DC public library

# LIBRARY SERVICES
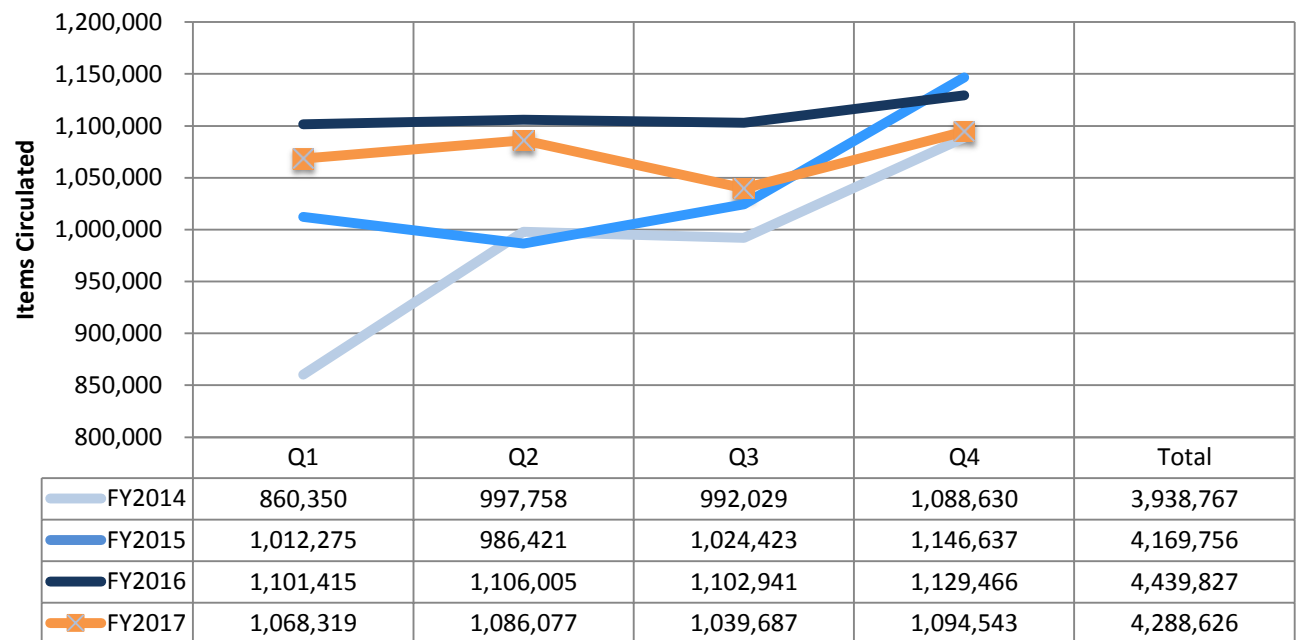## QUARTERLY PERFORMANCE REPORT
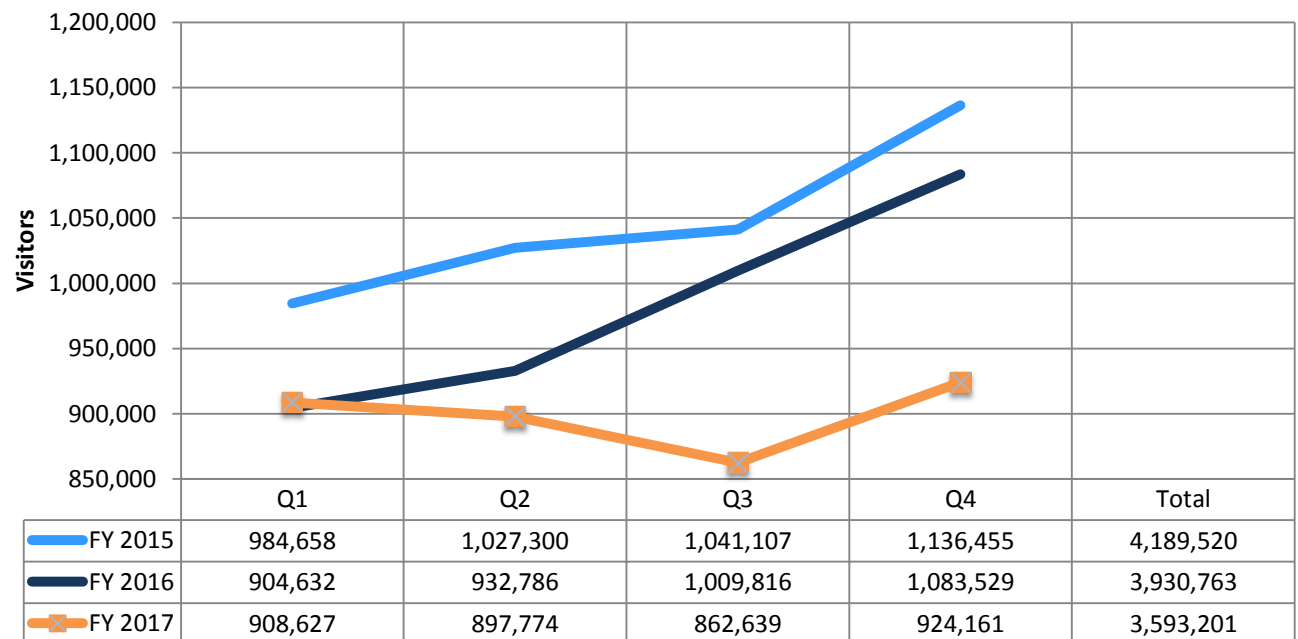
## Q4 FY17

# DATA TRENDS

## Circulation

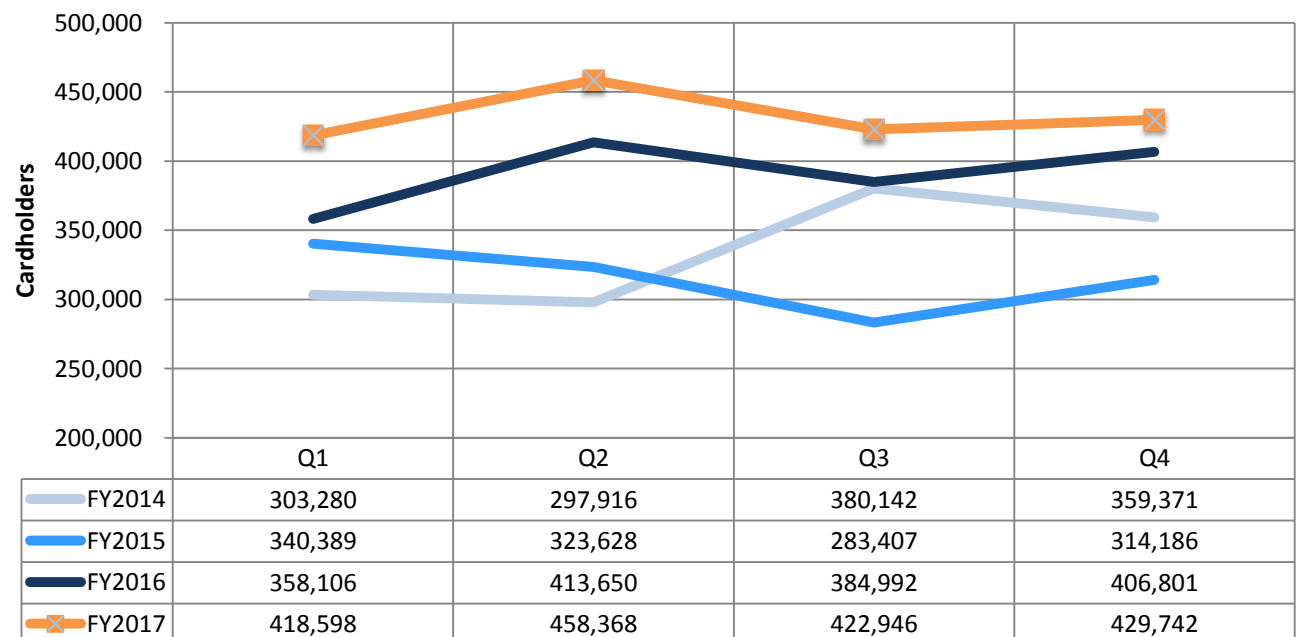### FY14 – FY17 YTD

| | 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 | 1,094,543 | 4,288,626 |

