

LIBRARY SERVICES

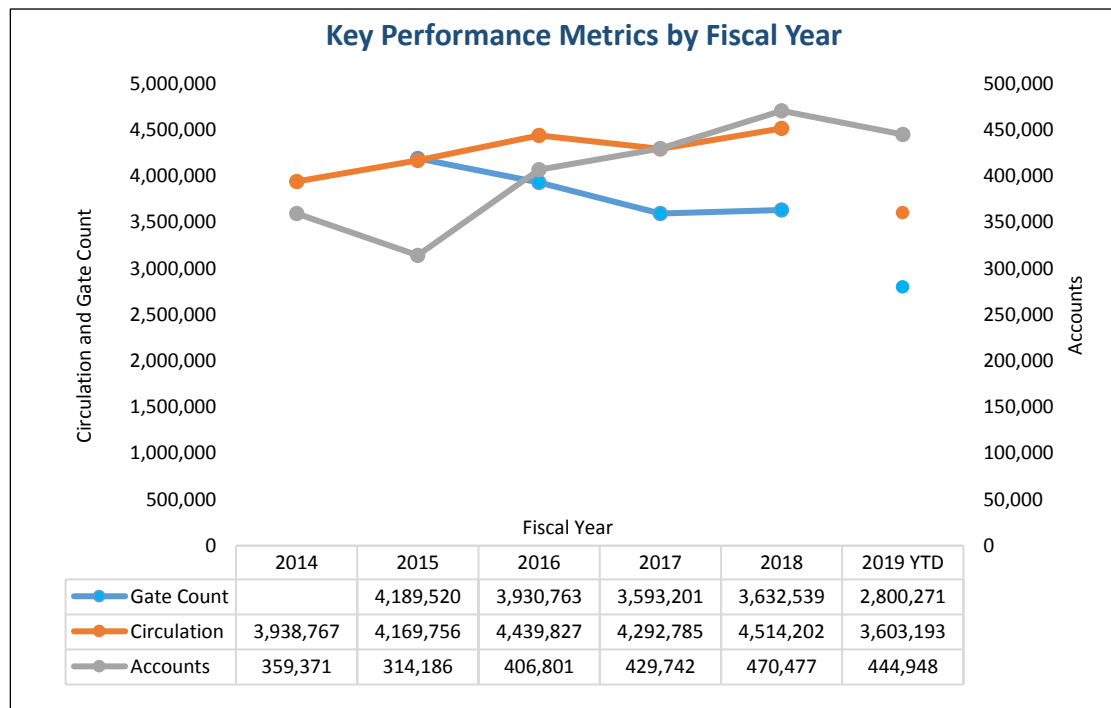
QUARTERLY PERFORMANCE REPORT

Q3 FY19

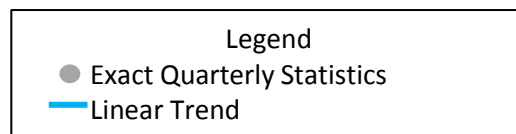
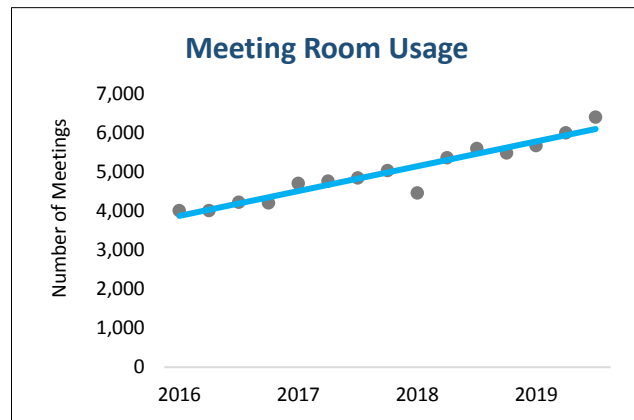
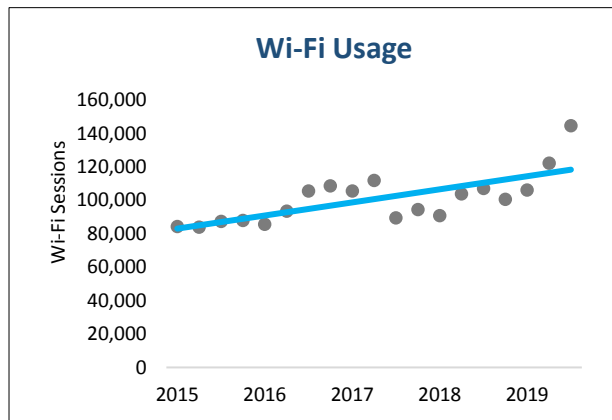
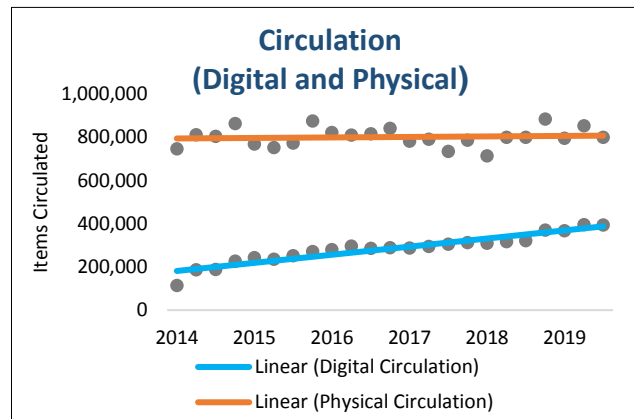
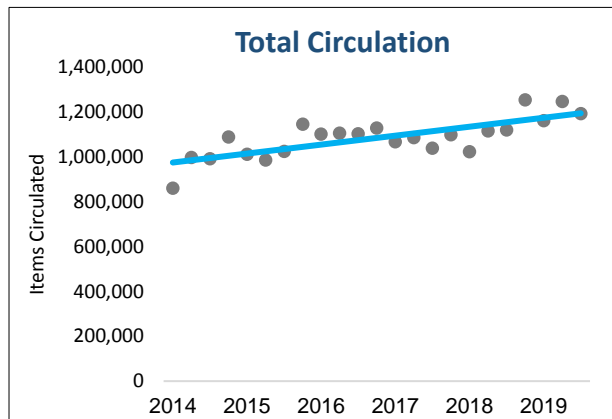
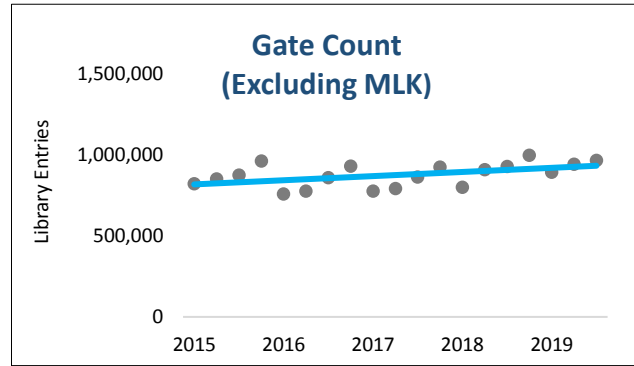
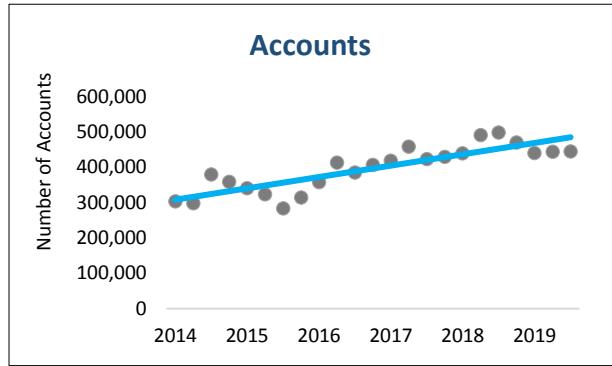


EXECUTIVE SUMMARY

- Compared to Q3 FY18, most performance measures are up in Q3 FY19 including digital circulation, gate count, outreach, meeting and study room use and Wi-Fi access.
- The Southwest neighborhood library closed on June 1st; the interim location will open this summer. The Takoma Park neighborhood library closed on June 22nd for a refresh including a number of interior improvements. It will reopen in the fall.
- The interim Fab Lab at Reeves Center opened on April 17th with access to creative technology, training, classes and in-demand services. The Lab has logged more than 600 registrations for programs since its opening.
- This fiscal year, we started reporting pages printed and copied by branch location. We have learned that the numbers reported in the first two quarters did not include instances when staff assisted customers with printing. We have updated the reporting method and the data for the first two quarters, to reflect all pages printed, including with staff assistance. The new totals for the first two quarters are more than triple the number previously reported.
- Wi-Fi access has increased across the system in recent months. Overall, Wi-Fi access is 35% higher in Q3 FY19 compared to the same quarter last year. Wi-Fi equipment upgrades, begun in September, 2018 and completed in January, 2019, are contributing to these increases.
- May was DC Reads month featuring Heads of the Colored People by Nafissa Thompson-Spires. DCPL hosted five specialized programs including an author talk at THEARC and 11 book clubs held throughout the city.
- Summer Challenge began on June 8th. Neighborhood library locations held 14 kick-off events with over 600 attendees. Other major events included a reading by Nationals player, Sean Doolittle, at Murch Elementary, a celebration at Martha's Table and an author talk with National Book Award winner Jacqueline Woodson at Dunbar High School. Summer reading participants are encouraged to read at least 20 minutes a day.



