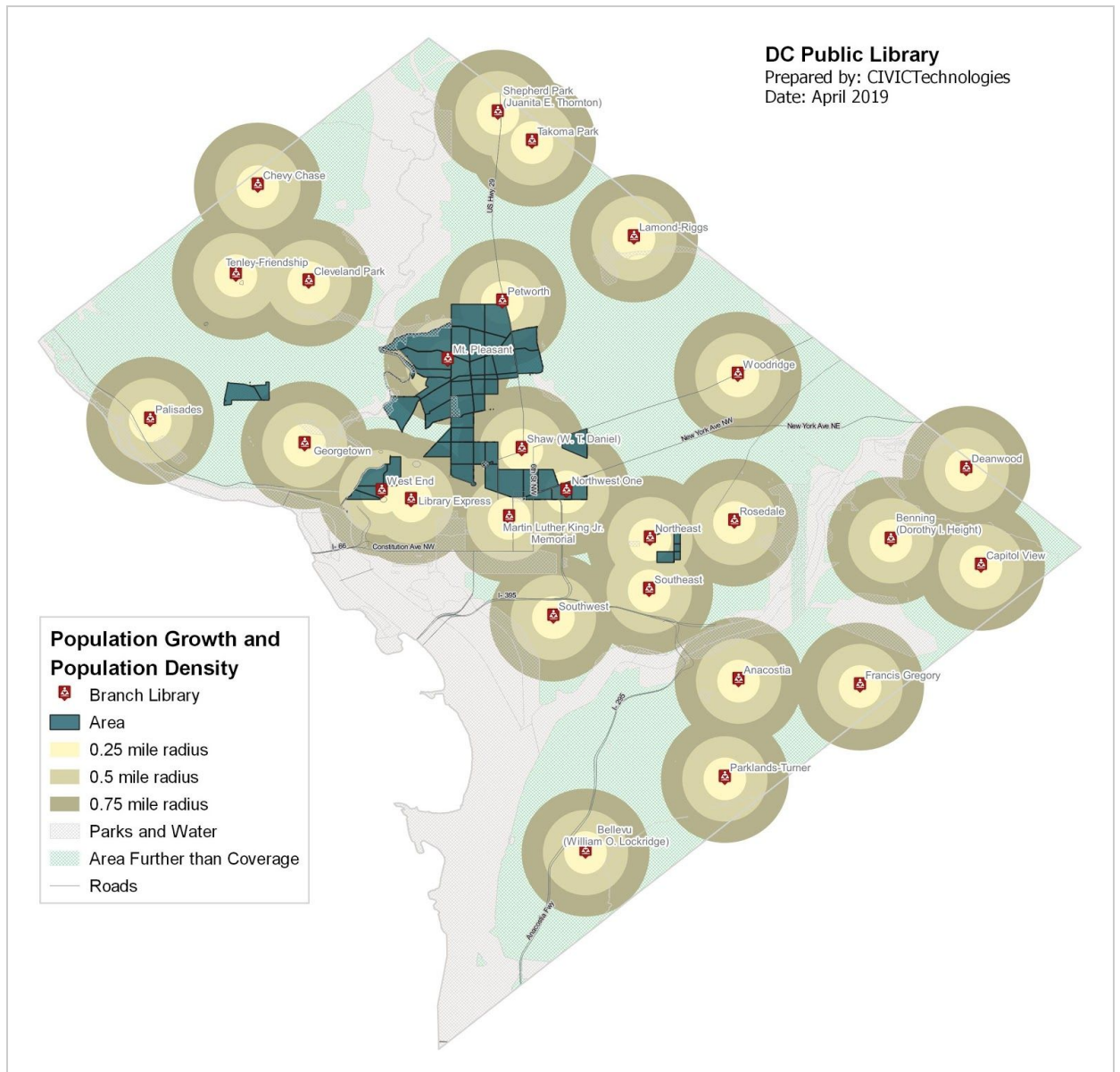
- **Population growth:** as discussed above, population growth utilizes COG forecasts in TAZ geographies. This is the only available governmentally based geographical distribution of population. This data is very important because it slates de facto economic and real property growth. The TAZ forecast data calculates the difference between 2030 and 2020 population and jobs numbers.
- **Market potential:** this is defined as the percentage of population who are not Library customers. These noncustomers do not have library cards. They are potential Library customers. This data is important because it identifies specific census tracts where the library can grow its customer base.

3.2.2 Maps

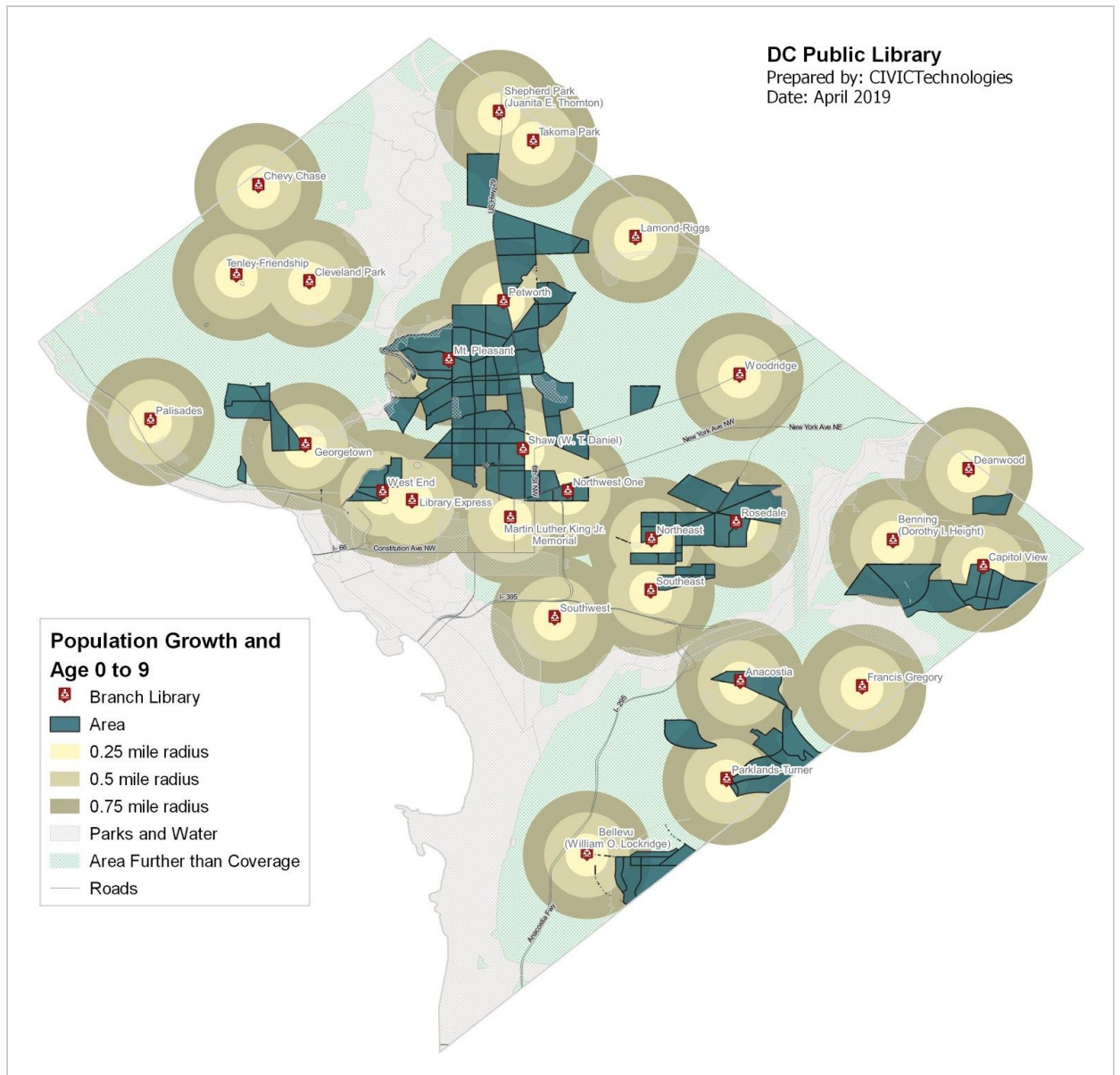
Map 3.42: Forecast Population Growth and Market Potential



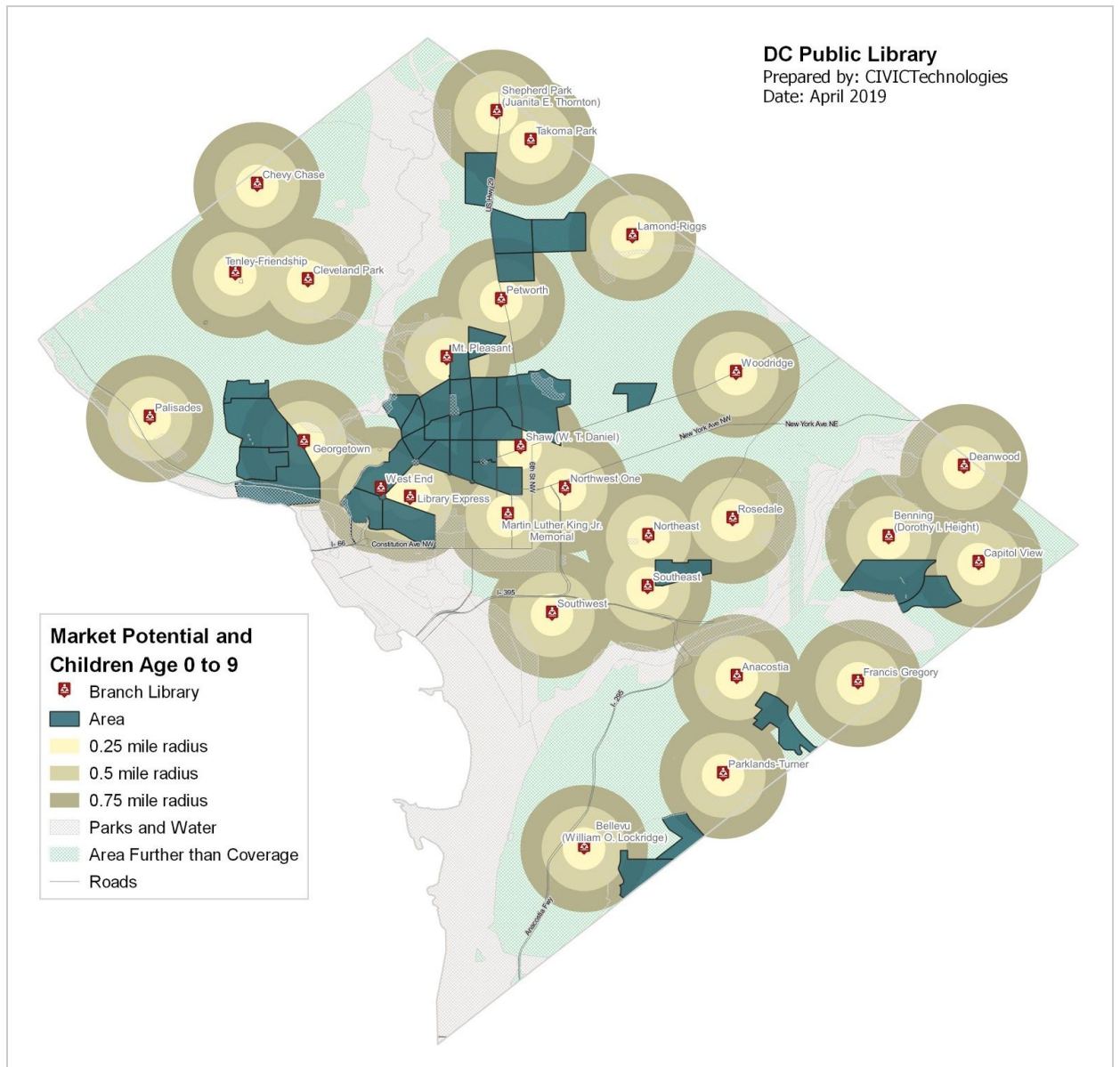
Map 3.43: Forecast Population Growth and Population Density



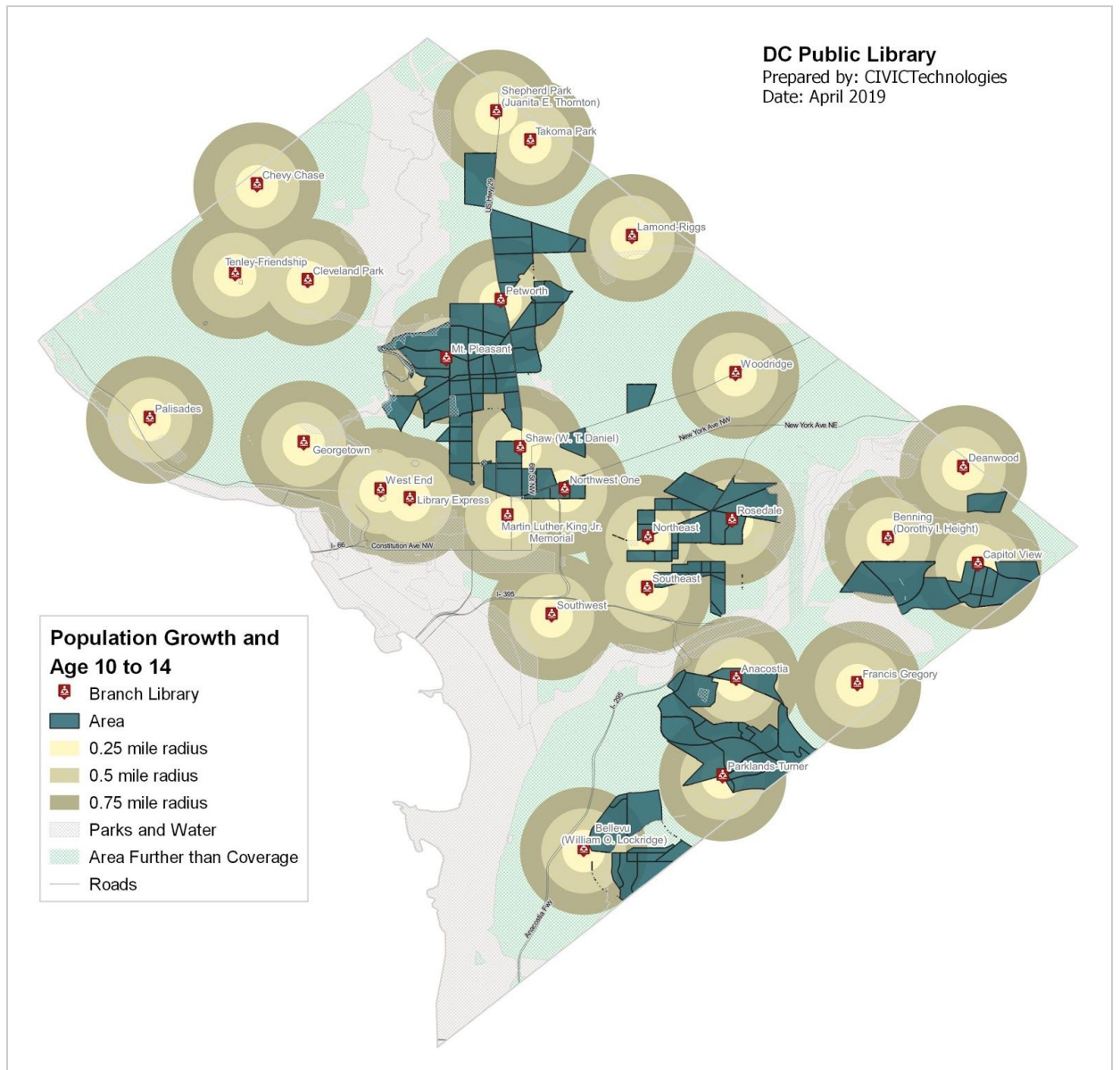
Map 3.44: Forecast Population Growth and Age 0 to 9



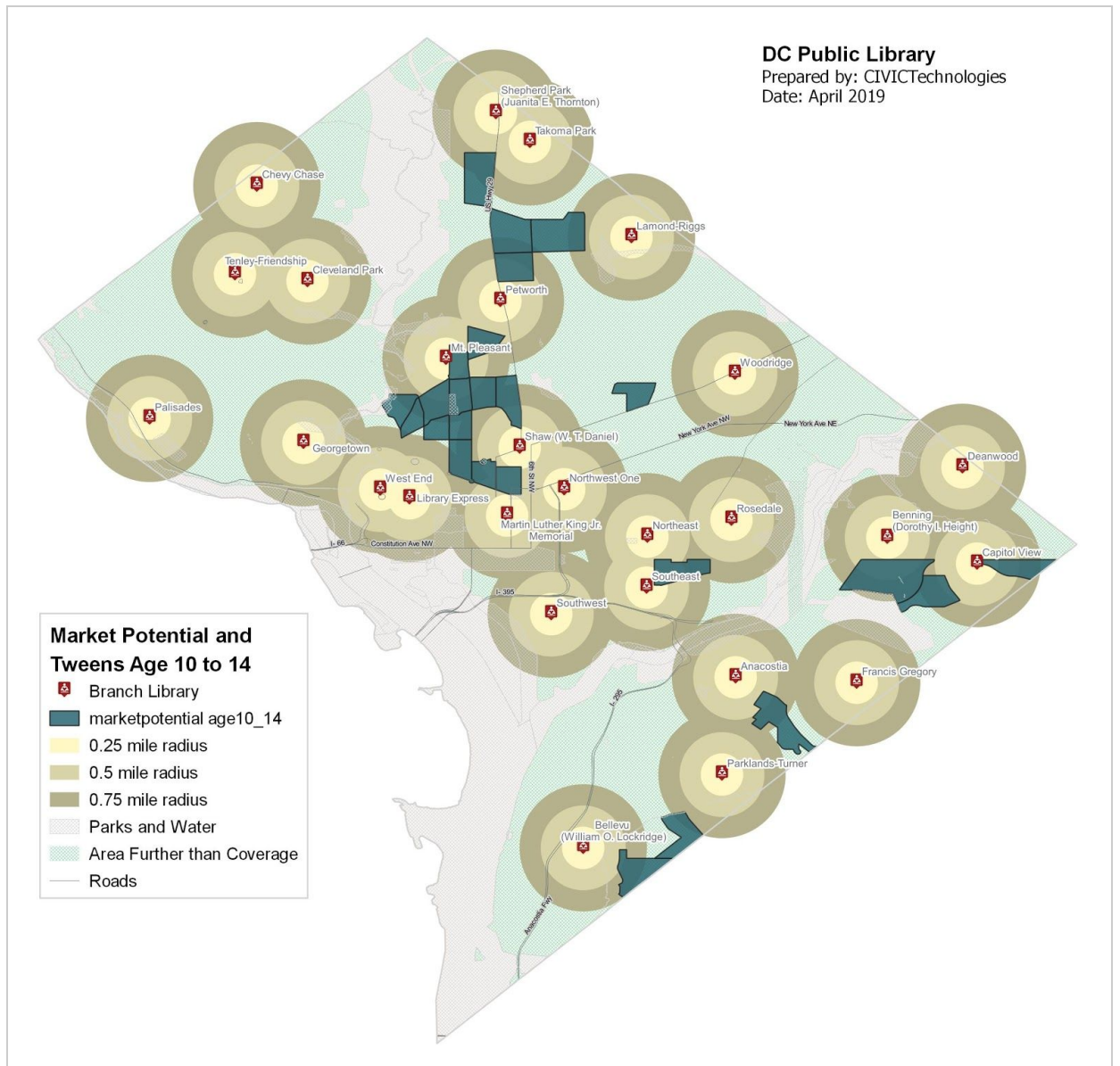
Map 3.45: Market Potential and Age 0 to 9