## Gate Count

### FY15 – FY17 YTD

| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY 2015 | 984,658 | 1,027,300 | 1,041,107 | 1,136,455 | 4,189,520 |
| FY 2016 | 904,632 | 932,786 | 1,009,816 | 1,083,529 | 3,930,763 |
| FY 2017 | 908,627 | 897,774 | 862,639 | 924,161 | 3,593,201 |

## Cardholders

### FY14 – FY17 YTD

| | 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 |

# CIRCULATION AND CARDHOLDER ACTIVITY

## Circulation

| Ward | Location | Q4 FY17 | Q4 FY16 | Q4 FY15 | Q4 FY14 |
|---|---|---|---|---|---|
| 1 | MT PLEASANT | 65,070 | 59,536 | 59,442 | 61,202 |
| | **Ward 1 Totals** | **65,070** | **59,536** | **59,442** | **61,202** |
| 2 | MLK. JR. MEMORIAL LIBRARY/SYSTEM-WIDE SELF CHECKOUTS | 130,175 | 247,799 | 239,794 | 138,080 |
| 2 | LIBRARY EXPRESS/CENTER FOR ACCESSIBILITY | 3,173 | | | |
| 2 | GEORGETOWN | 43,999 | 42,970 | 44,593 | 51,469 |
| 2 | WEST END | 17,365 | 19,218 | 16,501 | 14,637 |
| | **Ward 2 Totals** | **194,712** | **309,987** | **300,888** | **204,186** |
| 3 | CHEVY CHASE | 44,151 | 37,320 | 41,925 | 51,829 |
| 3 | CLEVELAND PARK | 39,320 | 54,942 | 59,861 | 58,476 |
| 3 | PALISADES | 6,026 | 22,297 | 26,789 | 33,479 |
| 3 | TENLEY-FRIENDSHIP | 70,111 | 64,394 | 64,644 | 71,283 |
| | **Ward 3 Totals** | **159,608** | **178,953** | **193,219** | **215,067** |
| 4 | PETWORTH | 34,537 | 30,449 | 36,585 | 36,620 |
| 4 | SHEPHERD PARK (Juanita E. Thornton) | 16,101 | 13,837 | 15,594 | 16,746 |
| 4 | TAKOMA PARK | 20,380 | 17,567 | 20,342 | 27,012 |
| | **Ward 4 Totals** | **71,018** | **61,853** | **72,521** | **80,378** |
| 5 | LAMOND RIGGS | 11,977 | 14,189 | 13,417 | 21,052 |
| 5 | WOODRIDGE | 43,769 | 11,784 | 15,091 | 15,772 |
| | **Ward 5 Totals** | **55,746** | **25,973** | **28,508** | **36,824** |
| 6 | NORTHEAST | 39,017 | 35,975 | 35,788 | 43,888 |
| 6 | NORTHWEST ONE | 10,151 | 6,440 | 6,972 | 9,354 |
| 6 | ROSEDALE | 10,729 | 8,718 | 11,424 | 15,301 |
| 6 | SHAW (WATHA T. DANIEL) | 42,243 | 30,390 | 29,187 | 39,325 |
| 6 | SOUTHEAST | 39,297 | 35,003 | 33,030 | 31,539 |
| 6 | SOUTHWEST | 17,706 | 20,345 | 19,152 | 24,011 |
| | **Ward 6 Totals** | **159,143** | **136,871** | **135,553** | **163,418** |
| 7 | BENNING (Dorothy I. Height) | 18,907 | 14,679 | 18,524 | 21,960 |
| 7 | CAPITOL VIEW | 1,082 | 8,349 | 10,174 | 11,278 |
| 7 | DEANWOOD | 7,845 | 4,269 | 6,816 | 10,841 |
| 7 | FRANCIS A. GREGORY | 9,298 | 10,380 | 10,649 | 16,170 |
| | **Ward 7 Totals** | **37,132** | **37,677** | **46,163** | **60,249** |
| 8 | ANACOSTIA | 8,627 | 9,292 | 13,807 | 16,836 |
| 8 | BELLEVUE (William O. Lockridge) | 8,915 | 8,650 | 11,055 | 11,845 |
| 8 | PARKLANDS-TURNER | 11,842 | 11,733 | 14,596 | 12,654 |
| | **Ward 8 Totals** | **29,384** | **29,675** | **39,458** | **41,335** |
| | **DC Jail Library** | **9,573** | | | |
| | **Libraries Subtotal** | **781,386** | **840,525** | **875,752** | **862,659** |
| | **Digital Library** | 313,157 | 288,941 | 270,885 | 225,971 |
| | **DCPL Total** | **1,094,543** | **1,129,466** | **1,146,637** | **1,088,630** |
| | **Percentage Change** | | **-3.09%** | **-4.54%** | **0.54%** |

| | 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 | 1,094,543 | **4,288,626** |

# CIRCULATION AND CARDHOLDER ACTIVITY

## Active Cardholders by Ward

| | Q4 FY17 Student DC OneCards | Q4 FY17 All Cardholders |
|---|---|---|
| 1 | 7,918 | 41,408 |
| 2 | 1,947 | 26,203 |
| 3 | 5,862 | 38,994 |
| 4 | 13,710 | 49,298 |
| 5 | 11,629 | 47,458 |
| 6 | 8,381 | 49,934 |
| 7 | 16,983 | 54,794 |
| 8 | 19,538 | 61,440 |
| MD/VA/Out of State/Other | 989 | 60,213 |
| **Total Cardholders** | **86,957** | **429,742** |
| | Q4 FY16 | 406,801 |
| | Q4 FY15 | 314,186 |
| | Q4 FY14 | 359,371 |

## Top Titles – Q4 FY17

| Fiction | Circulation | Non-Fiction | Circulation |
|---|---|---|---|
| *The Underground Railroad* by Colson Whitehead | 573 | *Hillbilly Elegy: A Memoir of a Family and Culture in Crisis* by J. D. Vance | 558 |
| *A Big Guy Took My Ball!* by Mo Willems | 281 | *Born a Crime: Stories from a South African Childhood* by Trevor Noah | 313 |
| *All the Light We Cannot See* by Anthony Doerr | 211 | *Between the World and Me* by Ta-Nehisi Coates | 297 |
| *Harry Potter and the Sorcerer's Stone* by J. K. Rowling | 206 | *Evicted: Poverty and Profit in the American City* by Matthew Desmond | 122 |
| *Commonwealth* by Ann Patchett | 185 | *Hunger: A Memoir of (My) Body* by Roxane Gay | 120 |

## Database Usage

| | Q1 FY17 | Q2 FY17 | Q3 FY17 | Q4 FY17 | FY17 Total |
|---|---|---|---|---|---|
| Database Usage | 249,774 | 292,248 | 349,985 | 394,974 | **1,286,981** |