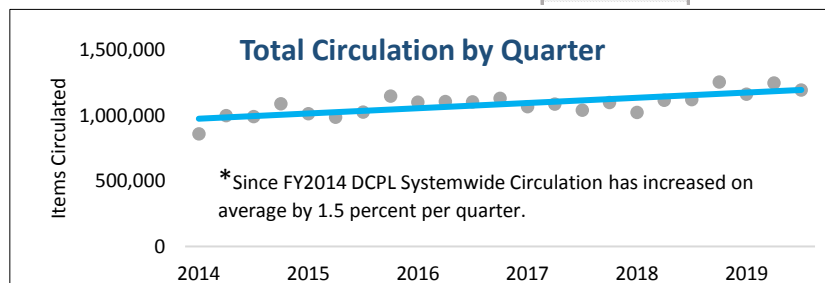
SUMMARY OF HISTORICAL TRENDS



CIRCULATION

Q3 FY19

| Ward | Location | Q3 FY16 | Q3 FY17 | Q3 FY18 | Physical Circ | Digital Library |
|---------------------------|--|------------------|------------------|------------------|------------------|-----------------|
| 1 | Mt. Pleasant | 59,338 | 65,323 | 73,438 | 64,048 | 42,749 |
| Ward 1 Totals | | 59,338 | 65,323 | 73,438 | 64,048 | 42,749 |
| 2 | MLK JR. Memorial Library/System-Wide Self Checkouts/Mobile App | 234,772 | 113,141 | 494 | 258 | 14,805 |
| 2 | Library Express/Center for Accessibility | | 3,628 | 8,631 | 8,841 | 8,938 |
| 2 | Georgetown | 41,909 | 45,209 | 45,472 | 40,193 | 28,347 |
| 2 | West End | 17,594 | 17,798 | 40,021 | 49,389 | 25,513 |
| Ward 2 Totals | | 294,275 | 179,776 | 94,618 | 98,681 | 77,603 |
| 3 | Chevy Chase | 34,593 | 41,045 | 52,412 | 47,603 | 16,625 |
| 3 | Cleveland Park | 53,757 | 35,689 | 44,907 | 78,747 | 34,820 |
| 3 | Palisades | 20,980 | 6,207 | 32,111 | 32,097 | 8,532 |
| 3 | Tenley-Friendship | 62,079 | 69,501 | 76,470 | 68,568 | 33,878 |
| Ward 3 Totals | | 171,409 | 152,442 | 205,900 | 227,015 | 93,855 |
| 4 | Petworth | 31,291 | 34,638 | 42,133 | 45,143 | 15,869 |
| 4 | Shepherd Park (Juanita E. Thornton) | 12,955 | 15,600 | 16,474 | 16,720 | 5,770 |
| 4 | Takoma Park | 18,399 | 19,863 | 23,561 | 20,605 | 11,166 |
| Ward 4 Totals | | 62,645 | 70,101 | 82,168 | 82,468 | 32,805 |
| 5 | Lamond-Riggs | 13,170 | 13,132 | 14,494 | 15,487 | 4,992 |
| 5 | Woodridge | 13,579 | 38,165 | 49,324 | 46,217 | 14,145 |
| Ward 5 Totals | | 26,749 | 51,297 | 63,818 | 61,704 | 19,137 |
| 6 | Northeast | 32,895 | 35,902 | 50,229 | 50,754 | 20,243 |
| 6 | Northwest One | 5,549 | 10,460 | 9,299 | 10,529 | 9,129 |
| 6 | Rosedale | 9,714 | 9,085 | 12,116 | 10,625 | 3,125 |
| 6 | Shaw (Watha T. Daniel) | 29,550 | 42,986 | 49,690 | 50,346 | 42,403 |
| 6 | Southeast | 35,264 | 37,165 | 44,884 | 44,737 | 24,637 |
| 6 | Southwest | 18,564 | 15,378 | 17,690 | 12,918 | 11,245 |
| Ward 6 Totals | | 131,536 | 150,976 | 183,908 | 179,909 | 110,782 |
| 7 | Benning (Dorothy I. Height) | 14,762 | 14,932 | 13,603 | 11,143 | 1,561 |
| 7 | Capitol View | 12,135 | 1,057 | 13,292 | 10,522 | 899 |
| 7 | Deanwood | 4,143 | 8,002 | 10,708 | 7,582 | 962 |
| 7 | Francis Gregory | 9,081 | 8,252 | 12,276 | 13,910 | 3,903 |
| Ward 7 Total | | 40,121 | 32,243 | 49,879 | 43,157 | 7,325 |
| 8 | Anacostia | 11,996 | 7,981 | 9,030 | 10,039 | 5,770 |
| 8 | Bellevue (William O. Lockridge) | 8,068 | 8,468 | 8,583 | 8,707 | 3,015 |
| 8 | Parklands-Turner | 10,221 | 10,624 | 10,264 | 7,603 | 990 |
| Ward 8 Totals | | 30,285 | 27,073 | 27,877 | 26,349 | 9,775 |
| Jail Library | | | 5,668 | 17,394 | 15,923 | |
| Libraries Subtotal | | 816,358 | 734,899 | 799,000 | 799,254 | 394,031 |
| Digital Library | | 286,583 | 304,788 | 321,791 | 394,031 | |
| DCPL Total | | 1,102,941 | 1,039,687 | 1,120,791 | 1,193,285 | |
| Percent Change | | | -5.74% | 7.80% | 6.47% | |



| | Q1 | Q2 | Q3 | Q4 | Total |
|--------|-----------|-----------|-----------|-----------|------------------|
| FY2014 | 860,350 | 997,758 | 992,029 | 1,088,630 | 3,938,767 |
| FY2015 | 1,012,275 | 986,421 | 1,024,423 | 1,146,637 | 4,169,756 |
| FY2016 | 1,101,415 | 1,106,005 | 1,102,941 | 1,129,466 | 4,439,827 |
| FY2017 | 1,068,319 | 1,086,077 | 1,039,687 | 1,098,702 | 4,292,785 |
| FY2018 | 1,023,328 | 1,115,873 | 1,120,791 | 1,254,210 | 4,514,202 |
| FY2019 | 1,162,307 | 1,247,601 | 1,193,285 | | 3,603,193 |

Notes:

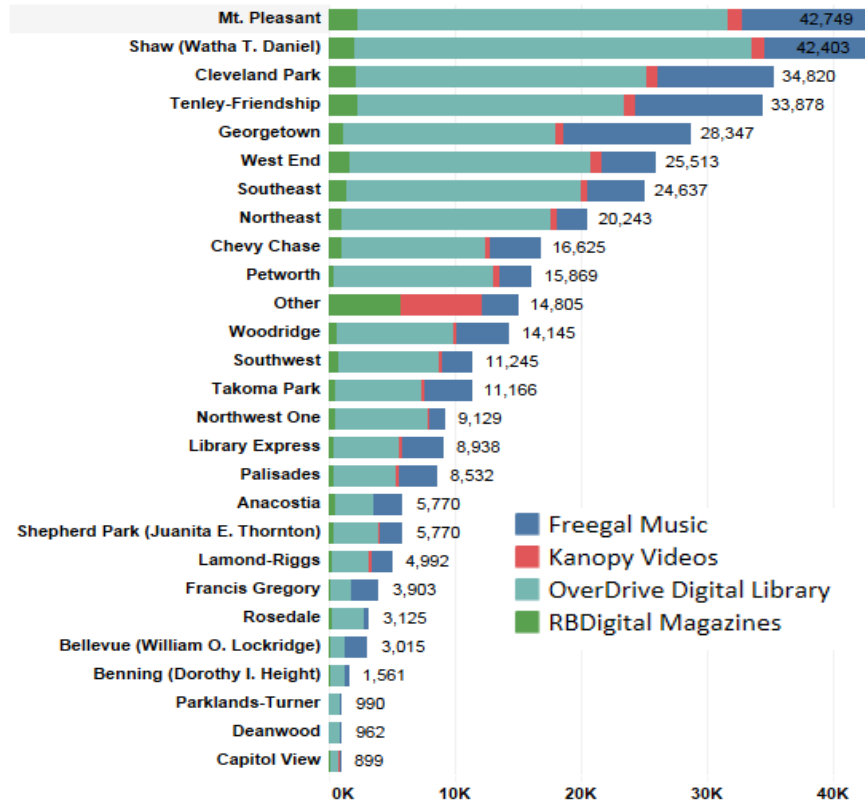
*Prior to FY18 Q1 circulation performed at self check machines was assigned to Martin Luther King Jr. Memorial Library/SystemWide Self Check. Between October - January FY18 these circulation transactions were assigned to the cardholder's home neighborhood branch. Beginning February FY18 self check circulation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

*Martin Luther King Jr. Memorial Library/SystemWide Self Check is attributed to circulation performed using the the mobile Boopsie application.

*Digital circulation that is not aligned with a User Library is listed as Martin Luther King Jr. Memorial Library/SystemWide Self Checkouts/Mobile in the Digital Column.

CIRCULATION

Q3 FY19 Digital Circulation By Vendor and Branch

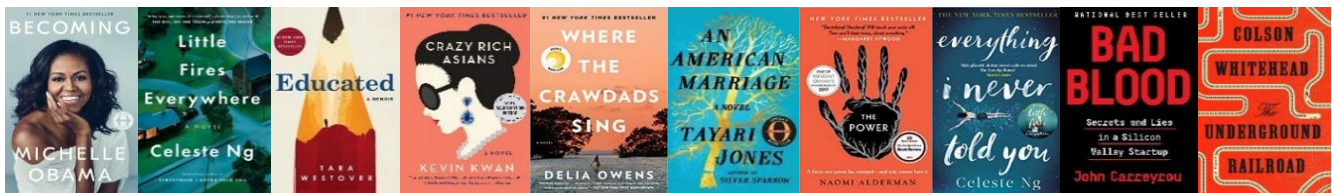


Database Usage

| | Q1 | Q2 | Q3 | Q4 | Total |
|---------|---------|---------|---------|---------|-----------|
| FY 2017 | 249,774 | 292,248 | 349,985 | 394,974 | 1,286,981 |
| FY 2018 | 453,924 | 537,127 | 474,835 | 377,043 | 1,842,929 |
| FY 2019 | 621,438 | 582,142 | 388,423 | | 1,592,003 |

Top 10 Titles Q3 FY19

Top titles include physical and digital books and audiobooks with the highest circulation in FY19Q3.



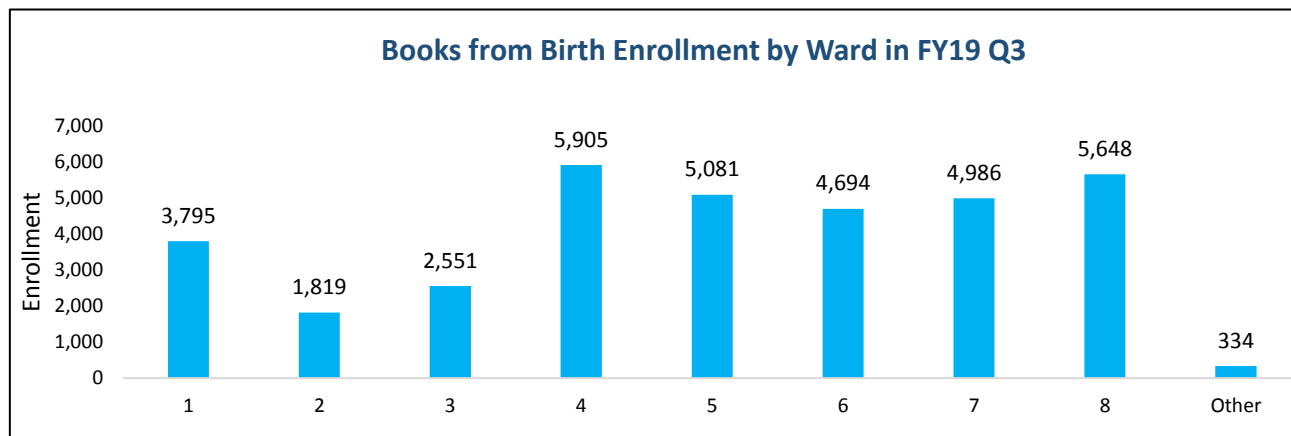
| Rank | Title | Author | Digital | Physical | Total |
|------|-------------------------------|------------------|---------|----------|-------|
| 1 | Becoming | Michelle Obama | 780 | 432 | 1,212 |
| 2 | Little Fires Everywhere | Celeste Ng | 747 | 431 | 1,178 |
| 3 | Educated | Tara Westover | 781 | 396 | 1,177 |
| 4 | Crazy Rich Asians | Kevin Kwan | 736 | 235 | 971 |
| 5 | Where the Crawdads Sing | Delia Owens | 644 | 238 | 882 |
| 6 | An American Marriage | Tayari Jones | 524 | 245 | 769 |
| 7 | The Power | Naomi Alderman | 517 | 226 | 743 |
| 8 | Everything I Never Told You | Celeste Ng | 626 | 100 | 726 |
| 9 | Bad Blood: Secrets and Lies.. | John Carreyrou | 494 | 204 | 698 |
| 10 | The Underground Railroad | Colson Whitehead | 471 | 226 | 697 |



