



DC Public Library

LIBRARY SERVICES

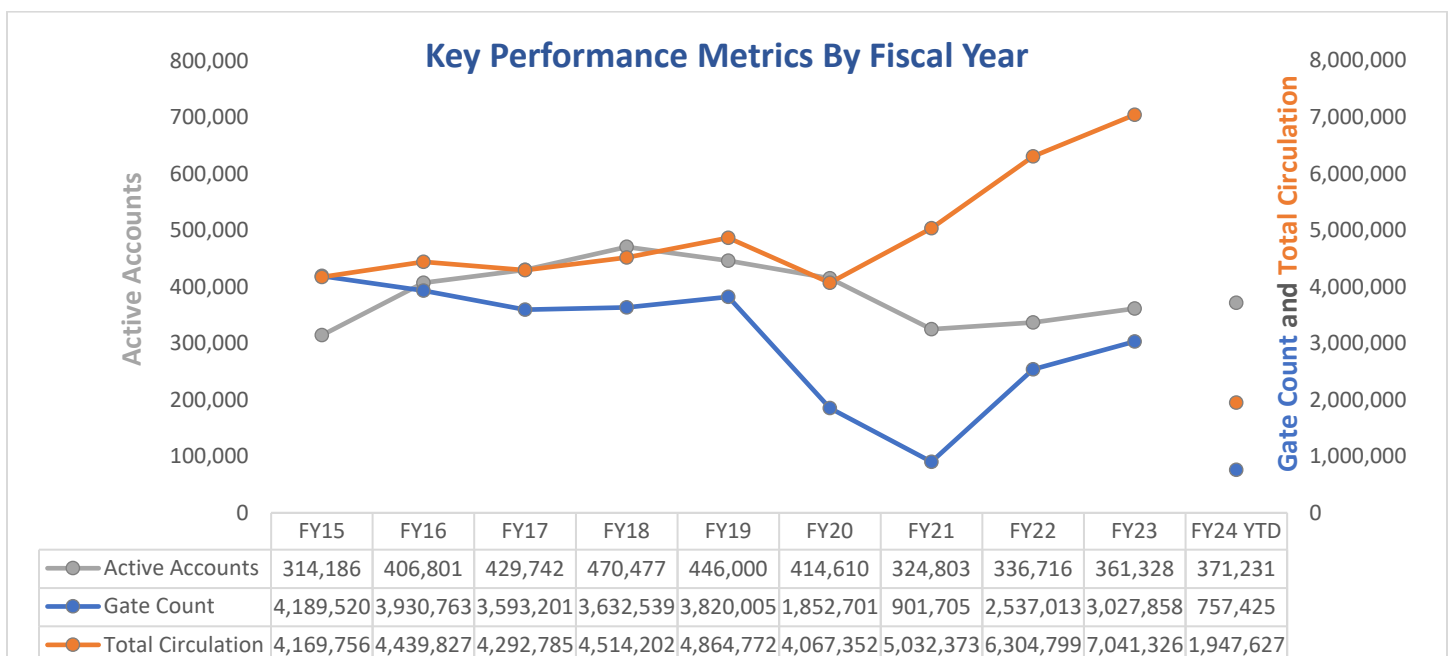
QUARTERLY PERFORMANCE REPORT

Q1 FY24



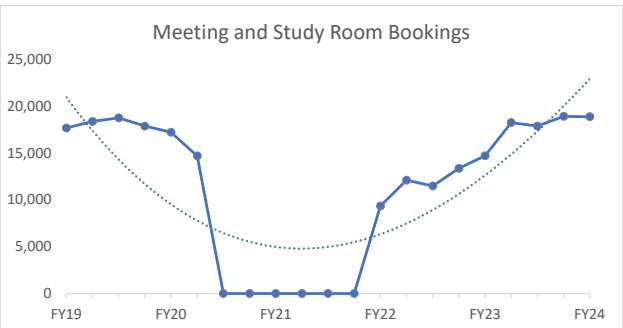
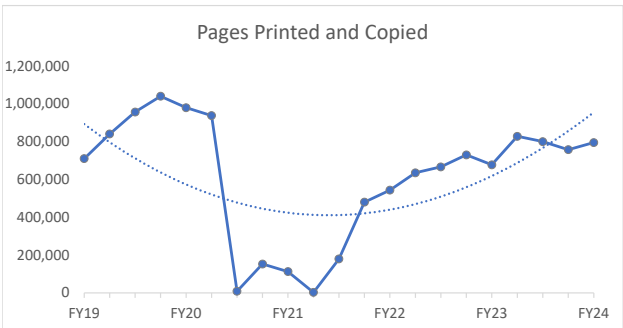
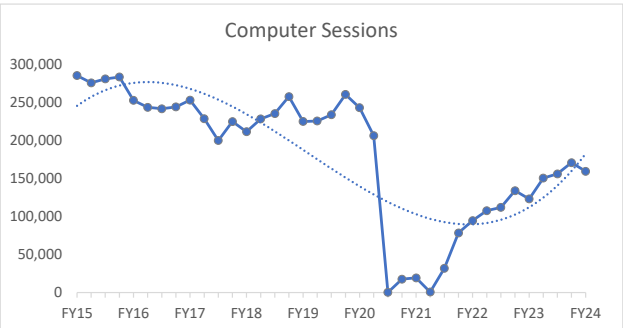
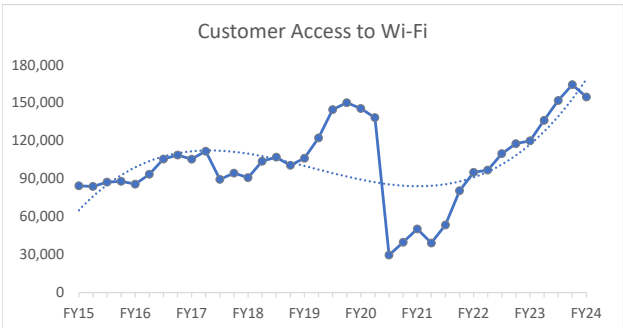
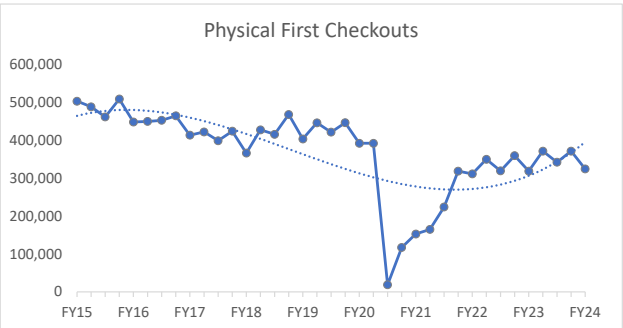
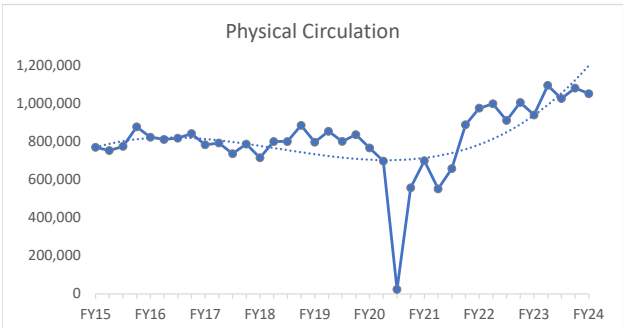
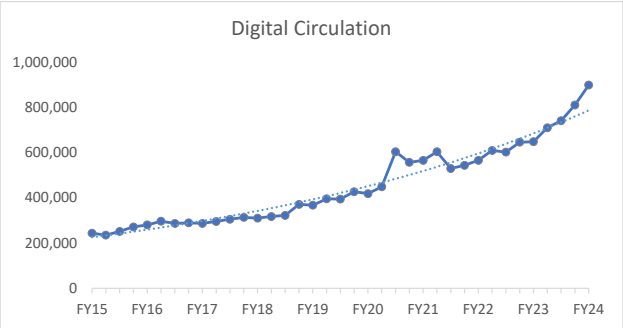
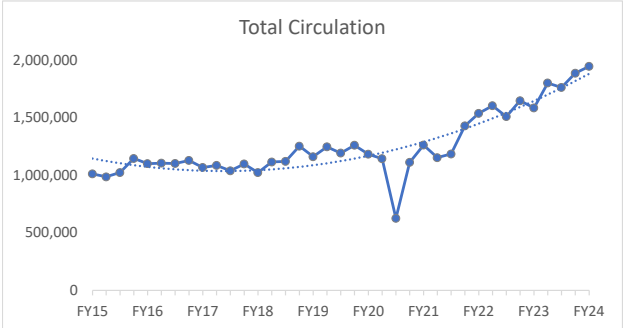
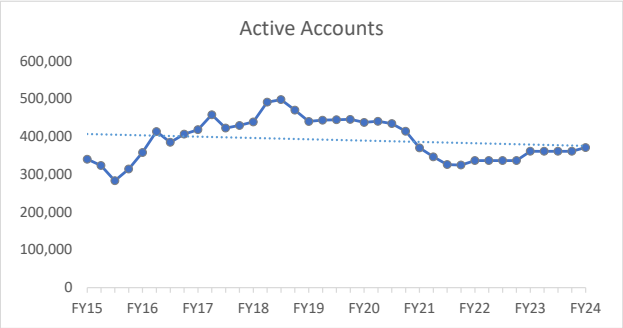
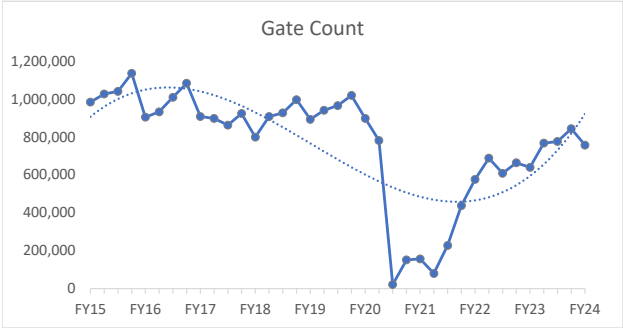
Executive Summary

- The Quarterly Services Performance Report returns after a hiatus with a focus on data trends of key metrics. This includes performance data for the period when the report was paused.
- Compared to the same quarter last fiscal year, performance increased in most categories. The most significant increases include Digital Circulation (39%), Computer Sessions (29%), Customer Access to Wi-Fi (29%), Pages Copied (37%), Meeting (36%) and Study Room (26%) Bookings, and Social Media Impressions (86%) and Engagements (62%).
- In October, DCPL became one of the first public libraries to launch GoodMaps, an assistive wayfinding app that helps visitors, especially the visually impaired, more independently navigate the Martin Luther King Jr. Memorial Library. The GoodMaps Explore app specializes in indoor navigation providing directions via audio or on-screen text, provides a list of points of interest, and can even describe Library exhibits.
- Also in October, the Kids EuroFest Family Day took place at the Martin Luther King Jr. Memorial Library. The event, in partnership with the EU Delegation to the United States, more than a dozen participating European Embassies, and Washington Performing Arts, featured workshops, activities, crafts and performances by European artists entertaining and teaching children ages 6-12.
- Other significant events taking place at the Martin Luther King Jr. Memorial Library included the DC Zinefest; author talks with Sheila Johnson, Matika Wilbur, Jacqueline Woodson, and Courtney B. Vance and Dr. Robin L. Smith; and discussions in conjunction with screenings and performances including “Little Girl Blue”, “Unseen”, and “Who’s Behind Black Art”. In addition, the Library hosted its successful, first Holiday Market in partnership with the Heurich House Museum and Metro’s Holiday Pop-Up Shop.
- Notable programs and events held throughout the system and beyond included those for Banned Books Week, Hispanic Heritage Month, Native American Heritage Month, Go-Go Preservation Week, Know Your Power, Beyond the Book, Winter Reading Challenge, and Winter Holiday Programs. The Touch a Truck Storytime at Bellevue (William O. Lockridge), Holiday Fiesta with Mr. Lilo at West End, Holiday Craft Fair at Rosedale, and Pumpkin Festival at Palisades were particularly popular.



