



DC Public Library

LIBRARY SERVICES

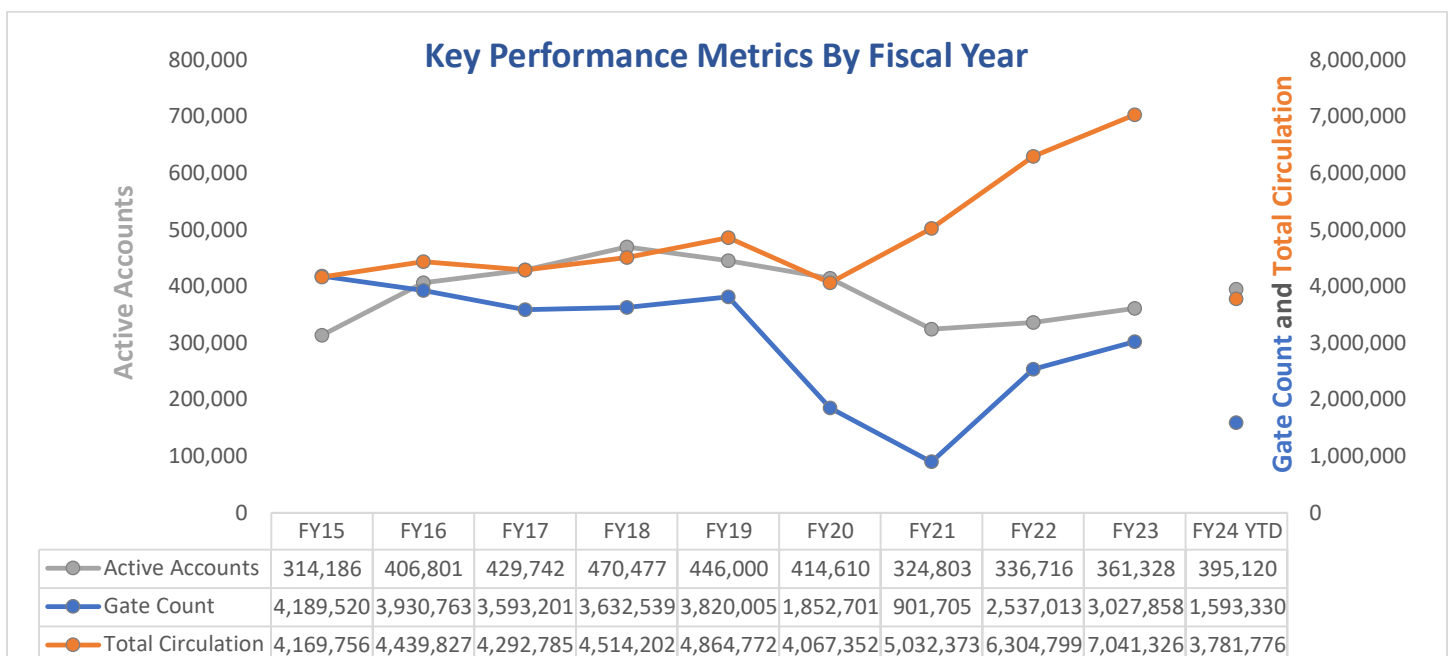
QUARTERLY PERFORMANCE REPORT

Q2 FY24



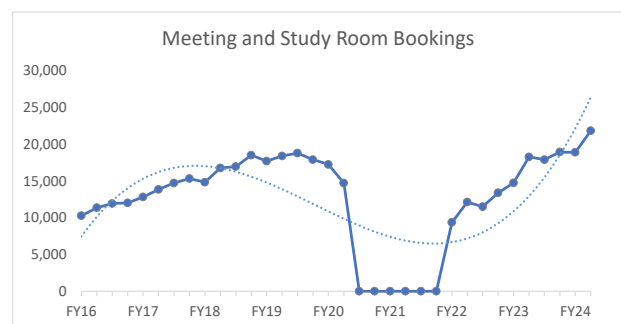
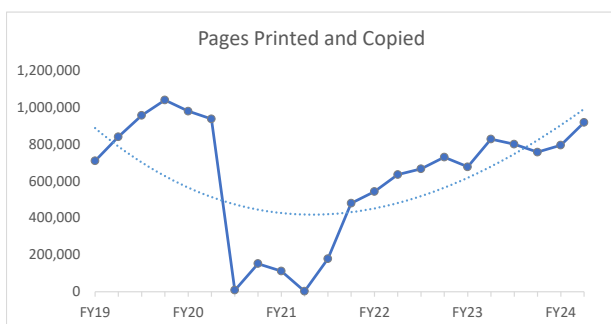
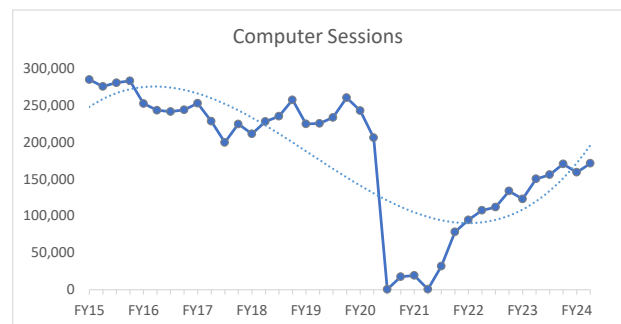
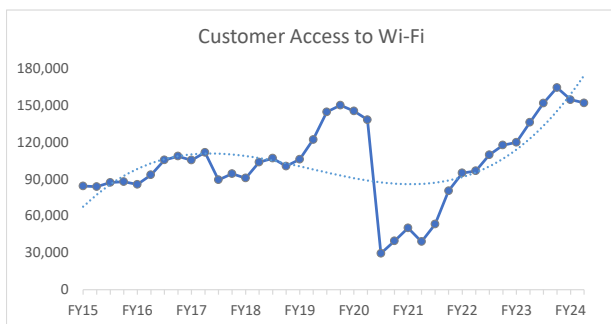
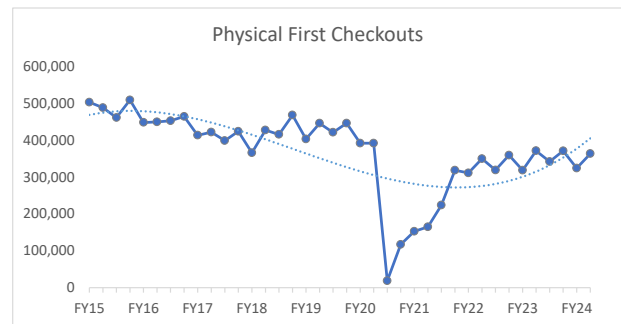
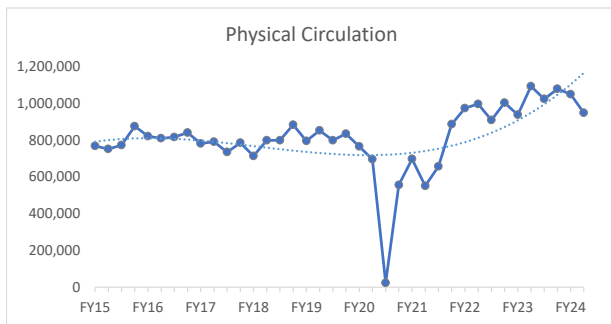
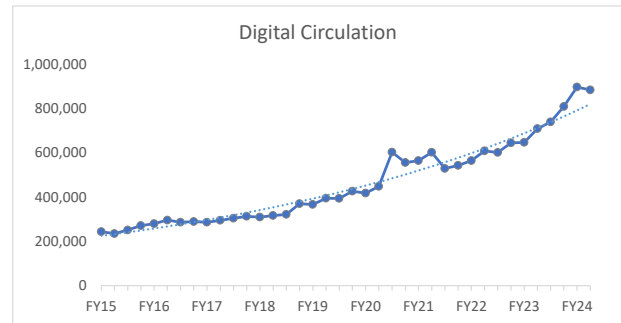
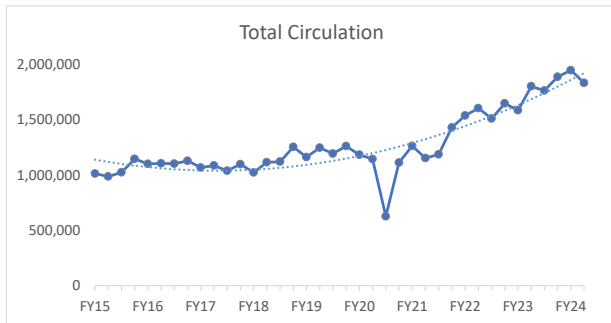
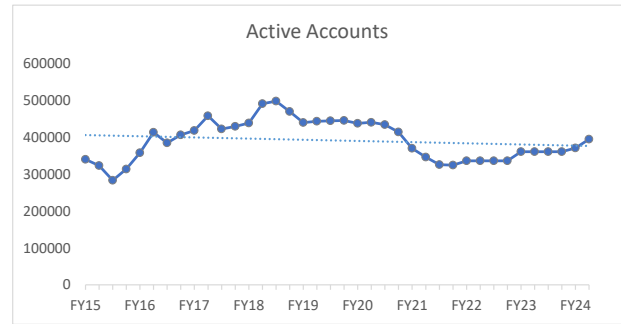
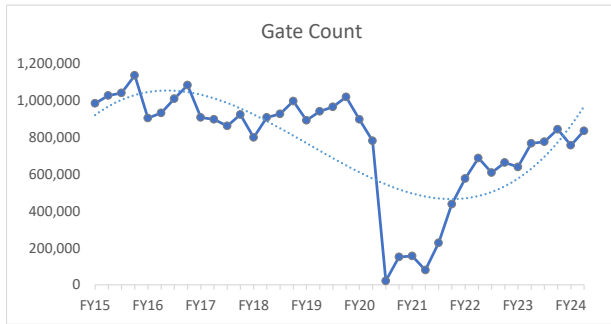
Executive Summary