Book Selection

| | | | | | |
|----|-----------------------------|-------------------------|-----|-----|-----|
| 12 | Heads of The Colored People | Nafissa Thompson-Spires | 227 | 337 | 564 |
|----|-----------------------------|-------------------------|-----|-----|-----|

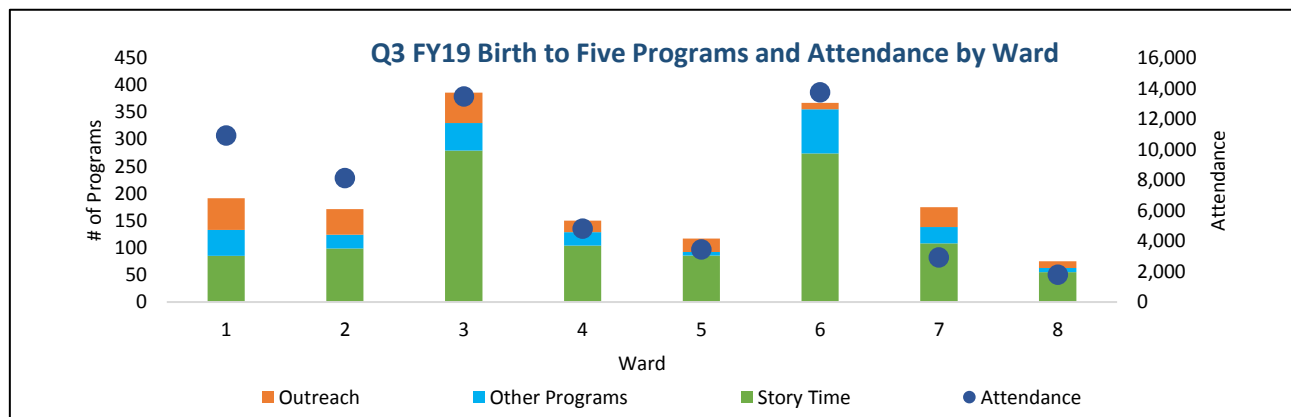
EARLY LITERACY PROGRAMMING



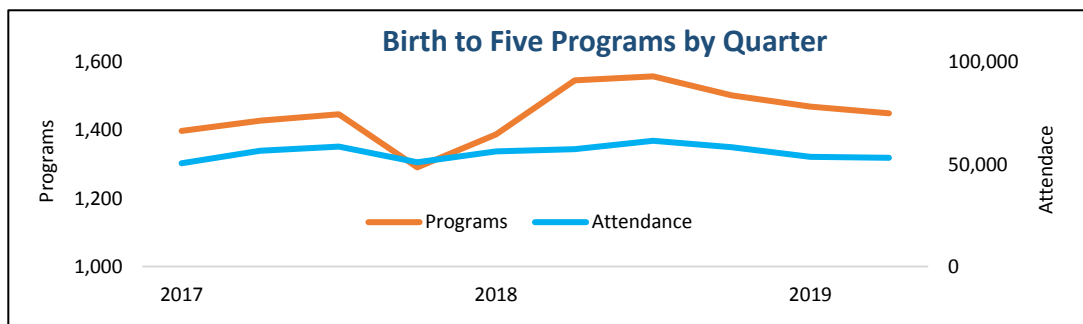
Books form Birth Enrollment by Quarter

| | Q1 FY18 | Q2 FY18 | Q3 FY18 | Q4 FY18 | Q1 FY19 | Q2 FY19 | Q3 FY19 |
|-----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Eligible Children Citywide | 41,955 | 41,955 | 41,955 | 41,955 | 41,955 | 41,955 | 41,955 |
| Enrollment Citywide | 27,708 | 28,834 | 30,161 | 31,468 | 32,654 | 34,261 | 34,813 |
| % of Citywide Eligible Enrolled | 66.04% | 68.73% | 71.89% | 75.00% | 77.75% | 81.58% | 82.98% |
| Graduated Citywide | 5,326 | 6,198 | 6,790 | 8,037 | 8,710 | 10,037 | 11,167 |
| Eligible Children in Target Areas | 25,217 | 25,217 | 25,217 | 25,217 | 25,217 | 25,217 | 25,217 |
| Enrollment in Target Areas | 17,986 | 18,690 | 19,538 | 20,413 | 21,113 | 22,150 | 22,504 |
| % Target Areas Enrolled | 71.3% | 74.1% | 77.5% | 80.9% | 83.7% | 87.8% | 89.2% |
| Total Enrolled + Total Graduated | 33,034 | 35,032 | 36,951 | 39,505 | 41,364 | 44,298 | 45,980 |

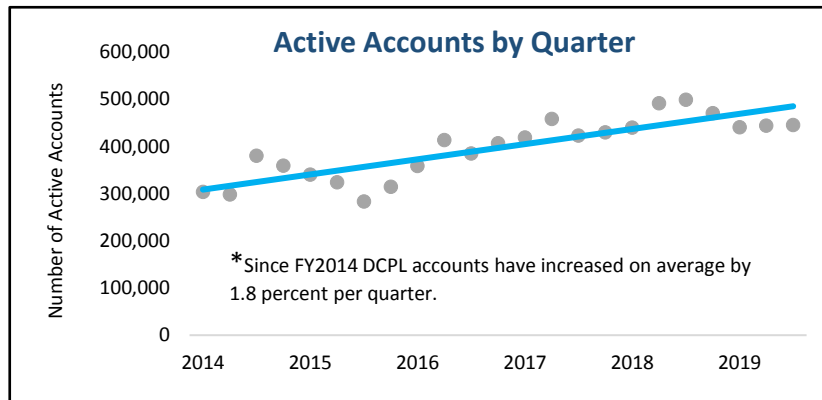
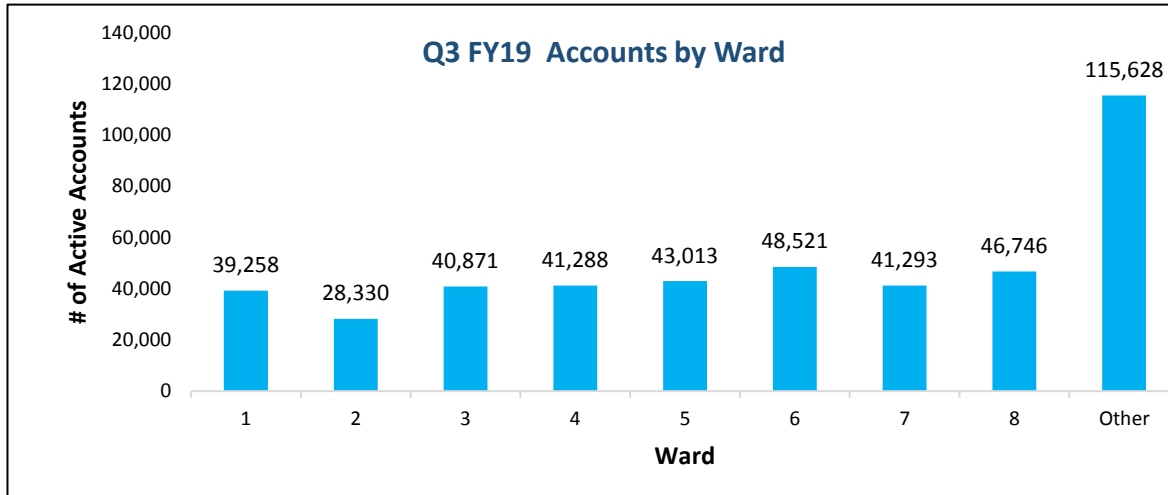
*The number of eligible children citywide and in target areas is according to the 2012-2016 5 Year American Communities Survey and the DC Office of Planning.



| | Story Time Programs | | Other Programs | | Outreach | | Total | |
|-----------|---------------------|------------|----------------|------------|----------|------------|----------|------------|
| | Programs | Attendance | Programs | Attendance | Programs | Attendance | Programs | Attendance |
| Q3 FY2018 | 1,134 | 45,457 | 228 | 9,134 | 196 | 6,904 | 1,558 | 61,495 |
| Q3 FY2019 | 1,090 | 39,236 | 274 | 11,250 | 268 | 8,720 | 1,632 | 59,206 |
| % Change | -4% | -14% | 20% | 23% | 37% | 26% | 4.75% | -3.72% |