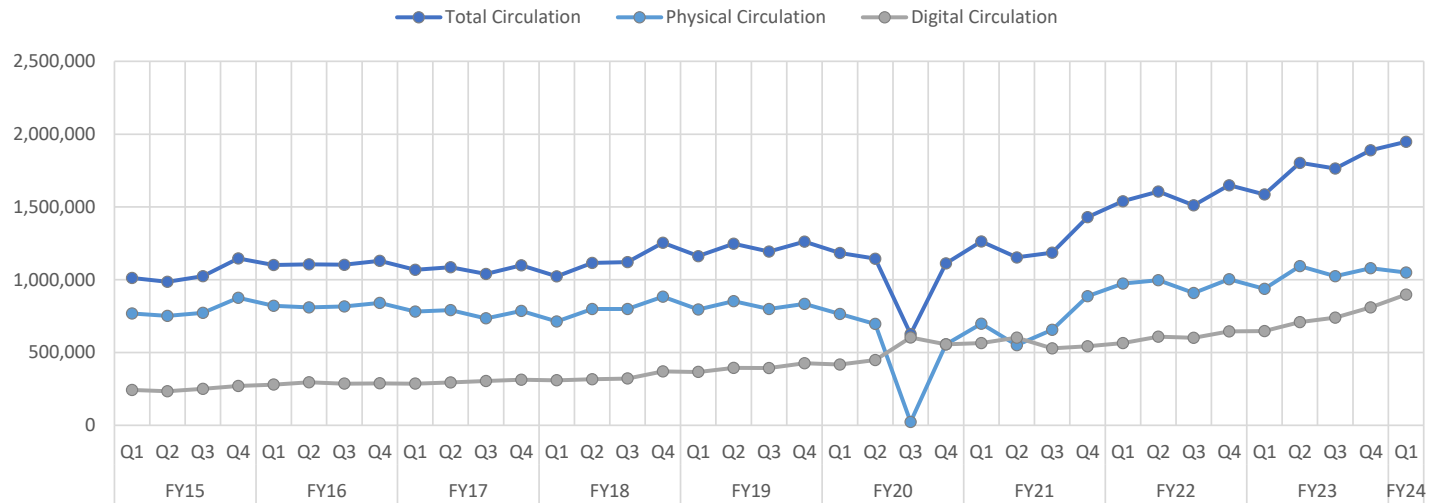
Historic Trends

— Fiscal Quarter Data
..... Trend Line



Circulation

Circulation By Fiscal Quarter

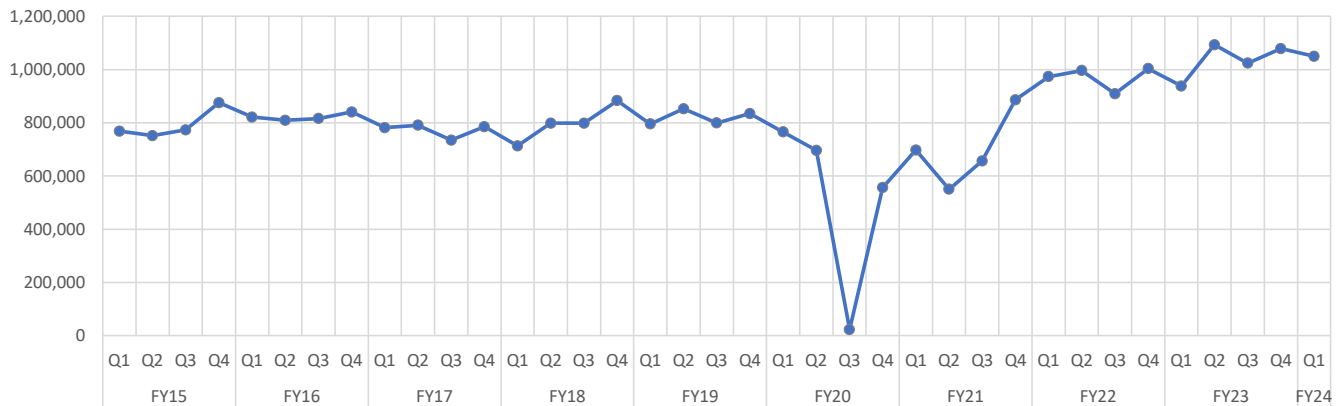


Circulation Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	1,023,328	1,162,307	1,183,530	1,262,874	1,539,123	1,585,554	1,947,627
Q2	1,115,873	1,247,601	1,144,682	1,153,507	1,605,567	1,802,761	
Q3	1,120,791	1,193,285	626,473	1,186,092	1,511,017	1,764,173	
Q4	1,254,210	1,261,579	1,112,667	1,429,900	1,649,092	1,888,838	
Total Circulation	4,514,202	4,864,772	4,067,352	5,032,373	6,304,799	7,041,326	1,947,627
Percent Change		8%	-16%	24%	25%	12%	

Physical Circulation

Physical Circulation By Fiscal Quarter



Physical Circulation Summary

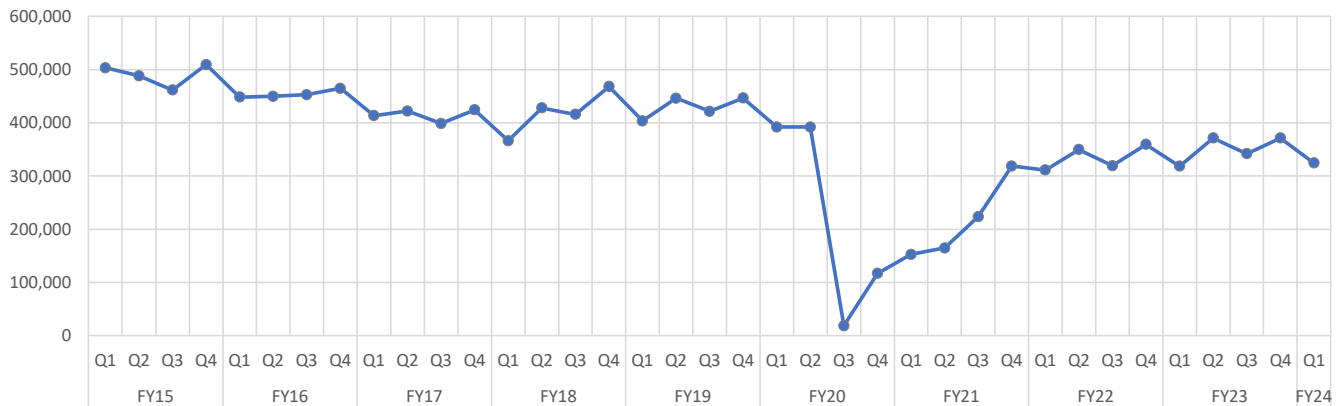
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	713,514	795,592	765,465	697,663	973,881	937,972	1,049,704
Q2	799,013	852,602	696,413	550,554	996,552	1,093,218	
Q3	799,000	799,254	23,153	656,792	909,246	1,024,008	
Q4	883,567	834,867	556,418	886,552	1,003,643	1,079,033	
Total	3,195,094	3,282,315	2,041,449	2,791,561	3,883,322	4,134,231	1,049,704
Percent Change		3%	-38%	37%	39%	6%	

Physical Circulation Q1

Locations	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	9,088	11,248	9,856	15,504	15,337	22,276	14,636
Bellevue (William O. Lockridge)	8,881	9,392	8,177	8,911	10,321	8,949	11,996
Benning (Dorothy I. Height)	17,300	14,058	11,216	11,068	11,231	12,528	12,840
Capitol View	2,447	5,182	9,859	10,464	13,593	12,240	14,387
Chevy Chase	45,260	48,769	47,552	28,467	62,438	53,892	61,949
Cleveland Park	42,653	77,059	77,925	76,576	85,197	78,691	82,115
Deanwood	7,008	7,597	5,722	3,427	8,027	7,743	8,209
Francis Gregory	13,022	12,243	12,302	12,551	13,956	12,122	16,940
Georgetown	46,236	39,800	38,565	21,266	34,643	36,051	41,435
Jail Library	12,635	15,411	14,411	10,366	2,662	3,413	3,064
Lamond-Riggs (Lillian J. Huff)	13,782	15,001	15,303	11,902	9,707	30,987	36,039
Library Express	4,093	5,209	6,850	2,546			
Martin Luther King Jr. Memorial	3,885	2,886	2,368	12,845	90,415	107,772	138,447
Mt. Pleasant	71,387	69,445	64,246	60,448	56,437	49,819	62,776
Northeast	45,563	48,646	49,468	75,581	72,248	59,178	68,417
Northwest One	9,725	10,746	10,237	4,657	6,455	5,356	4,181
Palisades	7,525	30,869	28,229	16,592	31,859	33,668	36,390
Parklands-Turner	12,366	9,008	8,197	5,964	11,496	6,180	8,862
Petworth	40,414	40,453	39,777	41,434	62,291	54,482	62,634
Rosedale	11,301	10,312	10,336	6,757	11,214	11,077	12,451
Shaw (Watha T. Daniel)	48,609	50,124	49,731	40,894	45,859	42,261	42,546
Shepherd Park (Juanita E. Thornton)	16,564	16,428	20,540	29,082	28,212	22,313	23,349
Southeast	43,583	44,640	43,565	17,921	42,917	42,583	42,467
Southwest	17,652	17,284	13,985	7,124	29,832	24,704	28,045
Takoma Park	21,208	22,545	6,596	12,312	27,357	32,961	36,554
Tenley-Friendship	71,816	65,811	67,625	64,773	76,267	68,717	74,726
West End	21,457	46,425	49,946	41,198	42,135	41,116	44,158
Woodridge	48,054	49,001	42,881	47,033	71,775	56,893	60,091
Total	713,514	795,592	765,465	697,663	973,881	937,972	1,049,704
Percent Change		12%	-4%	-9%	40%	-4%	12%