- Performance metrics increased in a number of areas compared to the same quarter in FY23. Notable increases included Digital Circulation (25%), Computer Sessions (14%), Pages Copied (25%), Meeting Room Bookings (23%) and Study Room Bookings (18%).
- Effective January 1, 2024, the Library changed the number of times that print materials without a competing hold can be renewed from ten to five. The change was instituted to increase the availability of materials for customers browsing in person or online.
- The Southeast Neighborhood Library closed for renovations on Friday, January 5th. During this closure, a full range of library services, including holds pick-ups, are available at the Northeast Neighborhood Library. In addition, the Library opened the Arthur Capper Tech Express at the Arthur Capper Community Center on Monday, February 5th. Services available at this location include holds pick-ups, item returns, Wi-Fi access, public desktop and laptop computers, printing and copying. Data for transactions attributable to the Arthur Capper Tech Express appear in the performance report under the Southeast location. Story Times will be provided through a partnership with Barracks Row Main Street.
- The Beyond the Book program, in partnership with the DC Public Library Foundation, hosted the cast of the musical “Frozen” on January 13th. Activities included live performances, a Q&A, book giveaways, crafts, and raffles for prizes including tickets to an upcoming performance at the Kennedy Center.
- In February, the Library celebrated Black History Month with genealogy workshops, scavenger hunts and author talks including Billy Dee Williams in conversation with NBC 4’s Jummy Olabanji about his new memoir, “What Have We Here?”. During Women’s History Month in March, events included a DC Tech Meetup focusing on DC Women Innovators, author talks and panel discussions. “Women Behind the Mic: A Celebration of Women in Hip-Hop” featured a discussion with veteran music executives, followed by music with DJ Heat and a performance by Grammy-nominated hip-hop entertainer Yo-Yo.
- The Library presented the exhibit “Let This World Be Beautiful” from February 17th to April 14th. The exhibit presented works by D.C. artist Alma Thomas who was also a teacher in DC Public Schools. The exhibition included watercolor studies donated to the library by Susan and Dit Talley as well as other items from Thomas’ archive. Also showcased were works by Washington artist-educators through a juried show organized in partnership with DCPS Arts.



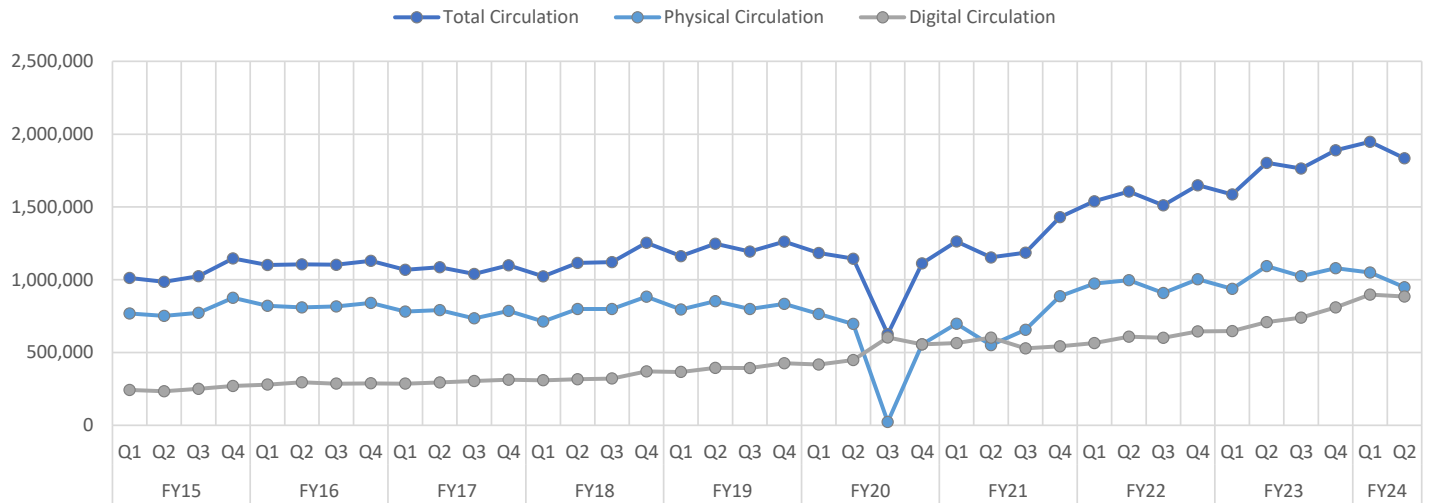
Historic Trends

— Fiscal Quarter Data
 Trend Line



Circulation

Circulation By Fiscal Quarter

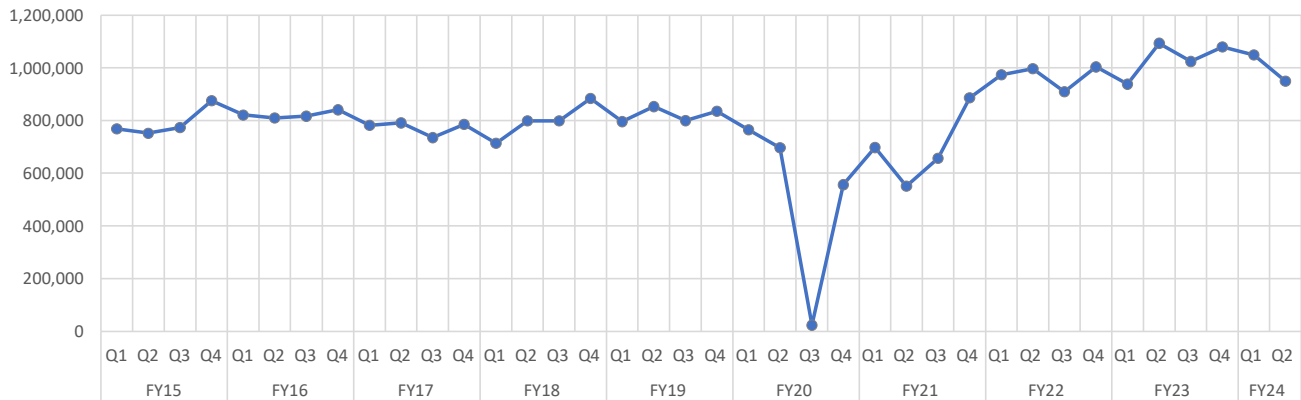


Circulation Summary

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	1,834,149
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	3,781,776
Percent Change		8%	-16%	24%	25%	12%	

Physical Circulation

Physical Circulation By Fiscal Quarter (Checkouts + Renewals + In-House Use)



Physical Circulation Summary

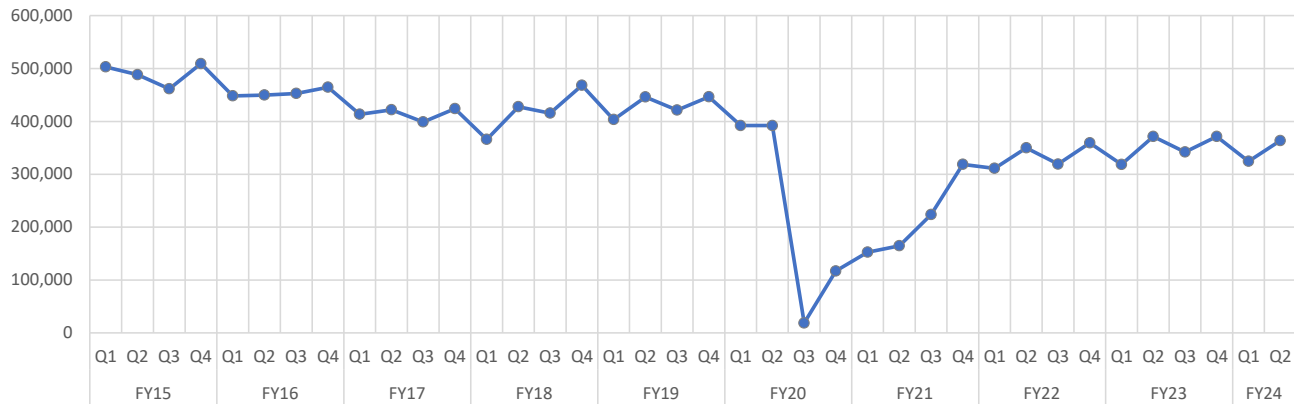
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	713,514	795,592	765,465	697,663	973,881	937,972	1,049,704
Q2	799,013	852,602	696,413	550,554	996,552	1,093,218	948,871
Q3	799,000	799,254	23,153	656,792	909,246	1,024,008	
Q4	883,567	834,867	556,418	886,552	1,003,643	1,079,033	
Total	3,195,094	3,282,315	2,041,449	2,791,561	3,883,322	4,134,231	1,998,575
Percent Change		3%	-38%	37%	39%	6%	

Physical Circulation Q2

Locations	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	9,206	11,129	8,302	12,033	14,487	25,438	12,075
Bellevue (William O. Lockridge)	9,166	8,172	9,082	7,138	9,777	10,054	8,983
Benning (Dorothy I. Height)	16,023	12,578	9,096	9,027	10,574	12,971	10,055
Capitol View	8,997	7,140	8,153	7,695	13,267	13,225	13,592
Chevy Chase	52,085	52,664	46,720	28,101	66,333	62,156	57,317
Cleveland Park	42,573	82,525	71,205	52,534	90,773	92,632	73,051
Deanwood	7,467	7,865	4,771	2,028	7,472	7,795	6,390
Francis Gregory	12,336	12,502	10,051	10,121	12,770	14,910	12,146
Georgetown	46,088	42,148	34,035	20,334	34,039	42,416	40,190
Jail Library	14,248	13,772	11,483	2,103	2,889	3,795	758
Lamond-Riggs (Lillian J. Huff)	15,307	16,214	12,940	6,166	8,107	40,439	30,563
Library Express	4,997	6,358	5,771	796			
Martin Luther King Jr. Memorial	3,642	2,825	344	16,566	101,917	136,429	134,017
Mt. Pleasant	75,571	73,818	60,026	48,073	57,537	58,351	57,447
Northeast	52,476	53,993	49,633	68,566	69,953	71,953	82,589
Northwest One	10,059	10,748	7,875	2,670	4,905	5,141	4,148
Palisades	28,372	37,380	25,718	13,451	36,822	41,117	35,531
Parklands-Turner	11,615	8,277	5,797	4,268	7,201	7,212	6,281
Petworth	44,848	44,692	35,669	38,058	63,321	64,148	56,296
Rosedale	12,539	11,038	9,410	3,868	11,101	11,950	10,698
Shaw (Watha T. Daniel)	52,447	53,190	42,410	32,606	45,452	46,217	40,151
Shepherd Park (Juanita E. Thornton)	17,418	18,240	14,480	27,997	25,038	23,969	20,538
Southeast	45,239	46,622	38,637	9,105	41,896	47,862	9,619
Southwest	17,898	17,696	12,472	3,338	31,155	28,020	27,371
Takoma Park	24,658	25,372	21,937	5,018	33,315	37,187	35,528
Tenley-Friendship	72,478	72,205	59,890	48,877	77,066	74,780	68,459
West End	39,913	51,126	44,433	32,306	45,179	49,039	43,184
Woodridge	51,347	52,313	36,073	37,711	74,206	64,012	51,894
Total	799,013	852,602	696,413	550,554	996,552	1,093,218	948,871
Percent Change		7%	-18%	-21%	81%	10%	-13%