# BUILDING USE AND ACTIVITY

## Gate Count

| Ward | Location | Q4 FY17 | Q4 FY16 | Q4 FY2015 |
|---|---|---|---|---|
| 1 | MT PLEASANT | 65,223 | 62,587 | 63,343 |
| | **Ward 1 Totals** | **65,223** | **62,587** | **63,343** |
| 2 | MLK. JR. MEMORIAL LIBRARY | | 153,636 | 175,306 |
| 2 | LIBRARY EXPRESS | 25,069 | | |
| 2 | GEORGETOWN | 42,089 | 34,745 | 34,497 |
| 2 | WEST END | 25,390 | 21,170 | 22,953 |
| | **Ward 2 Totals** | **92,548** | **209,551** | **232,756** |
| 3 | CHEVY CHASE | 41,970 | 36,271 | 37,729 |
| 3 | CLEVELAND PARK | 19,205 | 82,824 | 69,907 |
| 3 | PALISADES | | 23,491 | 25,548 |
| 3 | TENLEY-FRIENDSHIP | 68,045 | 62,216 | 59,719 |
| | **Ward 3 Totals** | **129,220** | **204,802** | **192,903** |
| 4 | PETWORTH | 44,920 | 44,011 | 45,611 |
| 4 | SHEPHERD PARK (Juanita E. Thornton) | 24,868 | 21,761 | 22,035 |
| 4 | TAKOMA PARK | 19,614 | 21,424 | 22,289 |
| | **Ward 4 Totals** | **89,402** | **87,196** | **89,935** |
| 5 | LAMOND RIGGS | 36,745 | 30,673 | 30,430 |
| 5 | WOODRIDGE | 45,153 | 20,115 | 24,443 |
| | **Ward 5 Totals** | **81,898** | **50,788** | **54,873** |
| 6 | NORTHEAST | 35,909 | 34,159 | 37,042 |
| 6 | NORTHWEST ONE | 29,641 | 25,454 | 27,889 |
| 6 | ROSEDALE | 28,100 | 27,346 | 30,050 |
| 6 | SHAW (WATHA T. DANIEL) | 68,458 | 58,573 | 59,401 |
| 6 | SOUTHEAST | 45,763 | 42,433 | 43,566 |
| 6 | SOUTHWEST | 26,144 | 28,782 | 27,814 |
| | **Ward 6 Totals** | **234,015** | **216,747** | **225,762** |
| 7 | BENNING (Dorothy I. Height) | 57,663 | 53,400 | 54,699 |
| 7 | CAPITOL VIEW | | 28,809 | 33,945 |
| 7 | DEANWOOD | 29,407 | 22,352 | 30,004 |
| 7 | FRANCIS A. GREGORY | 27,674 | 29,511 | 32,900 |
| | **Ward 7 Totals** | **114,744** | **134,072** | **151,548** |
| 8 | ANACOSTIA | 47,341 | 47,833 | 51,258 |
| 8 | BELLEVUE (William O. Lockridge) | 31,656 | 29,220 | 34,054 |
| 8 | PARKLANDS-TURNER | 38,114 | 40,733 | 40,023 |
| | **Ward 8 Totals** | **117,111** | **117,786** | **125,335** |
| | **DCPL Total** | **924,161** | **1,083,529** | **1,136,455** |
| | **Percentage Change** | | **-14.71%** | **-18.68%** |

| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY 2014 | N/A | N/A | N/A | N/A | N/A |
| FY 2015 | 984,658 | 1,027,300 | 1,041,107 | 1,136,455 | **4,189,520** |
| FY 2016 | 904,632 | 932,786 | 1,009,816 | 1,083,529 | **3,930,763** |
| FY 2017 | 908,627 | 897,774 | 862,639 | 924,161 | **3,593,201** |

# BUILDING USE AND ACTIVITY

## Customer Access to Wi-Fi

| Ward | Location | Q4 FY17 | Q4 FY16 | Q4 FY15 |
|---|---|---|---|---|
| 1 | MT PLEASANT | 6,801 | 6,090 | 4,832 |
| | **Ward 1 Totals** | **6,801** | **6,090** | **4,832** |
| 2 | MLK. JR. MEMORIAL LIBRARY | | 27,161 | 24,497 |
| 2 | LIBRARY EXPRESS | 2,970 | | |
| 2 | GEORGETOWN | 6,170 | 5,149 | 3,741 |
| 2 | WEST END | 1,037 | 900 | 715 |
| | **Ward 2 Totals** | **10,177** | **33,210** | **28,953** |
| 3 | CHEVY CHASE | 3,533 | 2,625 | 1,711 |
| 3 | CLEVELAND PARK | 1,699 | 1,819 | 1,695 |
| 3 | PALISADES | | 1,265 | 1,068 |
| 3 | TENLEY-FRIENDSHIP | 4,929 | 4,518 | 3,730 |
| | **Ward 3 Totals** | **10,161** | **10,227** | **8,204** |
| 4 | PETWORTH | 6,760 | 6,775 | 4,583 |
| 4 | SHEPHERD PARK (Juanita E. Thornton) | 2,397 | 1,984 | 1,362 |
| 4 | TAKOMA PARK | 1,942 | 1,677 | 1,023 |
| | **Ward 4 Totals** | **11,099** | **10,436** | **6,968** |
| 5 | LAMOND RIGGS | 2,319 | 2,273 | 1,803 |
| 5 | WOODRIDGE | 5,474 | 1,499 | 1,335 |
| | **Ward 5 Totals** | **7,793** | **3,772** | **3,138** |
| 6 | NORTHEAST | 4,547 | 3,741 | 2,603 |
| 6 | NORTHWEST ONE | 1,977 | 1,803 | 1,751 |
| 6 | ROSEDALE | 1,961 | 1,756 | 1,444 |
| 6 | SHAW (WATHA T. DANIEL) | 8,891 | 7,546 | 4,993 |
| 6 | SOUTHEAST | 3,811 | 3,575 | 2,892 |
| 6 | SOUTHWEST | 2,657 | 2,025 | 1,554 |
| | **Ward 6 Totals** | **23,844** | **20,446** | **15,237** |
| 7 | BENNING (Dorothy I. Height) | 6,620 | 5,882 | 4,185 |
| 7 | CAPITOL VIEW | | 2,236 | 2,006 |
| 7 | DEANWOOD | 1,900 | 1,551 | 1,647 |
| 7 | FRANCIS A. GREGORY | 2,621 | 2,588 | 2,240 |
| | **Ward 7 Totals** | **11,141** | **12,257** | **10,078** |
| 8 | ANACOSTIA | 5,198 | 4,683 | 4,304 |
| 8 | BELLEVUE (William O. Lockridge) | 3,051 | 2,711 | 2,572 |
| 8 | PARKLANDS-TURNER | 5,172 | 4,867 | 3,630 |
| | **Ward 8 Totals** | **13,421** | **12,261** | **10,506** |
| | **DCPL Total** | **94,437** | **108,699** | **87,916** |
| | **Percentage Change** | | **-13.12%** | **7.42%** |

| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY 2014 | N/A | N/A | N/A | N/A | **N/A** |
| FY 2015 | 84,388 | 83,871 | 87,306 | 87,916 | **343,481** |
| FY 2016 | 85,689 | 93,469 | 105,611 | 108,699 | **393,468** |
| FY 2017 | 105,473 | 111,816 | 89,442 | 94,437 | **401,168** |