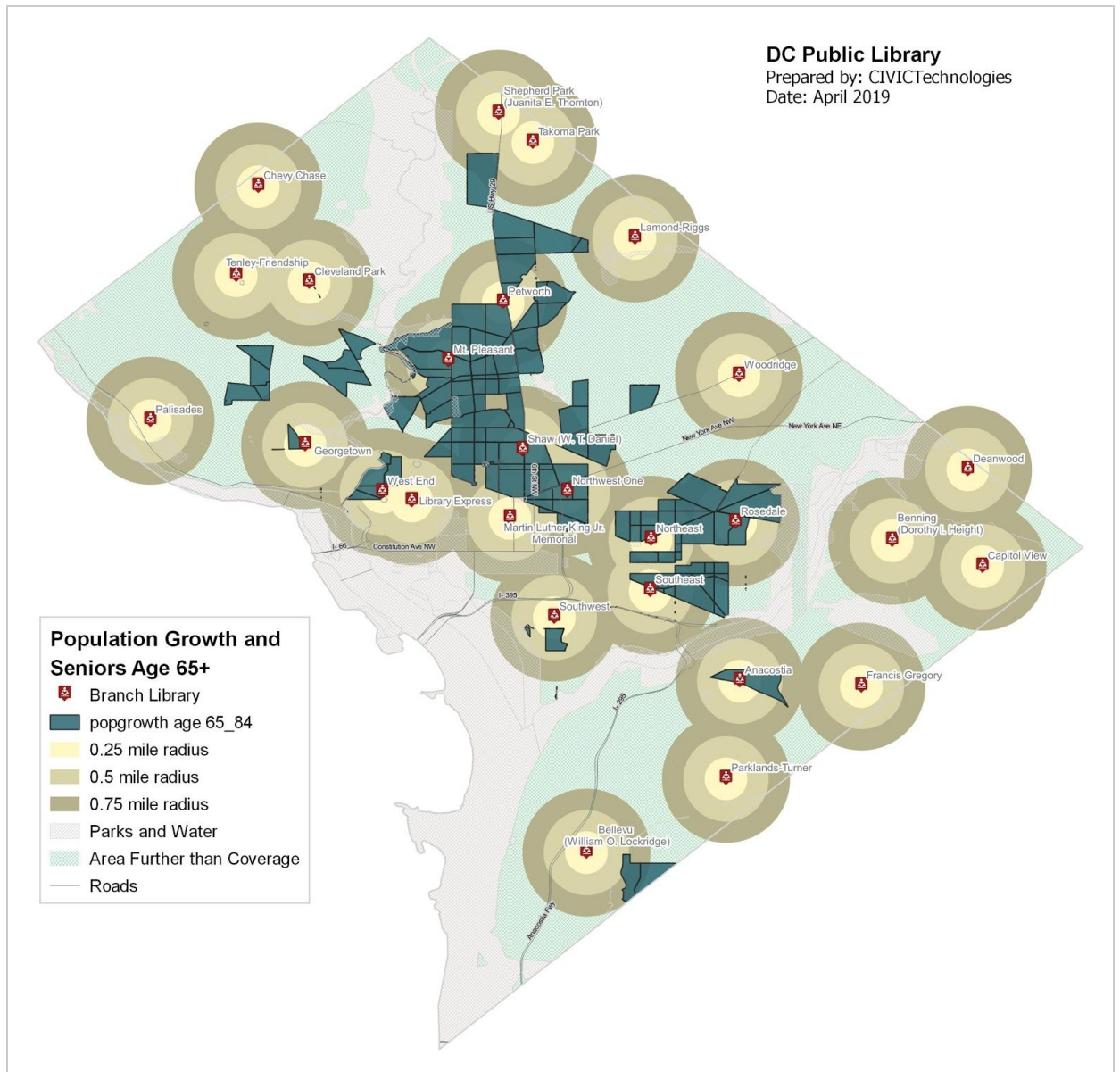
Map 3.46: Forecast Population Growth and Age 10 to 14