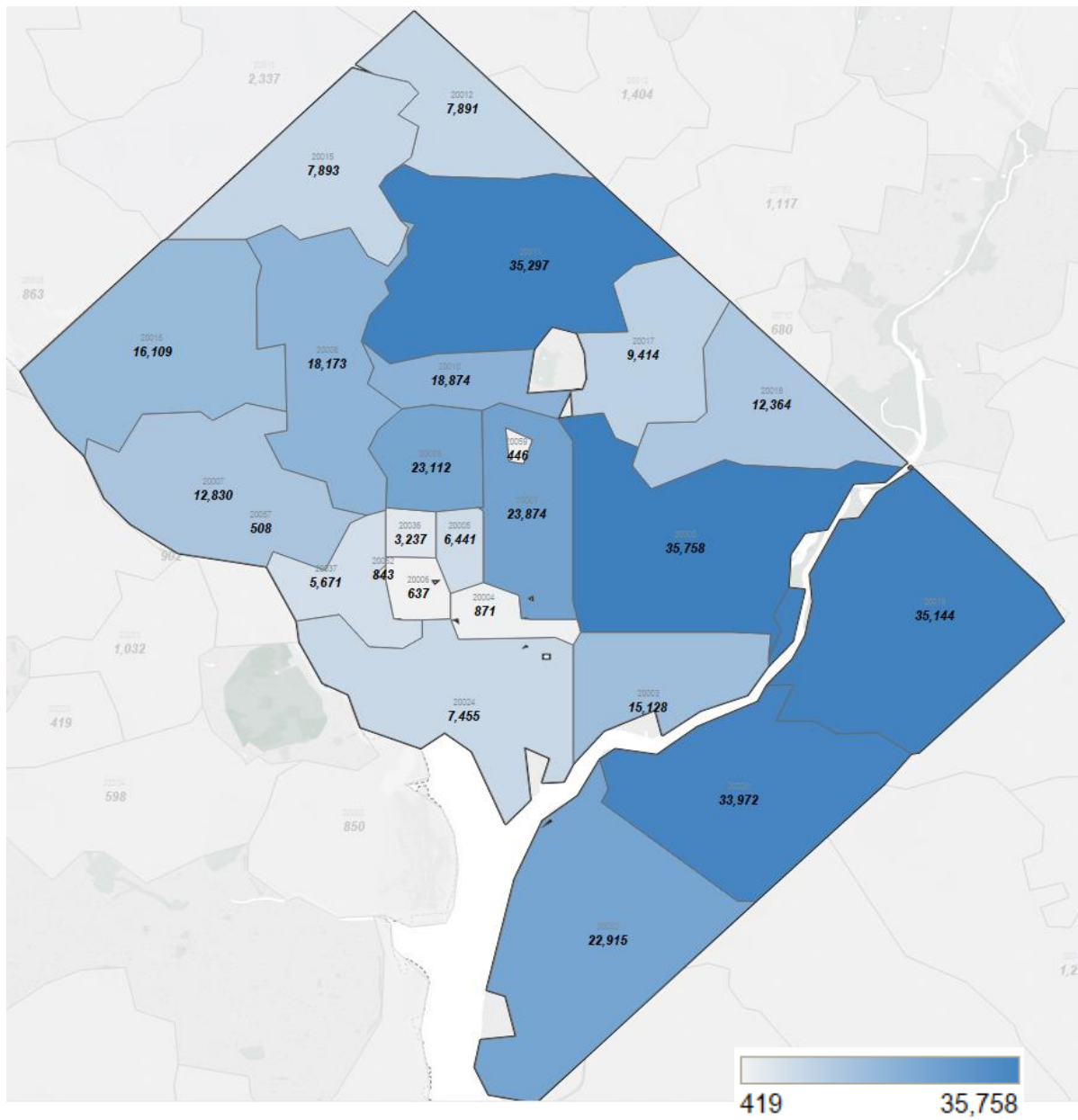


ACTIVE ACCOUNTS

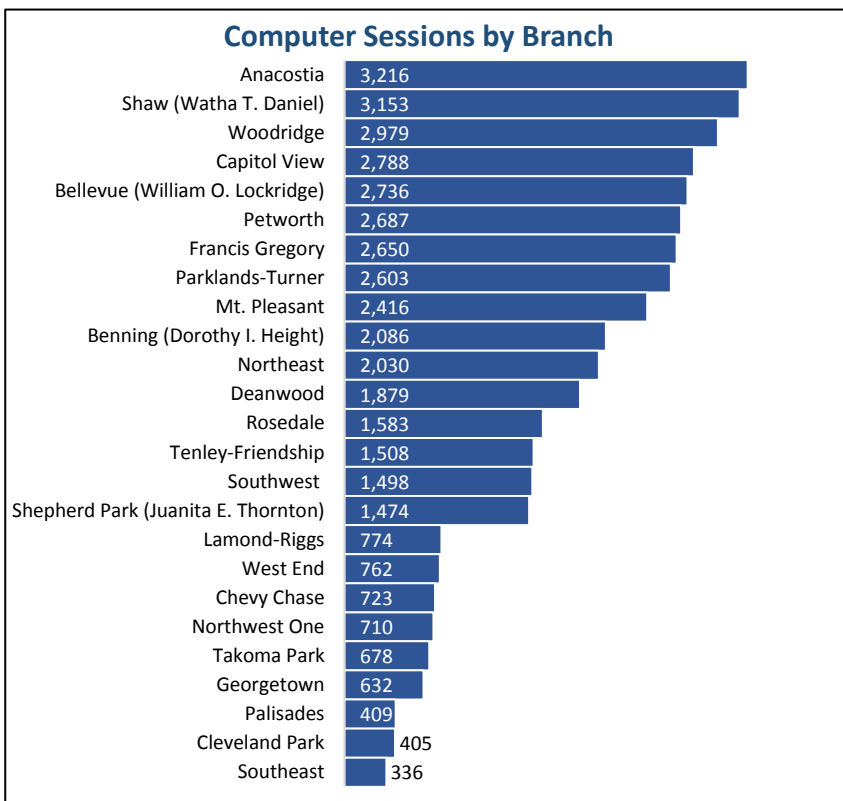
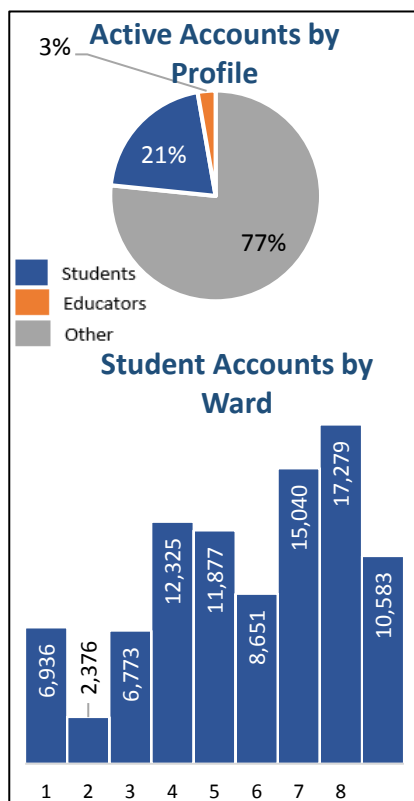


| | Q1 | Q2 | Q3 | Q4 |
|--------|---------|---------|---------|---------|
| FY2014 | 303,280 | 297,916 | 380,142 | 359,371 |
| FY2015 | 340,389 | 323,628 | 283,407 | 314,186 |
| FY2016 | 358,106 | 413,650 | 384,992 | 406,801 |
| FY2017 | 418,598 | 458,368 | 422,946 | 429,742 |
| FY2018 | 439,213 | 491,518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

ACTIVE ACCOUNTS BY ZIP CODE



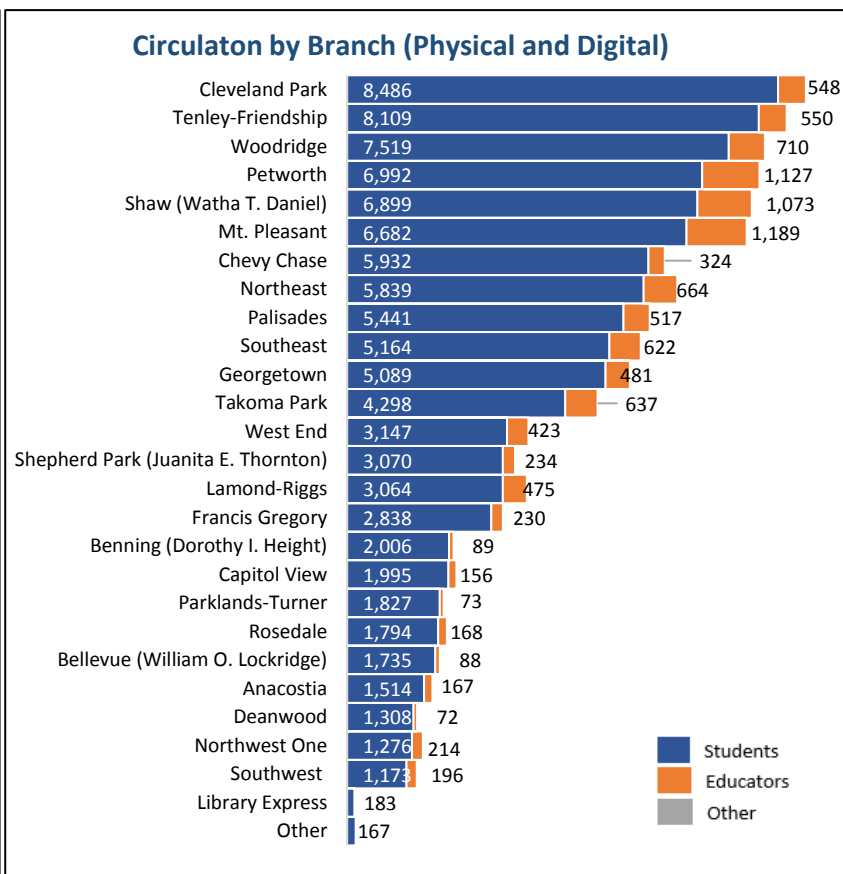
STUDENT AND EDUCATOR ACCOUNT ACTIVITY



Top Titles Circulated by Students and Educators

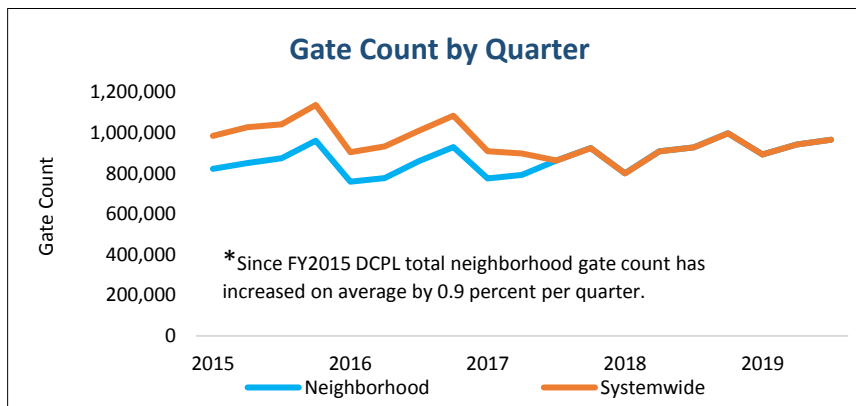
| Title | Circulation |
|---------------------------------------|-------------|
| Pokemon Adventures by Hidenori Kusaka | 925 |
| Amulet by Kazu Kibuishi | 785 |
| Bleach by Tite Kubo | 634 |
| Naruto by Masashi Kishimoto | 550 |
| Princeless by Jeremy Whitley | 368 |
| Fairy Tail by Hiro Mashima | 359 |
| One Piece by Eiichiro Oda | 276 |
| Big Nate by Lincoln Pierce | 273 |
| Avatar by Gene Luen Yan | 252 |
| Diary of a Wimpy Kid by Jeff Kinney | 223 |