# BUILDING USE AND ACTIVITY

## Computer Sessions

| Ward | Location | Q4 FY17 | Q4 FY16 | Q4 FY15 | Q4 FY14 | Adult Desktop Computer Utilization Rate Q4 FY14 |
|---|---|---|---|---|---|---|
| 1 | MT PLEASANT | 15,044 | 10,978 | 16,997 | 16,717 | 60.51% |
| | **Ward 1 Totals** | **15,044** | **10,978** | **16,997** | **16,717** | **60.51%** |
| 2 | MLK. JR. MEMORIAL LIBRARY | | 54,655 | 51,491 | 56,509 | |
| 2 | LIBRARY EXPRESS | 6,217 | | | | 50.25% |
| 2 | GEORGETOWN | 6,928 | 7,139 | 6,069 | 7,476 | 41.22% |
| 2 | WEST END | 5,326 | 3,696 | 4,237 | 3,333 | 65.79% |
| | **Ward 2 Totals** | **18,471** | **65,490** | **61,797** | **67,318** | **52.23%** |
| 3 | CHEVY CHASE | 3,778 | 2,934 | 3,209 | 5,207 | 42.32% |
| 3 | CLEVELAND PARK | 1,938 | 3,651 | 3,462 | 6,144 | |
| 3 | PALISADES | | 1,494 | 2,082 | 4,260 | |
| 3 | TENLEY-FRIENDSHIP | 10,361 | 8,988 | 10,189 | 11,107 | 55.41% |
| | **Ward 3 Totals** | **16,077** | **17,067** | **18,942** | **26,718** | **32.51%** |
| 4 | PETWORTH | 11,759 | 12,455 | 13,198 | 18,206 | 44.08% |
| 4 | SHEPHERD PARK (Juanita E. Thornton) | 6,283 | 5,653 | 7,366 | 7,196 | 44.14% |
| 4 | TAKOMA PARK | 3,761 | 4,655 | 6,030 | 3,904 | 44.47% |
| | **Ward 4 Totals** | **21,803** | **22,763** | **26,594** | **29,306** | **44.23%** |
| 5 | LAMOND RIGGS | 8,618 | 6,400 | 5,801 | 4,886 | 73.39% |
| 5 | WOODRIDGE | 14,255 | 6,050 | 9,787 | 9,834 | 64.07% |
| | **Ward 5 Totals** | **22,873** | **12,450** | **15,588** | **14,720** | **68.73%** |
| 6 | NORTHEAST | 9,418 | 8,429 | 8,531 | 7,486 | 55.38% |
| 6 | NORTHWEST ONE | 10,313 | 6,507 | 9,307 | 5,163 | 58.85% |
| 6 | ROSEDALE | 6,522 | 4,616 | 7,704 | 5,786 | 50.99% |
| 6 | SHAW (WATHA T. DANIEL) | 18,443 | 14,535 | 17,216 | 19,518 | 74.20% |
| 6 | SOUTHEAST | 9,501 | 4,725 | 6,604 | 4,248 | 73.03% |
| 6 | SOUTHWEST | 7,945 | 6,037 | 5,901 | 5,755 | 63.44% |
| | **Ward 6 Totals** | **62,142** | **44,849** | **55,263** | **47,956** | **63.07%** |
| 7 | BENNING (Dorothy I. Height) | 14,460 | 12,355 | 13,827 | 11,813 | 50.14% |
| 7 | CAPITOL VIEW | | 6,854 | 9,890 | 9,219 | |
| 7 | DEANWOOD | 8,494 | 6,441 | 10,086 | 7,236 | 51.56% |
| 7 | FRANCIS A. GREGORY | 9,062 | 10,112 | 11,852 | 12,234 | 37.75% |
| | **Ward 7 Totals** | **32,016** | **35,762** | **45,655** | **40,502** | **46.35%** |
| 8 | ANACOSTIA | 12,590 | 11,481 | 16,164 | 18,757 | 47.11% |
| 8 | BELLEVUE (William O. Lockridge) | 12,816 | 12,515 | 15,741 | 9,416 | 44.96% |
| 8 | PARKLANDS-TURNER | 10,905 | 10,601 | 10,527 | 7,184 | 53.87% |
| | **Ward 8 Totals** | **36,311** | **34,597** | **42,432** | **35,357** | **48.65%** |
| | **DCPL Total** | **224,737** | **243,956** | **283,268** | **278,594** | **51.87%** |
| | **Percentage Change** | | **-7.88%** | **-20.66%** | **-19.33%** | |

| Computer Sessions Trend Data | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY14 | 253,923 | 252,263 | 265,843 | 278,594 | **1,050,623** |
| FY15 | 285,146 | 275,674 | 280,764 | 283,268 | **1,124,852** |
| FY16 | 252,545 | 243,426 | 241,568 | 243,956 | **981,495** |
| FY17 | 252,893 | 228,529 | 199,793 | 224,737 | **905,952** |
| Adult Desktop Computer Utililization Rate Trend Data | | | | | |
| FY17 | 40.74% | 43.56% | 48.48% | 51.87% | **46.12%** |

# BUILDING USE AND ACTIVITY

## Meeting/Study Room Use and Attendance

| Ward | Location | Meetings | | Attendance | | Study Room Use | |
|---|---|---|---|---|---|---|---|
| | | Q4 FY17 | Q4 FY16 | Q4 FY17 | Q4 FY16 | Q4 FY17 | Q4 FY16 |
| 1 | MT PLEASANT | 526 | 479 | 6,309 | 4,326 | 636 | 726 |
| | **Ward 1 Total** | **526** | **479** | **6,309** | **4,326** | **636** | **726** |
| 2 | GEORGETOWN | 209 | 163 | 2,196 | 998 | 846 | 475 |
| 2 | WEST END | | | | | | |
| 2 | LIBRARY EXPRESS | 187 | | 447 | | 165 | |
| 2 | MLK. JR. MEMORIAL LIBRARY | | 541 | | 4,657 | | |
| | **Ward 2 Total** | **396** | **704** | **2,643** | **5,655** | **1,011** | **475** |
| 3 | CHEVY CHASE | 80 | 87 | 516 | 413 | | |
| 3 | CLEVELAND PARK | | 85 | | 1,223 | | |
| 3 | PALISADES | | 29 | | 249 | | |
| 3 | TENLEY-FRIENDSHIP | 146 | 92 | 1,655 | 850 | 1,353 | 1,273 |
| | **Ward 3 Total** | **226** | **293** | **2,171** | **2,735** | **1,353** | **1,273** |
| 4 | PETWORTH | 386 | 212 | 5,802 | 864 | 512 | 280 |
| 4 | SHEPHERD PARK (Juanita E. Thornton) | 324 | 215 | 1,679 | 2,221 | 591 | 421 |
| 4 | TAKOMA PARK | 114 | 90 | 412 | 383 | | |
| | **Ward 4 Total** | **824** | **517** | **7,893** | **3,468** | **1,103** | **701** |
| 5 | LAMOND RIGGS | 471 | 193 | 3,693 | 2,902 | 178 | 162 |
| 5 | WOODRIDGE | 126 | | 5,131 | | 434 | |
| | **Ward 5 Total** | **597** | **193** | **8,824** | **2,902** | **612** | **162** |
| 6 | NORTHEAST | 192 | 196 | 1,734 | 2,097 | 829 | 741 |
| 6 | NORTHWEST ONE | 5 | 31 | 74 | 481 | | |
| 6 | ROSEDALE | | | | | | |
| 6 | SHAW (Watha T. Daniel) | 249 | 222 | 5,646 | 1,403 | 1,698 | 1,491 |
| 6 | SOUTHEAST | 99 | 39 | 2,100 | 1,471 | | |
| 6 | SOUTHWEST | 51 | 36 | 526 | 506 | 198 | 208 |
| | **Ward 6 Total** | **596** | **524** | **10,080** | **5,958** | **2,725** | **2,440** |
| 7 | BENNING (Dorothy I. Height) | 622 | 442 | 7,595 | 6,496 | 1,439 | 989 |
| 7 | CAPITOL VIEW | | 125 | | 1,646 | | 119 |
| 7 | DEANWOOD | | | | | | |
| 7 | FRANCIS A. GREGORY | 456 | 319 | 1,500 | 2,054 | 587 | 297 |
| | **Ward 7 Total** | **1,078** | **886** | **9,095** | **10,196** | **2,026** | **1,405** |
| 8 | ANACOSTIA | 518 | 396 | 8,256 | 6,659 | 571 | 424 |
| 8 | BELLEVUE (William O. Lockridge) | 272 | 216 | 4,185 | 3,302 | 236 | 190 |
| 8 | PARKLANDS-TURNER | | | | | | |
| | **Ward 8 Total** | **790** | **612** | **12,441** | **9,961** | **807** | **614** |
| | **DCPL TOTAL** | **5,033** | **4,208** | **59,456** | **45,201** | **10,273** | **7,796** |

# OPERATIONS

## Service Desk Tickets

| | Quarterly Statistics | | | Year to Date Statistics | | |
|---|---|---|---|---|---|---|
| | Q4 FY17 | Q4 FY16 | % Change FY17/ FY16 | YTD FY17 | YTD FY16 | % Change FY17/ FY16 |
| Facilities Tickets Closed | 535 | 734 | -27.11% | 2,408 | 2,820 | -14.61% |
| Facilities Ticket Closure Rate | 95.71% | 93.27% | 2.62% | 95.10% | 92.43% | 2.89% |
| IT Tickets Closed | 1,479 | 1,646 | -10.15% | 6,499 | 6,564 | -0.99% |
| IT Ticket Closure Rate | 97.88% | 95.42% | 2.58% | 97.45% | 95.08% | 2.50% |

## Human Resources Data

| | Quarterly Statistics | | | Year to Date Statistics | | |
|---|---|---|---|---|---|---|
| | Q4 FY17 | Q4 FY16 | % Change FY17/ FY16 | YTD FY17 | YTD FY16 | % Change FY17/ FY16 |
| Vacancy Rate | 7.00% | 4.39% | 59.45% | | | |
| Staff Trainings | Data not available | | | 763 | 938 | -18.66% |
| # Staff on Extended Leave (New) | 37 | 18 | 105.56% | 113 | 86 | 31.40% |
| # Staff on Extended Leave (Continuing) | 28 | 36 | -22.22% | | | |
| **Total Staff on Extended Leave** | **56** | **40** | **40.00%** | | | |