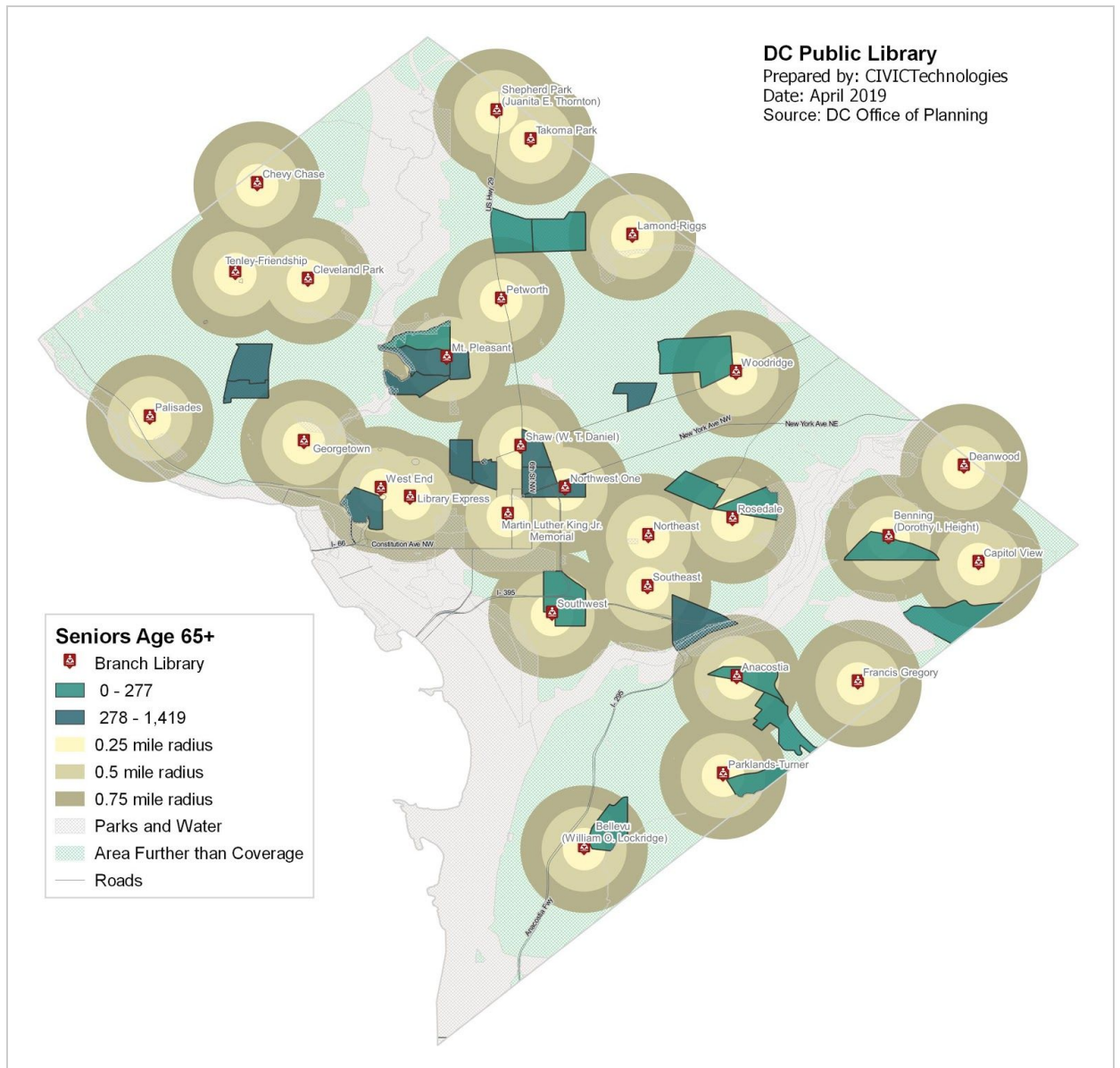


Map 3.47: Market Potential and Age 10 to 14

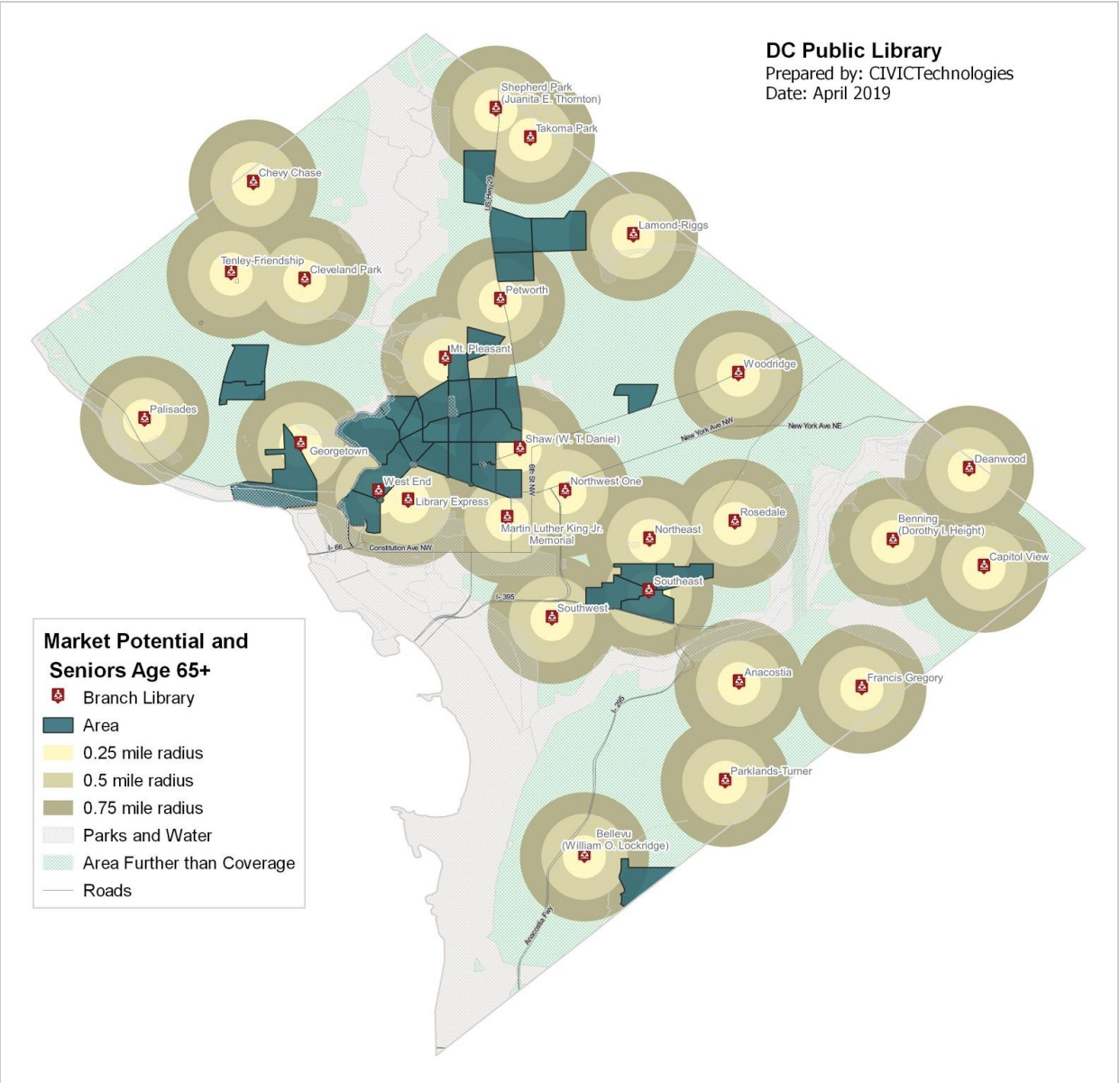


Map 3.48: Population Growth and Age 65 +

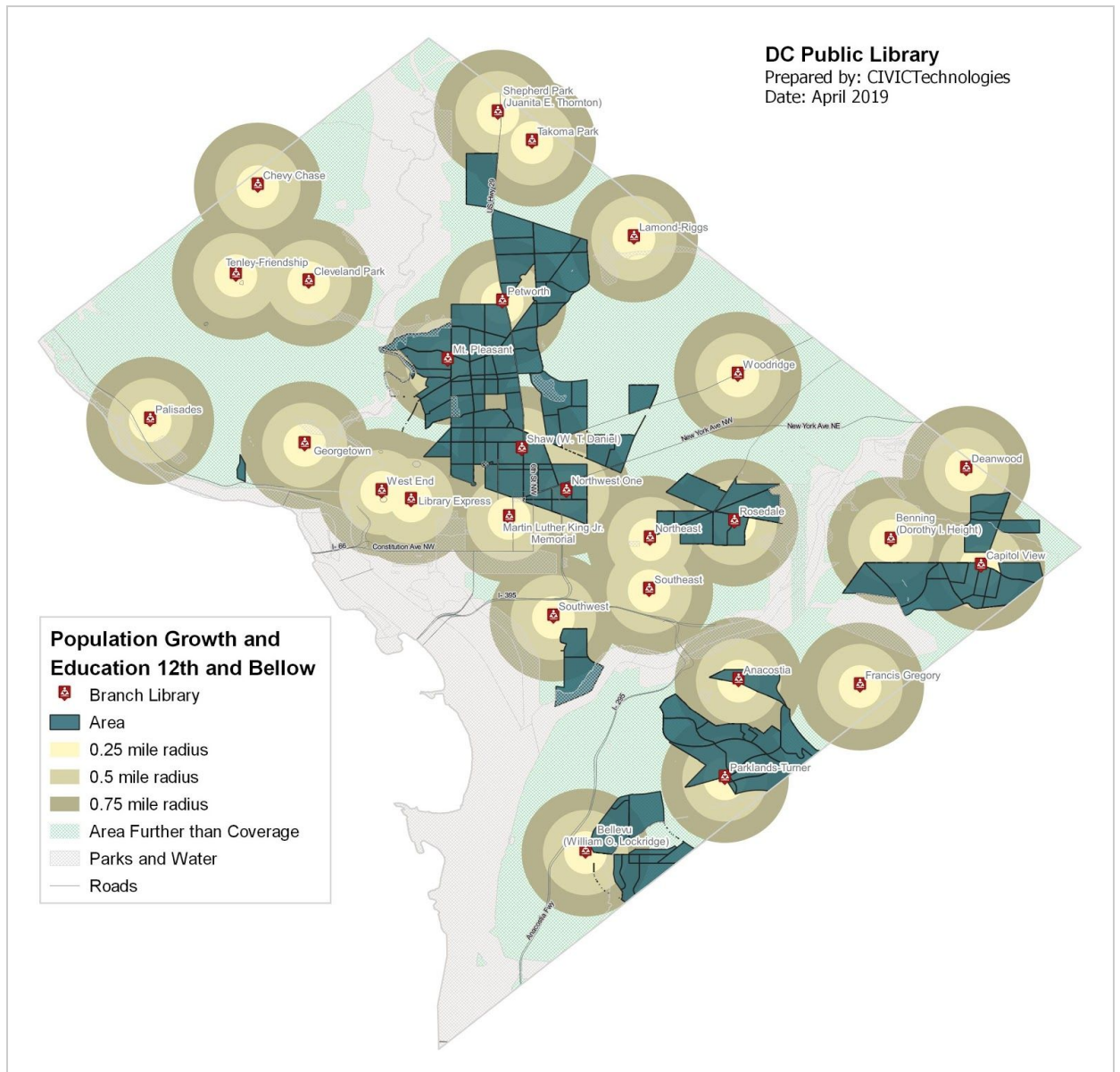




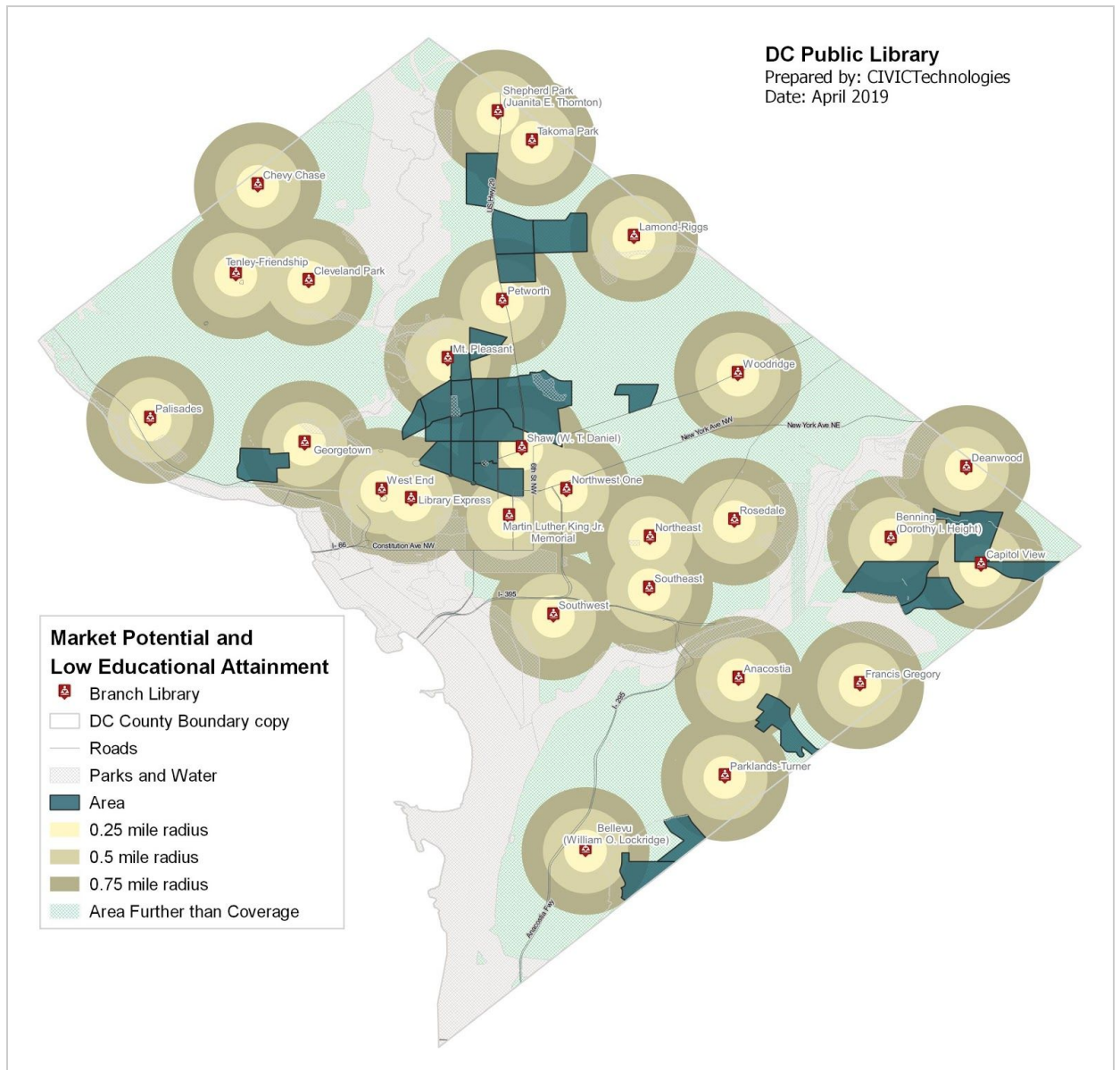
Map 3.49: Market Potential and Age 65 +



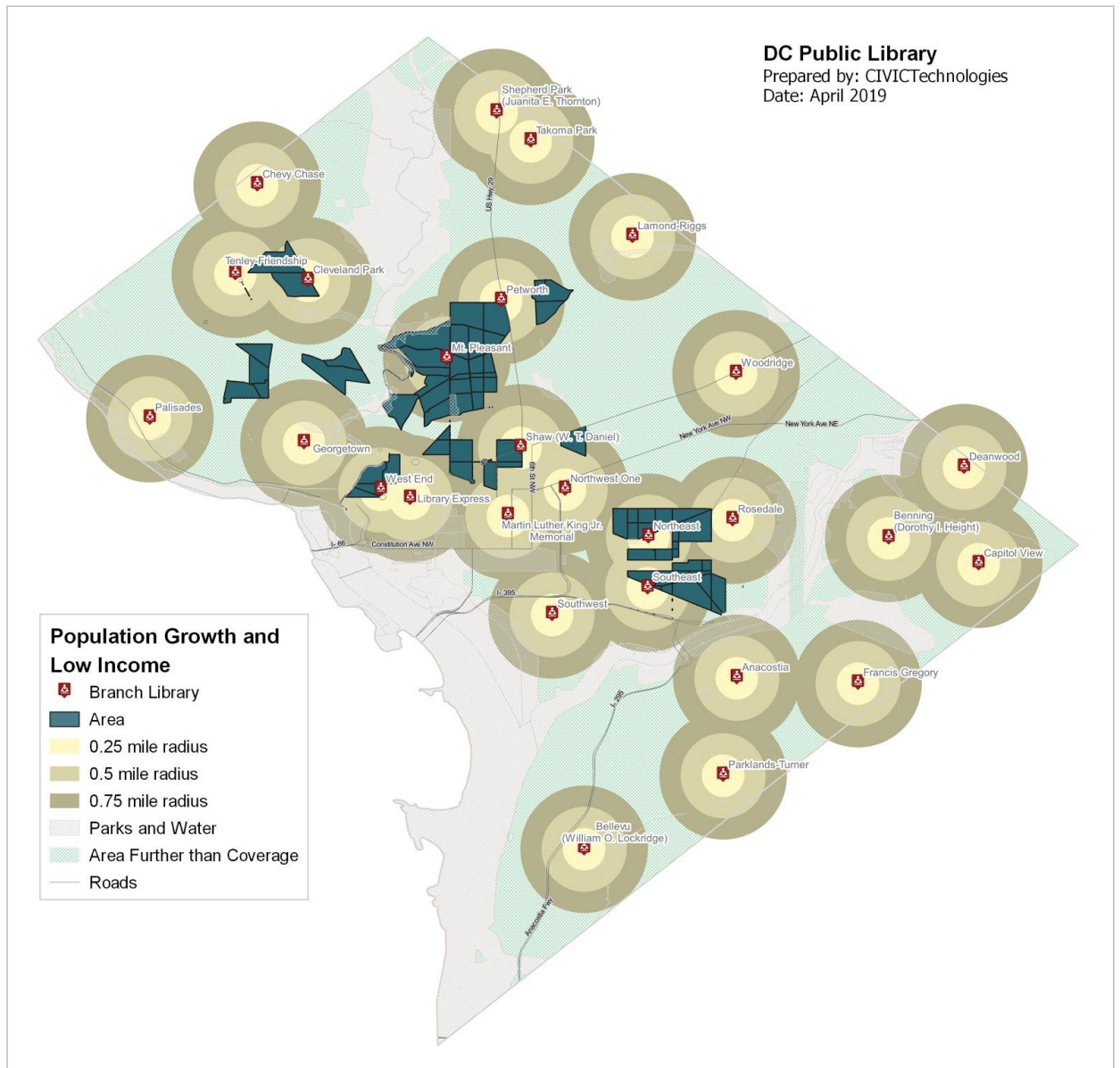
Map 3.50: Forecast Population Growth and Low Educational Attainment



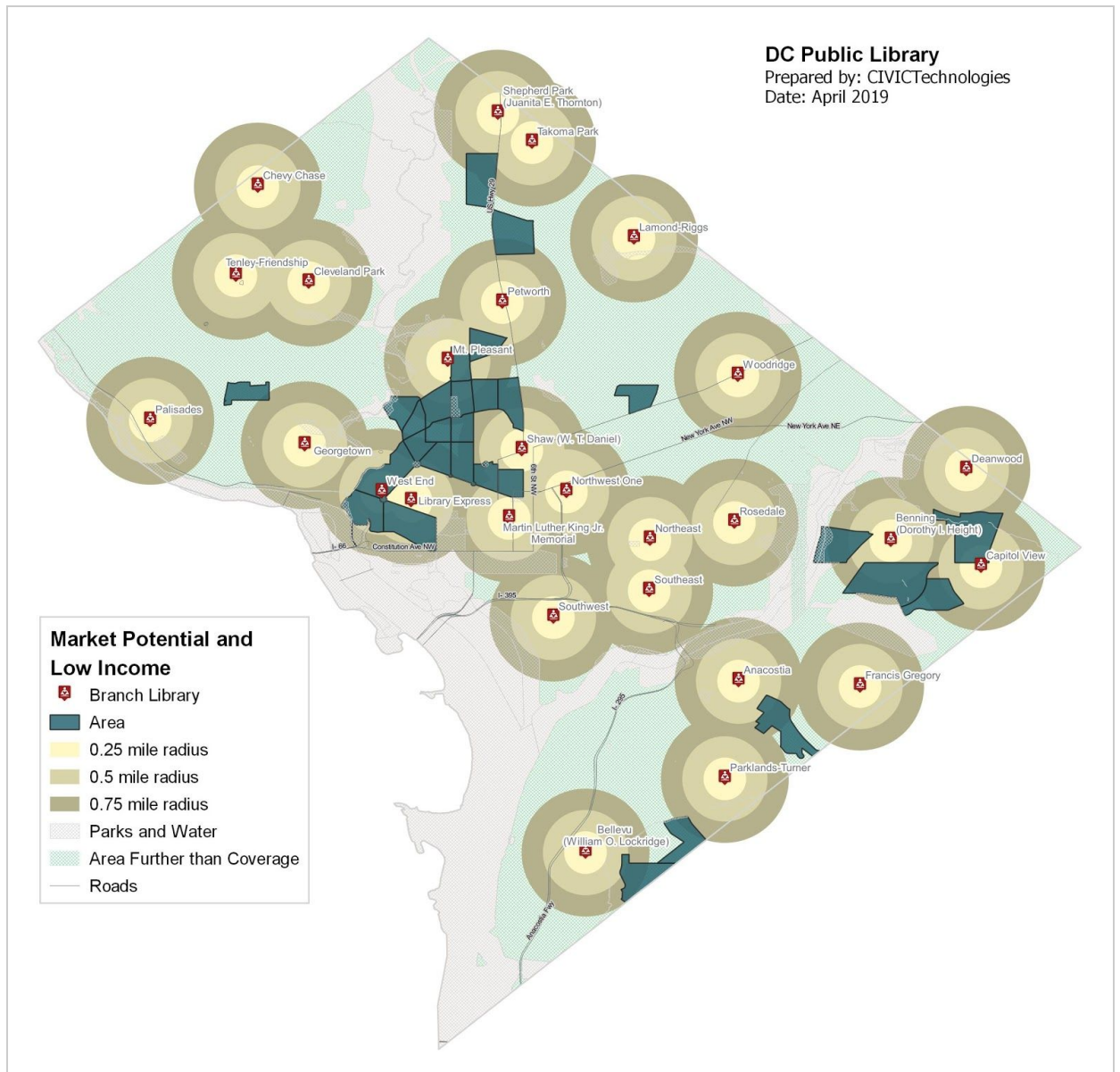
Map 3.51: Market Potential and Low Educational Attainment



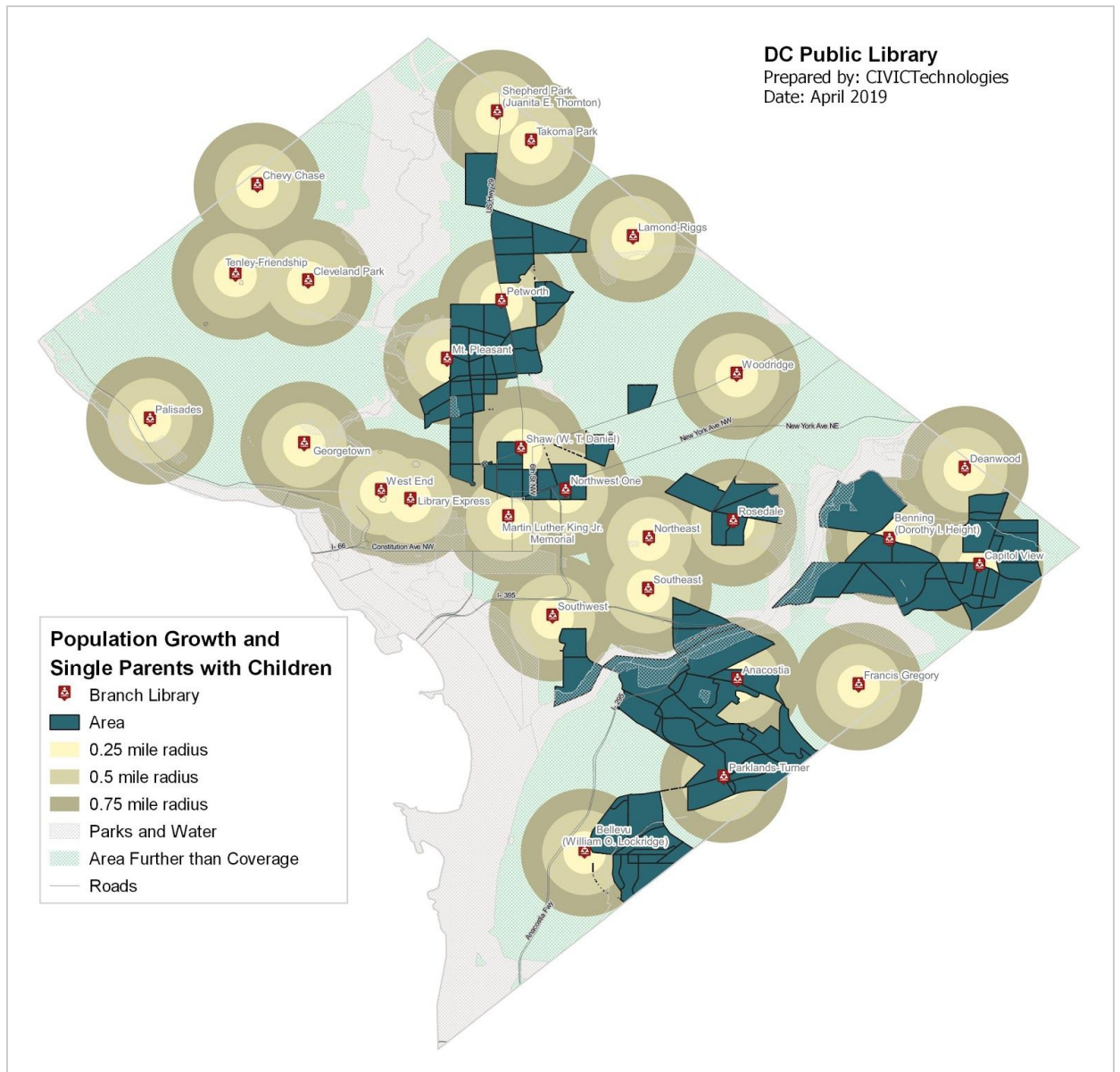
Map 3.52: Forecast Population Growth and Low Income Households



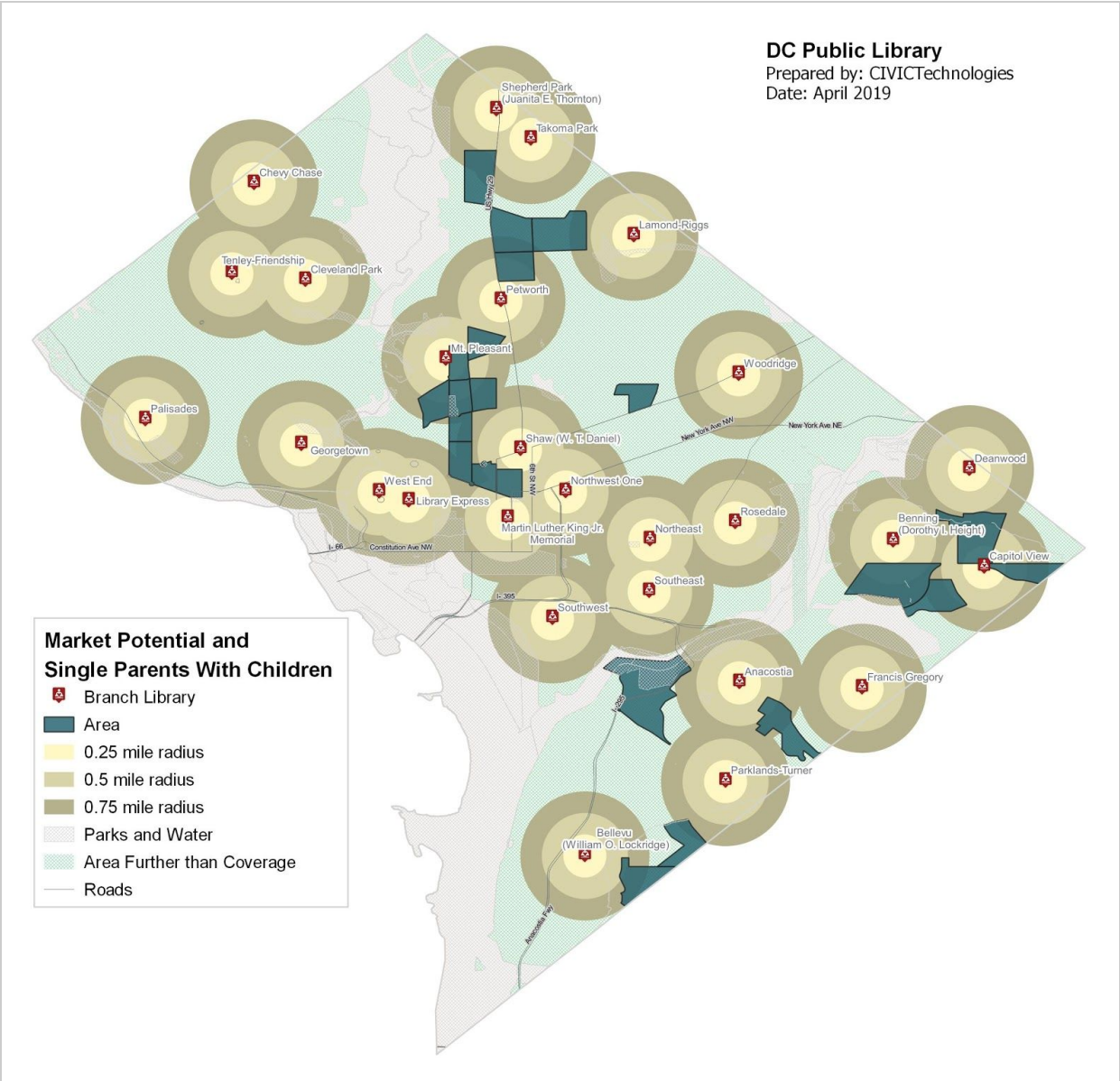
Map 3.53: Market Potential and Low Income Households