Physical First Checkouts

Physical First Checkouts By Fiscal Quarter



Physical First Checkouts Summary

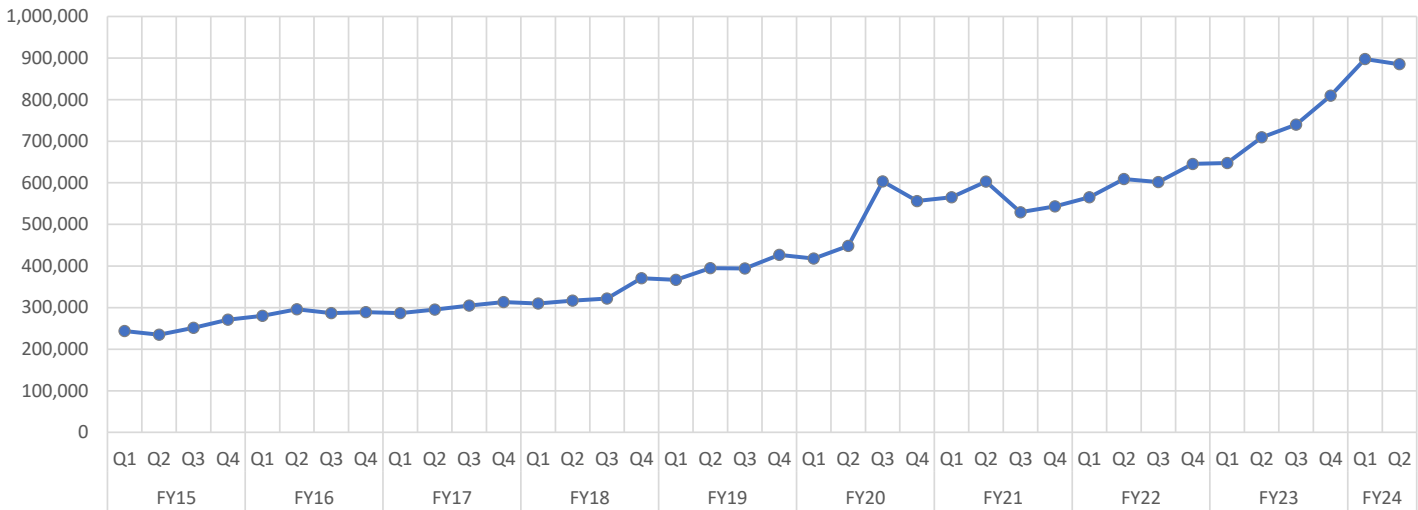
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	366,126	403,515	392,198	152,730	311,249	318,622	324,497
Q2	427,781	446,194	392,184	164,818	349,851	371,518	363,634
Q3	415,768	421,457	18,555	223,768	319,253	342,051	
Q4	468,301	446,473	117,018	318,792	359,424	371,399	
Total	1,677,976	1,717,639	919,955	860,108	1,339,777	1,403,590	688,131
Percent Change		2%	-46%	-7%	56%	5%	

Physical First Checkouts Q2

Locations	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	5,880	7,698	5,763	2,101	3,762	7,810	3,730
Bellevue (William O. Lockridge)	6,759	5,789	4,123	644	2,504	2,432	2,682
Benning (Dorothy I. Height)	9,094	6,810	5,704	1,145	2,889	3,316	3,047
Capitol View	3,938	2,673	5,092	1,306	3,847	3,823	4,497
Chevy Chase	29,842	29,375	27,873	10,028	26,280	22,683	23,533
Cleveland Park	18,109	41,360	39,794	17,580	31,687	31,120	28,605
Deanwood	4,795	5,888	3,248	0	2,327	2,172	2,108
Francis Gregory	7,868	7,551	6,107	1,793	3,813	4,601	4,377
Georgetown	25,395	21,520	18,898	6,724	13,248	15,997	17,530
Jail Library	3,048	2,997	2,628	0	416	745	691
Lamond-Riggs (Lillian J. Huff)	9,855	9,989	9,119	0	2,285	13,326	11,404
Library Express	2,979	3,830	3,138				
Martin Luther King Jr. Memorial	1	241	40	6,299	28,499	38,663	43,384
Mt. Pleasant	35,954	33,601	28,245	15,499	19,417	21,021	22,297
Northeast	27,851	28,995	29,465	26,791	27,043	27,006	35,975
Northwest One	5,069	5,314	3,958	0	1,374	1,345	1,585
Palisades	18,985	18,781	15,863	4,616	14,769	15,494	14,887
Parklands-Turner	5,331	5,088	2,962	0	1,965	1,820	1,862
Petworth	24,729	25,922	23,020	12,579	23,852	22,323	22,003
Rosedale	7,513	7,243	5,969	0	3,771	4,070	4,183
Shaw (Watha T. Daniel)	27,306	26,620	22,470	9,233	15,175	15,473	14,741
Shepherd Park (Juanita E. Thornton)	9,837	9,520	8,547	9,448	9,304	9,482	8,306
Southeast	26,125	27,051	22,838	0	16,697	17,953	618
Southwest	10,404	10,853	7,452	0	11,453	9,990	11,371
Takoma Park	14,884	15,706	13,327	0	13,142	13,576	14,725
Tenley-Friendship	39,419	37,504	34,282	17,374	29,510	28,358	28,763
West End	19,959	21,842	21,338	10,291	15,855	15,434	16,707
Woodridge	26,852	26,433	20,921	11,367	24,967	21,485	20,023
Total	427,781	446,194	392,184	164,818	349,851	371,518	363,634
Percent Change		4%	-12%	-58%	112%	6%	-2%

Digital Circulation

Digital Circulation By Fiscal Quarter

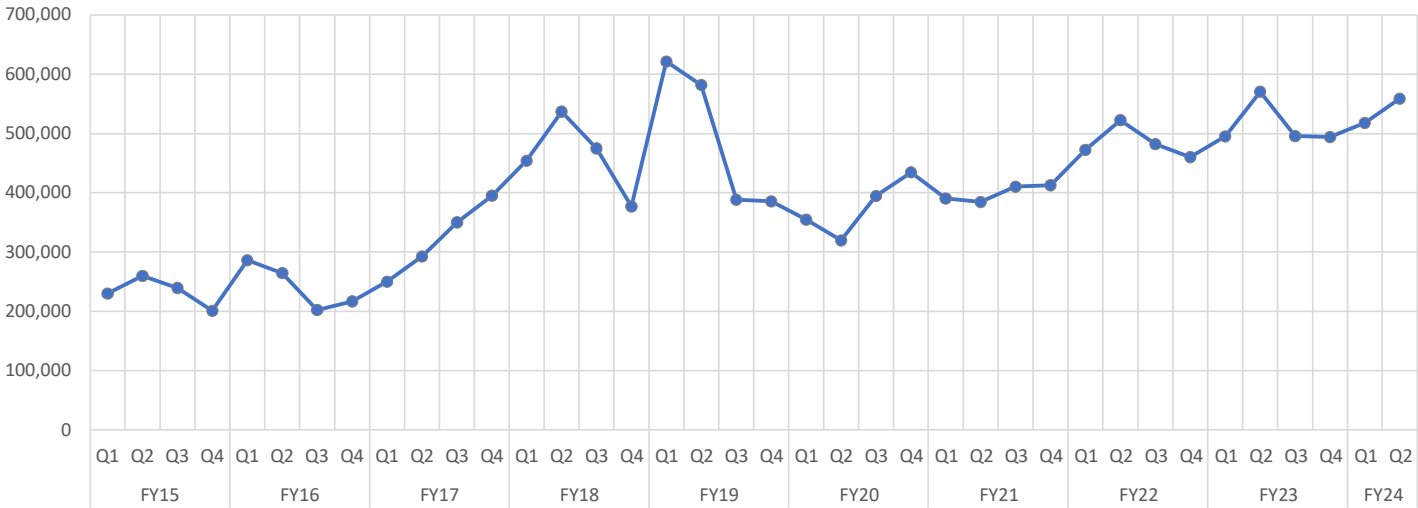


Digital Circulation Summary

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	885,278
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	1,783,201
Percent Change		20%	28%	11%	8%	20%	

Database Usage

Database Usage By Fiscal Quarter

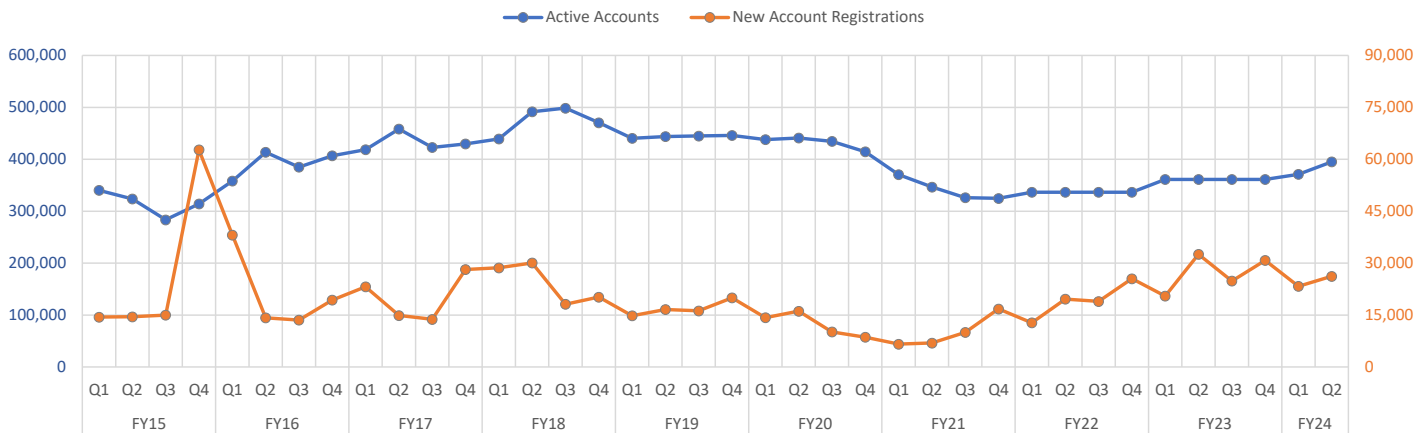


Database Usage Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	453,924	621,438	354,825	390,553	472,759	495,343	518,160
Q2	537,127	582,142	319,645	384,650	522,352	570,831	558,905
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	1,077,065
Percent Change		7%	-24%	6%	21%	6%	