## Hours of Unplanned Closure by Location

| | Q1 | Q2 | Q3 | Q4 | FY 17 Total |
|---|---|---|---|---|---|
| ANACOSTIA | | 8.0 | 8.0 | 2.5 | **18.5** |
| BELLEVUE (William O. Lockridge) | 5.0 | | | | **5.0** |
| CAPITOL VIEW | 4.5 | | | | **4.5** |
| DEANWOOD | 7.5 | 19.0 | 0.5 | 10.0 | **37.0** |
| FRANCIS A. GREGORY | 1.5 | 5.0 | 1.5 | 47.5 | **55.5** |
| GEORGETOWN | 39.0 | | | | **39.0** |
| LAMOND RIGGS | | 7.5 | | | **7.5** |
| NORTHWEST ONE | 8.0 | 3.0 | | 35.5 | **46.5** |
| PALISADES | 7.5 | | | | **7.5** |
| PARKLANDS-TURNER | 4.5 | | 7.5 | | **12.0** |
| PETWORTH | | 11.0 | 2.5 | | **13.5** |
| ROSEDALE | 3.0 | 4.5 | | 21.5 | **29.0** |
| SHAW (WATHA T. DANIEL) | 7.0 | | | 38.0 | **45.0** |
| SOUTHWEST | | 7.0 | 8.5 | 4.0 | **19.5** |
| TENLEY-FRIENDSHIP | | | | 8.0 | **8.0** |
| WEST END | | 17.5 | 5.5 | 40.0 | **63.0** |
| WOODRIDGE | 25.0 | 1.0 | 4.0 | | **30.0** |
| Systemwide Closure | 208.0 | 44.0 | | | **252.0** |
| **Total** | **320.5** | **127.5** | **38.0** | **207.0** | **693.0** |

# PATRON SATISFACTION AND ONLINE ENGAGEMENT

## Counting Opinions Survey

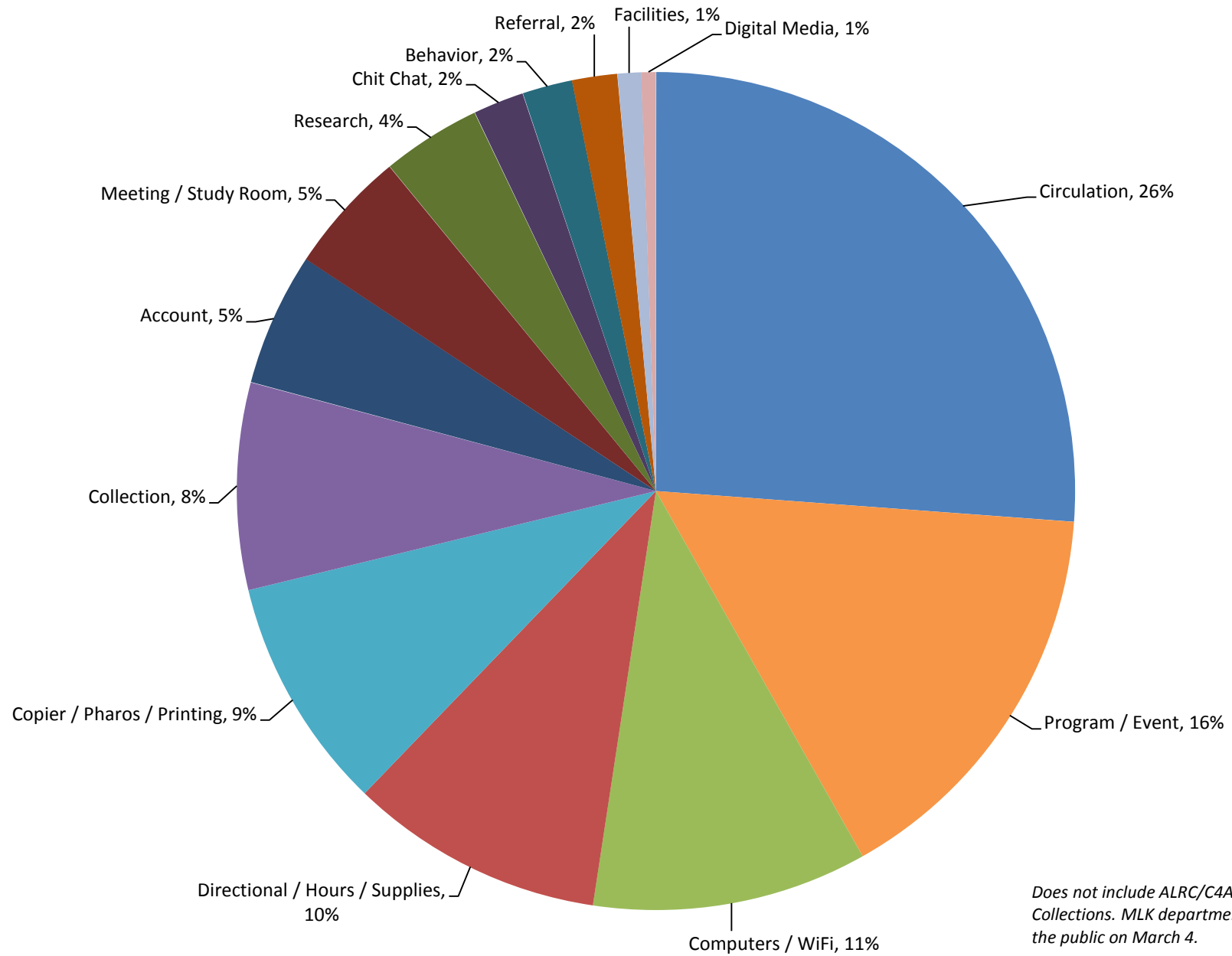Library Service Rankings - Cumulative Data - 4/11/16 - 09/30/2017 **Total Responses = 1,459**



| | Borrowing | Using Materials Onsite | Equipment | Library Events and Programs | Facilities | Remote (Not at the Library) | Internet @ The Library | Database @ The Library |
|---|---|---|---|---|---|---|---|---|
| ■ Importance | 9.52 | 7.22 | 7 | 7.33 | 7.29 | 8.73 | 7.92 | 6.56 |
| ■ Recommendation | 8.75 | 7.82 | 8.5 | 8.85 | 7.45 | 8.4 | 8.18 | 7.25 |
| ■ Satisfaction | 8.5 | 8.56 | 7.73 | 8.73 | 7.62 | 8.62 | 8.5 | 7.62 |
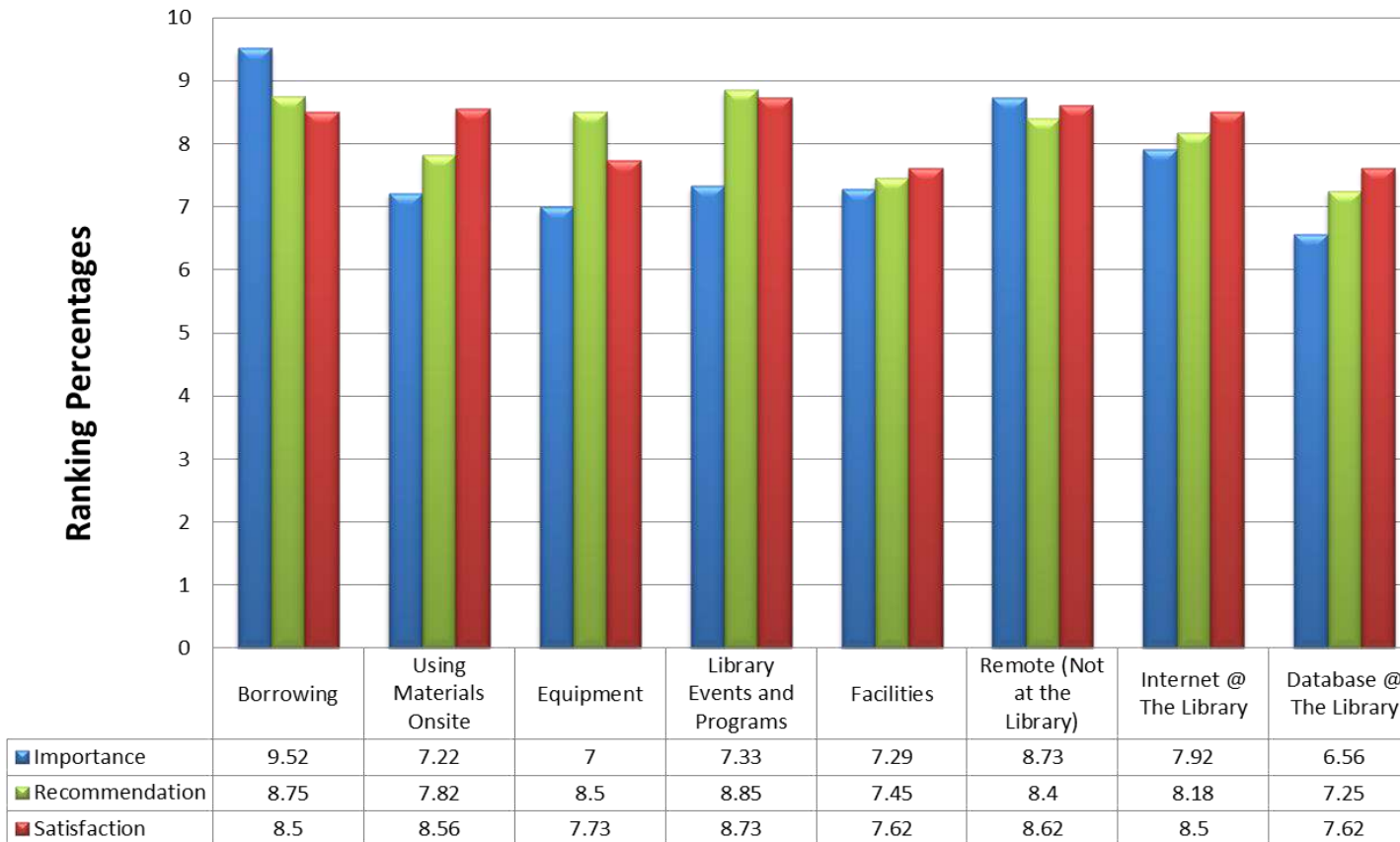
## Online Engagement