Physical First Checkouts

Physical First Checkouts By Fiscal Quarter



Physical First Checkouts Summary

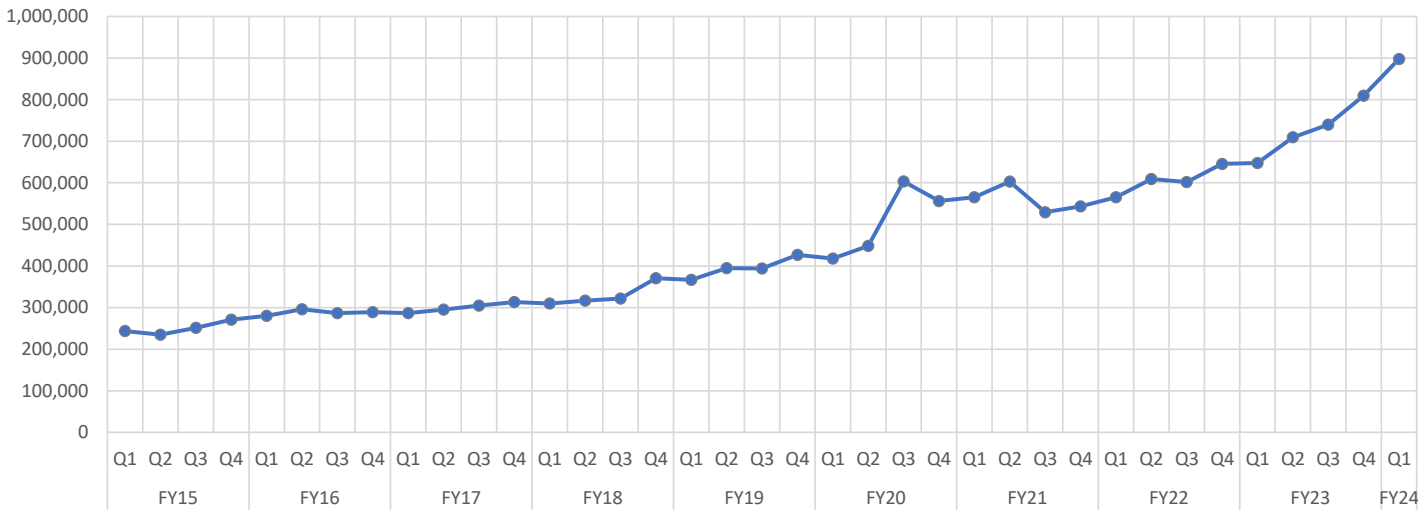
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	366,126	403,515	392,198	152,730	311,249	318,622	324,497
Q2	427,781	446,194	392,184	164,818	349,851	371,518	
Q3	415,768	421,457	18,555	223,768	319,253	342,051	
Q4	468,301	446,473	117,018	318,792	359,424	371,399	
Total	1,677,976	1,717,639	919,955	860,108	1,339,777	1,403,590	324,497
Percent Change		2%	-46%	-7%	56%	5%	

Physical First Checkouts Q1

Locations	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	5,976	7,143	6,514	2,562	3,369	8,516	3,229
Bellevue (William O. Lockridge)	5,921	6,295	5,109	1,018	2,214	1,934	2,429
Benning (Dorothy I. Height)	9,330	7,908	5,929	987	1,818	3,212	2,852
Capitol View	1,034	2,404	5,517	1,628	3,618	3,182	3,872
Chevy Chase	25,377	27,280	27,312	3,879	23,334	19,962	20,504
Cleveland Park	19,161	37,842	39,184	21,090	28,079	26,755	27,471
Deanwood	4,395	5,196	3,716	0	1,696	2,493	2,060
Francis Gregory	6,593	6,623	7,805	1,847	3,696	3,644	4,315
Georgetown	26,023	19,796	19,031	2,868	11,863	13,641	14,363
Jail Library	2,568	2,800	2,722	0	667	632	604
Lamond-Riggs (Lillian J. Huff)	8,122	9,095	10,183	1	1,729	10,520	9,714
Library Express	2,359	2,939	3,580				
Martin Luther King Jr. Memorial	1	9	10	6,132	26,982	32,307	35,967
Mt. Pleasant	32,381	30,127	27,855	14,669	17,827	14,636	19,746
Northeast	23,688	25,796	25,663	24,860	24,667	21,414	23,453
Northwest One	4,788	5,049	4,602	1	1,404	1,204	1,123
Palisades	2,452	16,408	16,073	2,057	11,727	12,980	12,712
Parklands-Turner	5,923	5,671	4,439	0	1,489	1,436	1,735
Petworth	22,100	22,180	23,901	10,807	21,251	19,695	21,101
Rosedale	5,590	5,977	6,652	0	2,704	3,789	3,428
Shaw (Watha T. Daniel)	25,161	23,301	23,330	9,048	13,853	13,572	12,350
Shepherd Park (Juanita E. Thornton)	9,331	8,939	12,695	8,570	9,263	8,946	7,767
Southeast	24,648	23,959	23,728	0	14,928	16,268	14,653
Southwest	9,890	10,177	7,431	0	9,867	9,067	9,256
Takoma Park	11,239	12,579	520	41	10,348	12,301	13,042
Tenley-Friendship	38,435	33,626	34,671	18,996	27,266	25,362	25,261
West End	8,798	19,242	21,252	10,936	13,530	12,914	13,478
Woodridge	24,842	25,154	22,774	10,733	22,060	18,240	18,012
Total	366,126	403,515	392,198	152,730	311,249	318,622	324,497
Percent Change		10%	-3%	-61%	104%	2%	2%

Digital Circulation

Digital Circulation By Fiscal Quarter

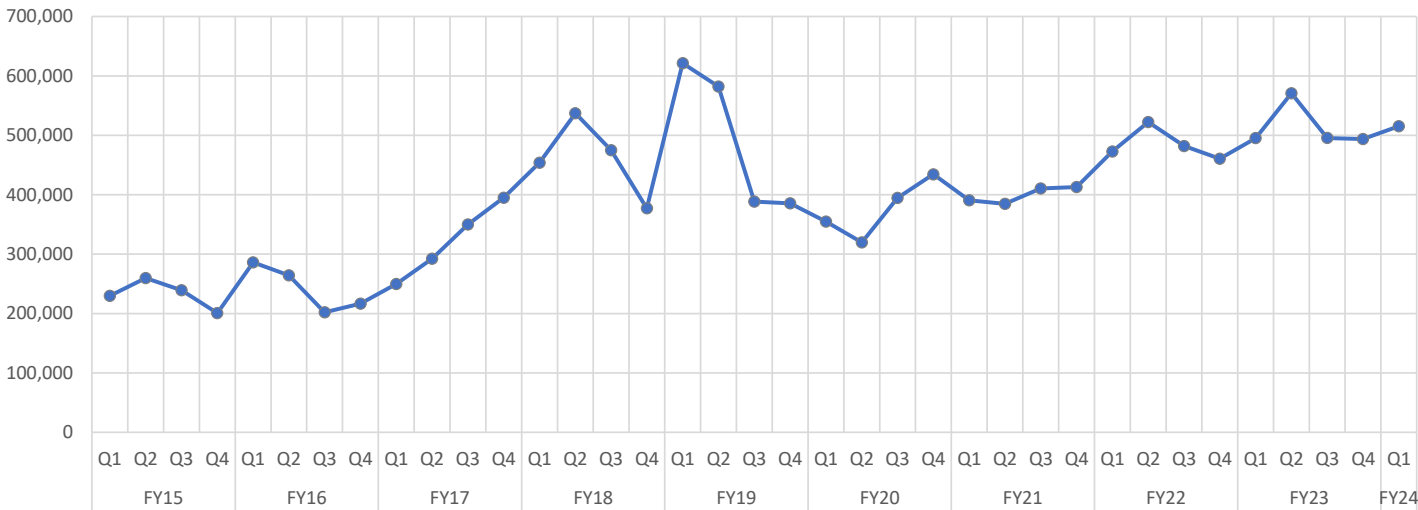


Digital Circulation Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	309,814	366,715	418,065	565,211	565,242	647,581	897,923
Q2	316,860	394,999	448,269	602,953	609,015	709,543	
Q3	321,791	394,031	603,320	529,300	601,771	740,165	
Q4	370,643	426,712	556,249	543,348	645,448	809,805	
Total	1,319,108	1,582,457	2,025,903	2,240,812	2,421,476	2,907,094	897,923
Percent Change		20%	28%	11%	8%	20%	

Database Usage

Database Usage By Fiscal Quarter

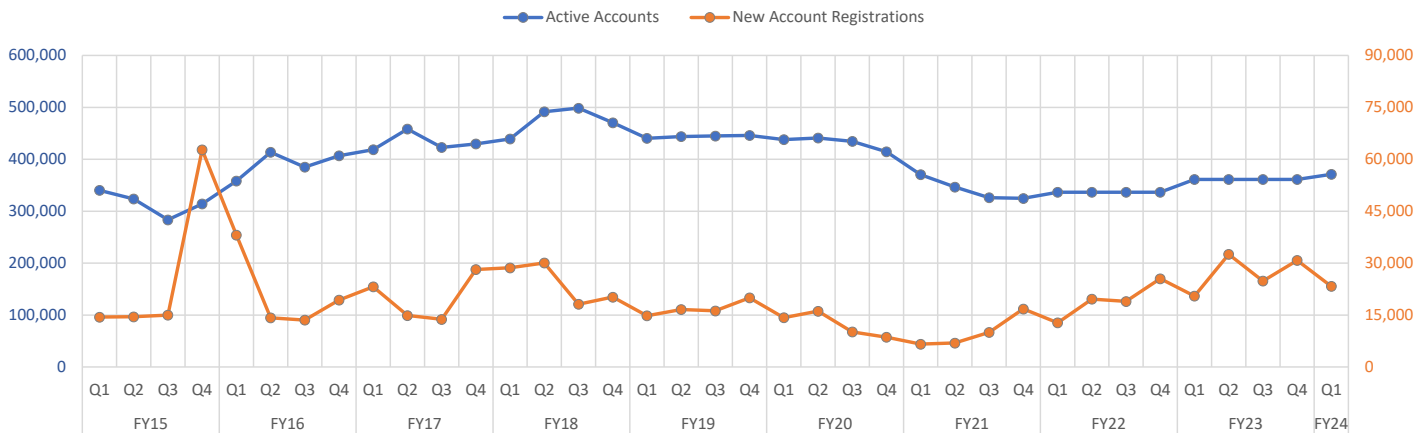


Database Usage Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	453,924	621,438	354,825	390,553	472,759	495,343	515,429
Q2	537,127	582,142	319,645	384,650	522,352	570,831	
Q3	474,835	388,423	394,641	410,489	481,963	495,563	
Q4	377,043	385,454	434,360	412,857	460,585	493,866	
Total	1,842,929	1,977,457	1,503,471	1,598,549	1,937,659	2,055,603	515,429
Percent Change		7%	-24%	6%	21%	6%	