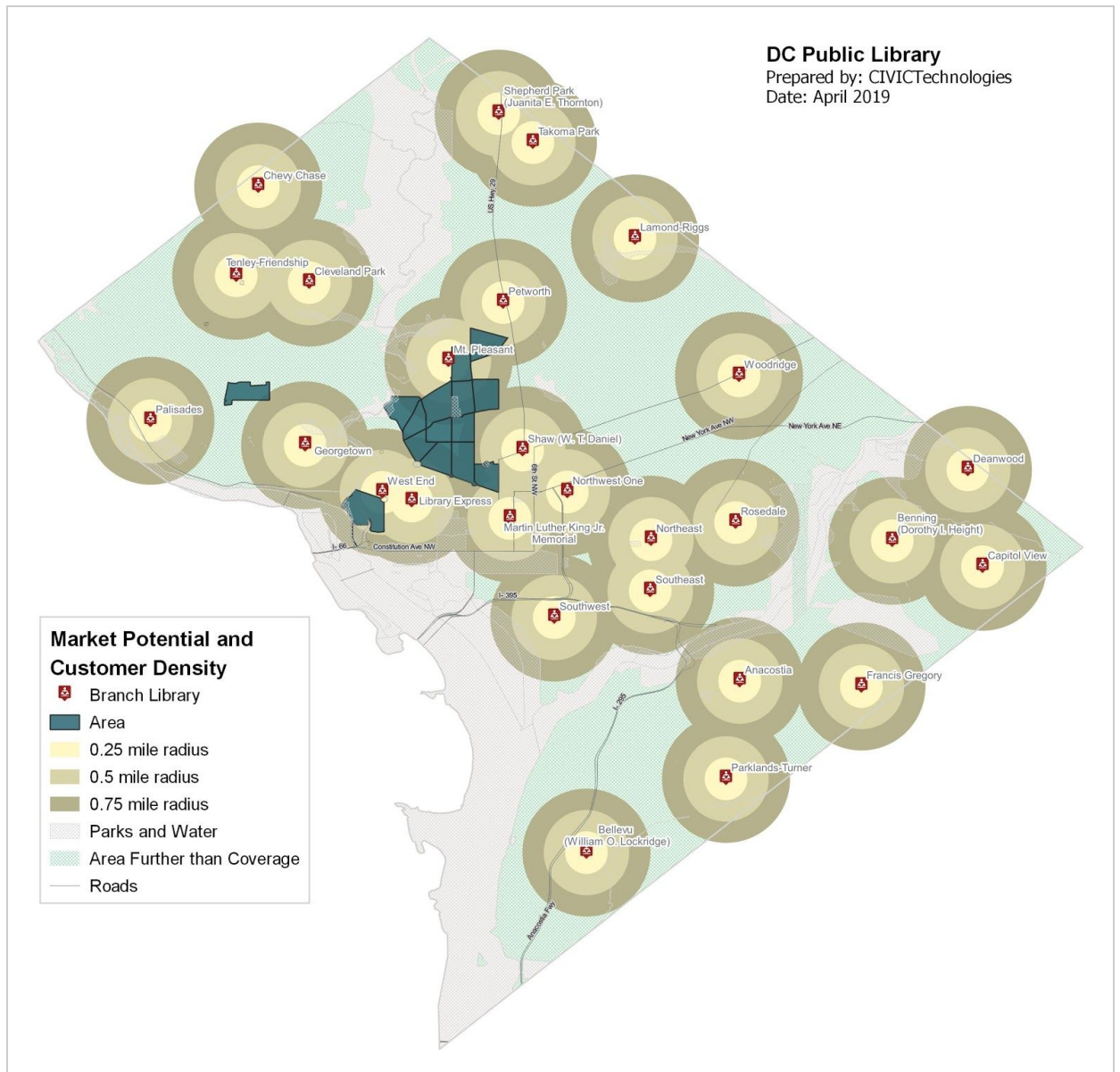
Map 3.54: Forecast Population Growth and Single Parent Households



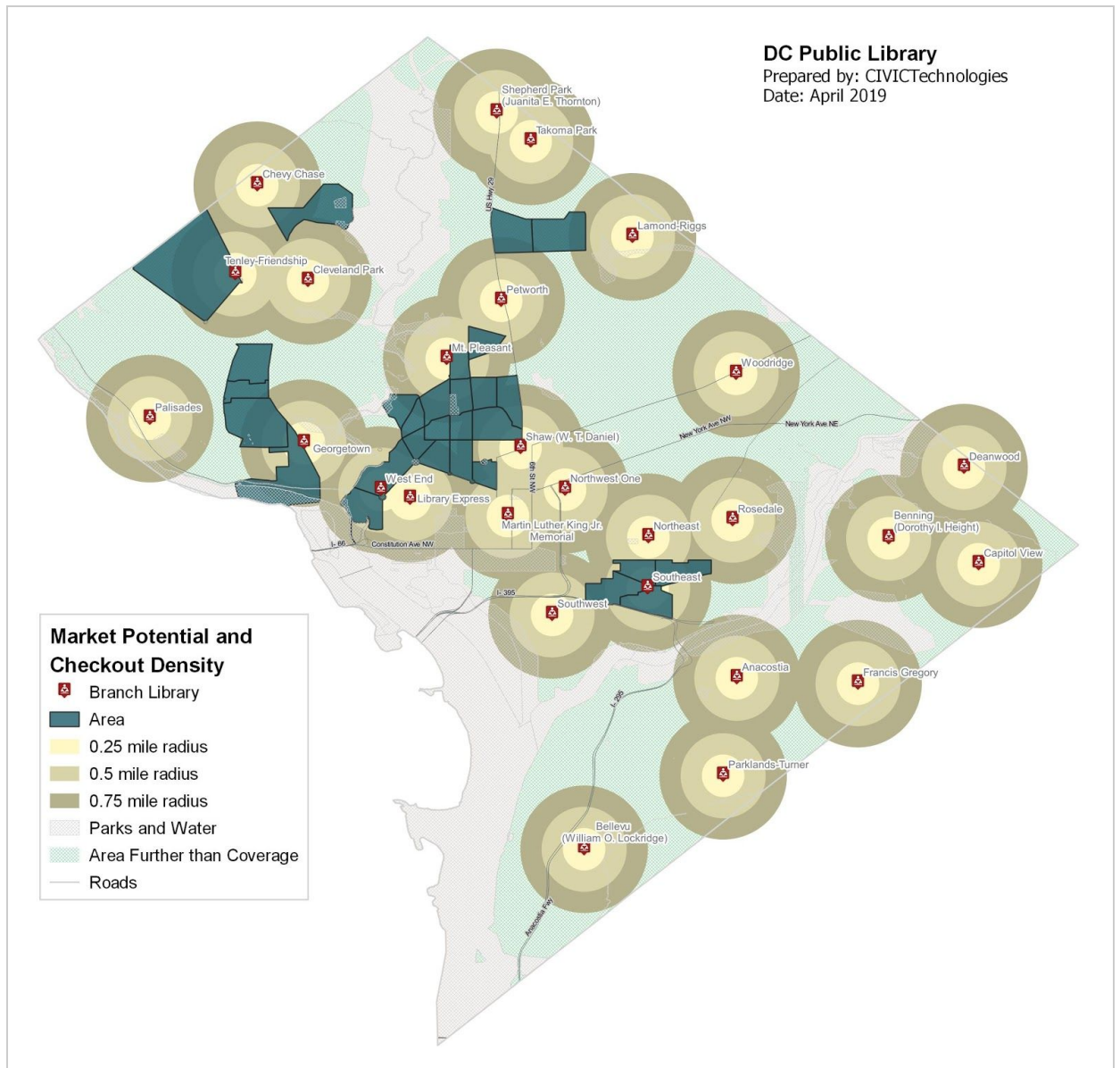
Map 3.55: Market Potential and Single Parent Households



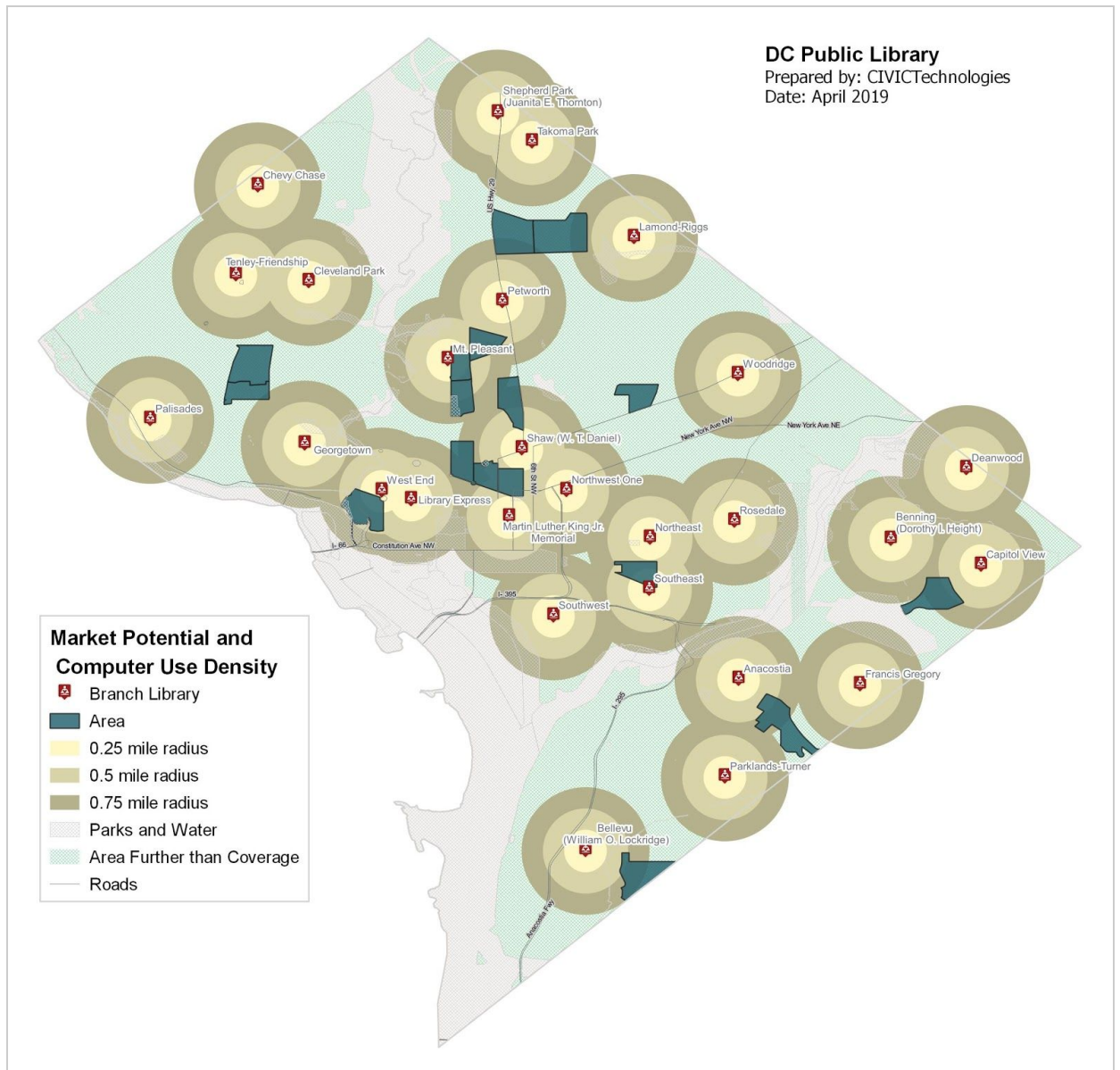
Map 3.56: Market Potential and Customer Density



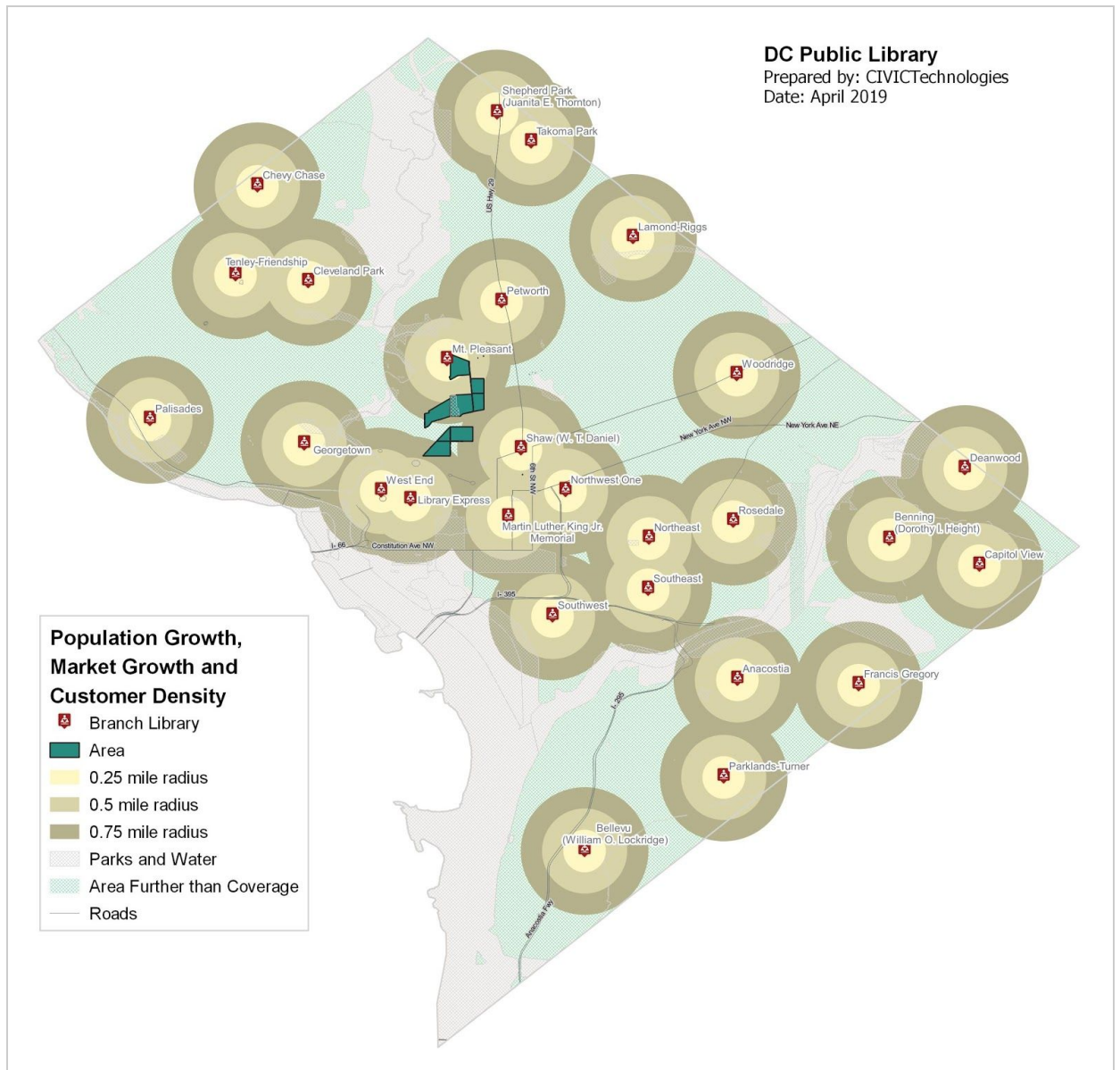
Map 3.57: Market Potential and Checkout Density



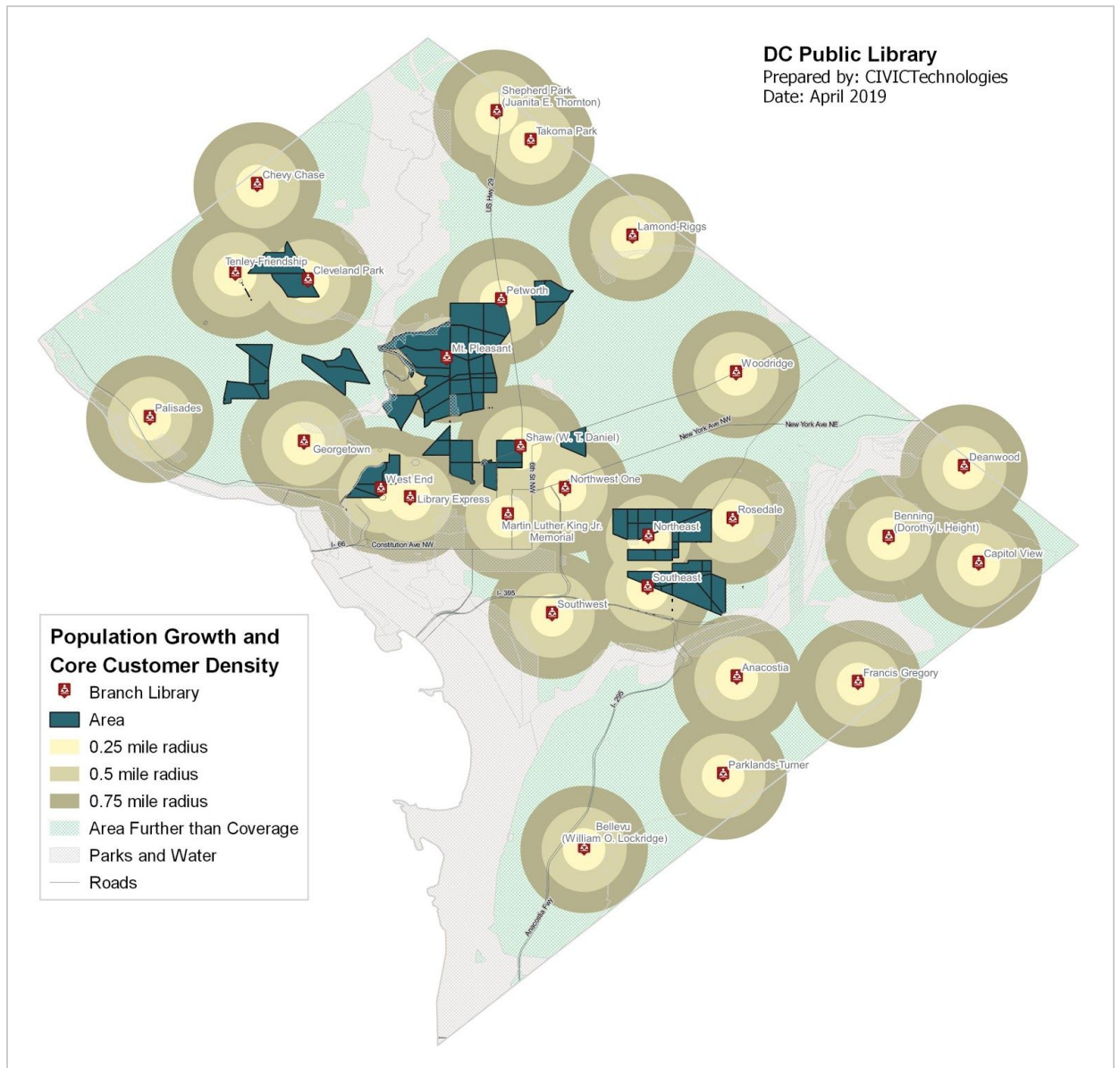
Map 3.58: Market Potential and Computer Use Density