| | Q1 | Q2 | Q3 | Q4 | FY17 Total |
|---|---|---|---|---|---|
| Social Media Impressions | 1,460,993 | 1,398,644 | 1,374,108 | 2,266,449 | **6,500,194** |
| Social Media Engagement | 16,909 | 13,881 | 13,014 | 21,569 | **65,373** |
| Social Media Engagement Rate | 1.16% | 0.99% | 0.95% | 0.95% | **1.01%** |
| New Website Visits (Sessions) | 304,504 | 332,237 | 388,634 | 511,207 | **1,536,582** |
| Overall Website Visits (Sessions) | 774,531 | 815,737 | 809,879 | 920,226 | **3,320,373** |
| New Visits as a % of overall visits | 39.31% | 40.73% | 47.99% | 55.55% | **46.28%** |

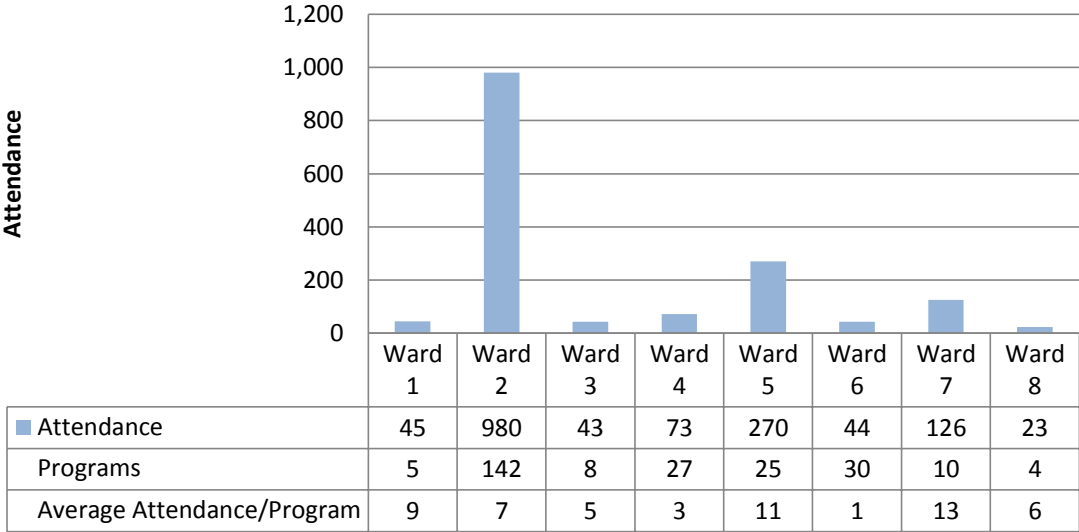# CUSTOMER INTERACTIONS Q4 FY17

**Total Interactions: 127,038**



Pie chart showing Customer Interactions Q4 FY17:
- Circulation, 26%
- Program / Event, 16%
- Computers / WiFi, 11%
- Directional / Hours / Supplies, 10%
- Copier / Pharos / Printing, 9%
- Collection, 8%
- Account, 5%
- Meeting / Study Room, 5%
- Research, 4%
- Chit Chat, 2%
- Behavior, 2%
- Referral, 2%
- Facilities, 1%
- Digital Media, 1%

*Does not include ALRC/C4A or Special Collections. MLK departments closed to the public on March 4.*

## Q4 FY17 - Systemwide Program and Attendance by Activity Type



| | Computers & technology | Group visit to the library | Program (excluding story time & computer training) | Story time | Outreach (excluding school outreach) | School outreach | Grand Total |
|---|---|---|---|---|---|---|---|
| ■ Total Attendance | 1,646 | 1,473 | 33,562 | 34,309 | 13,693 | 4,758 | 89,441 |
| Number of Programs | 253 | 59 | 1,434 | 866 | 219 | 104 | 2,935 |
| Average Attendance/Program | 7 | 25 | 23 | 40 | 63 | 46 | 30 |
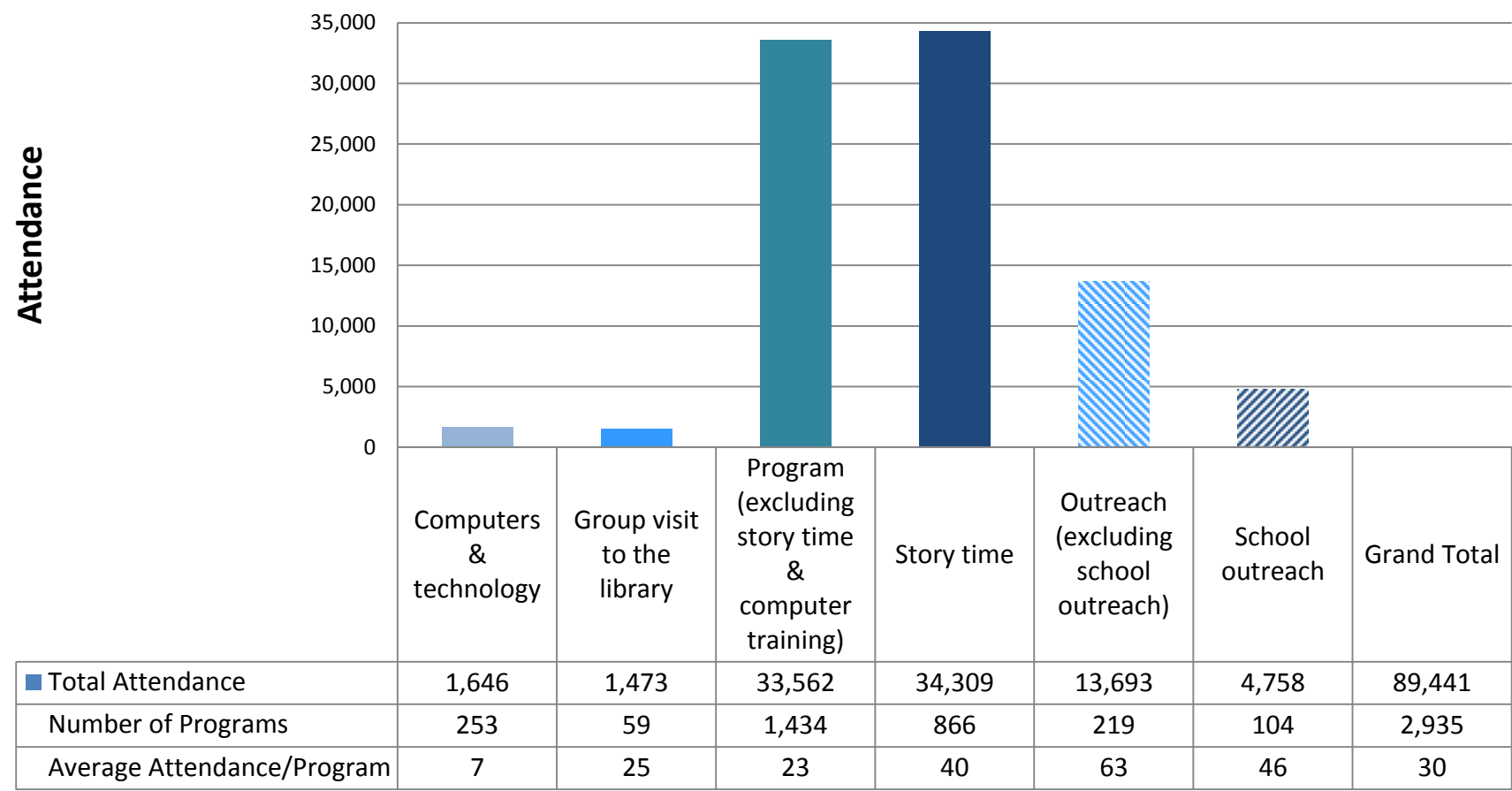
# SYSTEMWIDE PROGRAM AND ATTENDANCE DATA