Active Accounts

Accounts By Fiscal Quarter



Active Accounts Summary

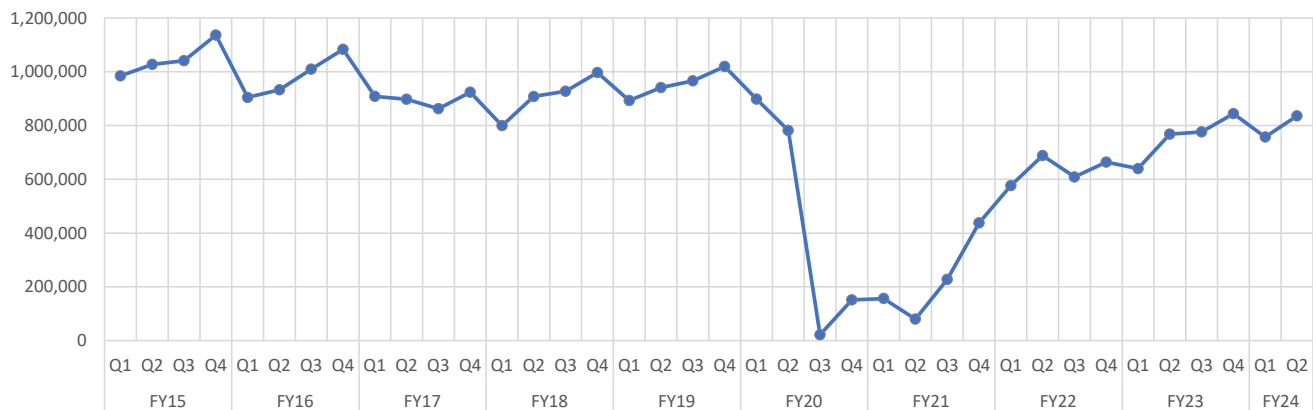
Quarter	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	340,389	358,106	418,598	439,213	440,471	437,962	370,465			371,231
Q2	323,628	413,650	458,368	491,518	443,759	440,971	346,670			395,120
Q3	283,407	384,992	422,946	498,436	444,948	434,683	326,097			
Q4	314,186	406,801	429,742	470,477	446,000	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	26,200
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	49,510
Percent Change		-20%	-6%	21%	-30%	-27%	-18%	91%	41%	

Gate Count

Gate Count By Fiscal Quarter



Gate Count Summary

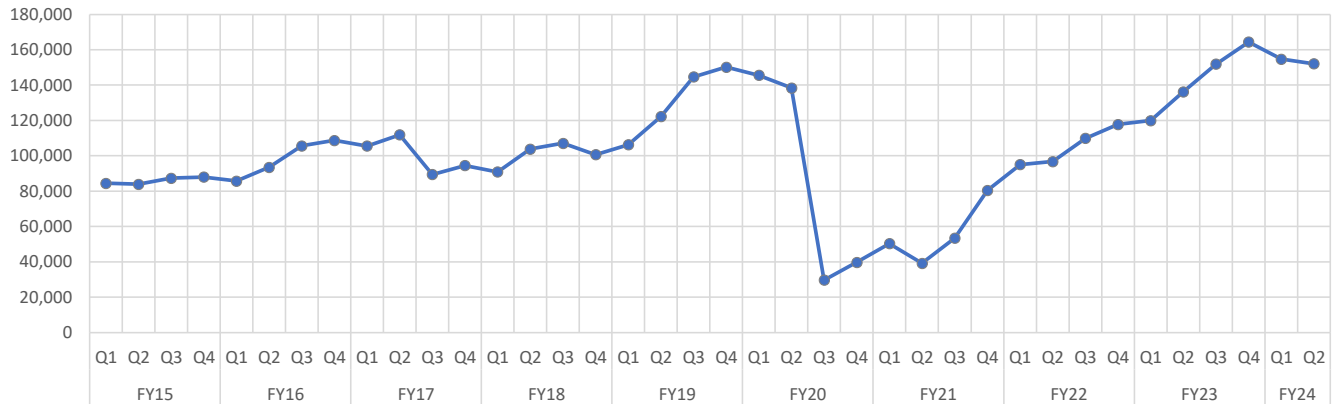
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	799,622	893,037	898,430	156,418	576,334	639,620	757,425
Q2	908,160	941,174	781,659	79,780	688,302	767,963	835,905
Q3	927,637	966,060	21,443	227,583	608,567	776,257	
Q4	997,120	1,019,734	151,169	437,924	663,810	844,018	
Total	3,632,539	3,820,005	1,852,701	901,705	2,537,013	3,027,858	1,593,330
Percent Change		5%	-52%	-51%	181%	19%	

Gate Count Q2

Locations	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	40,048	43,801	37,256	4,951	18,496	25,846	23,954
Bellevue (William O. Lockridge)	23,306	26,400	22,897	2,379	11,725	12,980	15,187
Benning (Dorothy I. Height)	54,927	50,768	33,039	1,379	19,378	27,039	29,604
Capitol View	14,948	10,159	24,068	1,609	34,844	17,950	20,794
Chevy Chase	37,594	36,230	32,627	1,295	21,447	24,146	26,682
Cleveland Park	18,697	54,507	49,423	9,444	58,563	45,508	46,098
Deanwood	20,059	23,542	15,245	107	6,961	10,177	8,934
Francis Gregory	28,044	27,226	18,713	1,245	10,171	11,831	12,937
Georgetown	35,952	34,648	27,396	4,512	17,218	23,349	26,726
Lamond-Riggs (Lillian J. Huff)	28,697	26,263	22,690	69	5,433	27,159	30,201
Library Express	25,343	27,894	11,153				
Martin Luther King Jr. Memorial				6,136	70,886	149,946	178,526
Mt. Pleasant	63,373	63,481	48,000	3,714	54,916	42,099	41,083
Northeast	35,787	40,780	31,046	6,981	20,989	27,301	34,474
Northwest One	25,055	22,650	17,119	32	10,093	13,525	13,543
Palisades	22,684	25,526	22,212	4,311	17,794	23,573	25,592
Parklands-Turner	37,597	35,720	26,197	96	12,975	18,335	28,002
Petworth	42,987	45,550	38,919	1,983	49,327	35,011	42,087
Rosedale	22,599	21,485	19,959	59	11,414	13,551	18,634
Shaw (Watha T. Daniel)	68,738	63,770	48,612	1,524	36,897	32,096	40,952
Shepherd Park (Juanita E. Thornton)	25,163	24,838	21,966	8,575	14,018	13,998	16,166
Southeast	41,965	43,638	39,097	248	20,941	29,448	4,294
Southwest	26,001	22,891	14,237	808	39,470	28,282	30,184
Takoma Park	18,942	18,750	11,172	155	11,967	12,974	15,213
Tenley-Friendship	59,837	49,406	44,987	10,513	29,557	35,756	39,660
West End	48,340	55,224	70,158	6,362	57,422	39,497	39,342
Woodridge	41,477	46,027	33,471	1,293	25,400	26,586	27,036
Total	908,160	941,174	781,659	79,780	688,302	767,963	835,905
Percent Change		4%	-17%	-90%	763%	12%	9%

Customer Access to Wi-Fi

Customer Access to Wi-Fi By Fiscal Quarter



Customer Access to Wi-Fi Summary

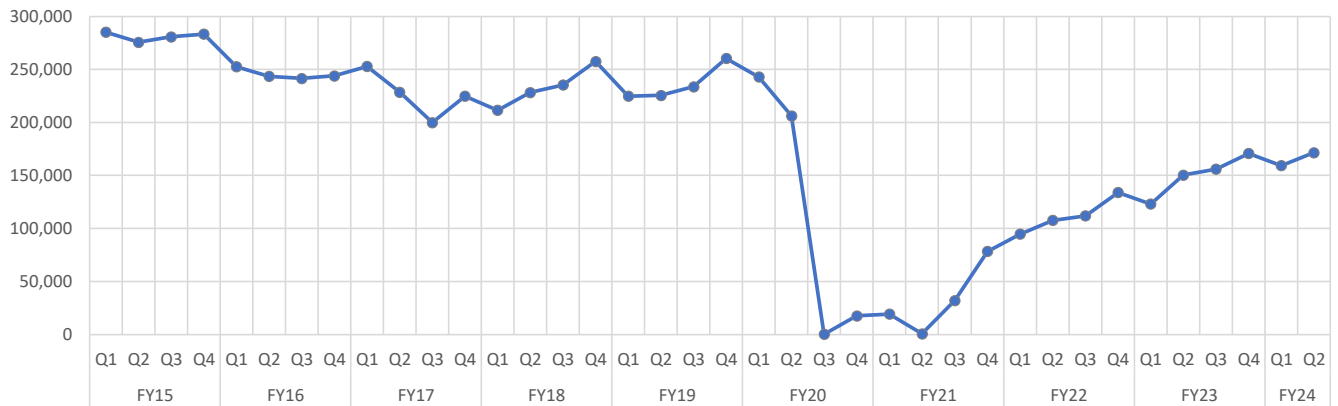
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	90,841	106,211	145,502	50,227	95,048	119,948	154,638
Q2	103,815	122,218	138,341	39,132	96,748	136,201	152,035
Q3	107,013	144,670	29,586	53,316	109,825	151,870	
Q4	100,573	150,151	39,647	80,465	117,731	164,462	
Total	402,242	523,250	353,076	223,140	419,352	572,481	306,673
Percent Change		30%	-33%	-37%	88%	37%	