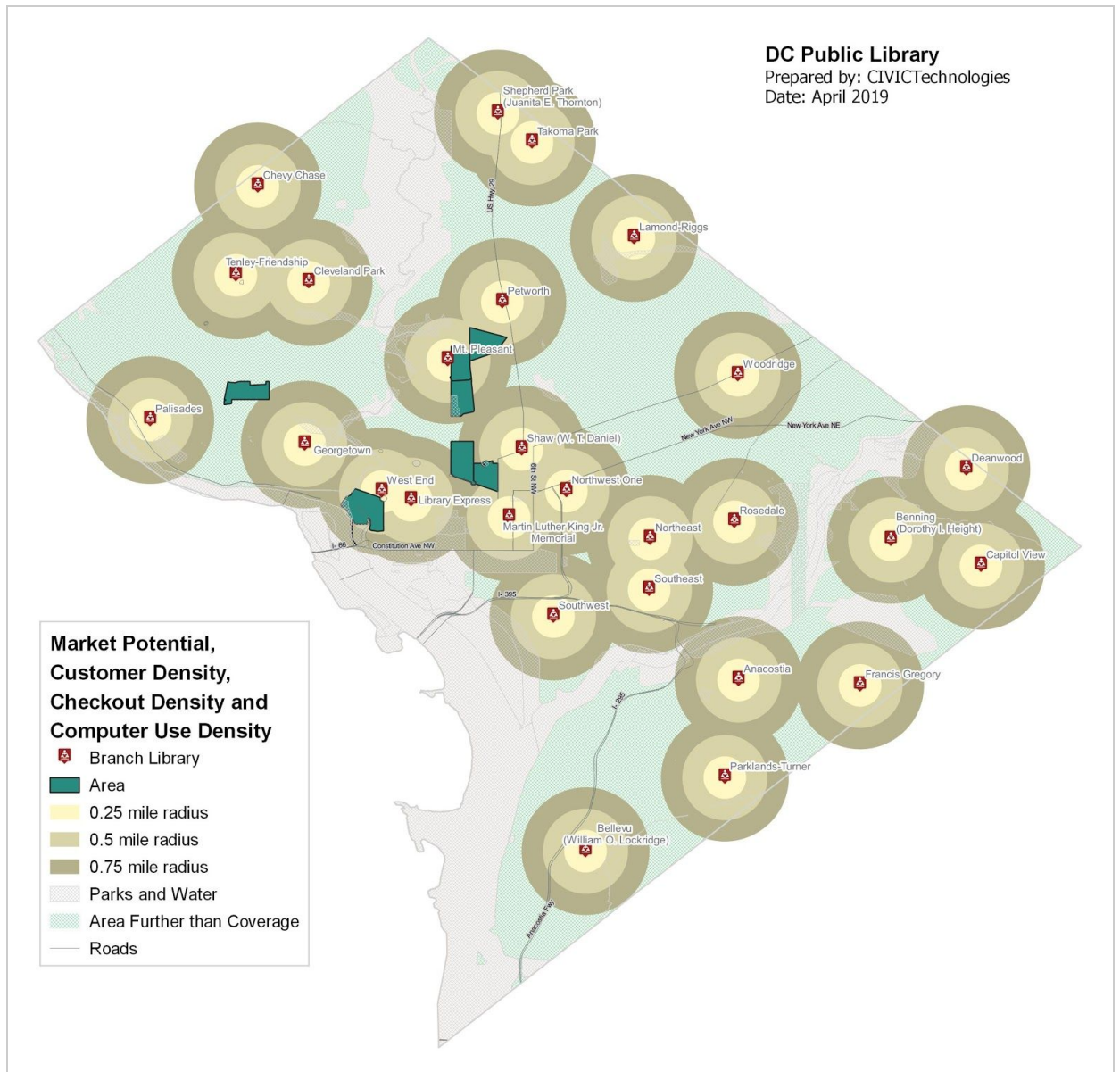
Map 3.59: Forecast Population Growth, Market Potential, and Customer Density



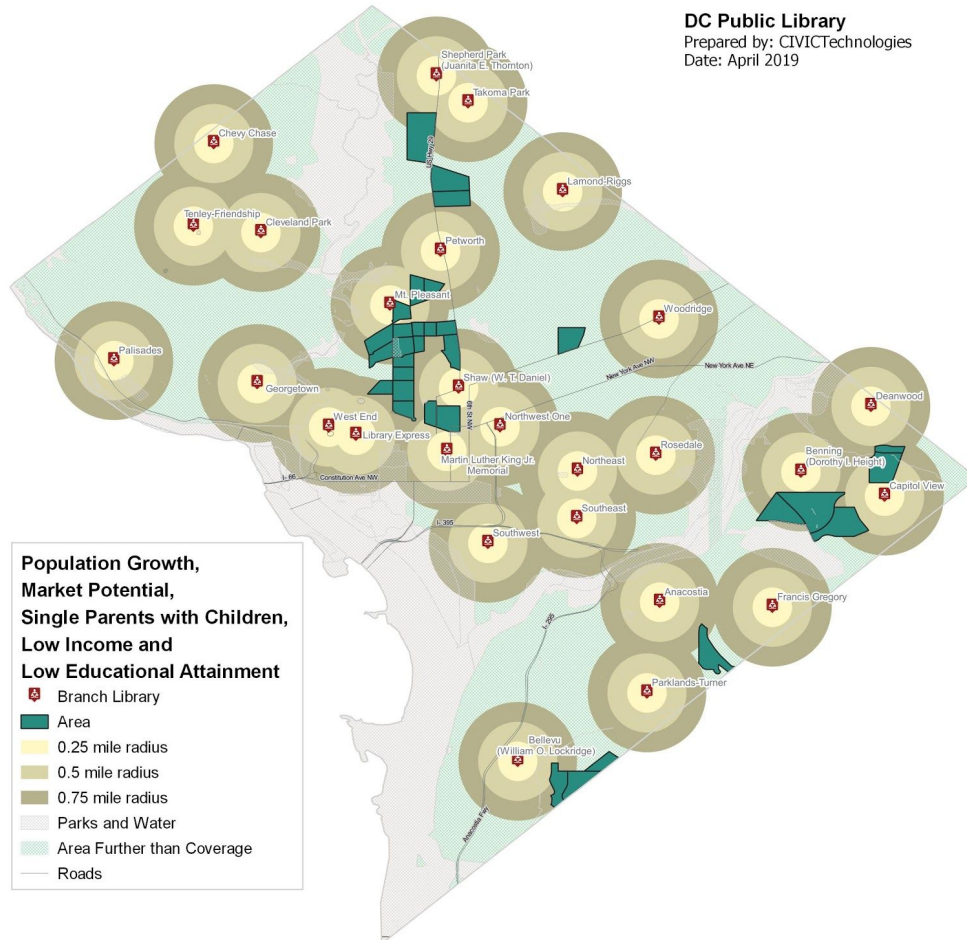
Map 3.60: Forecast Population Growth and Core Customer Density



Map 3.61: Market Potential, Customer Density, Checkout Density, and Computer Use Density



Map 3.62: Forecast Population Growth, Market Potential, Single Parent Households, Low Income Households, and Low Educational Attainment



Appendix C:

Community Engagement

Appendix C:

Community Engagement Summaries

As part of the Facilities Master Plan process, DC Public Library conducted two series of community engagement coordinated in partnership with consultants Brailsford & Dunlavey and LINK Strategic Partners.

Series 1

In February and March 2019, DC Public Library conducted four community meetings on the following dates:

- Tuesday, February 26 at 7pm - 8:30pm at Tenley Library (4450 Wisconsin Ave, NW)
- Saturday, March 2 11am - 12:30pm at Woodridge Library (1801 Hamlin St, NE)
- Wednesday, March 6 at 7pm - 8:30pm at Anacostia Library (1800 Good Hope Road, SE)
- Thursday, March 7 at 7pm - 8:30pm at Westminster Presbyterian Church (401 I St, SW)

Series 2

In June 2019, DC Public Library conducted two community meetings on the following dates:

- Tuesday, June 25, 6:30 p.m. - 8:00 p.m. at Capitol View Library (5001 Central Ave. SE)
- Wednesday, June 26, 6:30 p.m. - 8:00 p.m. at Petworth Library (4200 Kansas Ave. NW)

Each meeting began with a presentation to the community and included key questions for discussion with attendees.

Appendix Materials

Appendix C includes the following materials:

- Community Meeting Gallery Walk Boards
- Series 1: Community Meeting Presentation
- Series 1: Community Meeting Summary
- Series 2: Community Meeting Presentation
- Series 2: Community Meeting Summary

Appendix C:

Community Meeting Gallery Walk Boards

WHAT IS THE FACILITIES MASTER PLAN?

A plan to guide decisions about library services across the city over the next ten years. It seeks to answer:

- 
- A diagram consisting of three blue circular nodes connected by a dark blue line. The line starts at the top node, goes down, then right, then down again to the middle node. From the middle node, it goes down, then left, then down again to the bottom node.
- How can neighborhood libraries best serve their communities in the future?
 - Are new libraries needed to support D.C.'s growing population?
 - What facility investments are needed to keep current and future libraries working to their full potential?

The Facilities Master Plan should be considered a “living document” and a future planning tool based on information available today.

PROTECTING OUR INVESTMENTS

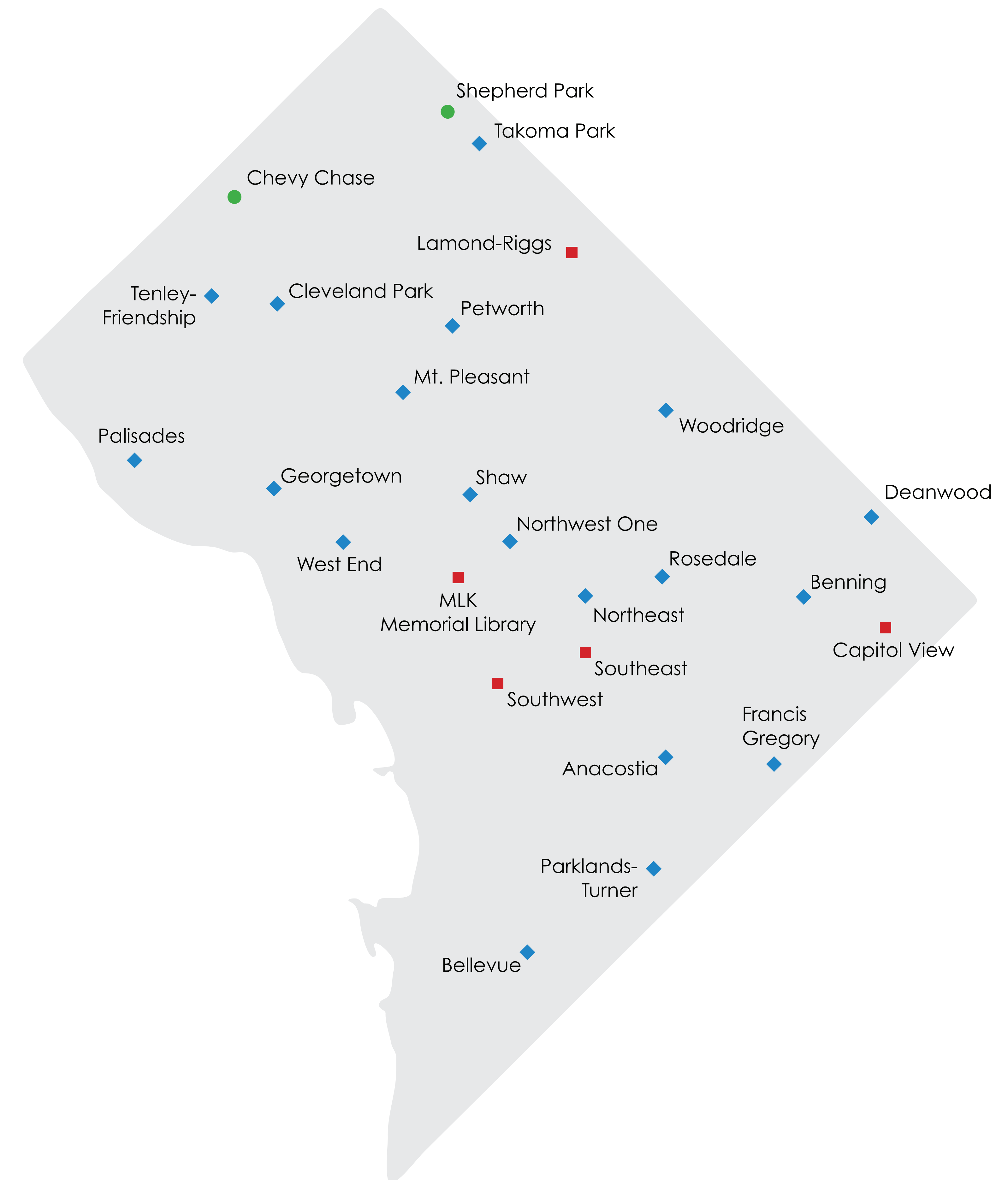
Of the District's 25 neighborhood libraries:

- ▶ 19 are new or have been renovated
- ▶ 2 have received makeovers
- ▶ 4 are currently in design or construction

Martin Luther King Jr. Memorial Library is currently undergoing a \$211 million modernization.

KEY

- ◆ Renovated or modernized
- Currently in design or construction
- Received makeover



TRENDS AFFECTING DC PUBLIC LIBRARY



A growing population leads to
increased demand
for library services.



Demographics
impact the community's
need for tailored services.



D.C.'s communities are
complex and unique.



Libraries serve as
community hubs.

COMMENTS & FEEDBACK

What activities and services should libraries offer in the future?

POST COMMENTS HERE

“Every great design begins with an even better story.” - *Lorinda Mamo*

FACILITIES MASTER PLAN APPROACH

FOUR KEY COMPONENTS:



FACILITY CONDITION ASSESSMENT

The current condition
of library buildings



LIBRARY USAGE ASSESSMENT

How customers
use libraries



LEADERSHIP & STAFF

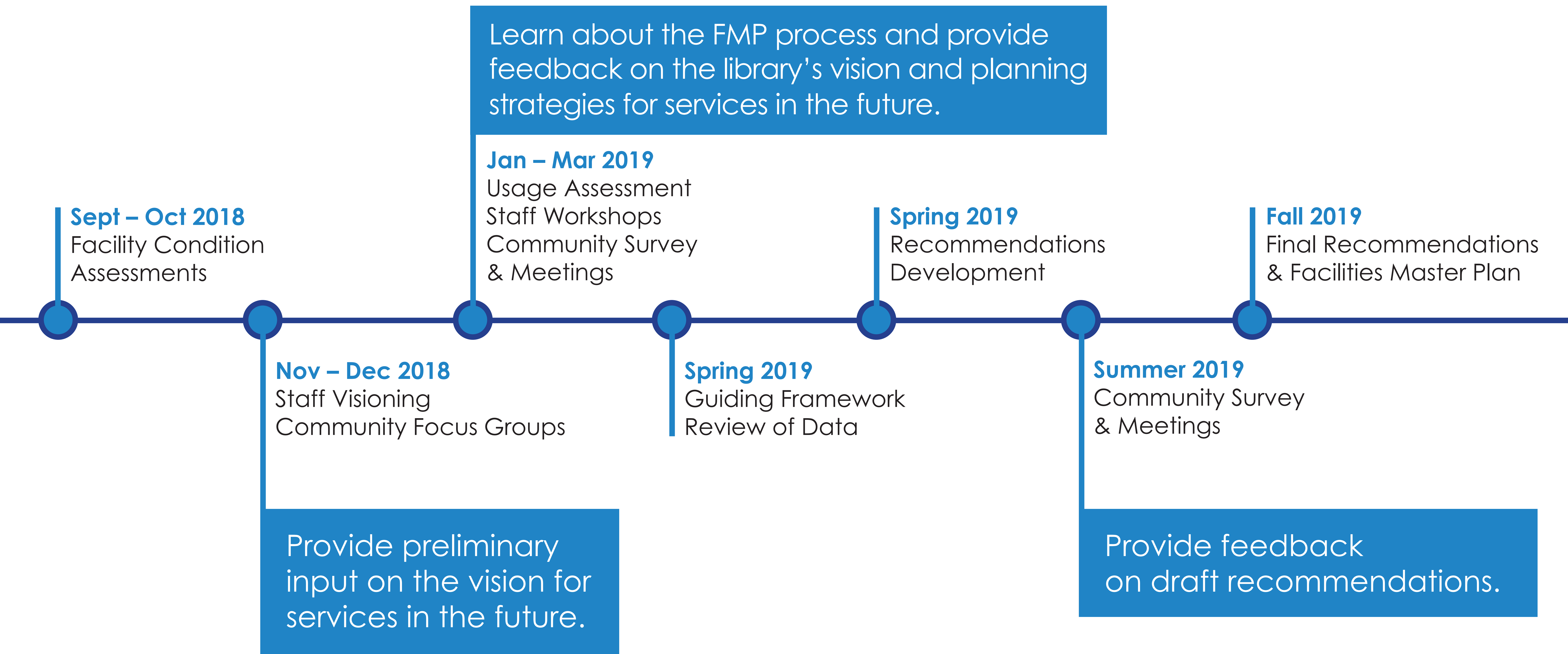
Professional expertise
and knowledge of
library trends



COMMUNITY & STAKEHOLDER ENGAGEMENT

Community needs
and priorities

TIMELINE & ENGAGEMENT OPPORTUNITIES



COMMUNITY & STAKEHOLDER ENGAGEMENT



COMMUNITY & STAKEHOLDER ENGAGEMENT

Community needs
and priorities

To ensure the FMP is objective, stakeholder informed, and community-driven, engagement activities have been planned.

FOCUS GROUPS - 8 HELD ACROSS THE DISTRICT

► Key themes heard:

- Serve as a hub to coordinate services provided by government and community organizations.
- Expand technology-based resources and services, including hardware and software.
- Provide educational, career planning, and life skills workshops and trainings for youth and adults.
- Books are still important.

COMMUNITY SURVEY - MORE THAN 1,000 RESPONDENTS

- Online, paper, and oral surveys were made available for adult learners and English language learners. They are currently posted in English and Spanish.

GUIDING FRAMEWORK

A Guiding Framework is a fair, rational, and equitable way to make decisions about library investments for the next 10 years. It includes two components:

Vision: What is DC Public Library's vision for the future?

Planning Strategies: What detailed tactics will DC Public Library employ for planning neighborhood libraries?

We need your input!

Four Preliminary Strategies have been developed. They were informed by a visioning session with Library staff, community focus groups, and the professional expertise and experience of our consultant team.

They are presented for comment and collaboration so they can be finalized by the Library.

VISION: THE STRATEGIC PLAN

STRATEGIC PLAN PRIORITIES

READING

DIGITAL CITIZENSHIP

STRONG COMMUNITIES

LOCAL HISTORY AND CULTURE

KNOW YOUR NEIGHBORHOOD

In order to achieve the four priorities of its strategic plan, the Library will focus on its own internal operations so that it can be responsive to the changing needs of the community, including emerging trends, changing demographics, and new technologies. This includes a Facilities Master Plan to achieve the goal of planning and designing library spaces to better serve the community.

The Facilities Master Plan will be informed by additional operational goals of the Strategic Plan:

- ▶ Align Library resources with community needs.
- ▶ Use data to improve all aspects of library services.
- ▶ Pursue external funding and resources to deepen the library's impact.
- ▶ Increase awareness and understanding of evolving library services.

PROPOSED PLANNING STRATEGIES

Planning Strategy 1: *Manage assets wisely.*

The Library will maintain buildings based on the facility condition assessment findings and will continue to monitor conditions as buildings age.

POST COMMENTS HERE

How does the Library maintain its building investments?

Planning Strategy 2: *Grow smartly.*

The Library will seek new or alternate sites to fill demonstrated library capacity needs, pursuing co-locations and partnership opportunities when possible.

POST COMMENTS HERE

How does the Library expand or adjust to meet future demand?

PROPOSED PLANNING STRATEGIES

Planning Strategy 3: *Design and build responsively.*

The Library will use guidelines to tailor projects to meet local and system-wide needs. The guidelines will be both data driven and community informed.