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



GATE COUNT

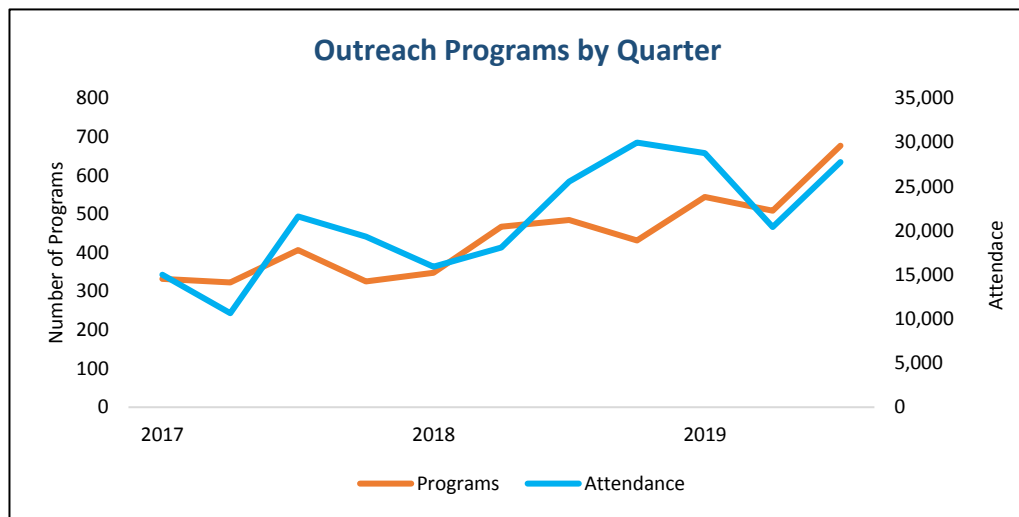
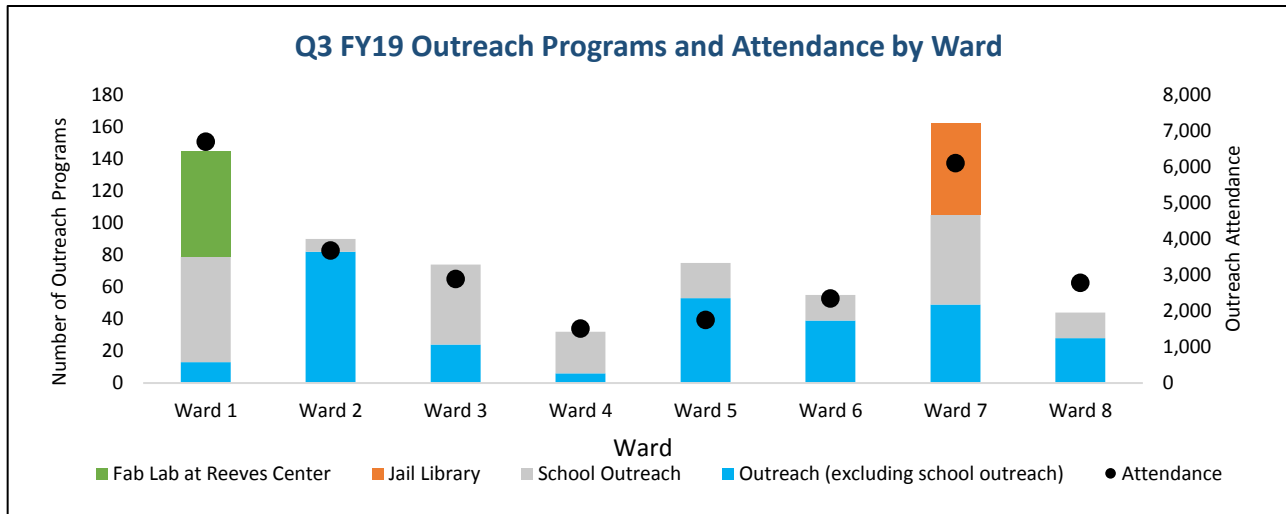
| Ward | Location | Q3 FY15 | Q3 FY16 | Q3 FY17 | Q3 FY18 | Q3 FY19 |
|-----------------------|--|------------------|------------------|----------------|----------------|----------------|
| 1 | Mt. Pleasant | 54,513 | 59,592 | 65,603 | 62,302 | 60,619 |
| Ward 1 Totals | | 54,513 | 59,592 | 65,603 | 62,302 | 60,619 |
| 2 | Martin Luther King, Jr. Memorial Library | 167,433 | 150,429 | 0 | 0 | 0 |
| 2 | Library Express | 0 | 0 | 11,617 | 25,752 | 26,595 |
| 2 | Georgetown | 30,158 | 34,458 | 41,985 | 34,937 | 36,448 |
| 2 | West End | 18,585 | 22,533 | 24,390 | 46,807 | 55,192 |
| Ward 2 Totals | | 216,176 | 207,420 | 77,992 | 107,496 | 118,235 |
| 3 | Chevy Chase | 35,516 | 33,235 | 37,737 | 38,477 | 37,998 |
| 3 | Cleveland Park | 54,808 | 61,379 | 18,777 | 21,240 | 63,081 |
| 3 | Palisades | 25,622 | 22,899 | 0 | 26,901 | 25,318 |
| 3 | Tenley-Friendship | 56,775 | 57,771 | 65,284 | 61,784 | 46,419 |
| Ward 3 Totals | | 172,721 | 175,284 | 121,798 | 148,402 | 172,816 |
| 4 | Petworth | 42,968 | 46,499 | 43,689 | 45,153 | 48,015 |
| 4 | Shepherd Park (Juanita E. Thornton) | 23,834 | 18,348 | 24,620 | 27,439 | 27,310 |
| 4 | Takoma Park | 21,887 | 20,003 | 19,064 | 19,433 | 19,522 |
| Ward 4 Totals | | 88,689 | 84,850 | 87,373 | 92,025 | 94,847 |
| 5 | Lamond-Riggs | 27,124 | 28,114 | 30,070 | 24,979 | 27,911 |
| 5 | Woodridge | 21,872 | 21,957 | 41,083 | 42,463 | 47,163 |
| Ward 5 Totals | | 48,996 | 50,071 | 71,153 | 67,442 | 75,074 |
| 6 | Northeast | 31,414 | 32,637 | 34,786 | 39,952 | 42,239 |
| 6 | Northwest One | 23,280 | 21,608 | 31,637 | 25,364 | 21,867 |
| 6 | Rosedale | 26,847 | 22,347 | 22,977 | 27,582 | 24,764 |
| 6 | Shaw (Watha T. Daniel) | 57,741 | 55,397 | 67,210 | 69,655 | 63,937 |
| 6 | Southeast | 39,551 | 41,671 | 42,931 | 41,570 | 46,552 |
| 6 | Southwest | 27,092 | 25,271 | 25,015 | 23,701 | 17,149 |
| Ward 6 Totals | | 205,925 | 198,931 | 224,556 | 227,824 | 216,508 |
| 7 | Benning (Dorothy I. Height) | 51,684 | 53,977 | 52,550 | 50,927 | 47,551 |
| 7 | Capitol View | 30,065 | 27,103 | 0 | 17,861 | 22,774 |
| 7 | Deanwood | 25,194 | 20,993 | 26,031 | 22,826 | 22,529 |
| 7 | Francis Gregory | 32,698 | 29,202 | 29,072 | 28,523 | 28,702 |
| Ward 7 Totals | | 139,641 | 131,275 | 107,653 | 120,137 | 121,556 |
| 8 | Anacostia | 51,751 | 43,769 | 43,955 | 39,401 | 43,770 |
| 8 | Bellevue (William O. Lockridge) | 26,919 | 24,741 | 27,040 | 25,641 | 27,954 |
| 8 | Parklands-Turner | 35,776 | 33,883 | 35,516 | 36,967 | 34,681 |
| Ward 8 Totals | | 114,446 | 102,393 | 106,511 | 102,009 | 106,405 |
| DCPL Total | | 1,041,107 | 1,009,816 | 862,639 | 927,637 | 966,060 |
| Percent Change | | | -3.01% | -14.57% | 7.53% | 4.14% |



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

| | Q1 | Q2 | Q3 | Q4 | Total |
|--------|---------|-----------|-----------|-----------|------------------|
| FY2015 | 984,658 | 1,027,300 | 1,041,107 | 1,136,455 | 4,189,520 |
| FY2016 | 904,632 | 932,786 | 1,009,816 | 1,083,529 | 3,930,763 |
| FY2017 | 908,627 | 897,774 | 862,639 | 924,161 | 3,593,201 |
| FY2018 | 799,622 | 908,160 | 927,637 | 997,120 | 3,632,539 |
| FY2019 | 893,037 | 941,174 | 966,060 | | 2,800,271 |

OUTREACH



Programs by Quarter

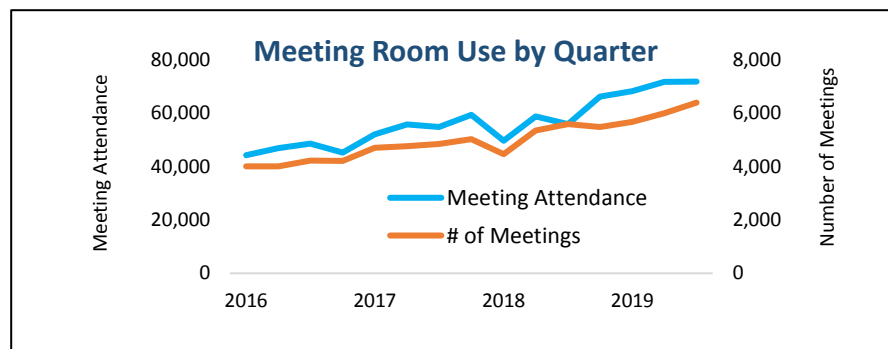
| | Q1 | Q2 | Q3 | Q4 | Total |
|--------|-----|-----|-----|-----|-------|
| FY2017 | 332 | 323 | 407 | 326 | 1,388 |
| FY2018 | 348 | 467 | 485 | 432 | 1,732 |
| FY2019 | 544 | 509 | 677 | | 1,730 |

Attendance by Quarter

| | Q1 | Q2 | Q3 | Q4 | Total |
|--------|--------|--------|--------|--------|--------|
| FY2017 | 14,998 | 10,647 | 21,599 | 19,318 | 66,562 |
| FY2018 | 15,917 | 18,083 | 25,552 | 29,972 | 89,524 |
| FY2019 | 28,789 | 20,416 | 27,768 | | 76,973 |