Customer Access to Wi-Fi Q2

Locations	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	4,695	6,098	6,535	1,958	3,234	4,152	5,817
Bellevue (William O. Lockridge)	2,708	3,178	3,461	518	1,588	2,181	2,680
Benning (Dorothy I. Height)	6,318	6,426	6,066	888	2,158	3,583	4,244
Capitol View	2,015	1,366	4,096	689	2,378	2,414	2,877
Chevy Chase	3,743	3,025	3,607	878	1,687	2,182	2,481
Cleveland Park	1,592	10,939	12,317	3,662	6,526	6,960	7,884
Deanwood	1,652	2,143	1,976	182	930	1,268	1,432
Francis Gregory	2,477	3,053	3,133	428	1,268	1,638	2,061
Georgetown	5,699	5,935	6,403	1,715	4,131	5,209	5,283
Lamond-Riggs (Lillian J. Huff)	2,179	2,685	3,183	296	671	4,613	5,489
Library Express	2,849	2,542	2,158				
Martin Luther King Jr. Memorial				6,484	22,203	39,510	40,404
Mt. Pleasant	6,571	7,849	8,955	2,500	5,132	6,473	8,154
Northeast	4,405	3,860	4,303	1,430	2,356	3,147	3,776
Northwest One	1,675	1,592	2,044	229	992	1,118	1,423
Palisades	1,733	2,857	3,353	515	1,651	2,350	2,630
Parklands-Turner	5,480	6,353	7,392	2,188	3,299	3,601	7,743
Petworth	7,347	10,054	12,267	4,243	6,591	6,819	8,937
Rosedale	1,751	1,442	1,993	368	1,056	1,205	1,580
Shaw (Watha T. Daniel)	9,387	12,311	12,836	3,196	6,293	8,505	9,922
Shepherd Park (Juanita E. Thornton)	2,551	2,612	2,744	543	1,289	1,598	2,161
Southeast	3,625	4,012	5,555	2,271	3,482	4,193	843
Southwest	2,639	2,352	1,655	529	4,236	5,152	6,053
Takoma Park	1,616	1,970	1,665	285	1,131	1,590	1,726
Tenley-Friendship	4,151	4,690	6,753	673	3,170	4,599	5,291
West End	9,506	7,878	8,868	1,308	5,819	8,063	6,766
Woodridge	5,451	4,996	5,023	1,156	3,477	4,078	4,378
Total	103,815	122,218	138,341	39,132	96,748	136,201	152,035
Percent Change		18%	13%	-72%	147%	41%	12%

Computer Sessions

Computer Sessions By Fiscal Quarter



Computer Sessions Summary

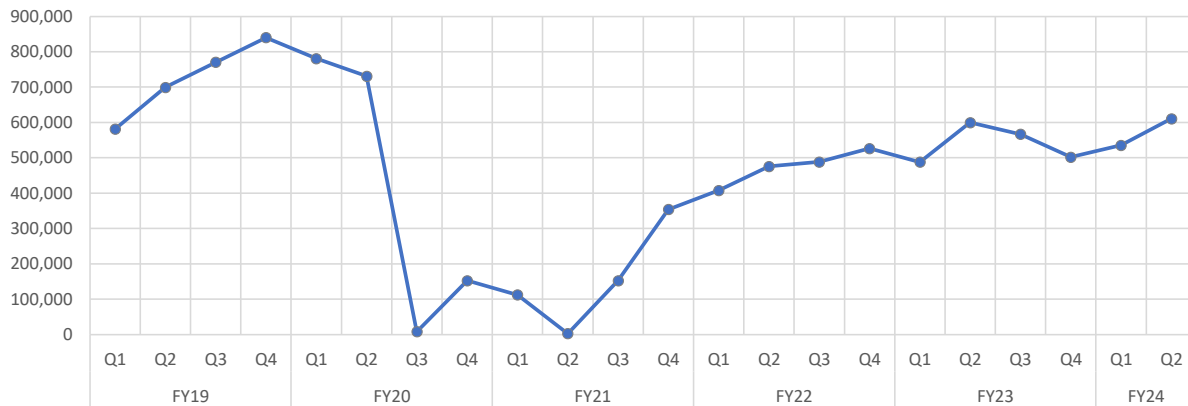
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	211,392	224,809	242,891	19,250	94,590	123,078	159,301
Q2	228,155	225,484	206,174	613	107,606	150,353	171,450
Q3	235,243	233,656	314	31,827	111,927	155,983	
Q4	257,518	260,428	17,589	78,300	133,873	170,663	
Total	932,308	944,377	466,968	129,990	447,996	600,077	330,751
Percent Change		1%	-51%	-72%	245%	34%	

Computer Sessions Q2

Locations	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	12,651	11,941	10,509	5	4,863	5,207	5,598
Bellevue (William O. Lockridge)	10,985	11,330	9,634	34	3,829	4,484	5,299
Benning (Dorothy I. Height)	14,612	13,094	11,574	20	4,435	6,956	6,746
Capitol View	5,751	4,758	8,687	49	4,837	4,234	5,267
Chevy Chase	3,998	4,134	4,158	11	2,051	3,051	3,144
Cleveland Park	1,675	4,571	5,449	26	3,056	3,738	4,852
Deanwood	5,035	5,413	4,373	0	1,777	2,408	2,046
Francis Gregory	8,543	9,187	7,605	12	2,542	3,404	3,638
Georgetown	5,802	6,822	5,780	21	2,770	4,020	4,685
Lamond-Riggs (Lillian J. Huff)	7,642	7,750	6,978	0	1,051	5,562	6,742
Library Express	5,587	5,637	5,370				
Martin Luther King Jr. Memorial				65	12,129	25,596	31,935
Mt. Pleasant	13,397	13,381	10,755	32	5,980	7,939	10,197
Northeast	8,325	8,557	7,277	36	2,647	3,626	5,567
Northwest One	10,104	8,440	6,813	0	2,671	3,121	3,676
Palisades	1,048	1,455	1,598	3	1,277	2,037	2,030
Parklands-Turner	12,979	12,455	10,719	0	4,705	6,942	7,484
Petworth	11,751	11,911	11,280	53	5,335	7,606	9,729
Rosedale	6,686	6,269	6,230	0	2,469	2,992	3,987
Shaw (Watha T. Daniel)	19,665	16,167	15,685	62	5,794	7,461	8,894
Shepherd Park (Juanita E. Thornton)	7,374	7,051	7,623	43	4,236	4,372	4,622
Southeast	8,133	7,637	7,730	0	3,824	4,473	247
Southwest	7,057	7,549	5,313	0	4,380	6,120	6,786
Takoma Park	4,632	4,544	3,643	0	1,795	2,497	2,633
Tenley-Friendship	9,936	9,420	8,449	48	4,286	6,045	5,597
West End	12,144	12,934	11,712	50	7,723	7,657	11,143
Woodridge	12,643	13,077	11,230	43	7,144	8,805	8,906
Total	228,155	225,484	206,174	613	107,606	150,353	171,450
Percent Change		-1%	-9%	-100%	17454%	40%	14%

Pages Printed

Pages Printed By Fiscal Quarter



Pages Printed Summary

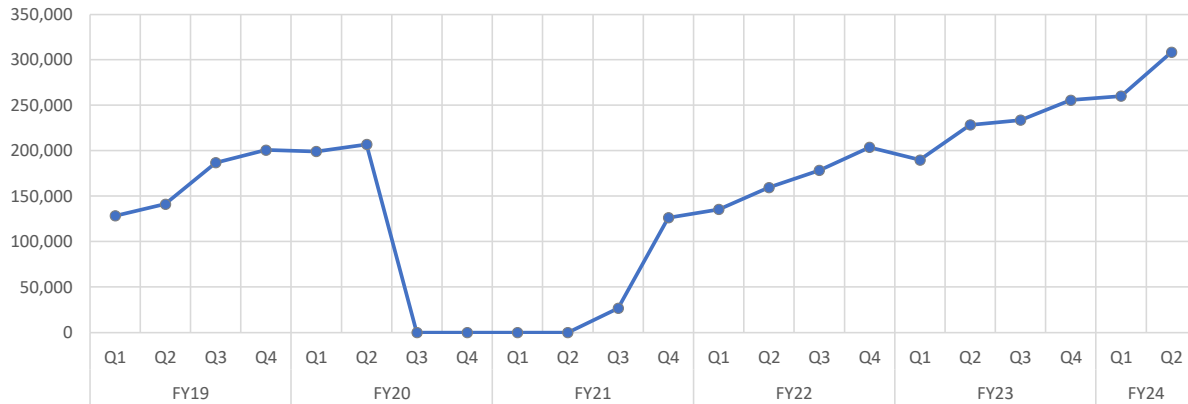
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	581,424	780,639	111,971	407,703	487,592	535,121
Q2	699,080	731,013	2,418	475,570	599,639	610,573
Q3	770,156	8,027	152,347	488,097	566,511	
Q4	839,799	152,199	353,467	526,053	501,639	
Total	2,890,459	1,671,878	620,203	1,897,423	2,155,381	1,145,694
Percent Change		-42%	-63%	206%	14%	

Pages Printed Q2

Locations	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	36,491	34,461	0	18,092	13,951	19,272
Bellevue (William O. Lockridge)	39,532	37,967	237	17,738	21,093	23,933
Benning (Dorothy I. Height)	40,933	42,350	132	19,151	27,553	29,288
Capitol View	20,124	38,199	248	25,254	23,552	22,941
Chevy Chase	19,016	18,066	76	21,671	17,111	17,343
Cleveland Park	16,332	22,084	115	17,996	14,597	15,994
Deanwood	20,182	16,776	0	8,000	8,457	7,635
Francis Gregory	42,067	39,606	75	13,280	18,226	19,718
Georgetown	21,654	20,549	67	8,067	13,260	13,762
Lamond-Riggs (Lillian J. Huff)	28,052	36,443	0	4,913	24,183	31,379
Library Express	12,936	13,149				
Martin Luther King Jr. Memorial			224	52,668	85,887	68,584
Mt. Pleasant	32,081	30,097	125	26,266	42,684	39,879
Northeast	28,798	18,811	143	12,630	15,884	23,790
Northwest One	10,304	16,207	0	9,344	13,166	12,550
Palisades	5,408	7,910	21	4,170	6,451	12,549
Parklands-Turner	45,340	46,755	0	15,179	20,247	16,979
Petworth	33,466	31,889	215	24,534	32,563	37,495
Rosedale	16,156	18,813	0	10,086	9,676	12,925
Shaw (Watha T. Daniel)	30,262	52,901	257	21,347	25,635	27,020
Shepherd Park (Juanita E. Thornton)	24,110	26,642	281	22,457	21,706	22,884
Southeast	27,373	29,085	0	18,883	22,150	3,840
Southwest	25,908	17,305	0	20,702	26,218	30,246
Takoma Park	21,460	16,778	0	8,560	14,519	16,017
Tenley-Friendship	27,795	22,743	0	20,329	22,462	23,565
West End	28,196	29,903	195	19,411	17,992	22,878
Woodridge	45,104	45,524	7	34,842	40,416	38,107
Total	699,080	731,013	2,418	475,570	599,639	610,573
Percent Change		5%	-100%	19568%	26%	2%