Active Accounts

Accounts By Fiscal Quarter



Active Accounts Summary

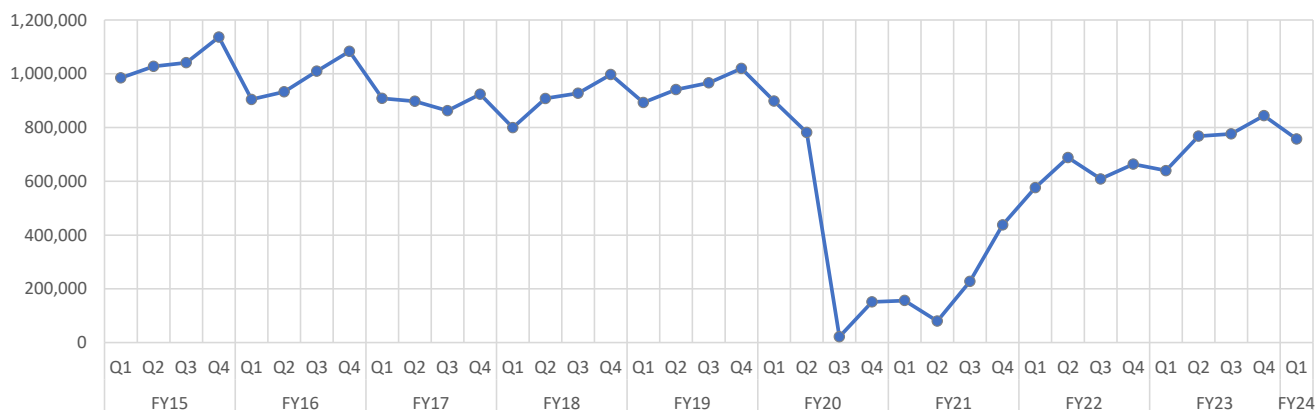
Quarter	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	340,389	358,106	418,598	439,213	440,471	437,962	370,465			371,231
Q2	323,628	413,650	458,368	491,518	443,759	440,971	346,670			
Q3	283,407	384,992	422,946	498,436	444,948	434,683	326,097			
Q4	314,186	406,801	429,742	470,477	446,000	414,610	324,803	336,716	361,328	
End of Year	314,186	406,801	429,742	470,477	446,000	414,610	324,803	336,716	361,328	
Percent Change		29%	6%	9%	-5%	-7%	-22%	4%	7%	

New Account Registrations Summary

Quarter	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	14,422	38,124	23,191	28,663	14,801	14,267	6,600	12,772	20,497	23,310
Q2	14,510	14,202	14,891	30,077	16,625	16,131	6,925	19,616	32,570	
Q3	14,994	13,574	13,764	18,151	16,218	10,147	9,997	18,949	24,848	
Q4	62,731	19,331	28,167	20,190	20,001	8,627	16,776	25,516	30,810	
Total	106,657	85,231	80,013	97,081	67,645	49,172	40,298	76,853	108,725	23,310
Percent Change		-20%	-6%	21%	-30%	-27%	-18%	91%	41%	

Gate Count

Gate Count By Fiscal Quarter



Gate Count Summary

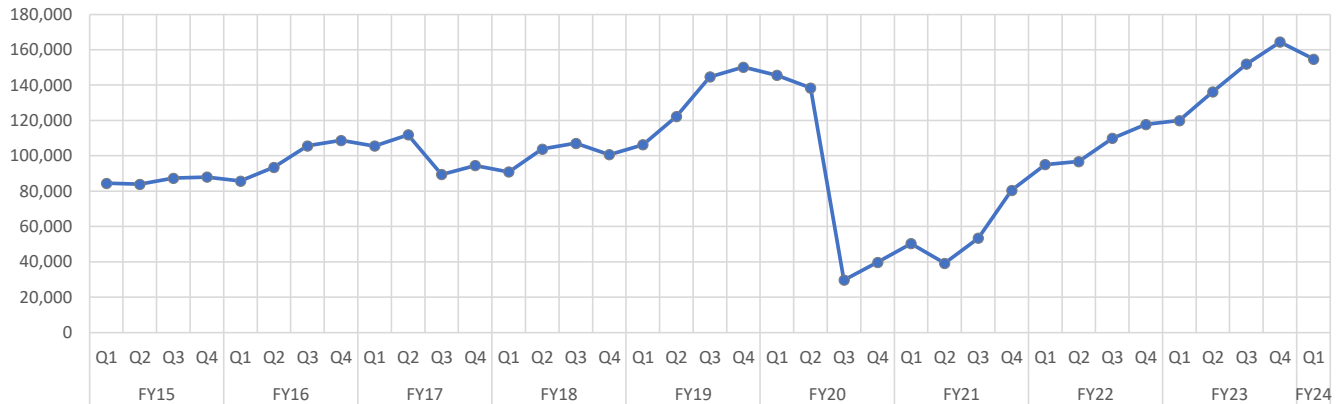
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	799,622	893,037	898,430	156,418	576,334	639,620	757,425
Q2	908,160	941,174	781,659	79,780	688,302	767,963	
Q3	927,637	966,060	21,443	227,583	608,567	776,257	
Q4	997,120	1,019,734	151,169	437,924	663,810	844,018	
Total	3,632,539	3,820,005	1,852,701	901,705	2,537,013	3,027,858	757,425
Percent Change		5%	-52%	-51%	181%	19%	

Gate Count Q1

Locations	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	39,596	41,199	41,261	8,163	15,110	18,220	16,615
Bellevue (William O. Lockridge)	24,084	26,281	24,289	3,965	12,147	9,604	14,032
Benning (Dorothy I. Height)	48,054	47,052	37,784	7,114	18,347	20,354	25,844
Capitol View	1,073	10,158	28,048	5,243	26,522	15,368	17,056
Chevy Chase	37,196	33,291	35,868	2,030	20,626	20,280	22,912
Cleveland Park	17,239	55,523	55,291	12,554	43,776	43,699	42,063
Deanwood	22,816	23,762	16,376	174	6,459	8,957	9,316
Francis Gregory	25,338	25,560	21,865	4,202	11,174	8,985	11,157
Georgetown	37,649	31,318	31,060	2,357	16,747	20,396	24,447
Lamond-Riggs (Lillian J. Huff)	27,202	22,585	24,642	0	5,168	20,250	27,519
Library Express	26,906	24,796	24,271				
Martin Luther King Jr. Memorial				12,947	72,415	118,843	173,033
Mt. Pleasant	59,814	59,784	57,461	12,629	38,904	41,530	36,960
Northeast	30,011	35,097	36,406	14,699	19,707	20,719	23,370
Northwest One	22,458	25,017	22,106	26	8,533	9,943	11,379
Palisades	0	20,164	21,975	2,899	15,714	19,328	23,260
Parklands-Turner	33,705	35,321	30,413	241	10,230	13,205	24,422
Petworth	39,744	40,716	49,231	10,229	35,709	30,461	33,600
Rosedale	21,901	21,259	24,716	59	11,824	10,796	16,229
Shaw (Watha T. Daniel)	61,886	60,350	53,678	9,623	27,378	26,104	32,959
Shepherd Park (Juanita E. Thornton)	23,078	26,679	29,003	10,679	13,246	12,031	13,713
Southeast	38,620	38,846	38,505	147	19,739	25,143	25,626
Southwest	22,905	22,310	15,230	81	22,482	22,663	25,543
Takoma Park	16,090	17,566	992	516	10,799	11,096	13,159
Tenley-Friendship	59,645	56,235	55,207	15,881	28,204	30,598	34,731
West End	20,779	49,601	83,111	10,967	42,447	37,721	35,350
Woodridge	41,833	42,567	39,641	8,993	22,927	23,326	23,130
Total	799,622	893,037	898,430	156,418	576,334	639,620	757,425
Percent Change		12%	1%	-83%	268%	11%	18%

Customer Access to Wi-Fi

Customer Access to Wi-Fi By Fiscal Quarter



Customer Access to Wi-Fi Summary

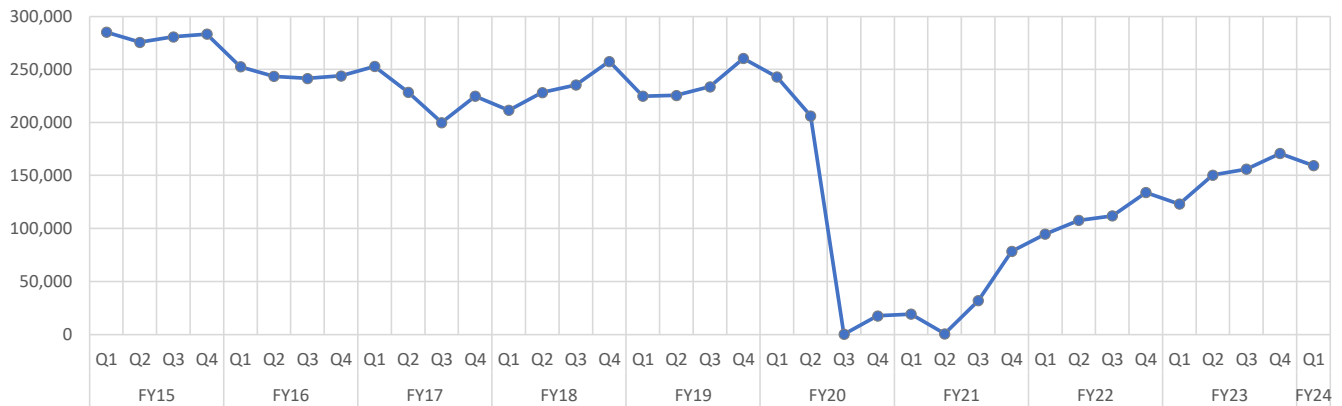
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	90,841	106,211	145,502	50,227	95,048	119,948	154,638
Q2	103,815	122,218	138,341	39,132	96,748	136,201	
Q3	107,013	144,670	29,586	53,316	109,825	151,870	
Q4	100,573	150,151	39,647	80,465	117,731	164,462	
Total	402,242	523,250	353,076	223,140	419,352	572,481	154,638
Percent Change		30%	-33%	-37%	88%	37%	

Customer Access to Wi-Fi Q1

Locations	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	4,598	5,859	6,493	2,533	2,819	3,579	5,093
Bellevue (William O. Lockridge)	2,557	2,790	4,481	776	1,465	1,790	2,489
Benning (Dorothy I. Height)	5,915	5,789	6,482	1,200	1,951	2,908	4,064
Capitol View	215	876	4,146	890	2,271	1,996	2,785
Chevy Chase	3,499	2,712	3,644	782	1,704	1,917	2,506
Cleveland Park	1,699	9,813	12,698	5,403	7,464	7,070	8,194
Deanwood	1,624	2,039	2,139	340	962	894	1,378
Francis Gregory	2,487	2,587	3,050	607	1,326	1,303	1,915
Georgetown	6,059	4,783	6,775	1,710	3,708	4,405	5,309
Lamond-Riggs (Lillian J. Huff)	2,031	2,307	3,364	325	654	3,815	5,356
Library Express	3,617	2,481	2,342				
Martin Luther King Jr. Memorial				9,251	22,206	34,916	46,684
Mt. Pleasant	6,712	5,741	8,009	3,152	5,059	6,139	7,718
Northeast	4,229	3,332	4,705	1,745	2,082	2,376	3,262
Northwest One	1,652	1,686	2,116	347	751	1,029	1,279
Palisades	0	2,325	3,369	464	1,536	2,004	2,581
Parklands-Turner	4,979	5,623	7,575	2,888	2,992	3,430	4,022
Petworth	6,970	6,317	13,304	4,975	6,711	5,926	9,181
Rosedale	1,668	1,826	2,307	360	1,196	1,100	1,454
Shaw (Watha T. Daniel)	9,317	10,916	14,727	4,243	6,514	7,500	9,417
Shepherd Park (Juanita E. Thornton)	2,289	2,443	3,109	715	1,216	1,441	1,926
Southeast	3,661	3,717	5,991	2,745	3,336	3,457	4,713
Southwest	2,584	2,071	1,807	266	4,005	4,559	5,645
Takoma Park	1,340	1,773	414	300	1,080	1,286	1,630
Tenley-Friendship	4,229	3,616	7,051	975	2,919	3,951	5,115
West End	1,745	8,394	9,906	1,649	5,782	7,672	6,774
Woodridge	5,165	4,395	5,498	1,586	3,339	3,485	4,148
Total	90,841	106,211	145,502	50,227	95,048	119,948	154,638
Percent Change		17%	37%	-65%	89%	26%	29%