MEETING AND STUDY ROOM USE AND ATTENDANCE

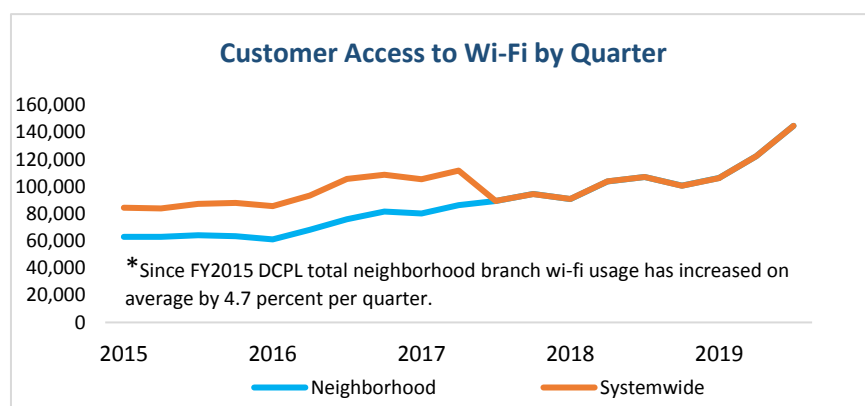
| Ward | Location | Meetings | | Meeting Attendance | | Study Sessions | |
|-----------------------|---------------------------------|--------------|--------------|--------------------|---------------|----------------|---------------|
| | | Q3 FY18 | Q3 FY19 | Q3 FY18 | Q3 FY19 | Q3 FY18 | Q3 FY19 |
| 1 | Mt. Pleasant | 471 | 415 | 6,076 | 3,870 | 693 | 654 |
| Ward 1 Totals | | 471 | 415 | 6,076 | 3,870 | 693 | 654 |
| 2 | MLK Jr. Memorial Library | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | Library Express | 247 | 34 | 526 | 179 | 218 | 83 |
| 2 | Georgetown | 201 | 227 | 2,023 | 1,803 | 471 | 548 |
| 2 | West End | 274 | 376 | 1,941 | 4,626 | 1,091 | 1,165 |
| Ward 2 Totals | | 722 | 637 | 4,490 | 6,608 | 1,780 | 1,796 |
| 3 | Chevy Chase | 122 | 118 | 649 | 530 | 0 | 0 |
| 3 | Cleveland Park | 35 | 607 | 430 | 9,460 | 120 | 1,235 |
| 3 | Palisades | 50 | 129 | 712 | 756 | 139 | 216 |
| 3 | Tenley-Friendship | 152 | 139 | 1,482 | 1,295 | 1,445 | 1,584 |
| Ward 3 Totals | | 359 | 993 | 3,273 | 12,041 | 1,704 | 3,035 |
| 4 | Petworth | 487 | 303 | 2,067 | 4,236 | 475 | 484 |
| 4 | Shepherd Park (Juanita E. | 378 | 292 | 2,263 | 2,176 | 654 | 604 |
| 4 | Takoma Park | 133 | 99 | 479 | 287 | 0 | 0 |
| Ward 4 Totals | | 998 | 694 | 4,809 | 6,699 | 1,129 | 1,088 |
| 5 | Lamond-Riggs | 306 | 446 | 4,991 | 1,662 | 154 | 188 |
| 5 | Woodridge | 350 | 403 | 6,347 | 7,276 | 429 | 798 |
| Ward 5 Totals | | 656 | 849 | 11,338 | 8,938 | 583 | 986 |
| 6 | Northeast | 237 | 198 | 2,672 | 2,102 | 755 | 721 |
| 6 | Northwest One | 0 | 3 | 0 | 210 | 0 | 0 |
| 6 | Rosedale | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Shaw (Watha T. Daniel) | 265 | 243 | 1,571 | 2,147 | 1,749 | 1,541 |
| 6 | Southeast | 66 | 110 | 1,313 | 3,640 | 0 | 0 |
| 6 | Southwest | 18 | 0 | 253 | 0 | 143 | 100 |
| Ward 6 Totals | | 586 | 554 | 5,809 | 8,099 | 2,647 | 2,362 |
| 7 | Benning (Dorothy I. Height) | 672 | 476 | 7,755 | 8,984 | 1,064 | 1,084 |
| 7 | Capitol View | 114 | 624 | 2,041 | 2,818 | 595 | 467 |
| 7 | Deanwood | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Francis Gregory | 296 | 351 | 692 | 1,197 | 370 | 446 |
| Ward 7 Totals | | 1,082 | 1,451 | 10,488 | 12,999 | 2,029 | 1,997 |
| 8 | Anacostia | 470 | 574 | 5,911 | 9,389 | 503 | 667 |
| 8 | Bellevue (William O. Lockridge) | 250 | 232 | 3,757 | 3,233 | 276 | 143 |
| 8 | Parklands-Turner | 0 | 0 | 0 | 0 | 0 | 0 |
| Ward 8 Totals | | 720 | 806 | 9,668 | 12,622 | 779 | 810 |
| DCPL Total | | 5,594 | 6,399 | 55,951 | 71,876 | 11,344 | 12,728 |
| Percent Change | | | 14% | | 28% | | 12% |



| Number of Meetings by Quarter | | | | | |
|-------------------------------|-------|-------|-------|-------|--------|
| | Q1 | Q2 | Q3 | Q4 | Total |
| FY2017 | 4,707 | 4,763 | 4,847 | 5,033 | 19,350 |
| FY2018 | 4,460 | 5,358 | 5,594 | 5,483 | 20,895 |
| FY2019 | 5,674 | 5,998 | 6,399 | | 18,071 |

CUSTOMER ACCESS TO WI-FI

| Ward | Location | Q3 FY15 | Q3 FY16 | Q3 FY17 | Q3 FY18 | Q3 FY19 |
|-----------------------|--|---------------|----------------|----------------|----------------|----------------|
| 1 | Mt. Pleasant | 4,875 | 5,647 | 6,614 | 6,730 | 8,749 |
| Ward 1 Totals | | 4,875 | 5,647 | 6,614 | 6,730 | 8,749 |
| 2 | Martin Luther King, Jr. Memorial Library | 23,194 | 29,693 | 0 | | |
| 2 | Library Express | | | 1,370 | 2,833 | 2,754 |
| 2 | Georgetown | 3,989 | 4,953 | 6,459 | 5,827 | 6,996 |
| 2 | West End | 507 | 849 | 1,019 | 10,293 | 10,510 |
| Ward 2 Totals | | 27,690 | 35,495 | 8,848 | 18,953 | 20,260 |
| 3 | Chevy Chase | 1,874 | 2,212 | 3,273 | 3,849 | 3,383 |
| 3 | Cleveland Park | 2,079 | 1,879 | 1,517 | 2,711 | 13,119 |
| 3 | Palisades | 1,343 | 1,448 | 0 | 2,287 | 3,019 |
| 3 | Tenley-Friendship | 3,898 | 4,354 | 5,829 | 4,269 | 6,470 |
| Ward 3 Totals | | 9,194 | 9,893 | 10,619 | 13,116 | 25,991 |
| 4 | Petworth | 5,359 | 6,234 | 6,697 | 7,353 | 12,277 |
| 4 | Shepherd Park (Juanita E. Thornton) | 1,671 | 1,502 | 2,377 | 2,613 | 2,826 |
| 4 | Takoma Park | 1,197 | 1,571 | 1,106 | 1,674 | 2,034 |
| Ward 4 Totals | | 8,227 | 9,307 | 10,180 | 11,640 | 17,137 |
| 5 | Lamond-Riggs | 1,769 | 2,245 | 2,147 | 2,111 | 2,942 |
| 5 | Woodridge | 813 | 1,621 | 5,098 | 5,304 | 5,525 |
| Ward 5 Totals | | 2,582 | 3,866 | 7,245 | 7,415 | 8,467 |
| 6 | Northeast | 2,649 | 3,071 | 4,463 | 4,328 | 4,478 |
| 6 | Northwest One | 1,900 | 1,761 | 2,139 | 1,696 | 2,225 |
| 6 | Rosedale | 1,501 | 1,477 | 1,531 | 2,100 | 2,043 |
| 6 | Shaw (Watha T. Daniel) | 5,769 | 7,038 | 8,977 | 9,148 | 15,197 |
| 6 | Southeast | 2,833 | 3,369 | 3,550 | 3,710 | 4,375 |
| 6 | Southwest | 1,684 | 1,812 | 2,507 | 2,561 | 2,113 |
| Ward 6 Totals | | 16,336 | 18,528 | 23,167 | 23,543 | 30,431 |
| 7 | Benning (Dorothy I. Height) | 1,354 | 5,683 | 6,201 | 6,033 | 6,722 |
| 7 | Capitol View | 2,252 | 2,087 | 0 | 2,161 | 3,365 |
| 7 | Deanwood | 1,339 | 1,371 | 1,705 | 1,762 | 2,260 |
| 7 | Francis Gregory | 2,190 | 2,465 | 2,650 | 2,330 | 3,089 |
| Ward 7 Totals | | 7,135 | 11,606 | 10,556 | 12,286 | 15,436 |
| 8 | Anacostia | 4,579 | 4,490 | 4,882 | 4,616 | 6,988 |
| 8 | Bellevue (William O. Lockridge) | 2,491 | 2,491 | 2,792 | 2,728 | 3,748 |
| 8 | Parklands-Turner | 4,197 | 4,288 | 4,539 | 5,986 | 7,463 |
| Ward 8 Totals | | 11,267 | 11,269 | 12,213 | 13,330 | 18,199 |
| DCPL Total | | 87,306 | 105,611 | 89,442 | 107,013 | 144,670 |
| Percent Change | | | 20.97% | -15.31% | 19.65% | 35.19% |

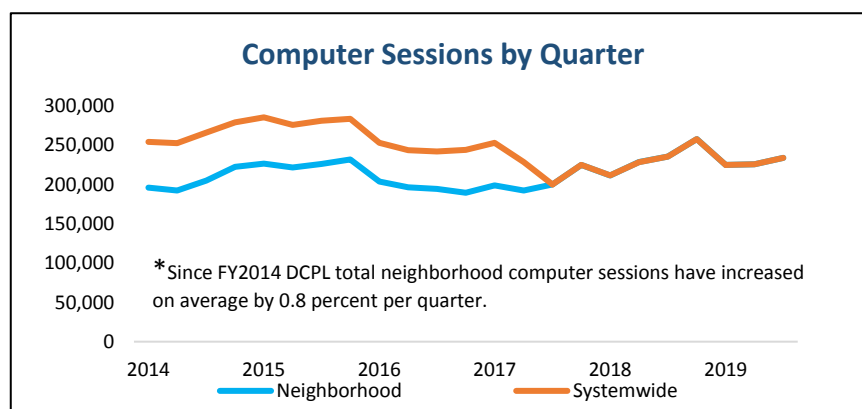


| | Q1 | Q2 | Q3 | Q4 | Total |
|--------|---------|---------|---------|---------|----------------|
| FY2015 | 84,388 | 83,871 | 87,306 | 87,916 | 343,481 |
| FY2016 | 85,689 | 93,469 | 105,611 | 108,699 | 393,468 |
| FY2017 | 105,473 | 111,816 | 89,442 | 94,437 | 401,168 |
| FY2018 | 90,841 | 103,815 | 107,013 | 100,573 | 402,242 |
| FY2019 | 106,211 | 122,218 | 144,670 | | 373,099 |