## Computers & Technology

| | Ward 1 | Ward 2 | Ward 3 | Ward 4 | Ward 5 | Ward 6 | Ward 7 | Ward 8 |
|---|---|---|---|---|---|---|---|---|
| Attendance | 45 | 980 | 43 | 73 | 270 | 44 | 126 | 23 |
| Programs | 5 | 142 | 8 | 27 | 25 | 30 | 10 | 4 |
| Average Attendance/Program | 9 | 7 | 5 | 3 | 11 | 1 | 13 | 6 |

## Story Times

| | Ward 1 | Ward 2 | Ward 3 | Ward 4 | Ward 5 | Ward 6 | Ward 7 | Ward 8 |
|---|---|---|---|---|---|---|---|---|
| Attendance | 4,633 | 3,435 | 6,575 | 3,620 | 2,640 | 10,491 | 1,435 | 584 |
| Programs | 63 | 79 | 183 | 103 | 59 | 257 | 70 | 32 |
| Average Attendance/Program | 74 | 43 | 36 | 35 | 45 | 41 | 21 | 18 |
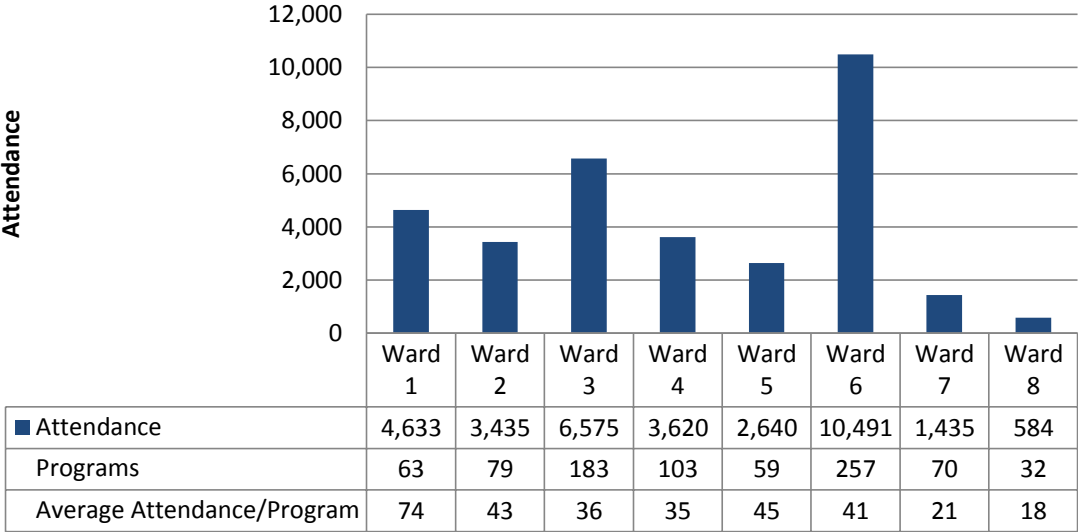
## Group Visits to the Library

| | Ward 1 | Ward 2 | Ward 3 | Ward 4 | Ward 5 | Ward 6 | Ward 7 | Ward 8 |
|---|---|---|---|---|---|---|---|---|
| Attendance | 125 | 0 | 150 | 496 | 67 | 369 | 241 | 25 |
| Programs | 3 | 0 | 5 | 25 | 3 | 14 | 8 | 1 |
| Average Attendance/Program | 42 | 0 | 30 | 20 | 22 | 26 | 30 | 25 |

## All Other Programs

| | Ward 1 | Ward 2 | Ward 3 | Ward 4 | Ward 5 | Ward 6 | Ward 7 | Ward 8 |
|---|---|---|---|---|---|---|---|---|
| Attendance | 5,255 | 4,777 | 5,454 | 1,942 | 2,502 | 8,923 | 2,258 | 2,417 |
| Programs | 157 | 175 | 212 | 142 | 116 | 438 | 122 | 69 |
| Average Attendance/Program | 33 | 27 | 26 | 14 | 22 | 20 | 19 | 35 |
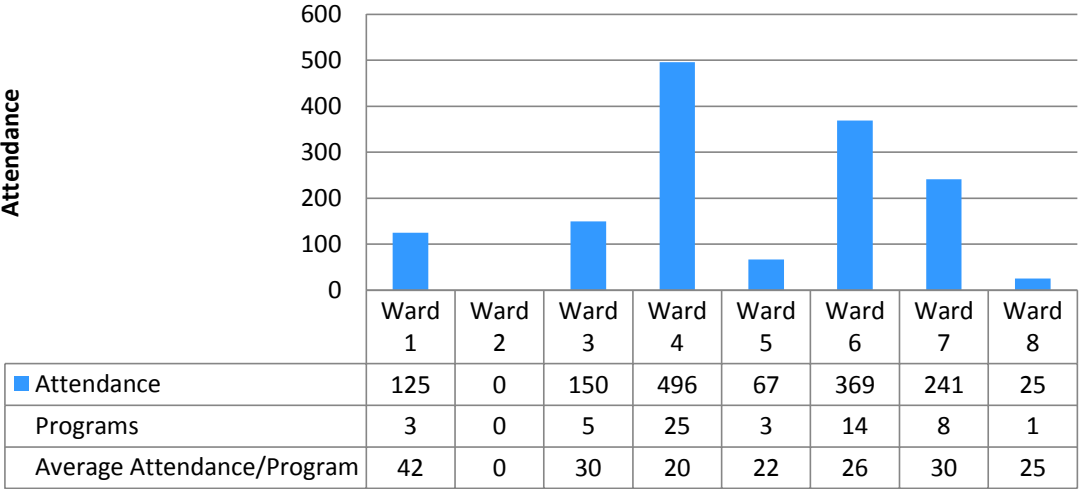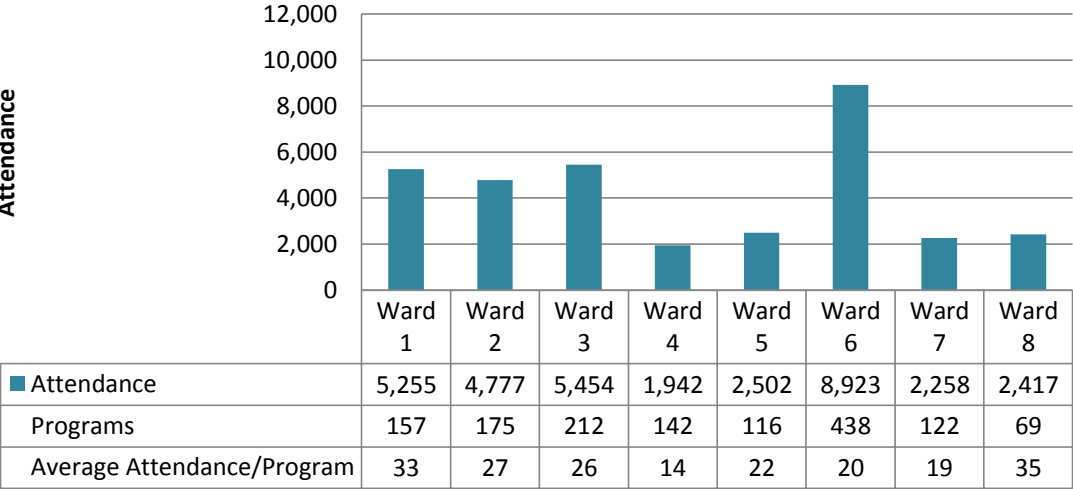
# SYSTEMWIDE PROGRAM AND ATTENDANCE DATA