Computer Sessions

Computer Sessions By Fiscal Quarter



Computer Sessions Summary

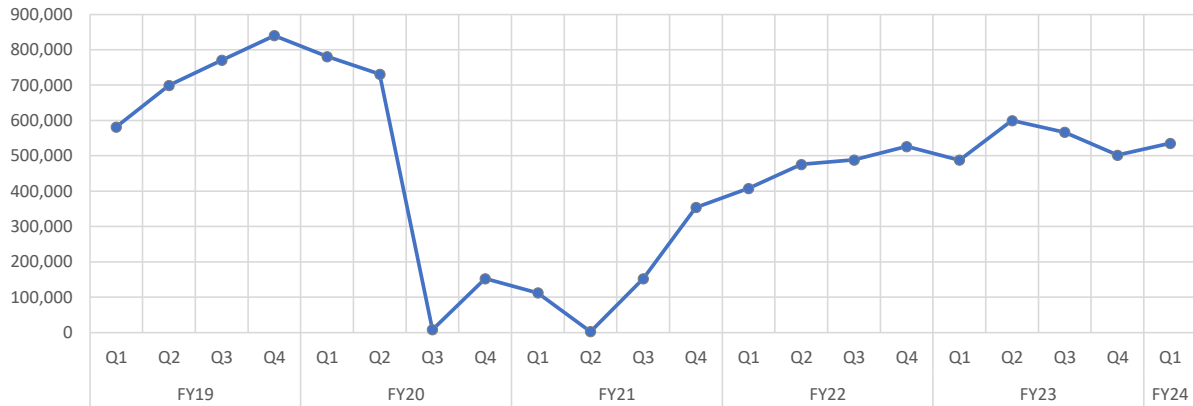
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	211,392	224,809	242,891	19,250	94,590	123,078	159,301
Q2	228,155	225,484	206,174	613	107,606	150,353	
Q3	235,243	233,656	314	31,827	111,927	155,983	
Q4	257,518	260,428	17,589	78,300	133,873	170,663	
Total	932,308	944,377	466,968	129,990	447,996	600,077	159,301
Percent Change		1%	-51%	-72%	245%	34%	

Computer Sessions Q1

Locations	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	12,217	12,209	12,094	1,331	4,235	4,132	4,806
Bellevue (William O. Lockridge)	10,648	11,158	10,462	839	3,390	3,338	4,383
Benning (Dorothy I. Height)	14,493	12,550	13,543	1,194	2,592	5,585	5,757
Capitol View	466	4,108	11,256	972	4,554	3,728	4,484
Chevy Chase	4,016	4,066	5,072	162	1,894	2,383	3,090
Cleveland Park	1,869	4,306	5,766	773	2,353	3,810	4,237
Deanwood	6,090	5,501	4,395	0	1,677	1,945	2,068
Francis Gregory	7,759	8,531	8,652	838	2,568	2,757	3,129
Georgetown	7,068	6,729	6,809	201	2,455	3,112	4,259
Lamond-Riggs (Lillian J. Huff)	7,154	6,978	7,855	0	959	4,103	6,144
Library Express	6,192	5,405	7,003				
Martin Luther King Jr. Memorial				2,614	11,077	20,185	27,657
Mt. Pleasant	13,998	12,934	12,863	1,014	5,045	6,903	9,396
Northeast	8,485	7,867	8,345	932	2,183	2,743	4,859
Northwest One	9,546	10,743	8,445	0	2,429	2,801	3,768
Palisades	0	1,351	1,799	29	880	1,504	1,809
Parklands-Turner	11,497	11,998	13,104	0	3,884	4,952	7,758
Petworth	10,938	11,844	14,203	1,274	4,785	5,954	8,375
Rosedale	6,632	5,820	7,504	0	2,348	2,588	4,408
Shaw (Watha T. Daniel)	18,939	16,664	17,926	1,517	5,563	5,839	8,718
Shepherd Park (Juanita E. Thornton)	6,593	7,973	10,648	1,247	3,753	3,444	4,192
Southeast	8,078	7,920	9,023	0	3,340	4,267	4,964
Southwest	7,356	7,600	6,019	0	4,040	4,919	5,858
Takoma Park	3,658	4,380	72	0	1,488	1,991	2,638
Tenley-Friendship	9,858	9,671	10,303	1,447	3,541	5,350	4,909
West End	4,368	12,576	14,965	1,339	7,405	7,330	9,734
Woodridge	13,474	13,927	14,765	1,527	6,152	7,415	7,901
Total	211,392	224,809	242,891	19,250	94,590	123,078	159,301
Percent Change		6%	8%	-92%	391%	30%	29%

Pages Printed

Pages Printed By Fiscal Quarter



Pages Printed Summary

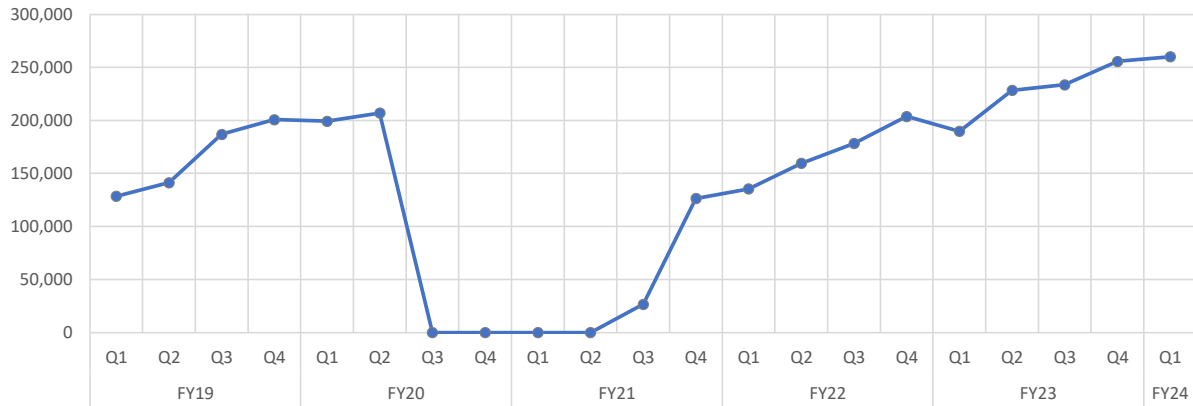
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	581,424	780,639	111,971	407,703	487,592	535,121
Q2	699,080	731,013	2,418	475,570	599,639	
Q3	770,156	8,027	152,347	488,097	566,511	
Q4	839,799	152,199	353,467	526,053	501,639	
Total	2,890,459	1,671,878	620,203	1,897,423	2,155,381	535,121
Percent Change		-42%	-63%	206%	14%	

Pages Printed Q1

Locations	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	32,326	25,849	7,674	16,187	13,425	14,930
Bellevue (William O. Lockridge)	26,384	42,524	6,239	17,165	15,333	20,222
Benning (Dorothy I. Height)	34,378	48,486	6,477	10,341	23,194	21,284
Capitol View	14,603	42,141	6,355	22,488	16,471	17,926
Chevy Chase	14,322	23,109	742	15,401	14,212	16,894
Cleveland Park	6,617	23,212	4,152	13,571	16,582	14,363
Deanwood	16,468	14,550	0	6,825	8,197	9,608
Francis Gregory	33,063	41,868	6,818	13,138	14,994	13,339
Georgetown	18,266	22,560	695	8,533	10,095	11,816
Lamond-Riggs (Lillian J. Huff)	23,436	38,017	0	3,234	16,416	27,392
Library Express	11,874	18,689				
Martin Luther King Jr. Memorial			12,110	45,948	61,081	48,909
Mt. Pleasant	23,404	34,559	4,276	23,541	31,192	39,025
Northeast	22,069	25,850	5,866	10,604	12,558	19,165
Northwest One	9,980	17,105	0	8,510	11,925	11,064
Palisades	4,017	8,001	53	3,635	4,247	5,629
Parklands-Turner	41,465	46,110	0	13,924	16,897	20,278
Petworth	32,328	40,998	5,227	20,315	27,743	29,118
Rosedale	13,797	18,453	0	8,807	9,233	12,484
Shaw (Watha T. Daniel)	37,970	52,496	7,771	20,393	19,606	23,675
Shepherd Park (Juanita E. Thornton)	22,062	37,896	12,190	19,679	20,888	19,424
Southeast	21,374	30,878	0	16,066	22,795	21,140
Southwest	18,454	18,237	0	17,081	21,805	23,784
Takoma Park	18,154	248	0	6,936	10,246	17,932
Tenley-Friendship	24,020	24,402	5,984	15,161	21,344	20,959
West End	21,326	28,619	7,331	20,721	14,818	21,286
Woodridge	39,267	55,782	12,011	29,499	32,295	33,475
Total	581,424	780,639	111,971	407,703	487,592	535,121
Percent Change		34%	-86%	264%	20%	10%

Pages Copied

Pages Copied By Fiscal Quarter



Pages Copied Summary

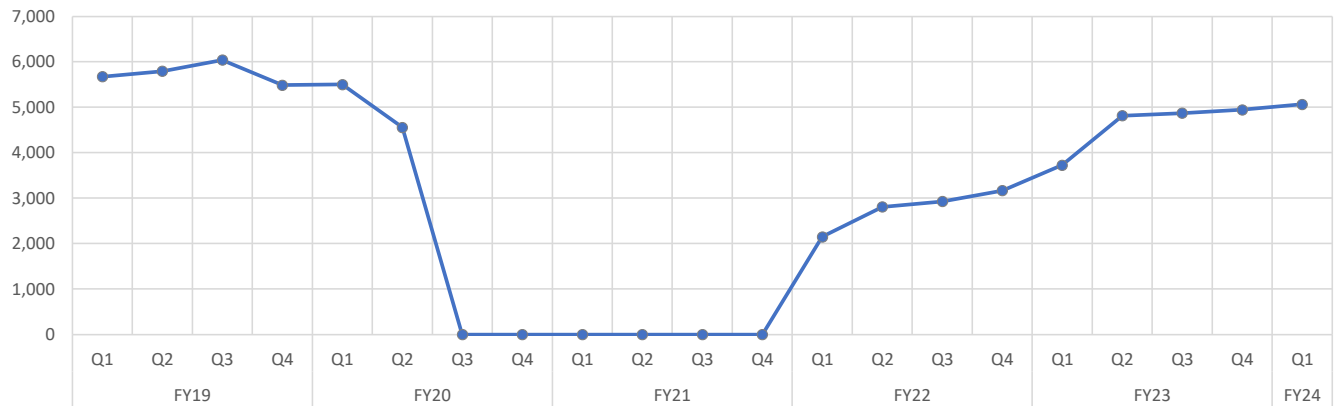
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	128,485	199,226	0	135,435	189,790	260,189
Q2	141,317	206,971	0	159,583	228,332	
Q3	186,897	0	26,646	178,339	233,710	
Q4	200,715	0	126,297	203,790	255,702	
Total	657,414	406,197	152,943	677,147	907,534	260,189
Percent Change		-38%	-62%	343%	34%	