COMPUTER SESSIONS

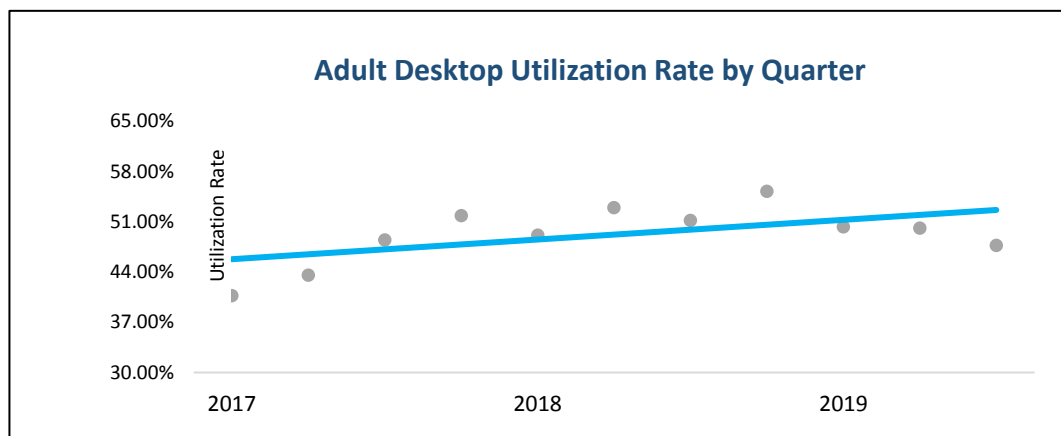
Adult Desktop
Utilization Rate

| Ward | Location | Q3 FY16 | Q3 FY17 | Q3 FY18 | Q3 FY19 | Adult Desktop Utilization Rate |
|-----------------------|--|----------------|----------------|----------------|----------------|-----------------------------------|
| 1 | Mt. Pleasant | 12,188 | 14,390 | 13,469 | 12,737 | 63% |
| Ward 1 Totals | | 12,188 | 14,390 | 13,469 | 12,737 | 63% |
| 2 | Martin Luther King, Jr. Memorial Library | 47,308 | | | | |
| 2 | Library Express | | 1,928 | 6,144 | 5,696 | 33% |
| 2 | Georgetown | 8,338 | 6,832 | 6,554 | 6,568 | 39% |
| 2 | West End | 4,774 | 5,886 | 12,214 | 13,859 | 57% |
| Ward 2 Totals | | 60,420 | 14,646 | 24,912 | 26,123 | 43% |
| 3 | Chevy Chase | 2,417 | 3,223 | 4,058 | 4,368 | 48% |
| 3 | Cleveland Park | 3,955 | 1,963 | 1,936 | 5,386 | |
| 3 | Palisades | 1,775 | | 1,215 | 1,568 | |
| 3 | Tenley-Friendship | 10,176 | 10,080 | 9,651 | 9,254 | 49% |
| Ward 3 Totals | | 18,323 | 15,266 | 16,860 | 20,576 | 24% |
| 4 | Petworth | 12,827 | 8,526 | 12,318 | 13,359 | 44% |
| 4 | Shepherd Park (Juanita E. Thornton) | 4,009 | 6,210 | 7,986 | 7,917 | 62% |
| 4 | Takoma Park | 5,311 | 4,016 | 4,777 | 4,652 | 52% |
| Ward 4 Totals | | 22,147 | 18,752 | 25,081 | 25,928 | 53% |
| 5 | Lamond-Riggs | 4,524 | 7,807 | 7,736 | 7,523 | 67% |
| 5 | Woodridge | 8,365 | 11,825 | 13,377 | 14,194 | 56% |
| Ward 5 Totals | | 12,889 | 19,632 | 21,113 | 21,717 | 61% |
| 6 | Northeast | 8,238 | 7,786 | 8,767 | 8,439 | 57% |
| 6 | Northwest One | 7,553 | 10,119 | 10,300 | 7,518 | 57% |
| 6 | Rosedale | 4,100 | 4,689 | 6,757 | 6,861 | 55% |
| 6 | Shaw (Watha T. Daniel) | 15,089 | 17,900 | 19,064 | 16,035 | 65% |
| 6 | Southeast | 4,395 | 9,375 | 8,318 | 8,810 | 69% |
| 6 | Southwest | 4,998 | 7,096 | 8,014 | 5,241 | 64% |
| Ward 6 Totals | | 44,373 | 56,965 | 61,220 | 52,904 | 61% |
| 7 | Benning (Dorothy I. Height) | 12,383 | 12,459 | 14,233 | 13,863 | 57% |
| 7 | Capitol View | 7,171 | | 7,315 | 9,036 | 31% |
| 7 | Deanwood | 7,122 | 6,671 | 5,476 | 5,772 | 39% |
| 7 | Francis Gregory | 10,299 | 8,582 | 9,233 | 9,570 | 33% |
| Ward 7 Totals | | 36,975 | 27,712 | 36,257 | 38,241 | 40% |
| 8 | Anacostia | 13,001 | 12,311 | 11,975 | 11,788 | 50% |
| 8 | Bellevue (William O. Lockridge) | 13,805 | 11,574 | 12,644 | 11,694 | 43% |
| 8 | Parklands-Turner | 7,447 | 8,545 | 11,712 | 11,948 | 56% |
| Ward 8 Totals | | 34,253 | 32,430 | 36,331 | 35,430 | 50% |
| DCPL Total | | 241,568 | 199,793 | 235,243 | 233,656 | 48% |
| Percent Change | | | -17.29% | 17.74% | -0.67% | |



| | Q1 | Q2 | Q3 | Q4 | Total |
|--------|---------|---------|---------|---------|-----------|
| FY2014 | 253,923 | 252,263 | 265,843 | 278,594 | 1,050,623 |
| FY2015 | 285,146 | 275,674 | 280,764 | 283,268 | 1,124,852 |
| FY2016 | 252,545 | 243,426 | 241,568 | 243,956 | 981,495 |
| FY2017 | 252,893 | 228,529 | 199,793 | 224,737 | 905,952 |
| FY2018 | 211,392 | 228,155 | 235,243 | 257,518 | 932,308 |
| FY2019 | 224,809 | 225,484 | 233,656 | | 683,949 |

COMPUTER UTILIZATION



| | Q1 | Q2 | Q3 | Q4 | Total |
|--------|--------|--------|--------|--------|--------|
| FY2017 | 40.74% | 43.56% | 48.48% | 51.87% | 46.12% |
| FY2018 | 49.17% | 53.01% | 51.22% | 55.26% | 52.24% |
| FY2019 | 50.30% | 50.13% | 47.73% | | 50.21% |

ONLINE ENGAGEMENT

| | Q1 | Q2 | Q3 | Q4 | FY19 Total |
|-------------------------------------|-----------|-----------|-----------|----|------------|
| Impressions | 1,564,249 | 2,151,363 | 2,629,519 | | 6,345,131 |
| Engagement | 342,999 | 57,115 | 87,965 | | 488,079 |
| Engagement Rate | 21.93% | 2.65% | 3.35% | | 7.69% |
| New Website Visits (Sessions) | 589,285 | 675,412 | 581,313 | | 1,846,010 |
| Overall Visits (Sessions) | 1,055,856 | 1,143,838 | 1,313,901 | | 3,513,595 |
| New Visits as a % of overall visits | 55.81% | 59.05% | 44.24% | | 52.54% |

BUSINESS SERVICES

Hours of Unplanned Closure

| Branch | Q1 | Q2 | Q3 | Q4 | FY19 Total |
|----------------------------|--------------|------------|-----------|----|---------------|
| Anacostia | | | 5 | | 5 |
| Capitol View | 4 | 13.5 | 1.5 | | 19 |
| Deanwood (Co-located) | | 4 | 4.5 | | 8.5 |
| Dorothy I. Height/Benning | | 9 | | | 9 |
| Francis Gregory | | | 9 | | 9 |
| Library Express | 8 | | 4 | | 12 |
| Mt. Pleasant | | | 6 | | 6 |
| Northwest One (Co-located) | 5 | | 16.5 | | 21.5 |
| Petworth | 2 | | | | 2 |
| Rosedale (Co-located) | 0.75 | 1.5 | 21.5 | | 23.75 |
| Shaw | | 5.5 | 2 | | 7.5 |
| Southeast | | 2 | | | 2 |
| Takoma Park | | 3.5 | | | 3.5 |
| Systemwide Closures | | 389 | | | 389 |
| Total | 19.75 | 428 | 70 | | 517.75 |

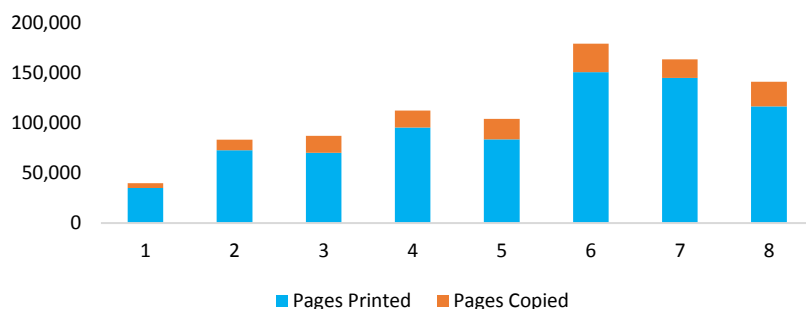
Human Resources Data

| | Q3 FY18 | Q3 FY19 | % Change | YTD FY18 | YTD FY19 | % Change |
|--------------------------------------|-----------|-----------|-------------|----------|----------|----------|
| Vacancy Rate | 7.30% | 6.35% | -13.01% | | | |
| # Staff of Extended Leave New | 12 | 9 | -25% | 19 | 24 | 26% |
| # Staff on Extended Leave (Cont.) | 8 | 7 | -13% | | | |
| Total Staff on Extended Leave | 20 | 16 | -20% | | | |