POST COMMENTS HERE

How does the Library plan projects?

Planning Strategy 4: *Prioritize and sequence projects logically.*

The Library will make recommendations based on objective and strategic needs for:

- Building condition and life-cycle needs
- Demonstrated need for a new library
- Demonstrated need for new service or service re-alignment

POST COMMENTS HERE

How will the Library decide which projects move forward?



COMMENTS & FEEDBACK

What thoughts would you like to share related to the future of the Library?

POST COMMENTS HERE

“We shape our buildings; thereafter they shape us.” - Winston Churchill

E-mail community.feedback@dc.gov to learn more.

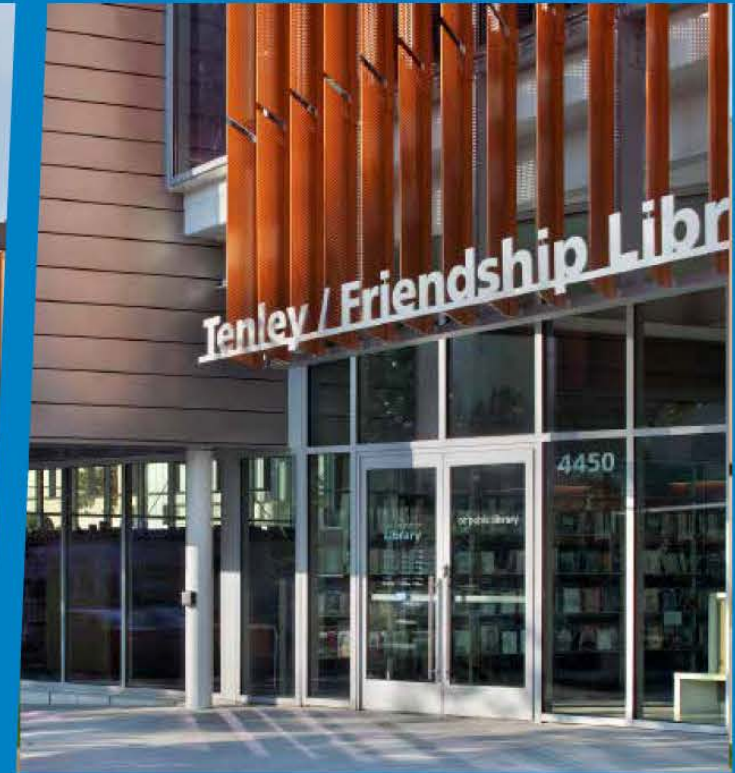
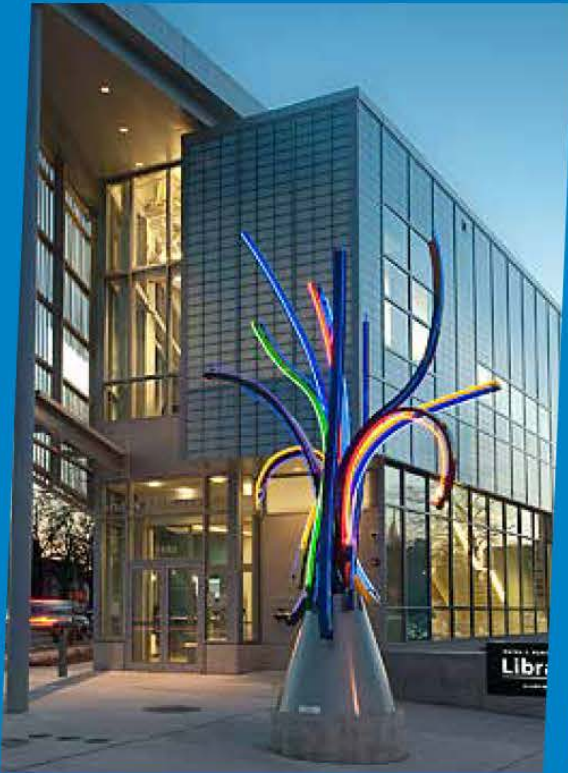
Appendix C:

Series 1: Community Meeting Presentation & Summary

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FACILITIES MASTER PLAN





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WELCOME

Richard Reyes-Gavilan

Executive Director



AGENDA

Presentation

- What is an FMP?
- Context and Trends
- Approach
- Timeline

Gallery Walk

- Questions & Feedback



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MEET THE TEAM



PROJECT LEADERSHIP



BRAILSFORD
& DUNLAVEY

PROGRAM MANAGER
AND PLANNER



LINK STRATEGIC PARTNERS

COMMUNITY ENGAGEMENT

OTHER EXPERT SUPPORT



A Bureau Veritas Group Company

CIVICTechnologies

MOYA
DESIGN PARTNERS



Katharine Taylor Design

FACILITIES MASTER PLAN

Overview: What is an FMP?

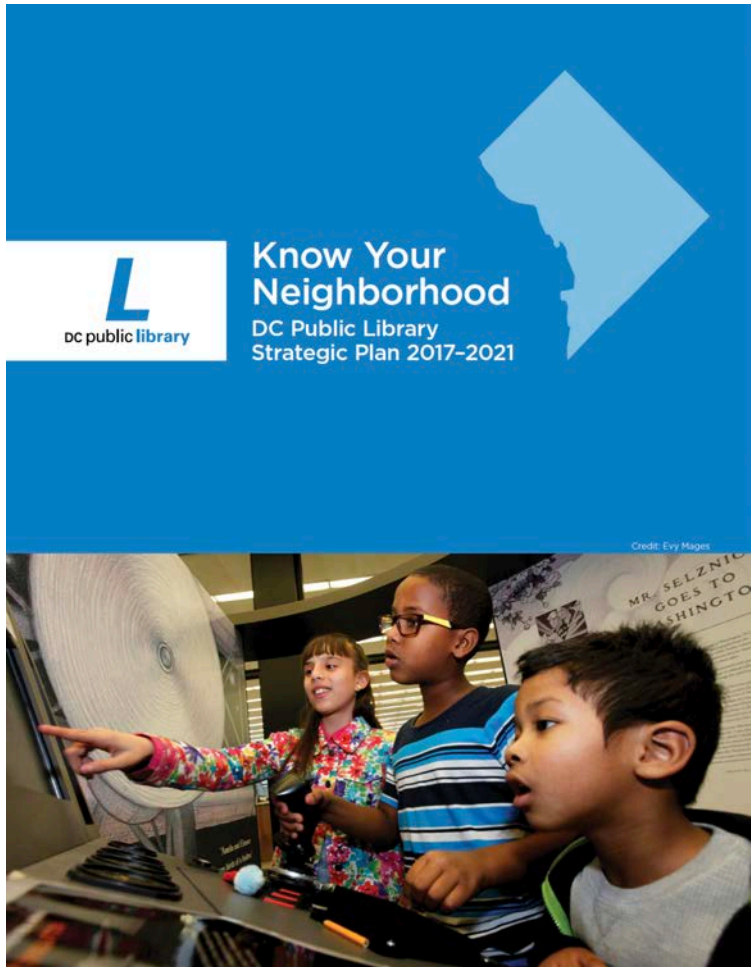
Goals: What do we hope to accomplish?

Timing: Why now?



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SETTING THE CONTEXT



Connecting the DC Public Library Strategic Plan to the Facilities Master Plan:

*“By being a good **steward** of its resources — securing new resources for the Library and better aligning, allocating and strengthening existing resources — the Library will better serve District residents.”*



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TRENDS AFFECTING DC PUBLIC LIBRARY



growing population



demographics



complex and
unique communities



libraries as community hubs



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WELCOME

Beth Penfield *Brailsford & Dunlavey*



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FACILITIES MASTER PLAN APPROACH

The Facilities Master Plan approach incorporates four key components:



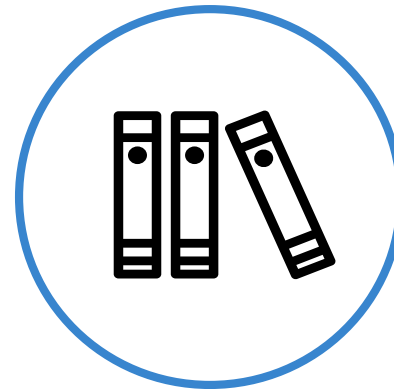
FACILITY CONDITION ASSESSMENT

The current condition
of library buildings

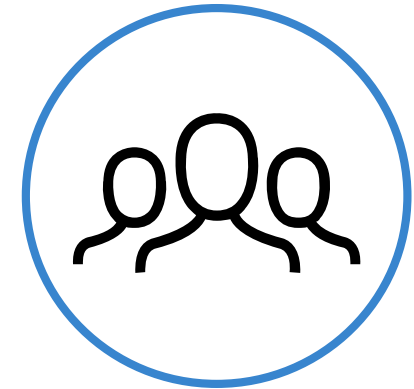


LIBRARY USAGE ASSESSMENT

How customers use
libraries



LEADERSHIP & STAFF
Professional expertise
and knowledge of
library trends



COMMUNITY & STAKEHOLDER ENGAGEMENT

Community needs and
priorities



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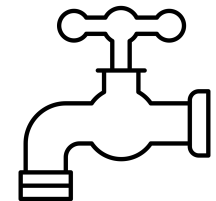
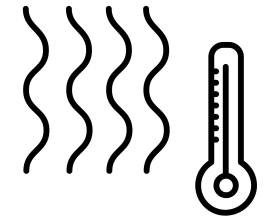
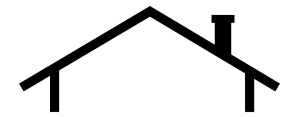
FACILITY CONDITIONS ASSESSMENT



What is an FCA?

How is it conducted?

Where are we in the process?





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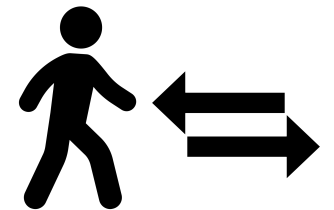
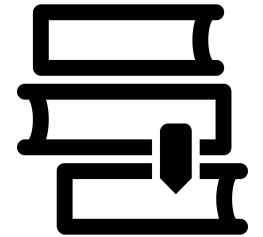
LIBRARY USAGE ASSESSMENT



What is a library usage assessment?

How is it conducted?

Where are we in the process?



Josh Lasky
LINK Strategic Partners



COMMUNITY ENGAGEMENT



Goal: Ensure that qualitative feedback provided by the community helps inform the development of the FMP



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COMMUNITY ENGAGEMENT TIMELINE

Dec. 2018

Focus Groups (8)

Feb. to Mar. 2019

Community Survey and Meetings

Summer 2019

Community Survey and Meetings

#dclibraryfuture | dclibrary.org/dclibraryfuture | community.feedback@dc.gov

WHAT WE'VE HEARD SO FAR

Key Focus Group Takeaways

- Serve as a hub to coordinate services provided by government and community organizations.
- Expand technology-based resources and services, including hardware and software.
- Provide educational, career planning, and life skills workshops and trainings for youth and adults.
- Books are still important.

GALLERY WALK

Ask.
Learn.
Share.

L
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COMMENTS & FEEDBACK

What thoughts would you like to share related to the future of the Library?

POST COMMENTS HERE

"We shape our buildings; thereafter they shape us." - *Winston Churchill*

E-mail community.feedback@dc.gov to learn more.

#dclibraryfuture dclibrary.org/dclibraryfuture



PROPOSED PLANNING STRATEGIES

Planning Strategy 1: Manage assets wisely.

Planning Strategy 2: Grow smartly.

Planning Strategy 3: Design and build responsively.

Planning Strategy 4: Prioritize and sequence projects logically.



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STAY ENGAGED

#dclibraryfuture

dclibrary.org/dclibraryfuture

community.feedback@dc.gov

DC Public Library Facilities Master Plan Series 1: Community Meeting Summary

In February and March 2019, DC Public Library conducted four community meetings focusing on the Facilities Master Plan (FMP), coordinated in partnership with consultants Brailsford & Dunlavey (B&D) and LINK Strategic Partners (LINK).

The meetings were held on the following dates:

- Tuesday, February 26 at 7pm - 8:30pm at Tenley Library (4450 Wisconsin Ave, NW)
- Saturday, March 2 11am - 12:30pm at Woodridge Library (1801 Hamlin St, NE)
- Wednesday, March 6 at 7pm - 8:30pm at Anacostia Library (1800 Good Hope Road, SE)
- Thursday, March 7 at 7pm - 8:30pm at Westminster Presbyterian Church (401 I St, SW)

Each meeting began with a short presentation to the community that included a welcome from DC Public Library's Executive Director, Richard Reyes-Gavilan. He spoke about the Facilities Master Plan (FMP) and what the library hopes to gain from the process. Representatives from B&D gave an overview of the components of the FMP, including the Facility Conditions Assessment and the Usage Data. Representatives from LINK Strategic Partners explained the importance of community engagement in the process and initial feedback heard from previous engagement to date. The presentation slides can be found online.

Following the presentation, attendees participated in a Gallery Walk, which provided an opportunity for the community to meet members of the project team, ask questions, and share their feedback about the proposed planning strategies for the FMP, as well as share their feedback on other aspects of library programming.

There were more than 60 attendees at the meetings who provided over 300 pieces of feedback. The feedback focused on the following themes:

- *Utilization of Space*: Ensure that existing Library spaces are used to accommodate the diverse needs of residents, which may be different in each branch.
- *Accessibility for All*: Make sure that access and usability are prioritized for all residents, including those experiencing homelessness, seniors and differently abled individuals.
- *Digital Resources*: Consistently update and upgrade resources so that the Library is providing hardware and software most requested by Library users.
- *Program Elements*: Plan buildings so that programs can reflect the interests and needs of the local community, taking into account needs for meeting space, spaces for families with young children, and more.
- *Social and Community Support Resources*: Consider partnering with government agencies and community groups to provide access to non-Library resources and services within Library branches.
- *Library Growth*: Expand Library facilities and services in a way that makes sense to address growing demographic trends and creates a presence in existing Library "deserts."

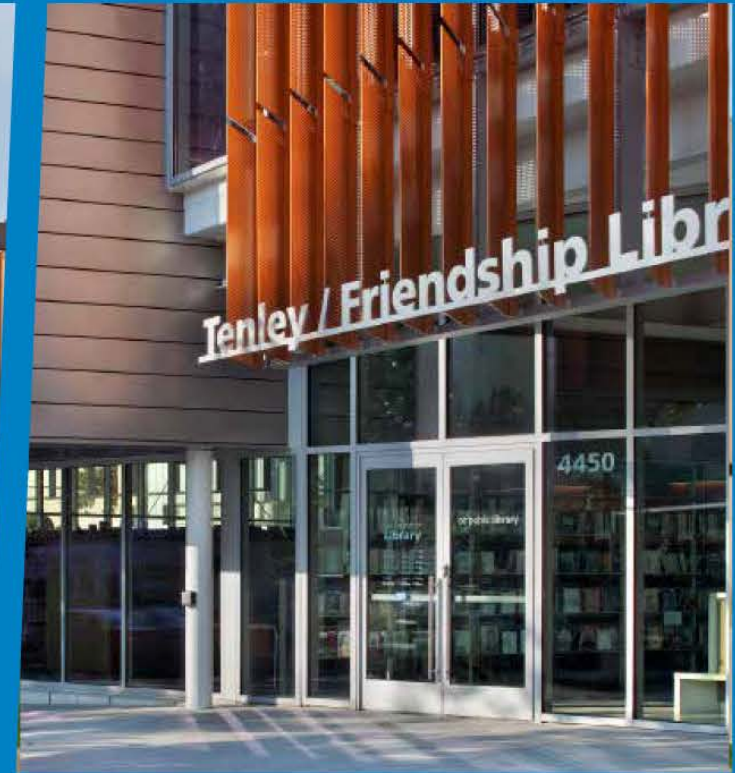
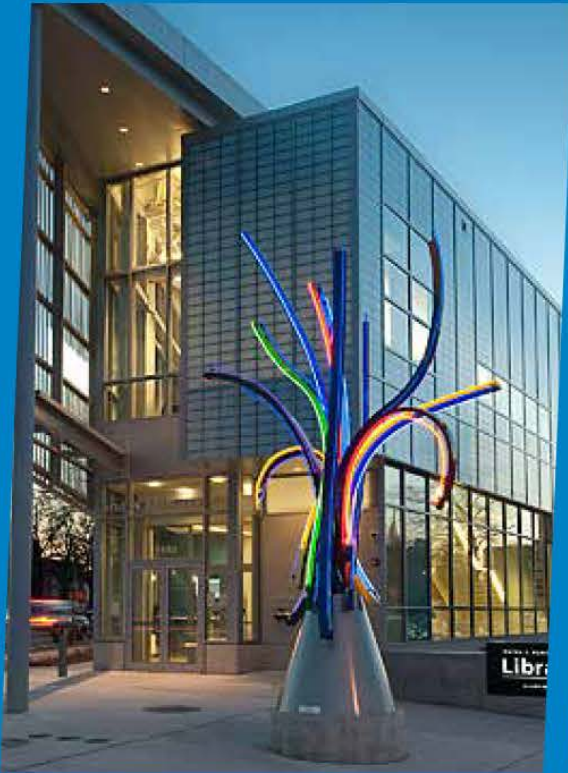
Appendix C:

Series 2: Community Meeting Presentation & Summary



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FACILITIES MASTER PLAN





AGENDA

Presentation

- Facilities Master Plan Refresher
- Update on Facilities Condition Assessment
- Overview of Usage Assessment Data
- Community Feedback Received

Group Discussion

- Questions & Feedback



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FACILITIES MASTER PLAN APPROACH

The Facilities Master Plan approach incorporates four key components:



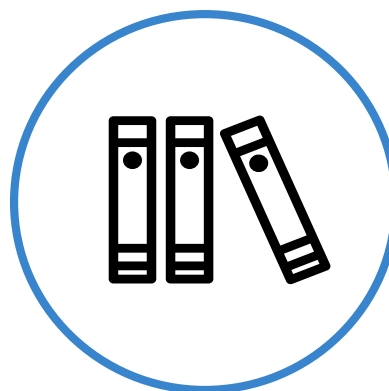
FACILITY CONDITION ASSESSMENT

The current condition
of library buildings



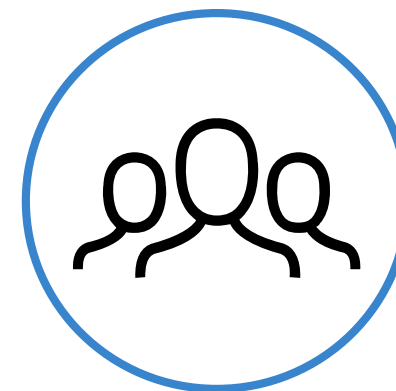
LIBRARY USAGE ASSESSMENT

How customers use
libraries



LEADERSHIP & STAFF

Professional expertise
and knowledge of
library trends



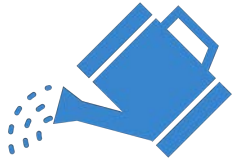
COMMUNITY & STAKEHOLDER ENGAGEMENT

Community needs and
priorities

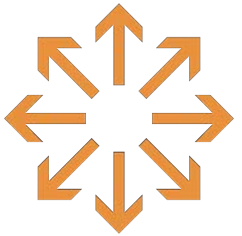


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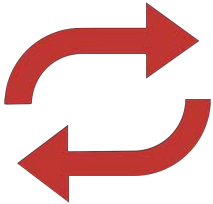
PLANNING STRATEGIES



Planning Strategy 1: Manage assets wisely.