Pages Copied Q1

Locations	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	6,413	9,055	0	5,479	4,728	6,558
Bellevue (William O. Lockridge)	5,460	8,930	0	3,530	5,380	7,019
Benning (Dorothy I. Height)	7,985	16,435	0	5,737	10,080	13,882
Capitol View	1,615	8,754	0	6,784	7,665	7,666
Chevy Chase	3,678	6,239	0	3,135	4,002	5,994
Cleveland Park	3,249	8,075	0	5,280	7,723	7,051
Deanwood	4,665	4,983	0	3,977	9,525	7,834
Francis Gregory	7,073	10,111	0	6,373	8,480	8,807
Georgetown	4,171	5,680	0	3,497	4,792	5,511
Lamond-Riggs (Lillian J. Huff)	5,748	10,014	0	569	8,055	11,065
Library Express	2,076	4,676				
Martin Luther King Jr. Memorial			0	9,860	23,110	54,933
Mt. Pleasant	4,132	5,667	0	6,290	7,578	9,062
Northeast	4,550	5,064	0	4,359	5,028	6,050
Northwest One	2,001	4,493	0	2,623	2,283	4,111
Palisades	1,569	3,784	0	2,512	3,391	4,611
Parklands-Turner	8,221	11,590	0	7,002	10,297	11,750
Petworth	5,984	11,241	0	6,468	7,200	9,232
Rosedale	2,160	2,470	0	2,619	5,804	3,737
Shaw (Watha T. Daniel)	10,172	10,324	0	5,995	7,332	13,164
Shepherd Park (Juanita E. Thornton)	3,367	12,796	0	7,025	6,866	8,410
Southeast	5,554	8,987	0	8,488	2,765	8,621
Southwest	5,094	3,258	0	4,214	8,999	9,834
Takoma Park	4,590	31	0	3,274	3,764	6,218
Tenley-Friendship	4,575	5,630	0	4,690	4,261	6,515
West End	3,216	5,077	0	5,872	5,358	5,780
Woodridge	11,167	15,862	0	9,783	15,324	16,774
Total	128,485	199,226	0	135,435	189,790	260,189
Percent Change		55%	-100%		40%	37%

Meeting Room Bookings

Meeting Room Bookings By Fiscal Quarter



Meeting Room Bookings Summary

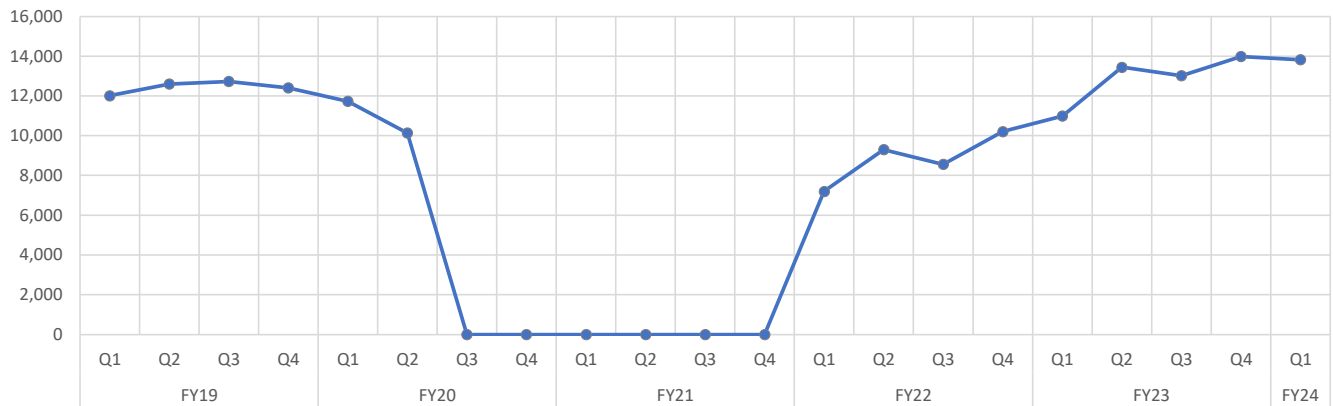
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	4,460	5,674	5,500	0	2,150	3,728	5,064
Q2	5,358	5,794	4,557	0	2,809	4,815	
Q3	5,594	6,041	0	0	2,928	4,870	
Q4	5,483	5,486	0	0	3,166	4,945	
Total	20,895	22,995	10,057	0	11,053	18,358	5,064
Percent Change		10%	-56%	-100%		66%	

Meeting Room Bookings Q1

Locations	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	460	514	471	0	71	91	132
Bellevue (William O. Lockridge)	222	259	216	0	26	51	59
Benning (Dorothy I. Height)	581	504	345	0	18	73	101
Capitol View			157	0	32	69	93
Chevy Chase	159	143	55	0	7	13	23
Cleveland Park		410	252	0	63	110	155
Deanwood							
Francis Gregory	252	284	352	0	38	79	148
Georgetown	167	230	303	0	21	69	94
Lamond-Riggs (Lillian J. Huff)	359	281	286	0		67	126
Library Express	174	418	27				
Martin Luther King Jr. Memorial				0	1,310	1,854	2,493
Mt. Pleasant	459	494	372	0	71	152	150
Northeast	202	312	157	0	45	70	102
Northwest One	2	0	3	0			
Palisades		39	70	0	47	50	121
Parklands-Turner							
Petworth	228	286	321	0	56	82	162
Rosedale							
Shaw (Watha T. Daniel)	242	336	232	0	87	109	139
Shepherd Park (Juanita E. Thornton)	269	336	775	0	104	288	273
Southeast	72	94	90	0	11	18	23
Southwest	52				40	90	114
Takoma Park	123	72	0	0	5	17	19
Tenley-Friendship	121	114	124	0	20	226	374
West End	34	304	582	0	32	64	74
Woodridge	282	244	310	0	46	86	89
Total	4,460	5,674	5,500	0	2,150	3,728	5,064
Percent Change		27%	-3%	-100%		73%	36%

Study Room Bookings

Study Room Bookings By Fiscal Quarter



Study Room Bookings Summary

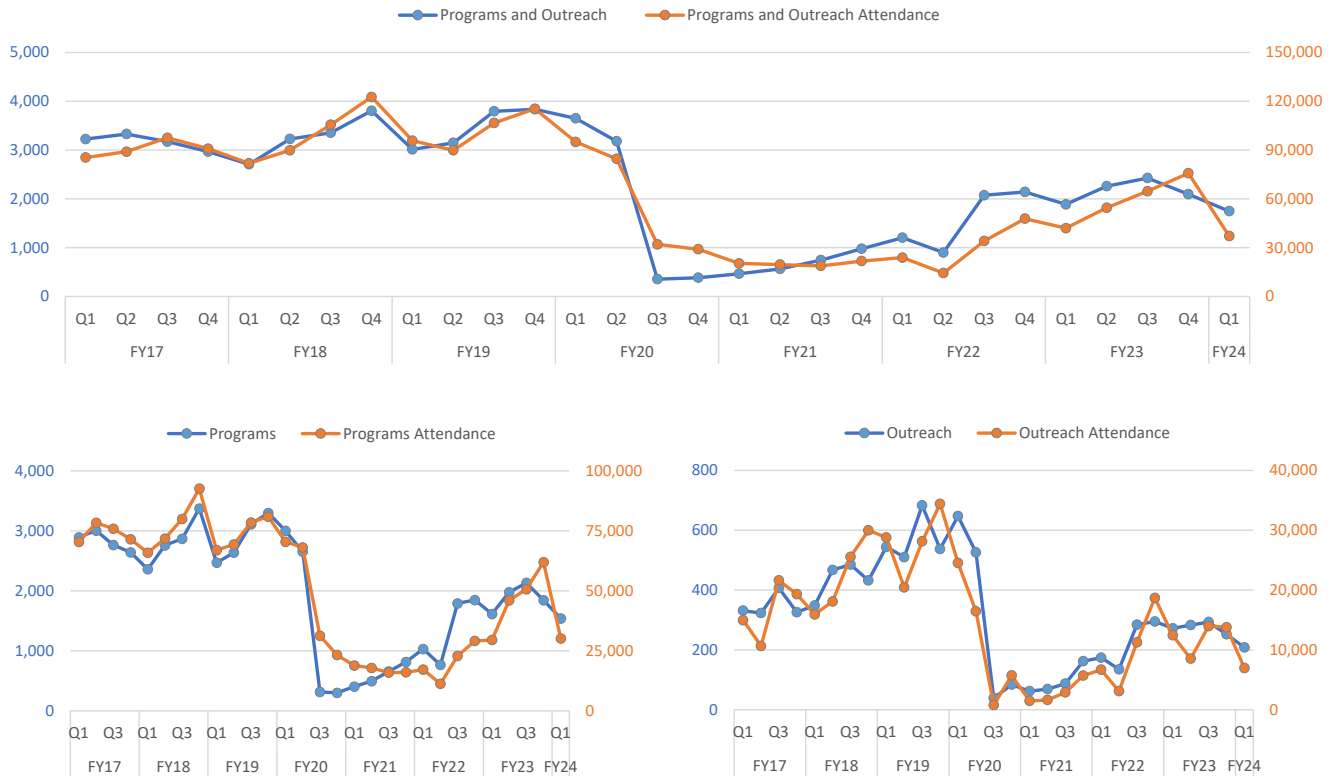
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	10,359	12,014	11,733	0	7,200	10,992	13,822
Q2	11,401	12,594	10,139	0	9,301	13,446	
Q3	11,344	12,728	0	0	8,561	13,021	
Q4	13,013	12,407	0	0	10,208	13,981	
Total	46,117	49,743	21,872	0	35,270	51,440	13,822
Percent Change		8%	-56%	-100%		46%	

Study Room Bookings Q1

Locations	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Anacostia	594	431	470	0	280	381	504
Bellevue (William O. Lockridge)	273	250	244	0	38	153	251
Benning (Dorothy I. Height)	1,255	1,587	896	0	238	501	668
Capitol View			504	0	269	316	365
Chevy Chase							
Cleveland Park		1,198	1,065	0	713	843	971
Deanwood							
Francis Gregory	573	332	314	0	110	193	255
Georgetown	607	410	415	0	244	347	407
Lamond-Riggs (Lillian J. Huff)	203	157	147	0	3	982	1,355
Library Express	160	368	43				
Martin Luther King Jr. Memorial				0	1,187	1,530	1,861
Mt. Pleasant	702	696	640	0	404	517	667
Northeast	686	796	678	0	234	432	627
Northwest One							
Palisades		162	208	0	311	478	620
Parklands-Turner							
Petworth	573	440	464	0	287	333	394
Rosedale							
Shaw (Watha T. Daniel)	1,794	943	1,645	0	466	787	1,002
Shepherd Park (Juanita E. Thornton)	539	560	520	0	265	223	326
Southeast							
Southwest	179	155			467	570	725
Takoma Park							
Tenley-Friendship	1,441	1,628	1,725	0	590	869	1,016
West End	165	1,272	897	0	758	836	1,018
Woodridge	615	629	858	0	336	701	790
Total	10,359	12,014	11,733	0	7,200	10,992	13,822
Percent Change		16%	-2%	-100%		53%	26%