Pages Copied

Pages Copied By Fiscal Quarter



Pages Copied Summary

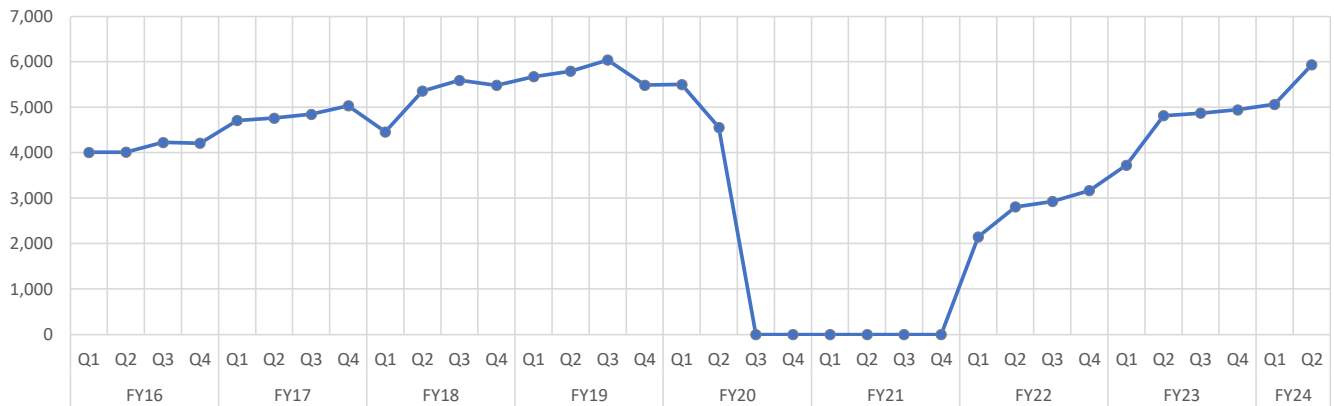
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	128,485	199,226	0	135,435	189,790	260,189
Q2	141,317	206,971	0	159,583	228,332	308,308
Q3	186,897	0	26,646	178,339	233,710	
Q4	200,715	0	126,297	203,790	255,702	
Total	657,414	406,197	152,943	677,147	907,534	568,497
Percent Change		-38%	-62%	343%	34%	

Pages Copied Q2

Locations	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	9,724	11,826	0	5,159	7,958	5,367
Bellevue (William O. Lockridge)	6,187	11,529	0	4,716	6,100	9,657
Benning (Dorothy I. Height)	5,666	18,879	0	9,890	14,557	20,344
Capitol View	2,564	11,637	0	9,093	7,381	10,267
Chevy Chase	4,134	5,897	0	4,083	5,176	6,948
Cleveland Park	5,426	6,830	0	5,601	10,562	11,571
Deanwood	4,428	5,333	0	4,415	8,924	5,893
Francis Gregory	5,771	12,342	0	5,305	11,521	9,879
Georgetown	4,543	5,699	0	4,175	4,459	6,388
Lamond-Riggs (Lillian J. Huff)	6,465	12,437	0	1,541	10,333	12,090
Library Express	2,702	5,207				
Martin Luther King Jr. Memorial			0	10,426	22,263	74,660
Mt. Pleasant	4,853	5,521	0	6,465	9,305	10,189
Northeast	4,608	4,676	0	4,982	5,262	7,516
Northwest One	2,858	3,549	0	2,704	4,013	4,905
Palisades	2,107	3,140	0	3,990	3,403	5,044
Parklands-Turner	8,933	9,005	0	8,201	10,601	10,775
Petworth	6,743	9,432	0	6,352	7,630	10,396
Rosedale	3,035	2,259	0	4,817	7,203	7,605
Shaw (Watha T. Daniel)	8,592	11,905	0	7,503	9,447	13,846
Shepherd Park (Juanita E. Thornton)	5,059	7,992	0	7,620	7,998	8,773
Southeast	4,671	7,237	0	8,944	9,178	427
Southwest	4,957	3,838	0	5,272	7,395	11,883
Takoma Park	4,829	5,124	0	3,100	6,099	10,311
Tenley-Friendship	5,256	6,335	0	9,458	7,124	7,881
West End	3,254	5,856	0	5,338	5,906	6,075
Woodridge	13,952	13,486	0	10,433	18,534	19,618
Total	141,317	206,971	0	159,583	228,332	308,308
Percent Change		46%	-100%		43%	35%

Meeting Room Bookings

Meeting Room Bookings By Fiscal Quarter



Meeting Room Bookings Summary

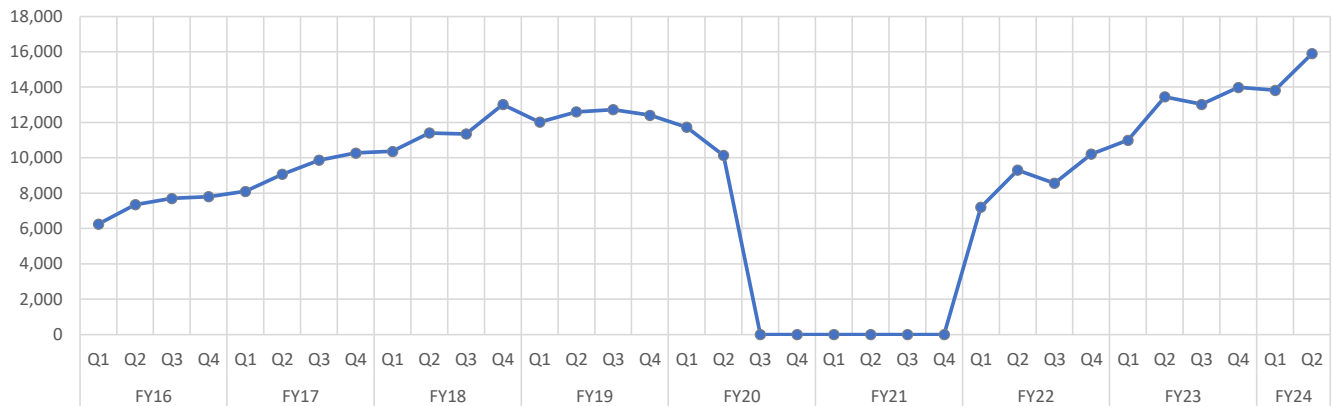
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	4,460	5,674	5,500	0	2,150	3,728	5,064
Q2	5,358	5,794	4,557	0	2,809	4,815	5,933
Q3	5,594	6,041	0	0	2,928	4,870	
Q4	5,483	5,486	0	0	3,166	4,945	
Total	20,895	22,995	10,057	0	11,053	18,358	10,997
Percent Change		10%	-56%	-100%		66%	

Meeting Room Bookings Q2

Locations	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	528	559	490	0	106	130	183
Bellevue (William O. Lockridge)	225	236	199	0	46	67	86
Benning (Dorothy I. Height)	518	530	369	0	64	115	152
Capitol View	128	5	166	0	60	103	70
Chevy Chase	123	83	58	0	15	25	47
Cleveland Park		351	120	0	72	162	221
Deanwood							
Francis Gregory	279	331	289	0	45	95	190
Georgetown	361	256	208	0	34	89	100
Lamond-Riggs (Lillian J. Huff)	339	416	267	0		101	139
Library Express	162	46	38				
Martin Luther King Jr. Memorial				0	1,579	2,318	2,871
Mt. Pleasant	485	448	314	0	42	185	190
Northeast	215	229	153	0	55	86	111
Northwest One	0	5	1	0			
Palisades	33	73	84	0	42	112	155
Parklands-Turner							
Petworth	396	308	257	0	46	120	194
Rosedale							
Shaw (Watha T. Daniel)	257	309	218	0	109	133	175
Shepherd Park (Juanita E. Thornton)	348	329	435	0	246	281	327
Southeast	87	113	95	0	5	30	
Southwest	59				40	120	115
Takoma Park	126	123	95	0	9	20	30
Tenley-Friendship	166	120	122	0	107	301	363
West End	207	346	281	0	66	122	120
Woodridge	316	578	298	0	21	100	94
Total	5,358	5,794	4,557	0	2,809	4,815	5,933
Percent Change		8%	-21%	-100%		71%	23%