## Total Outreach Attendance by Ward

| | Ward 1 | Ward 2 | Ward 3 | Ward 4 | Ward 5 | Ward 6 | Ward 7 | Ward 8 |
|---|---|---|---|---|---|---|---|---|
| Outreach Attendance | 3,278 | 2,146 | 1,109 | 462 | 2,067 | 929 | 2,672 | 1,030 |
| School Outreach Attendance | 772 | 133 | 918 | 944 | 130 | 160 | 1,329 | 372 |
| Total Outreach Programs | 22 | 30 | 70 | 24 | 28 | 43 | 91 | 15 |
| Average Attendance/Outreach Program | 184 | 76 | 29 | 59 | 78 | 25 | 44 | 93 |
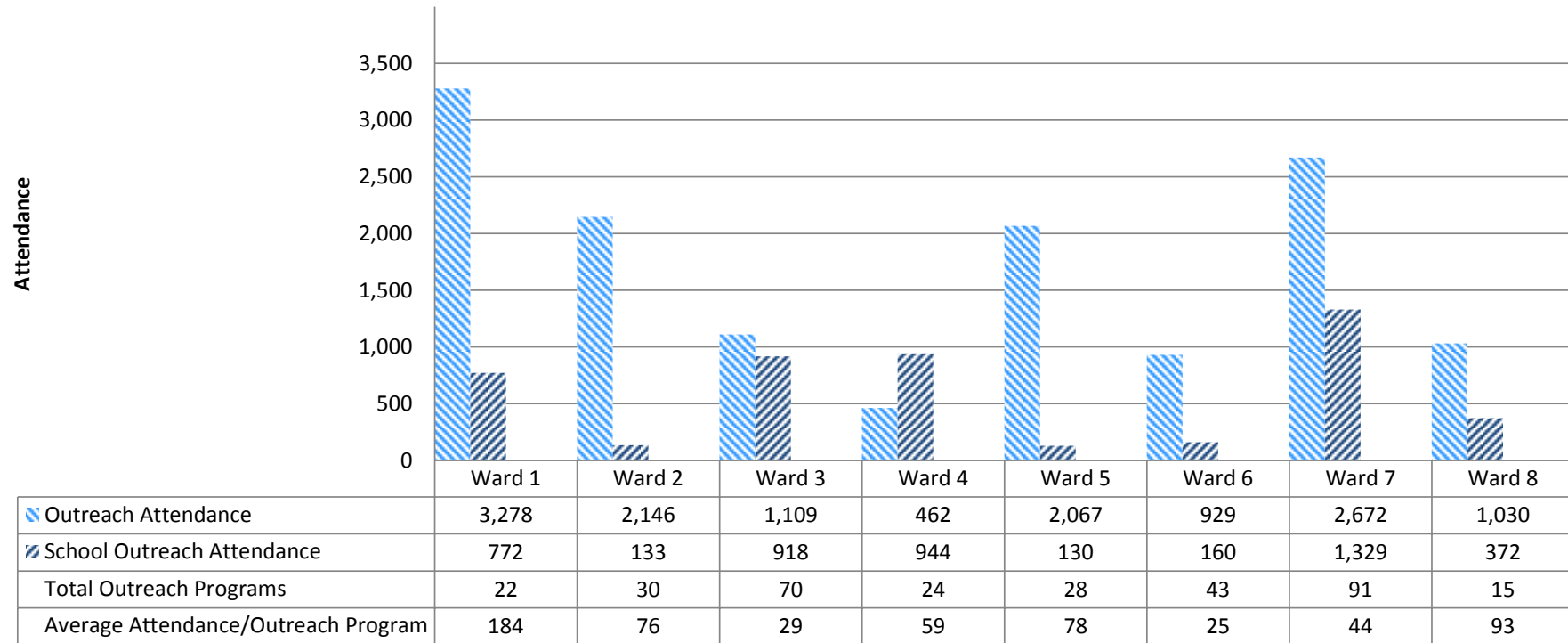
## Books From Birth

| | Q4 FY17 |
|---|---|
| Eligible Children Citywide | 46,769 |
| Enrollment Citywide | 25,741 |
| Graduated Citywide | 4,416 |
| % of Citywide Eligible Enrolled | 55.03% |
| Eligible Children in Target Areas | 22,279 |
| Enrollment in Target Areas | 16,715 |
| % Enrolled From Target Areas | 64.93% |

# Map of DC Public Libraries by Ward

Juanita E. Thornton/Shepherd Park

Takoma Park

Chevy Chase

4

Lamond-Riggs

Tenley-Friendship

Petworth

Cleveland Park

Mount Pleasant

3

Woodridge

1

5

Palisades

Georgetown

Watha T. Daniel/Shaw

Deanwood

Library Express

Northwest One

West End

Dorothy I. Height/Benning

Martin Luther King, Jr. Memorial

Rosedale

Capitol View

Northeast

2

6

7

Southeast

Southwest

Anacostia

Francis A. Gregory

Parklands-Turner

8

WIlliam O. Lockridge/Bellevue

# DCPL PERFORMANCE REPORT DATA GLOSSARY

**Active Cardholders by Ward** – The number of user accounts with activity in the last three years. Cardholders are sorted by ward of residence provided in cardholder 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 are Wards 1, 5, 7 and 8.

**Circulation** – Manual and electronic lending transactions from the library's collection; includes outside and in–house use, and renewal circulation transactions.

**Computer and Technology Programs** – Programs that teach basic computer skills, or skills about software, computer hardware, emerging technology such as 3D Printing, coding, social media instruction, use of DCPL's downloadable materials and databases.

**Counting Opinions Survey –** Customer satisfaction survey available on the Library's website and in print.

**Customer Access to Wi–Fi** – The number of internet connections to the DCPL Wi–Fi network by laptops, smartphones, and other mobile devices.

**Customer Interactions by Type –** Interaction tracking is a common tool used by library systems around the country to capture ways customers interact with staff in the library.

**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** – Total of all E–Books downloaded and streamed, videos streamed, songs downloaded and streamed, audiobooks downloaded and streamed, and magazines downloaded and streamed.

**Extended Leave –** Categories of legally authorized extended absences other than annual or sick leave that may impact staffing levels and productivity including: Family Medical Leave, Paid Family Leave, American Disability Act and Workers' Compensation.

**Gate Count** – Number of instances of people entering and exiting library locations. Thermal imaging technology senses infrared radiation to track traffic travelling underneath the sensor and monitors multiple people entering and exiting at the same time. Devices are mounted at public entry and exit locations.

**Group Visits** – All special programs or activities scheduled for groups coming into a library.

**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 the 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.

**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.

**School Outreach** – Programs that are planned sponsored or carried out by the library staff and take place at a public, public charter, or private/parochial school, including formal Pre–K programs.

**Service Desk Tickets –** Library staff report a problem or request an intervention by submitting a ticket in the Library's tracking system.

**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.

**Staff Trainings** –Number of staff trainings during the quarter. Training includes external conferences, workshops, management training courses and DCPL internal training programs.

**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 DC OneCard Cardholders –** Library accounts 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.