Programs and Outreach

Programs and Outreach By Fiscal Quarter



Programs and Outreach Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	2,709	3,014	3,650	467	1,205	1,888	1,749
Q2	3,227	3,149	3,181	564	901	2,260	
Q3	3,355	3,795	354	744	2,075	2,427	
Q4	3,805	3,836	385	978	2,142	2,097	
Programs and Outreach Total	13,096	13,794	7,570	2,753	6,323	8,672	1,749
Percent Change		5%	-45%	-64%	130%	37%	

Programs and Outreach Attendance Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	81,832	95,761	94,992	20,346	23,885	41,985	37,144
Q2	89,893	89,815	84,591	19,565	14,373	54,542	
Q3	105,564	106,657	32,055	18,818	34,121	64,703	
Q4	122,609	115,327	29,010	21,765	47,838	75,742	
Programs and Outreach Attendance Total	399,898	407,560	240,648	80,494	120,217	236,972	37,144
Percent Change		2%	-41%	-67%	49%	97%	

Programs and Outreach Q1

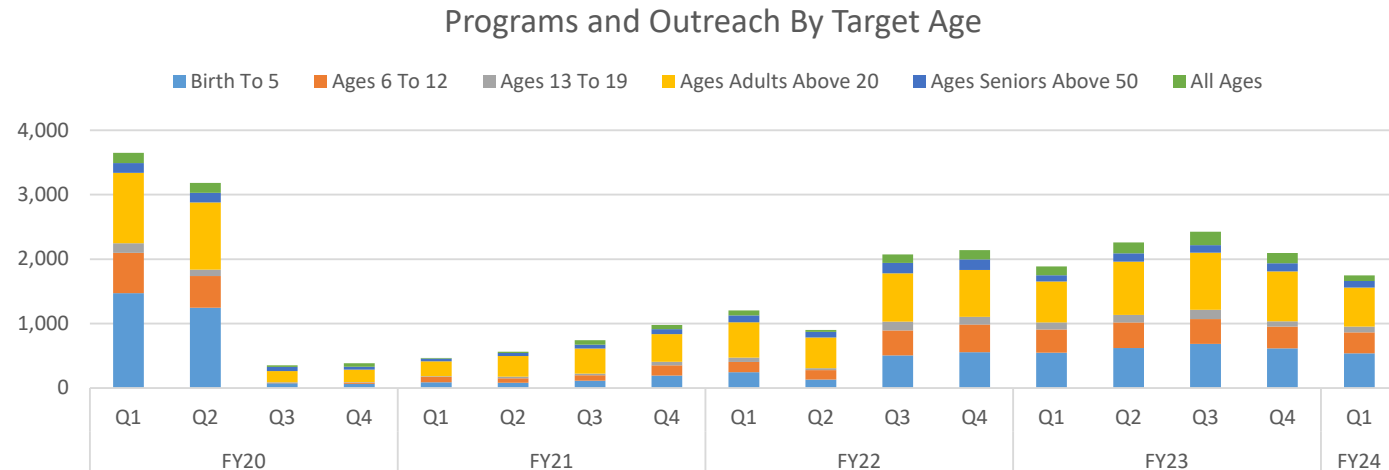
	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Programs	2,361	2,470	3,003	405	1,031	1,616	1,541
Outreach	348	544	647	62	174	272	208
Programs and Outreach Total	2,709	3,014	3,650	467	1,205	1,888	1,749
Percent Change		11%	21%	-87%	158%	57%	-7%

Programs and Outreach Attendance Q1

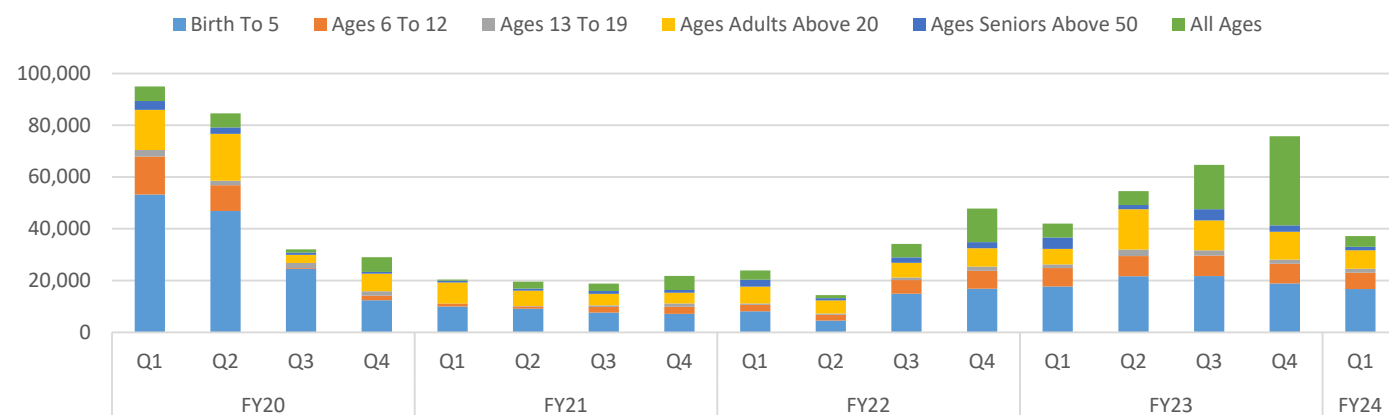
	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Programs Attendance	65,915	66,972	70,478	18,876	17,204	29,552	30,195
Outreach Attendance	15,917	28,789	24,514	1,470	6,681	12,433	6,949
Programs and Outreach Attendance Total	81,832	95,761	94,992	20,346	23,885	41,985	37,144
Percent Change		17%	-1%	-79%	17%	76%	-12%

Programs and Outreach By Target Age

By Fiscal Quarter



Programs and Outreach By Target Age Attendance

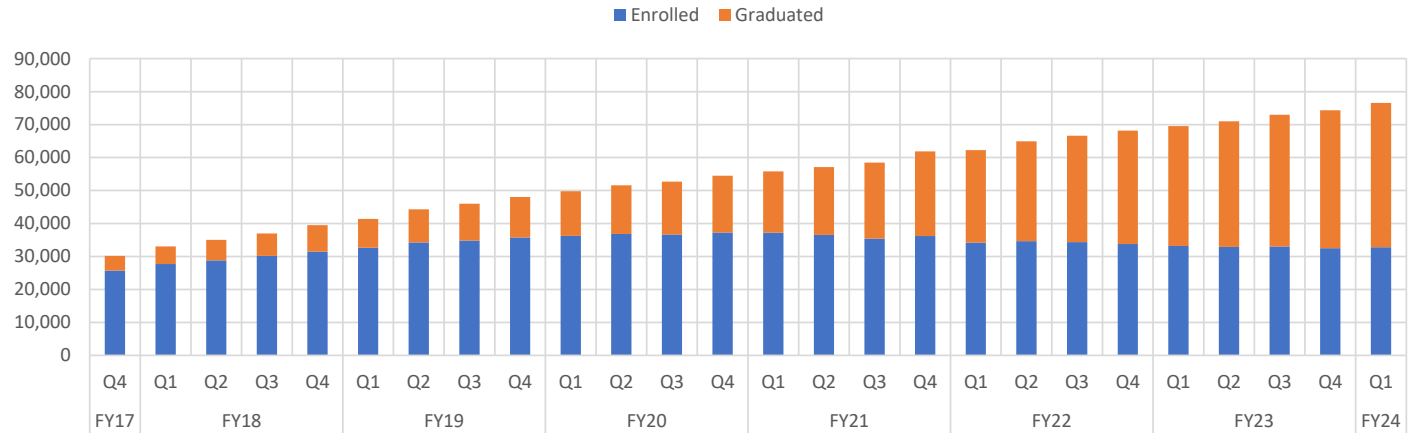


Programs and Outreach by Target Age Q1

	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Birth To 5 Programs and Outreach	1,474	89	246	548	540
Birth To 5 Attendance	53,278	9,966	8,111	17,717	16,732
Ages 6 To 12 Programs and Outreach	625	85	158	362	324
Ages 6 To 12 Attendance	14,632	1,091	2,462	7,091	6,255
Ages 13 To 19 Programs and Outreach	148	11	69	108	91
Ages 13 To 19 Attendance	2,543	48	556	1,446	1,591
Ages Adults Above 20 Programs and Outreach	1,091	231	548	636	606
Ages Adults Above 20 Attendance	15,531	8,153	6,502	5,983	7,091
Ages Seniors Above 50 Programs and Outreach	152	42	108	97	101
Ages Seniors Above 50 Attendance	3,365	691	2,701	4,360	1,364
All Ages Programs and Outreach	160	9	76	137	87
All Ages Attendance	5,643	397	3,553	5,388	4,111