Study Room Bookings

Study Room Bookings By Fiscal Quarter



Study Room Bookings Summary

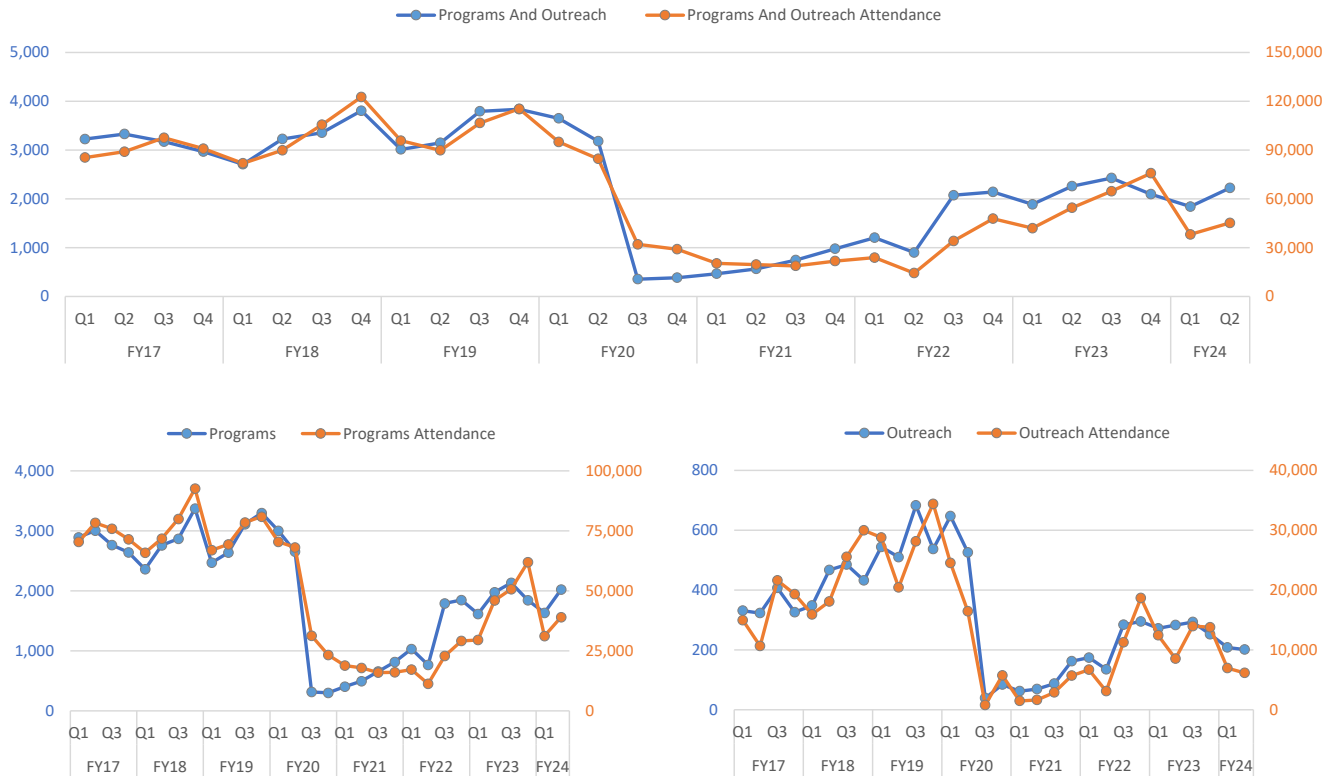
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	10,359	12,014	11,733	0	7,200	10,992	13,822
Q2	11,401	12,594	10,139	0	9,301	13,446	15,896
Q3	11,344	12,728	0	0	8,561	13,021	
Q4	13,013	12,407	0	0	10,208	13,981	
Total	46,117	49,743	21,872	0	35,270	51,440	29,718
Percent Change		8%	-56%	-100%		46%	

Study Room Bookings Q2

Locations	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Anacostia	471	499	566	0	335	300	569
Bellevue (William O. Lockridge)	292	238	237	0	152	241	381
Benning (Dorothy I. Height)	1,561	1,196	887	0	416	658	925
Capitol View	264	3	404	0	245	447	451
Chevy Chase							
Cleveland Park		1,068	728	0	811	901	1,048
Deanwood							
Francis Gregory	266	511	351	0	112	267	356
Georgetown	471	536	367	0	303	476	469
Lamond-Riggs (Lillian J. Huff)	181	189	116	0	3	1,333	1,487
Library Express	143	289	105				
Martin Luther King Jr. Memorial				0	1,529	1,790	2,063
Mt. Pleasant	721	688	544	0	478	611	716
Northeast	656	826	547	0	368	555	715
Northwest One							
Palisades	126	191	159	0	565	619	688
Parklands-Turner							
Petworth	484	498	399	0	323	423	453
Rosedale							
Shaw (Watha T. Daniel)	1,909	1,590	1,113	0	730	1,030	1,139
Shepherd Park (Juanita E. Thornton)	555	582	418	0	330	361	347
Southeast							
Southwest	216	157			533	736	843
Takoma Park							
Tenley-Friendship	1,484	1,691	1,422	0	705	996	1,135
West End	1,126	990	1,048	0	853	903	1,132
Woodridge	475	852	728	0	510	799	979
Total	11,401	12,594	10,139	0	9,301	13,446	15,896
Percent Change		10%	-19%	-100%		45%	18%

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	1,842
Q2	3,227	3,149	3,181	564	901	2,260	2,223
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	4,065
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	38,141
Q2	89,893	89,815	84,591	19,565	14,373	54,542	45,225
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	83,366
Percent Change		2%	-41%	-67%	49%	97%	

Programs And Outreach Q2

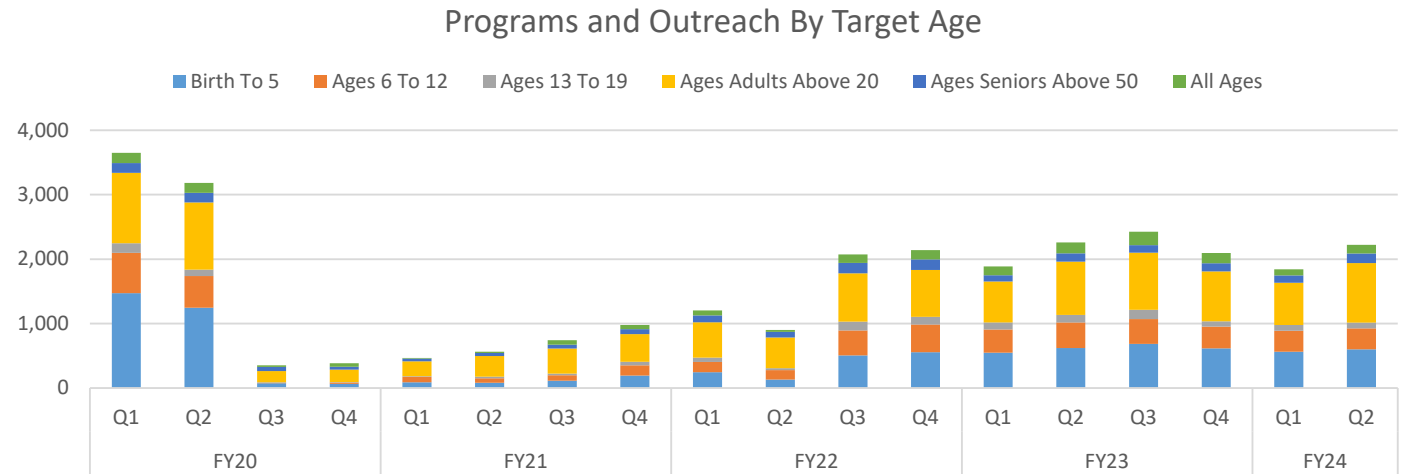
	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Programs	2,760	2,639	2,655	495	766	1,977	2,022
Outreach	467	510	526	69	135	283	201
Programs And Outreach Total	3,227	3,149	3,181	564	901	2,260	2,223
Percent Change		-2%	1%	-82%	60%	151%	-2%

Programs And Outreach Attendance Q2

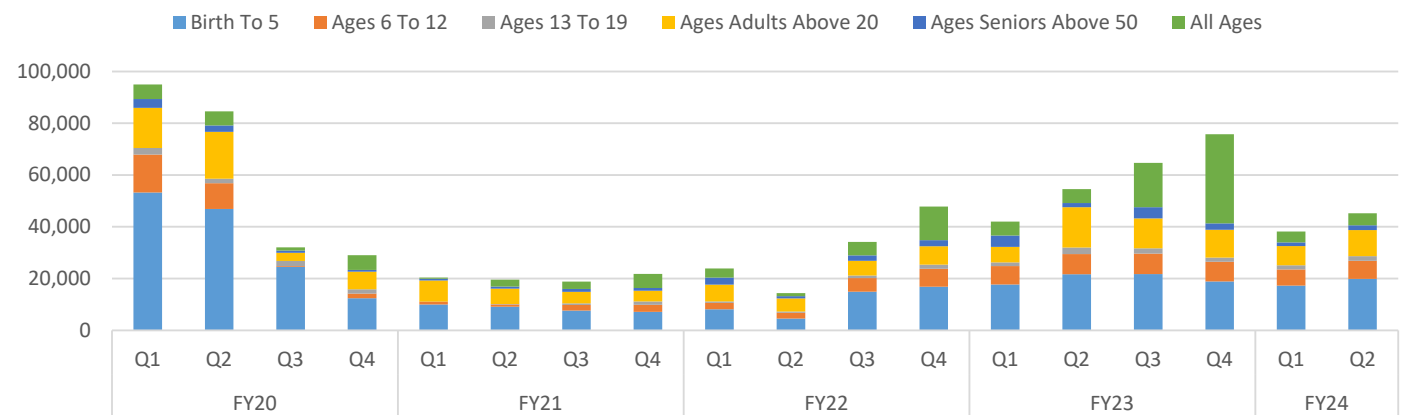
	FY18 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Programs Attendance	71,810	69,384	68,136	17,932	11,275	46,014	39,071
Outreach Attendance	18,083	20,431	16,455	1,633	3,098	8,528	6,154
Programs And Outreach Attendance Total	89,893	89,815	84,591	19,565	14,373	54,542	45,225
Percent Change		0%	-6%	-77%	-27%	279%	-17%

Programs and Outreach By Target Age

By Fiscal Quarter



Programs and Outreach By Target Age Attendance

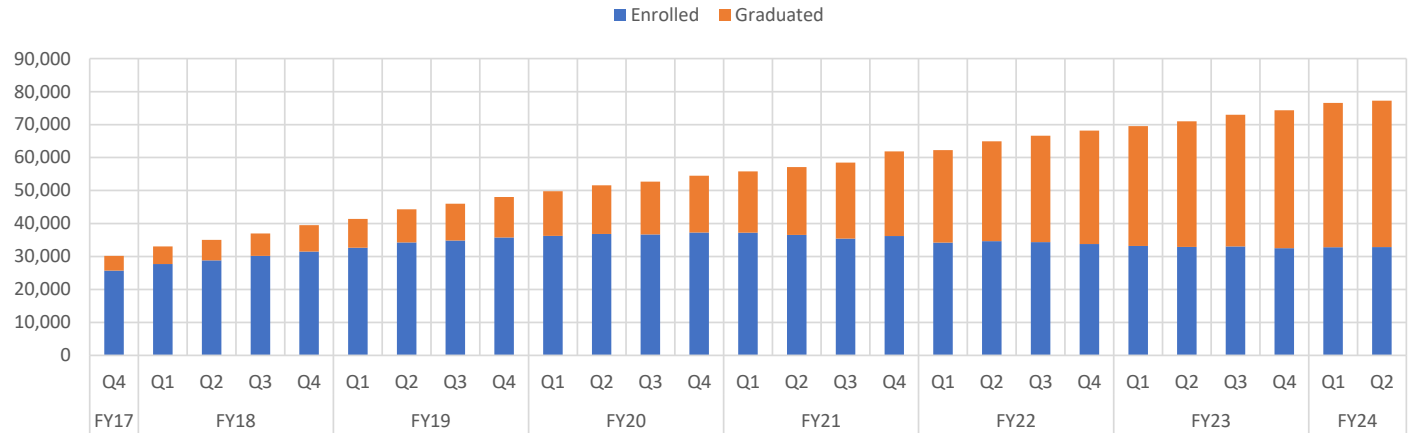


Programs and Outreach by Target Age Q2

	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Birth To 5 Programs And Outreach	1,248	82	131	621	601
Birth To 5 Attendance	46,862	9,099	4,521	21,648	19,881
Ages 6 To 12 Programs And Outreach	492	70	148	398	326
Ages 6 To 12 Attendance	9,942	874	2,217	7,824	6,983
Ages 13 To 19 Programs And Outreach	99	24	29	117	90
Ages 13 To 19 Attendance	1,743	164	523	2,534	1,759
Ages Adults Above 20 Programs And Outreach	1,041	322	478	827	922
Ages Adults Above 20 Attendance	18,121	5,942	5,072	15,565	10,114
Ages Seniors Above 50 Programs And Outreach	147	46	85	129	149
Ages Seniors Above 50 Attendance	2,496	839	853	1,569	1,831
All Ages Programs And Outreach	154	20	30	168	135
All Ages Attendance	5,427	2,647	1,187	5,402	4,657