Planning Strategy 2: Grow smartly and equitably.



Planning Strategy 3: Design and build responsively.



Planning Strategy 4: Prioritize and sequence projects logically.



FACILITY CONDITIONS ASSESSMENT

FCA analyzed 21 neighborhood library buildings

- FCA data enables DC Public Library to schedule system repairs and replacements with timing of building needs.
- Some libraries will need systems renewals in the next 10 years.
- A **Building Systems Renewal Project** will address deficiencies in life safety and renew or replace critical building systems that reach the end of their life cycle (e.g. electrical, plumbing, HVAC).



FACILITY CONDITIONS ASSESSMENT

Libraries that will need a **Building Systems Renewal Project** in the next ten years:

Group 1 Target Timeframe FY 2021 – 2023	Group 2 Target Timeframe FY 2024 – 2026	Group 3 Target Timeframe FY 2027 – 2030
Mt. Pleasant	Anacostia	Bellevue
Northeast	Benning	Francis Gregory
Shepherd Park	Chevy Chase	
Takoma Park*	Georgetown	
	Petworth	
	Shaw	
	Tenley	

*Currently undergoing a systems renewal project

FACILITIES MASTER PLAN CONSIDERATIONS

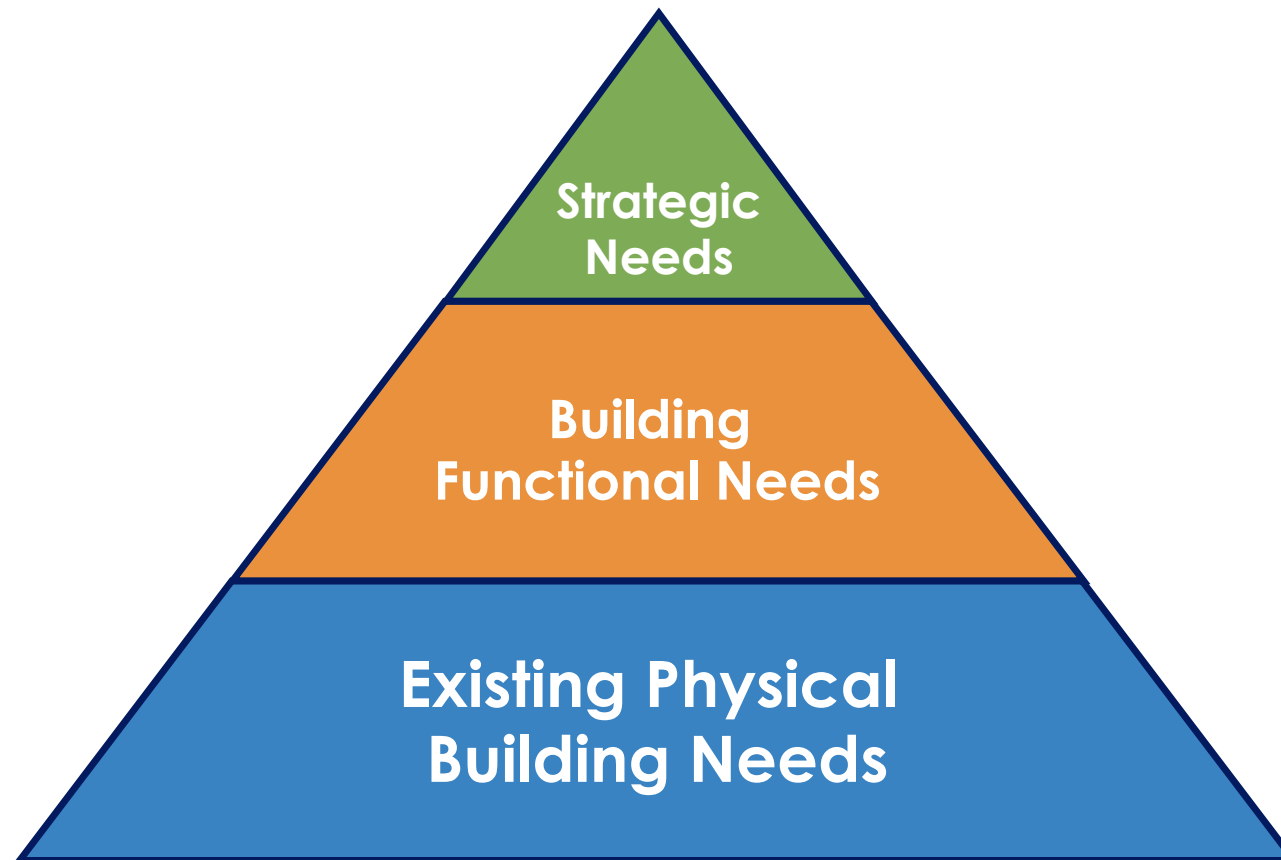
The FMP will go beyond the FCA and will address ways to:

- Ensure building systems are addressed as they age
- Allow existing buildings to support evolving library functions
- Advance the Library's mission and expand services



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FACILITIES MASTER PLAN CONSIDERATIONS



LIBRARY USAGE ASSESSMENT

The Library Usage Assessment focused on answering 3 key questions:

- Who is a current library user and who is not?
- How do we align library facilities with community needs?
- What opportunities exist for DC Public Library to better serve DC residents?



DISTRICT SCAN

What: A qualitative analysis that overlaid data within maps

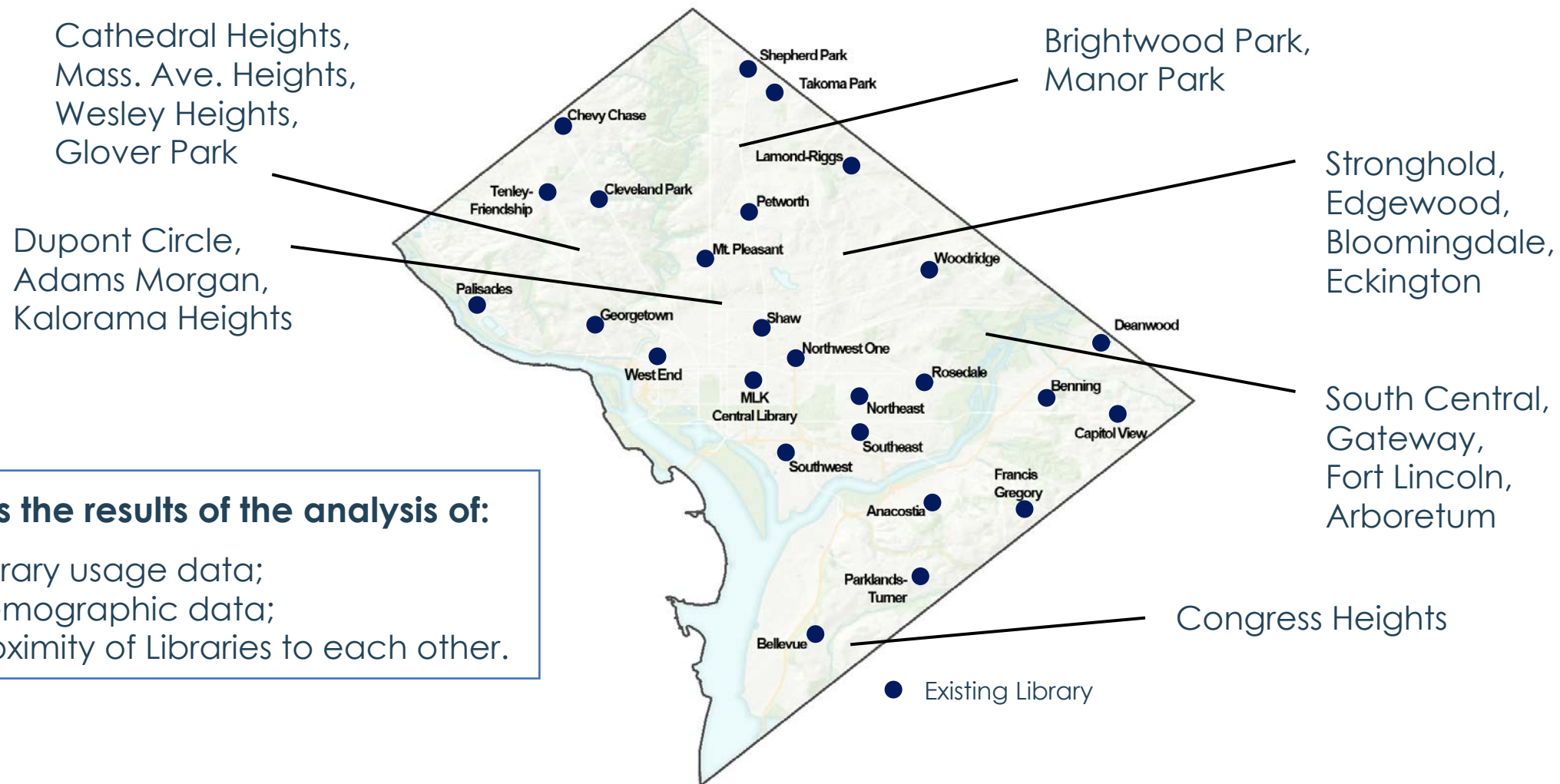
- Usage Elements – customer density, checkouts, computer use, & branch stats like gate count, Wi-Fi, meeting room use
- Demographic Elements – population density & growth, age groups, households, educational attainment, income
- Proximity of Locations – distance between, distance around, distance to transit access and other public facilities

Where are potential gaps in service and what neighborhoods should be explored further?



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POTENTIAL GAPS IN SERVICE TO EXPLORE



This map shows the results of the analysis of:

- Library usage data;
- Demographic data;
- Proximity of Libraries to each other.

STAFF WORKSHOP HIGHLIGHTS



More than 100 DC Public Library staff participated in three full-day workshops.



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STAFF WORKSHOP HIGHLIGHTS

Children, youth, families, and parenting
Career growth Family health, food, Cultural
Employment, and healthy eating programs &
job seekers, Economic and workforce development entertainment
job readiness Community Civic & social Job training
Technology & support engagement & vocational
Experiences and leisure activities Volunteering services
Social Capital



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COMMUNITY ENGAGEMENT TIMELINE

Dec. 2018

Eight Focus Groups
60 participants

Feb. to Mar. 2019

Community Survey and Four Meetings
1,286 responses from 28 zip codes
75 attendees across SW, NW, SE, NE

Jun. 2019

Two Community Meetings

#dclibraryfuture | dclibrary.org/dclibraryfuture | community.feedback@dc.gov



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KEY FOCUS GROUP TAKEAWAYS



Expand technology-based resources and services.



Provide educational, career, and life skills trainings.



Serve as one-stop shop for government and community services.



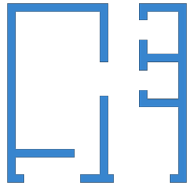
Books are still important.

COMMUNITY MEETINGS





COMMUNITY MEETING TAKEAWAYS (1 OF 2)



Utilization of Space: Accommodate the diverse needs of residents, which may be different in each branch.



Accessibility: Prioritize access and usability for all.



Digital Resources: Consistently update hardware and software.



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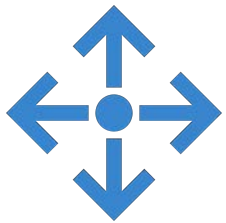
COMMUNITY MEETING TAKEAWAYS (2 OF 2)



Program Elements: Ensure programs reflect the interests and needs of the local community.



Social and Community Support Resources: Partner with government agencies and community groups.

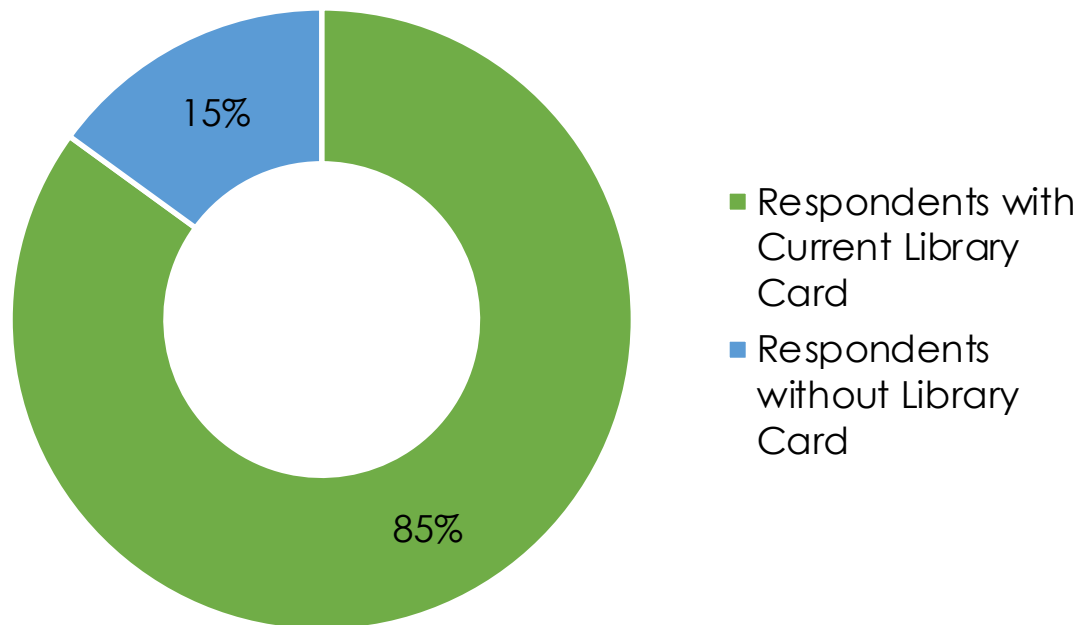


Library Growth: Respond to demographic trends.

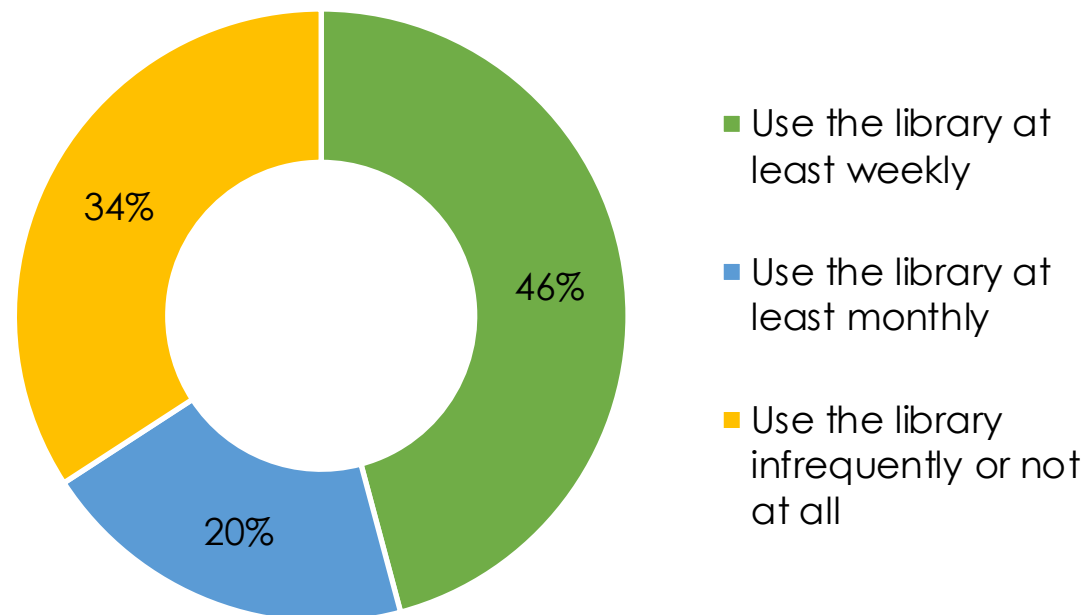


SURVEY: WHO RESPONDED?

Do you have a current DC Public Library card?



In the last 12 months, approximately how many times have you visited or used the online services of DC Public Library?