Books from Birth

Books from Birth By Fiscal Quarter



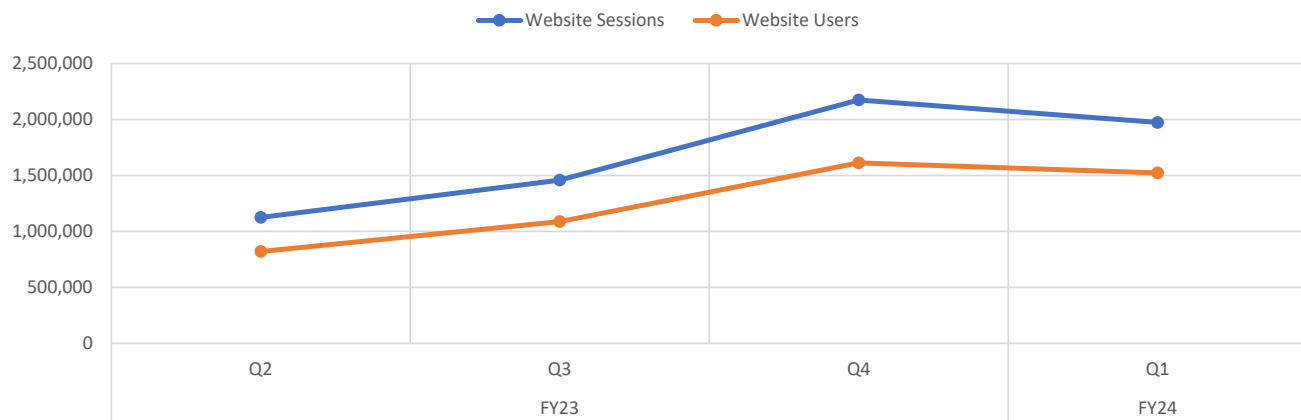
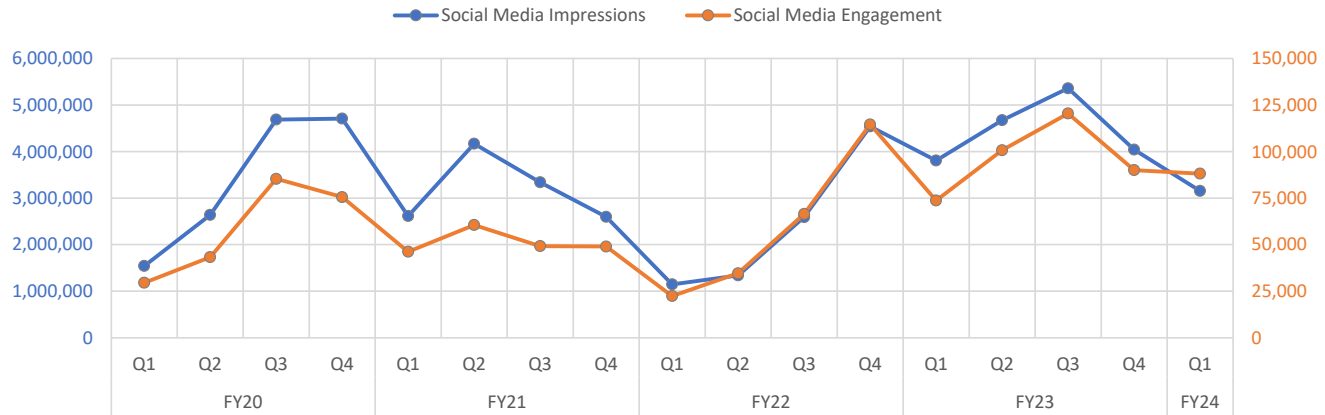
Books from Birth Enrolled and Graduated Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	33,034	41,364	49,779	55,786	62,231	69,585	76,577
Q2	35,032	44,298	51,567	57,091	64,884	71,028	
Q3	36,951	45,980	52,679	58,471	66,583	73,009	
Q4	39,505	48,040	54,462	61,837	68,186	74,372	

Books from Birth Q1

	FY18 Q1	FY19 Q1	FY20 Q1	FY21 Q1	FY22 Q1	FY23 Q1	FY24 Q1
Enrolled	27,708	32,654	36,243	37,217	34,209	33,196	32,797
Enrolled Percent Change		18%	11%	3%	-8%	-3%	-1%
Graduated	5,326	8,710	13,536	18,569	28,022	36,389	43,780

Online Engagement



Online Engagement By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Social Media Impressions	3,807,160	4,672,451	5,359,674	4,041,497	3,153,339
Social Media Engagement	73,667	100,733	120,454	90,006	88,152
Social Media Engagement Rate	1.9%	2.2%	2.2%	2.2%	2.8%
Website Sessions		1,125,259	1,458,092	2,174,710	1,973,759
Website Users		820,507	1,088,046	1,612,811	1,522,410

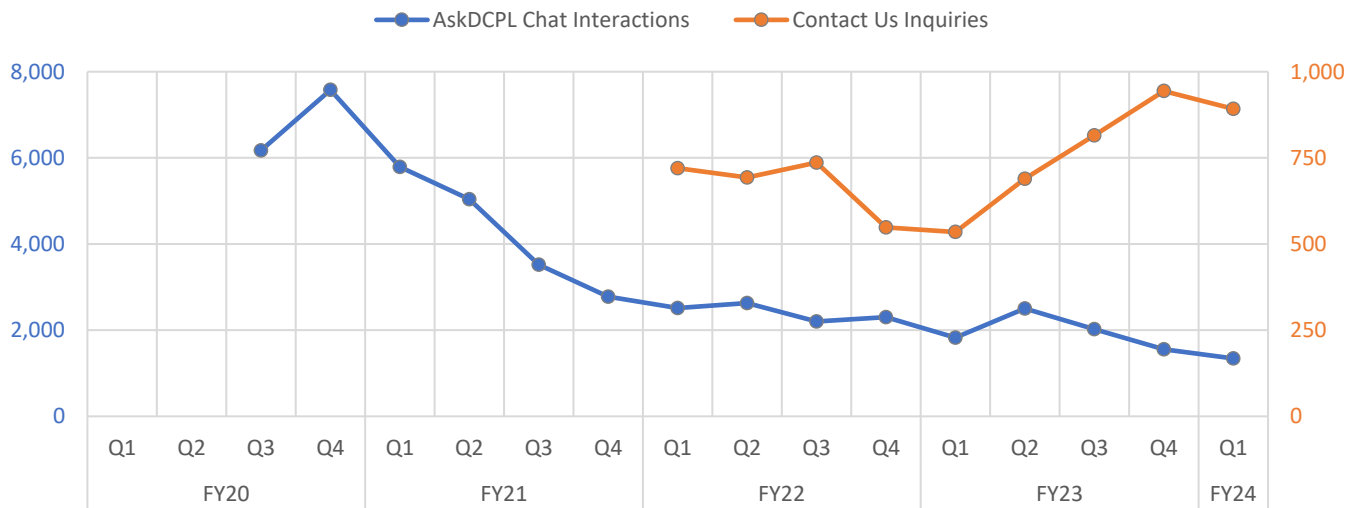
Social Media Impressions Summary

Quarter	FY20	FY21	FY22	FY23	FY24
Q1	1,541,071	2,614,638	1,145,227	3,807,160	3,153,339
Q2	2,637,497	4,166,892	1,339,583	4,672,451	
Q3	4,686,713	3,340,068	2,592,222	5,359,674	
Q4	4,708,554	2,597,274	4,538,638	4,041,497	
Total	13,573,835	12,718,872	9,615,670	17,880,782	3,153,339
Percentage Change		-6%	-24%	86%	

Social Media Engagement Summary

Quarter	FY20	FY21	FY22	FY23	FY24
Q1	29,522	46,217	22,381	73,667	88,152
Q2	43,271	60,563	34,631	100,733	
Q3	85,345	49,180	66,493	120,454	
Q4	75,535	48,970	114,555	90,006	
Total	233,673	204,930	238,060	384,860	88,152
Percentage Change		-12%	16%	62%	

AskDCPL & Contact Us



AskDCPL Chat Interactions

Quarter	FY20	FY21	FY22	FY23	FY24
Q1		5,789	2,514	1,826	1,344
Q2		5,037	2,627	2,501	
Q3	6,172	3,521	2,201	2,021	
Q4	7,578	2,778	2,300	1,553	
Total	13,750	17,125	9,642	7,901	1,344
Percentage Change		25%	-44%	-18%	

Contact Us Inquiries

Quarter	FY22	FY23	FY24
Q1	720	535	892
Q2	693	689	
Q3	736	815	
Q4	548	944	
Total	2,697	2,983	892
Percentage Change		11%	

Unplanned Closures

Hours of Unplanned Closures By Quarter

Location	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Anacostia				5.00	
Bellevue (William O. Lockridge)		1.00	28.00	8.50	1.50
Benning (Dorothy I. Height)		0.50	9.50	11.00	
Capitol View		2.00		6.50	0.75
Chevy Chase				8.00	
Cleveland Park				5.00	
Deanwood					
Francis Gregory				9.00	1.50
Georgetown					1.00
Lamond-Riggs (Lillian J. Huff)				0.50	
Martin Luther King Jr. Memorial				2.00	
Mt. Pleasant	5.00			0.50	3.00
Northeast					
Northwest One				12.00	11.00
Palisades				0.50	
Parklands-Turner	2.00				1.00
Petworth					
Rosedale				1.00	9.25
Shaw (Watha T. Daniel)	6.00		8.00	13.50	
Shepherd Park (Juanita E. Thornton)				2.50	0.50
Southeast			10.50		
Southwest	2.00				0.50
Takoma Park					
Tenley-Friendship				5.50	
West End				1.00	
Woodridge	2.50		2.00	11.00	0.50
System-wide				162.00	
Total	17.50	3.50	58.00	265.00	30.50

Human Resources

Human Resources Summary By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
Vacancy Rate	13.6%	11.1%	10.5%	10.8%	7.6%
Turnover Rate	3.2%	1.6%	2.6%	5.2%	1.0%
# Staff on Extended Leave	11	14	20	20	8
# Staff on Extended Leave Continuing	56	72	77	68	69
Total Staff on Extended Leave	67	86	97	88	77

Glossary

Active Accounts: The number of user accounts with activity in the last three years. The data is collected at the end of the reported quarter.

AskDCPL: AskDCPL is the library's online information and help service initiated in FY20 Q3 to provide virtual assistance due to limited physical access to libraries at that time. Library staff answer customer questions using a chat feature on DC Public Library's website.

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

Books from Birth – Enrolled: The number of Books from Birth enrollees; the data is collected at the end of the reported quarter.

Books from Birth – Graduated: The cumulative total number of Books from Birth enrollees from program inception that have turned five years old and, therefore, aged out the program.

Books from Birth - Enrolled and Graduated: Total number of Books from Birth enrollees and graduates as of the end of each reported quarter.

Circulation - Total Circulation: Sum of Physical Circulation and Digital Circulation.

Circulation - Physical Circulation: Sum of physical lending transactions from the library's collection, including physical first checkouts, in-house use, and renewal circulation transactions.

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

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

Circulation - Digital Circulation: Sum of e-books, audiobooks, magazines, videos, and music downloaded and streamed including renewals.

**Starting October 2023, the Overdrive Libby App began offering magazine subscriptions. With a subscription, when a new issue is released, it automatically generates a checkout. This increases the digital circulation counts.*

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.

Contact Us: Contact Us is the online form available on DCPL's website where library users can submit requests or inquiries.

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.

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

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

Human Resources - Turnover Rate: The rate at which employees leave due to resignation or termination.

Human Resources - Extended Leave: Staff approved for Family Medical Leave and Paid Family Leave.

Meeting Room Bookings: The total number of meeting room bookings excluding meetings that do not occur.

New Account Registrations: The total number of new accounts registered at a DCPL location or through the online Get a Card feature.

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

Online Engagement - Social Media Engagements: The number of engagements (clicked, liked, re-tweeted, commented, watched, etc.) with posts.

Online Engagement - Social Media Engagement Rate: Percentage of impressions engaged with.

Online Engagement - Website Sessions: The total number of user interactions with the website. There is no limit to how long a session lasts. A session ends after 30 minutes of user inactivity.

Online Engagement - Website Users: The number of unique users who visited the site.

Pages Copied: Number of pages photocopied from public access devices.

Pages Printed: Number of pages printed from public access devices.

Programs and Outreach: Sum of Programs and Outreach.

Programs and Outreach – Programs: Synchronous programs that take place at DCPL locations or virtually. Includes scheduled programs that are led by staff members, partner organizations, and paid presenters/contractors. Public programs held in meeting rooms are counted under meeting room bookings.

Programs and Outreach – Outreach: Synchronous outreach programs that are sponsored or carried out by DCPL staff that take place at non-DCPL locations or virtually.

Study Room Bookings: Total number of study room bookings excluding sessions that do not occur.

Unplanned Closures: Hours of unplanned closures of library locations.