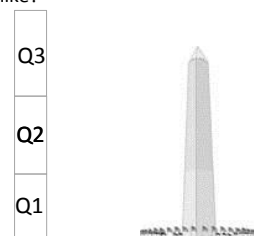
PAGES PRINTED AND COPIED

| Ward | Location | Q3 FY19 Pages Printed | Q3 FY19 Pages Copied | Q3 FY19 Total |
|----------------------|--|--------------------------|-------------------------|------------------|
| 1 | Mt. Pleasant | 34,990 | 4,853 | 39,843 |
| Ward 1 Totals | | 34,990 | 4,853 | 39,843 |
| 2 | Martin Luther King, Jr. Memorial Library | | | |
| 2 | Library Express | 14,691 | 2,702 | 17,393 |
| 2 | Georgetown | 22,895 | 4,543 | 27,438 |
| 2 | West End | 35,347 | 3,254 | 38,601 |
| Ward 2 Totals | | 72,933 | 10,499 | 83,432 |
| 3 | Chevy Chase | 18,436 | 4,134 | 22,570 |
| 3 | Cleveland Park | 18,720 | 5,426 | 24,146 |
| 3 | Palisades | 6,747 | 2,107 | 8,854 |
| 3 | Tenley-Friendship | 26,418 | 5,256 | 31,674 |
| Ward 3 Totals | | 70,321 | 16,923 | 87,244 |
| 4 | Petworth | 45,117 | 6,743 | 51,860 |
| 4 | Shepherd Park (Juanita E. Thornton) | 29,417 | 5,059 | 34,476 |
| 4 | Takoma Park | 21,044 | 4,829 | 25,873 |
| Ward 4 Totals | | 95,578 | 16,631 | 112,209 |
| 5 | Lamond-Riggs | 29,256 | 6,465 | 35,721 |
| 5 | Woodridge | 54,398 | 13,952 | 68,350 |
| Ward 5 Totals | | 83,654 | 20,417 | 104,071 |
| 6 | Northeast | 29,177 | 4,608 | 33,785 |
| 6 | Northwest One | 14,087 | 2,858 | 16,945 |
| 6 | Rosedale | 13,461 | 3,035 | 16,496 |
| 6 | Shaw (Watha T. Daniel) | 41,842 | 8,592 | 50,434 |
| 6 | Southeast | 31,908 | 4,671 | 36,579 |
| 6 | Southwest | 20,380 | 4,957 | 25,337 |
| Ward 6 Totals | | 150,855 | 28,721 | 179,576 |
| 7 | Benning (Dorothy I. Height) | 49,907 | 5,666 | 55,573 |
| 7 | Capitol View | 35,314 | 2,564 | 37,878 |
| 7 | Deanwood | 17,233 | 4,428 | 21,661 |
| 7 | Francis Gregory | 42,783 | 5,771 | 48,554 |
| Ward 7 Totals | | 145,237 | 18,429 | 163,666 |
| 8 | Anacostia | 27,354 | 9,724 | 37,078 |
| 8 | Bellevue (William O. Lockridge) | 43,038 | 6,187 | 49,225 |
| 8 | Parklands-Turner | 46,196 | 8,933 | 55,129 |
| Ward 8 Totals | | 116,588 | 24,844 | 141,432 |
| DCPL Total | | 770,156 | 141,317 | 911,473 |

Q3 FY19 Pages Printed and Copied by Ward



What does 2,050,660 pages look like?



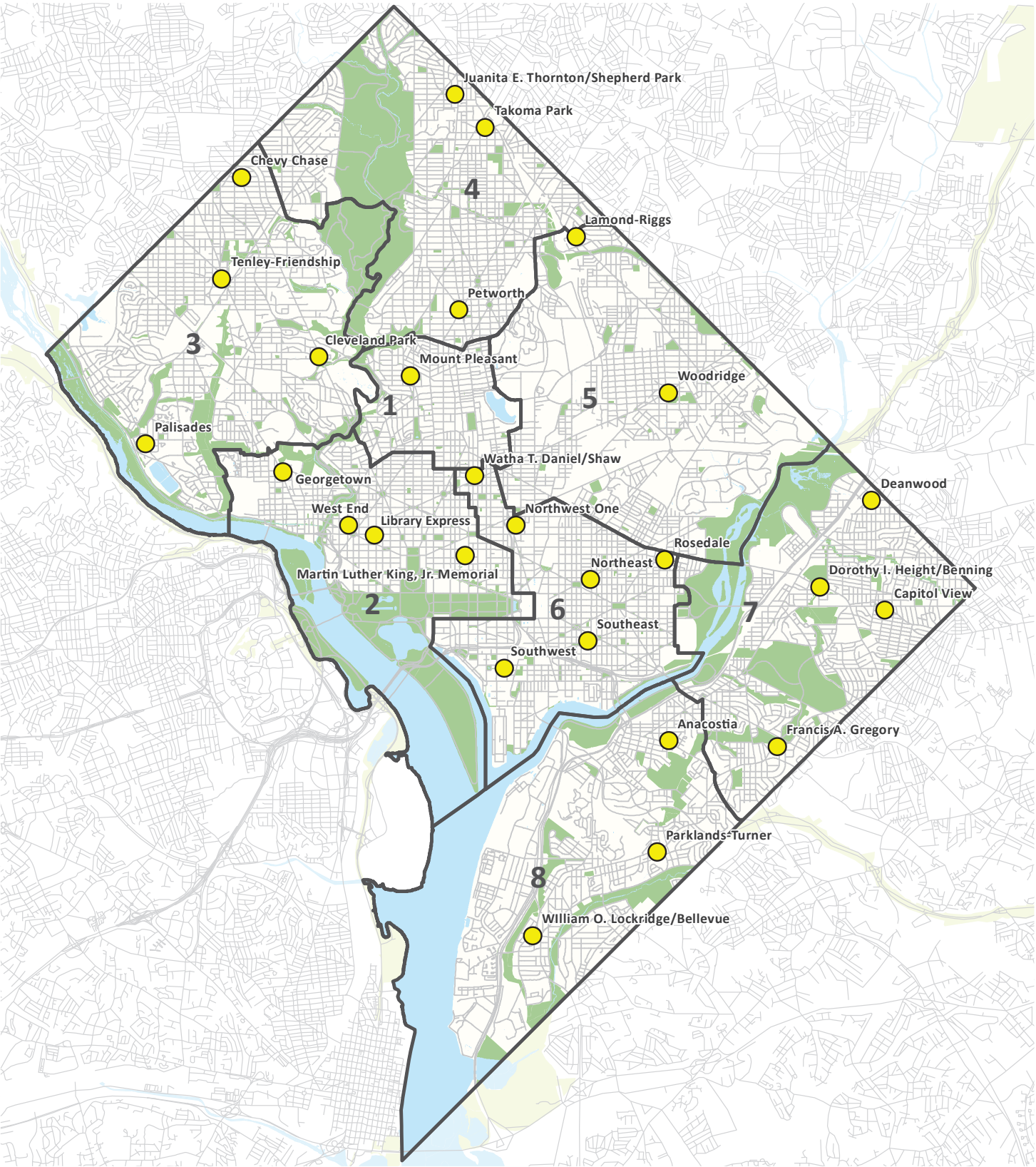
Pages Printed in Feet in FY19.

Washington Monument

Total Pages Printed and Copied by Quarter

| | Q1 | Q2 | Q3 | Q4 | FY19 Total |
|---------------|---------|---------|---------|----|------------|
| Pages Printed | 581,424 | 699,080 | 770,156 | | 2,050,660 |
| Pages Copied | 128,485 | 141,317 | 186,897 | | 456,699 |

Map of DC Public Libraries by Ward



DCPL PERFORMANCE REPORT DATA GLOSSARY

Active Accounts by Ward and Zip Code – The number of user accounts with activity in the last three years. Accounts are sorted by ward and zip code of residence provided in account information. The total is collected on the last day of the reported quarter.

Adult Desktop Computer Utilization – The utilization rate for each library location is the average number of hours of use of adult desktop computers divided by the number of open hours at each location for the quarter.

Books from Birth – Books from Birth is a program for children from birth up to age five to receive a free book each month mailed to their home; families and children are able to keep the books to start a personal library.

Books from Birth – Graduated Citywide – Number of Books from Birth enrollees that have turned five years old and, therefore, aged out the program.

Books from Birth Target Enrollment Areas –Target enrollment areas for Books from Birth include zip codes in Wards 1, 5, 7 and 8.

Circulation – Physical and digital lending transactions from the library’s collection; includes outside and in-house use, and renewal circulation transactions.

Computer Sessions – A computer session is the use of a public access computer from the moment a customer logs into the computer until the customer logs out of the computer.

Customer Access to Wi-Fi – The number of devices connected to the DCPL Wi-Fi network including laptops, smartphones, and other mobile devices.

Database Usage – Counts the number of times users interact with each database. The same counting metric cannot be used for each database. “Database Usage” captures only one metric for each database and can include one of the following: downloads, views, clicks on links, searches, or sessions.

Digital Library and Circulation – Total of all E-Books downloaded and streamed, videos streamed, songs downloaded and streamed, audiobooks downloaded and streamed, and magazines downloaded and streamed. Digital circulation is attributed to library branches based on the library home location on the cardholder’s account.

Educator Accounts – These accounts are offered exclusively to educators in District of Columbia schools, childcare facilities, or home settings. Account holders can check out a total of up to 100 children's, young adult, and adult books as well as audiobooks.

Extended Leave – Categories of legally authorized extended absences of three consecutive weeks or more that may impact staffing levels and productivity including, but not limited to, Family Medical Leave, Paid Family Leave, Workers’ Compensation and Leave Without Pay.

Gate Count – Number of people entering library locations. Thermal imaging technology senses traffic traveling underneath sensor. Devices are mounted at the public entry and exit locations.

Meeting Room Use and Attendance – The number of times library meeting rooms are used by the public and the number of people attending these meetings.

New Website Visits (Sessions) – Number of first time visits to the website; includes first time users as well as returning users using a different method to access website.

Outreach – Programs that are planned, sponsored or carried out by the library staff but do not take place at the library.

Overall Website Visits (Sessions) – Number of times the website was visited.

Pages Printed – Number of pages printed from the public access multifunction device.

Pages Copied – Number of pages photocopied from the public access multifunction device.

Programs – Programs that take place on DCPL property, including programs that are led by staff members, partner organizations, and paid presenters/contractors. Public programs held in meeting rooms are counted under meeting room use.

Social Media Engagement Rate – Measure of the effectiveness of posts.

Social Media Engagements – The number of people who have engaged (clicked, liked, re-tweeted, etc.) with posts.

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

Story Time Programs – Story time attendance is the count of the audience (children and adults) at formal story time programs intended for children birth to five years of age and their caregivers. This does not include other, non-story time programming for this age group (for example, baby movement or music programs).

Student Accounts – Library accounts of registrants aged 19 and under. These accounts include DC OneCard accounts which are automatically created for students who have a DC OneCard credential.

Study Room Use – Number of times a study room is used.

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