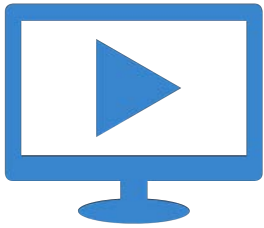


SURVEY FINDINGS (1 OF 2)

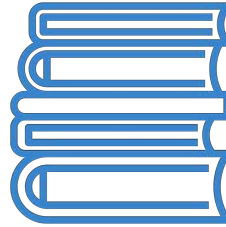
- **Most satisfied with:** Library overall, staff courtesy, hours of operation, safety/security, and materials for checkout
- **Least satisfied with:** Holds and the Library website
- **Top things not used or not familiar with:** Downloadable or streaming materials; WiFi; meeting room availability; computer, software, technology availability/features
- **Reasons for not using the library more frequently:** Lack of convenience, lack of time, use internet for information

SURVEY FINDINGS (2 OF 2)

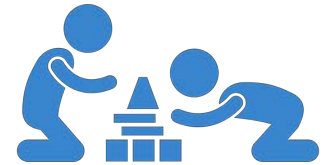
The top five things respondents would like to expand or enhance include:



Streaming or
downloadable materials



Nonfiction, fiction, and
bestsellers



Children's programs



Additional library services
in the community

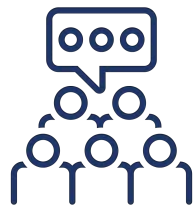


Cultural and educational
programs for adults



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BROAD THEMES FOR FUTURE SERVICES



FOCUS
GROUPS



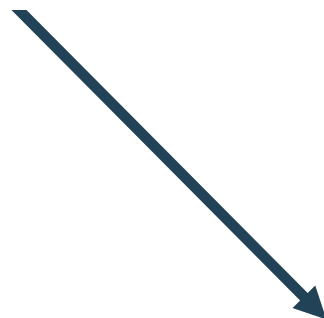
COMMUNITY
MEETINGS



STAFF
WORKSHOPS



COMMUNITY
SURVEY



BROAD THEMES

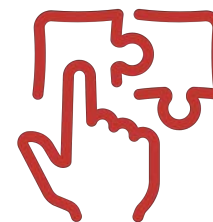


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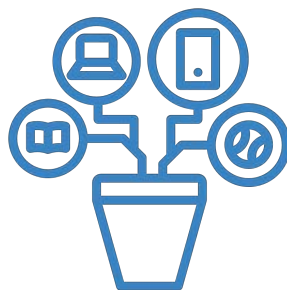
BROAD THEMES FOR FUTURE SERVICES



Support children and families



**Empower students, makers, hobbyists,
and lifelong learners**



**Connect residents, entrepreneurs,
and partners**

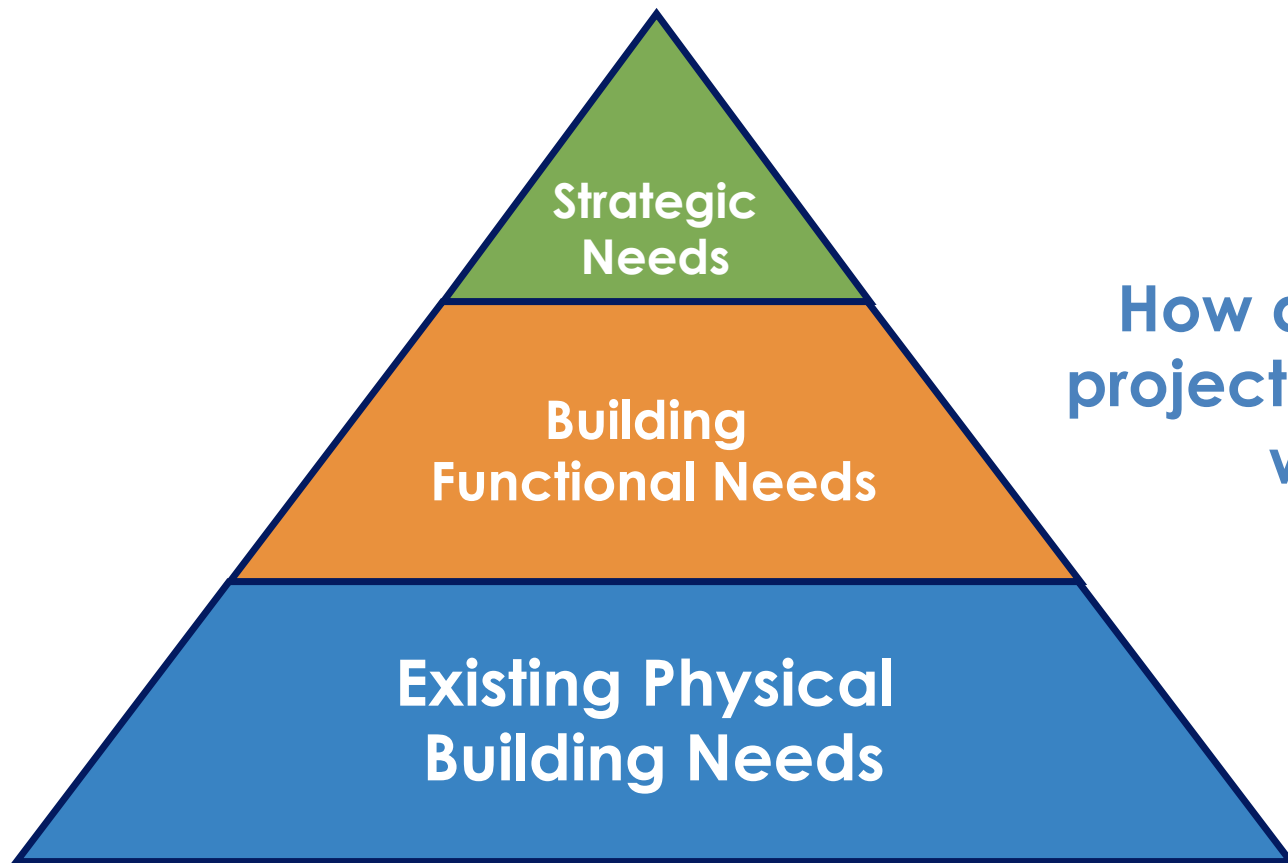


**Equip job-seekers and support
workforce and career development**



dc public library

BUILDING A ROADMAP



How do we build a roadmap of facility projects and strategic initiatives that align with our planning strategies?




BUILDING A ROADMAP





CRITERIA FOR CONSIDERATION

Project timing will also consider:

- 
- Barriers to participation
 - Project timing of nearby libraries
 - Number of projects per year
 - Funding availability
 - Interim services
 - Strategic opportunities that may arise
 - MLK usage and impact on nearby libraries



GROUP DISCUSSION

Q1

Did the four future services themes capture everything? Was there anything we missed?

Q2

What do you think about the Library's master planning priorities?

Q3

What else do we need to make sure we emphasize in the FMP?

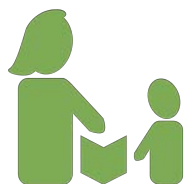


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GROUP DISCUSSION

Q1

Did the four future services themes capture everything? Was there anything we missed?



Support children and families



Empower students, makers, hobbyists,
and lifelong learners



Connect residents, entrepreneurs,
and partners



Equip job-seekers and support
workforce and career development



GROUP DISCUSSION

Q2

What do you think about the Library's master planning priorities?





GROUP DISCUSSION

Q3

What else do we need to make sure we emphasize in the FMP?



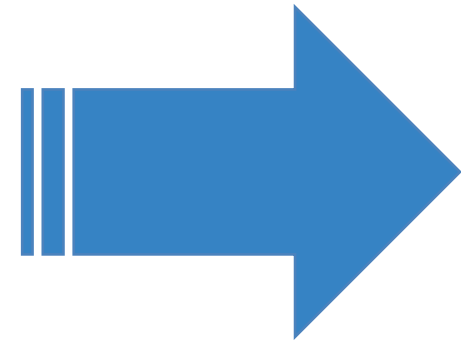
NEXT STEPS

Compile and publish FMP

Prepare for budget request process

Perform functional assessments

Explore opportunities to enhance service





dc public library

STAY ENGAGED

#dclibraryfuture

dclibrary.org/dclibraryfuture

community.feedback@dc.gov

DC Public Library Facilities Master Plan Series 2: Community Meetings Summary

In June 2019, DC Public Library conducted two community meetings focusing on the Facilities Master Plan (FMP), coordinated in partnership with consultants Brailsford & Dunlavey (B&D) and LINK Strategic Partners (LINK).

The meetings were held on the following dates:

- Tuesday, June 25, 6:30 p.m. - 8:00 p.m. at Capitol View Library (5001 Central Ave. SE)
- Wednesday, June 26, 6:30 p.m. - 8:00 p.m. at Petworth Library (4200 Kansas Ave. NW)

Each meeting began with a presentation to the community that included a welcome from DC Public Library's Executive Director, Richard Reyes-Gavilan. He provided a high-level update on the FMP process and the importance of community engagement.

Representatives from B&D reviewed specific elements of the FMP, including key outcomes of the Facility Conditions Assessment (FCA) and an overview of usage data. Representatives from LINK provided a summary of stakeholder feedback gathered to date, sharing key takeaways from the eight focus group conversations, four community meetings, a community survey, and DC Public Library staff workshops.

The last few slides of the presentation introduced a series of key questions for discussion with attendees, focusing on future services, planning priorities, and other ideas to capture in the FMP. The group dialogue with attendees at the meetings included the following suggestions:

- Consider families and multi-generational audiences when planning for programs and spaces.
- Integrate technology throughout facilities and services; technology shouldn't act as a standalone item or "add-on" once design is complete.
- Involve parents early, engaging families with very young children to promote available resources and services.
- Advance an inclusive definition of "makers" that encompasses creatives more broadly.
- Explore relationship between MLK Memorial Library and branches throughout the city, defining how services and resources can be shared or spread without need for full duplication.
- Include a section in the FMP to show how the plan will be used to drive budget discussions with elected officials.
- Articulate the extent to which usage and visitor volume affect facilities and might create the need for building upgrade projects on a more frequent basis.
- Emphasize the notion of flexibility in designing spaces, given that DC's communities may have new needs we cannot anticipate or plan for (like the emergence of co-working in the recent few years).
- When possible, connect the FMP to other citywide plans that have been recently developed, like the Office of Planning's Cultural Plan.

- Balance the expectations of existing Library users with the recruitment of new users and addressing their needs.

DC Public Library used the feedback collected from focus groups, surveys, and community meetings, along with the information gathered through the FCA, usage data analysis, and staff workshops to inform the FMP.

Appendix D:

Cost Assumptions and Information

Appendix D:

Cost Assumptions and Information

As part of the Facilities Master Plan process, Brailsford and Dunlavey modeled cost considerations for implementing the Roadmap over the next 10 years. The rough order of magnitude figures represent hard and soft costs and are presented in ranges to model annual rates of escalation that could be realized over time.

The two models were based on the following information:

- Facility Condition Assessment data and cost information
- Cost information from recent library modernization projects
- Cost information from recent library functional refresh projects

The cost models do not include land acquisition, real estate transaction costs or site preparation that may be necessary for new sites. They were developed to support decision-making and will be refined as additional information is available.

The cost models on the following pages are outlined in the following categories:

- **Priority 1 – Systems Renewals:** Hard costs provided by the FCA database and modeled with soft costs and annual escalation
- **Priority 2 – Modernizations:** Rough order of magnitude capital budget modeling based on recent projects with annual escalation applied
- **Priority 3 – Functional Refresh Projects:** Rough order of magnitude capital budget modeling based on outcome of Functional Assessments with annual escalation applied
- **Priority 4 – Strategic Growth Projects:** Rough order of magnitude capital budget modeling based on recent projects with annual escalation applied

Appendix Materials

Appendix D includes the following materials:

- Cost Model using 6% escalation
- Cost Model using 3% escalation

DC Public Library

Next Libris: Facilities Master Plan 2020-2030

Library Hard and Soft Costs Assumptions (6% escalation model)

Systems Renewals		Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
Anacostia Library	2026							\$930,000					
Bellevue Library	2028									\$995,000			
Benning Library	2026							\$1,101,000					
Capital View Library	Beyond												\$353,000
Chevy Chase Library	2026					Potential Modernization							
Cleveland Park Library	Beyond												\$232,000
Deanwood Library	2028					DGS*				\$145,000			
Francis Gregory Library	2028									\$843,000			
Georgetown Library	2026							\$1,230,000					
Lamond-Riggs Library	Not Assessed												
Mt. Pleasant Library	2021		\$757,000										
Northeast Library	2023				\$336,000								
Northwest One Library	2022			\$77,000	DGS*								
Palisades Library	Beyond												\$630,000
Parklands-Turner Library	Not Assessed												
Petworth Library	2027								\$963,000				
Rosedale Library	Beyond							DGS*					
Shaw Library	2026							\$1,028,000					
Shepherd Park Library	2021		\$1,224,000					Potential Modernization					
Southeast Library	Not Assessed												
Southwest Library	Not Assessed												
Takoma Park Library	2021		\$625,000										
Tenley-Friendship Library	2027								\$387,000				
West End Library	Beyond												\$96,000
Woodridge Library	Beyond												\$559,000
		\$10,641,000	\$2,606,000	\$77,000	\$336,000	\$0	\$0	\$4,289,000	\$1,350,000	\$1,983,000	\$0	\$0	\$1,870,000

10-Year Subtotal *Assumed timing for DGS systems renewal using 14-year-average from original construction date.

Modernizations		Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond	
Lamond-Riggs Library		2021	Planned Completion											
Southwest Library		2022	In Progress	Planned Completion										
Southeast Library		2023	In Progress	In Progress	Planned Completion									
Chevy Chase Library		2025							\$28,370,000					
Shepherd Park Library		2026							\$30,073,000					
	\$58,443,000		\$0	\$0	\$0	\$0	\$28,370,000	\$30,073,000	\$0	\$0	\$0	\$0	\$0	

10-Year Subtotal

DC Public Library

Next Libris: Facilities Master Plan 2020-2030

Library Hard and Soft Costs Assumptions (6% escalation model)

Functional Refresh	Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
Petworth Library	2020											
Shaw Library	2021	\$3,037,000					(SR)*					
Anacostia Library	2021	\$3,413,000					(SR)*					
Benning Library	2022		\$3,665,000				(SR)*					
Tenley-Friendship Library	2022		\$2,966,000					(SR)*				
Assessments	2023			\$50,000								
Georgetown Library	2024				\$3,783,000		(SR)*					
Bellevue Library	2024				\$3,783,000				(SR)*			
Francis Gregory Library	2025					\$4,010,000			(SR)*			
Mt. Pleasant Library	2026	(SR)*					\$4,251,000					
Others TBD									\$4,776,000		\$5,366,000	
	\$39,100,000	\$6,450,000	\$6,631,000	\$50,000	\$7,566,000	\$4,010,000	\$4,251,000	\$0	\$4,776,000	\$0	\$5,366,000	\$0
10-Year Subtotal		*Systems Renewal assumed for the identified year.										

Strategic Growth	Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
Parklands Turner / Congress Heights	2024				\$26,765,000							
Eckington, Edgewood, NW One	2027							\$31,877,000				
Rosedale Replacement	2028								\$33,790,000			
Deanwood Replacement	2029									\$35,817,000		
New Adams Morgan / Dupont	2030											
New Fort Lincoln / Gateway	Beyond										\$37,966,000	TBD
New Cathedral Heights	Beyond											TBD
Miscellaneous Planning Support	All	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	
	\$168,715,000	\$250,000	\$250,000	\$250,000	\$27,015,000	\$250,000	\$250,000	\$32,127,000	\$34,040,000	\$36,067,000	\$38,216,000	\$0
10-Year Subtotal												

TOTAL	10-Year Total	Years 1 - 3			Years 4 - 6			Years 7 - 10				Year 11+
		2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
		\$9,306,000	\$6,958,000	\$636,000	\$34,581,000	\$32,630,000	\$38,863,000	\$33,477,000	\$40,799,000	\$36,067,000	\$43,582,000	\$1,870,000
	\$276,899,000	\$16,900,000			\$106,074,000			\$153,925,000				

General Cost Assumptions:

Escalation Assumption	6%
Soft Cost Assumption	30%
Today	2019
Library Gross SF	25,000
Library Total Cost / SF	\$800
Typical New Library	\$20,000,000
Land Acquisition Costs	\$0

Functional Refresh Cost Assumptions

	Estimates:
Shaw	\$2,703,000
Anacostia	\$3,038,000
Benning	\$3,077,000
Tenley-Friendship	\$2,490,000
Average Functional Refresh	\$2,827,000

DC Public Library

Next Libris: Facilities Master Plan 2020-2030

Library Hard and Soft Costs Assumptions (3% escalation model)

Systems Renewals		Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
Anacostia Library	2026							\$761,000					
Bellevue Library	2028									\$768,000			
Benning Library	2026							\$900,000					
Capital View Library	Beyond												\$353,000
Chevy Chase Library	2026					Potential Modernization							
Cleveland Park Library	Beyond												\$232,000
Deanwood Library	2028					DGS*				\$112,000			
Francis Gregory Library	2028									\$651,000			
Georgetown Library	2026							\$1,006,000					
Lamond-Riggs Library	Not Assessed												
Mt. Pleasant Library	2021		\$714,000										
Northeast Library	2023				\$300,000								
Northwest One Library	2022			\$71,000	DGS*								
Palisades Library	Beyond												\$630,000
Parklands-Turner Library	Not Assessed												
Petworth Library	2027								\$766,000				
Rosedale Library	Beyond							DGS*					
Shaw Library	2026							\$841,000 Potential Modernization					
Shepherd Park Library	2021		\$1,156,000										
Southeast Library	Not Assessed												
Southwest Library	Not Assessed												
Takoma Park Library	2021		\$590,000										
Tenley-Friendship Library	2027								\$308,000				
West End Library	Beyond												\$96,000
Woodridge Library	Beyond												\$559,000
	\$8,944,000		\$2,460,000	\$71,000	\$300,000	\$0	\$0	\$3,508,000	\$1,074,000	\$1,531,000	\$0	\$0	\$1,870,000

10-Year Subtotal *Assumed timing for DGS systems renewal using 14-year-average from original construction date.

Modernizations		Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond	
Lamond-Riggs Library	2021	Planned Completion												
Southwest Library	2022	In Progress	Planned Completion											
Southeast Library	2023	In Progress	In Progress	Planned Completion										
Chevy Chase Library	2025							\$23,881,000						
Shepherd Park Library	2026								\$24,597,000					
	\$48,478,000	\$0	\$0	\$0	\$0	\$23,881,000	\$24,597,000	\$0	\$0	\$0	\$0	\$0	\$0	

10-Year Subtotal

DC Public Library

Next Libris: Facilities Master Plan 2020-2030

Library Hard and Soft Costs Assumptions (3% escalation model)

Functional Refresh	Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
Petworth Library	2020											
Shaw Library	2021	\$2,868,000					(SR)*					
Anacostia Library	2021	\$3,223,000					(SR)*					
Benning Library	2022		\$3,362,000				(SR)*					
Tenley-Friendship Library	2022		\$2,721,000					(SR)*				
Assessments	2023			\$50,000								
Georgetown Library	2024				\$3,277,000		(SR)*					
Bellevue Library	2024				\$3,277,000				(SR)*			
Francis Gregory Library	2025					\$3,376,000			(SR)*			
Mt. Pleasant Library	2026	(SR)*					\$3,477,000					
Others TBD									\$3,689,000		\$3,913,000	
	\$33,233,000	\$6,091,000	\$6,083,000	\$50,000	\$6,554,000	\$3,376,000	\$3,477,000	\$0	\$3,689,000	\$0	\$3,913,000	\$0
10-Year Subtotal		*Systems Renewal assumed for the identified year.										

Strategic Growth	Year Assumed	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
Parklands Turner / Congress Heights	2024				\$23,185,000							
Eckington, Edgewood, NW One	2027							\$25,335,000				
Rosedale Replacement	2028								\$26,095,000			
Deanwood Replacement	2029									\$26,878,000		
New Adams Morgan / Dupont	2030											
New Fort Lincoln / Gateway	Beyond										\$27,685,000	TBD
New Cathedral Heights	Beyond											TBD
Miscellaneous Planning Support	All	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	
	\$131,678,000	\$250,000	\$250,000	\$250,000	\$23,435,000	\$250,000	\$250,000	\$25,585,000	\$26,345,000	\$27,128,000	\$27,935,000	\$0
10-Year Subtotal												

TOTAL	10-Year Total	Years 1 - 3			Years 4 - 6			Years 7 - 10				Year 11+
		2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Beyond
		\$8,801,000	\$6,404,000	\$600,000	\$29,989,000	\$27,507,000	\$31,832,000	\$26,659,000	\$31,565,000	\$27,128,000	\$31,848,000	\$1,870,000
	\$222,333,000	\$15,805,000			\$89,328,000			\$117,200,000				

General Cost Assumptions:

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Soft Cost Assumption	30%
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