Books from Birth

Books from Birth By Fiscal Quarter



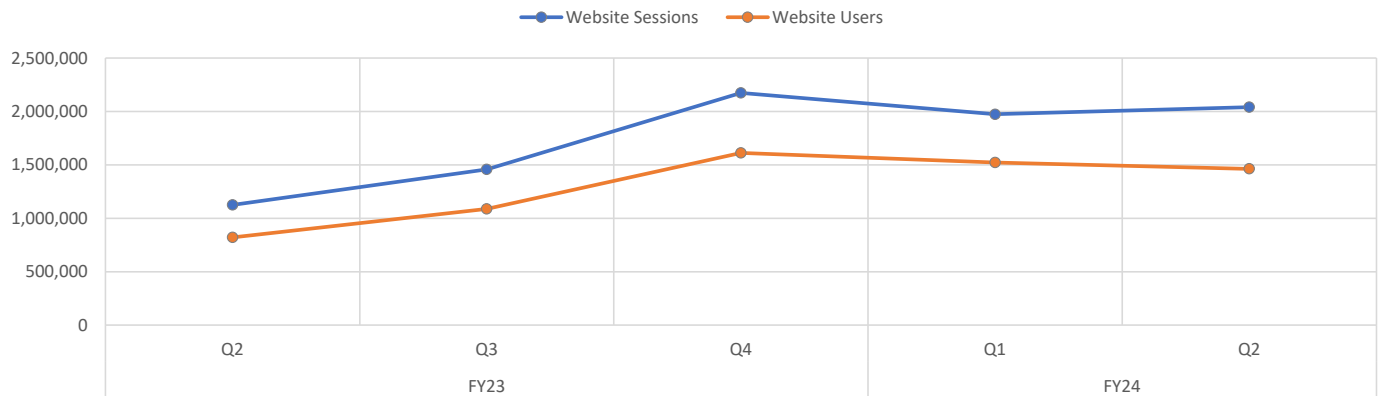
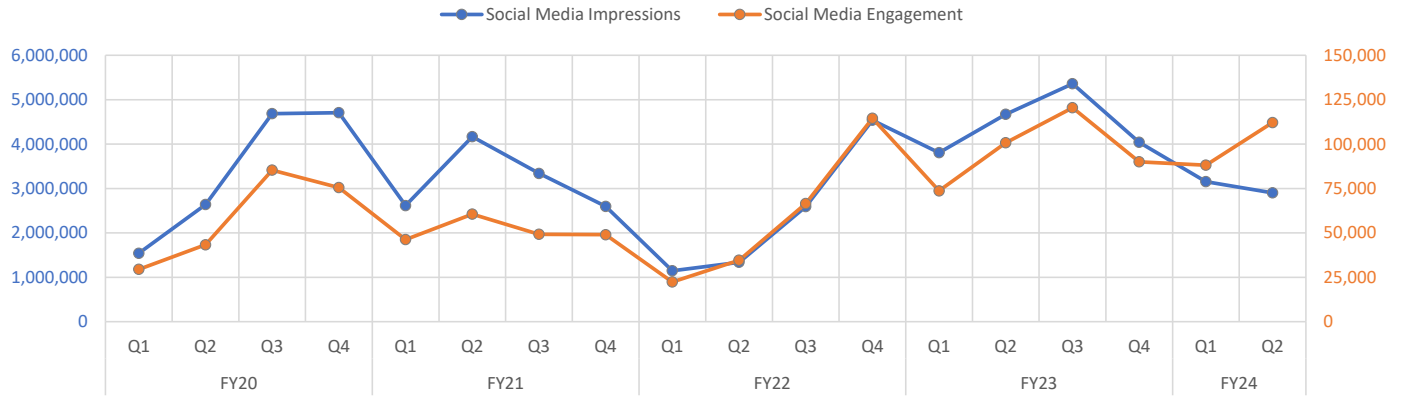
Books from Birth Enrolled and Graduated Summary

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	77,288
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 Q2	FY19 Q2	FY20 Q2	FY21 Q2	FY22 Q2	FY23 Q2	FY24 Q2
Enrolled	28,834	34,261	36,839	36,555	34,637	32,911	32,857
Enrolled Percent Change		19%	8%	-1%	-5%	-5%	-0.2%
Graduated	6,198	10,037	14,728	20,536	30,247	38,117	44,431

Online Engagement



Online Engagement By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Social Media Impressions	3,807,160	4,672,451	5,359,674	4,041,497	3,153,339	2,902,271
Social Media Engagement	73,667	100,733	120,454	90,006	88,152	112,148
Social Media Engagement Rate	1.9%	2.2%	2.2%	2.2%	2.8%	3.9%
Website Sessions		1,125,259	1,458,092	2,174,710	1,973,759	2,040,725
Website Users		820,507	1,088,046	1,612,811	1,522,410	1,463,589

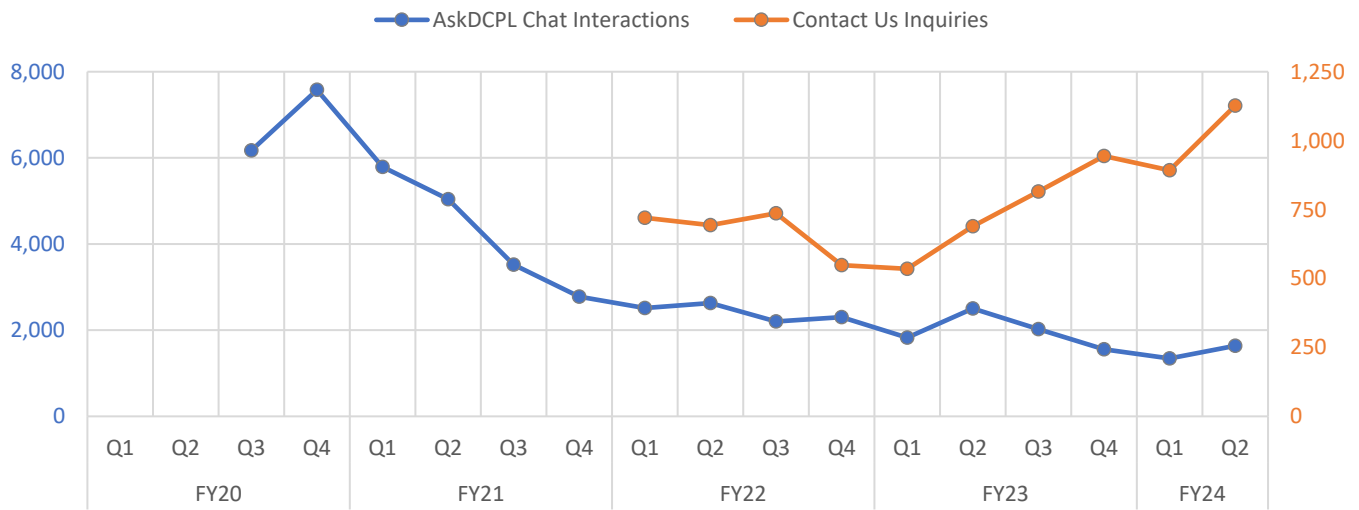
Social Media Impressions Summary

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	2,902,271
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	6,055,610
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	112,148
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	200,300
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	1,635
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	2,979
Percentage Change		25%	-44%	-18%	

Contact Us Inquiries

Quarter	FY22	FY23	FY24
Q1	720	535	892
Q2	693	689	1,127
Q3	736	815	
Q4	548	944	
Total	2,697	2,983	2,019
Percentage Change		11%	

Unplanned Closures

Hours of Unplanned Closures By Quarter

Location	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Anacostia				5.00		8.00
Bellevue (William O. Lockridge)		1.00	28.00	8.50	1.50	10.00
Benning (Dorothy I. Height)		0.50	9.50	11.00		
Capitol View		2.00		6.50	0.75	12.50
Chevy Chase				8.00		19.00
Cleveland Park				5.00		
Deanwood	1.00					7.50
Francis Gregory				9.00	1.50	0.50
Georgetown					1.00	
Lamond-Riggs (Lillian J. Huff)				0.50		0.50
Martin Luther King Jr. Memorial				2.00		
Mt. Pleasant	5.00			0.50	3.00	
Northeast						4.00
Northwest One				12.00	11.00	8.00
Palisades				0.50		
Parklands-Turner	2.00				1.00	8.50
Petworth						
Rosedale				1.00	9.25	9.00
Shaw (Watha T. Daniel)	6.00		8.00	13.50		3.50
Shepherd Park (Juanita E. Thornton)				2.50	0.50	10.00
Southeast			10.50			3.00
Southwest	2.00				0.50	8.00
Takoma Park	0.50					
Tenley-Friendship				5.50		8.00
West End				1.00		
Woodridge	2.50		2.00	11.00	0.50	8.00
System-wide				162.00		
Total	19.00	3.50	58.00	265.00	30.50	128.00

Human Resources

Human Resources Summary By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
Vacancy Rate	13.6%	11.1%	10.5%	10.8%	7.6%	7.5%
Turnover Rate	3.2%	1.6%	2.6%	5.2%	1.0%	2.0%
# Staff on Extended Leave	11	14	20	20	8	20
# Staff on Extended Leave Continuing	56	72	77	68	69	50
Total Staff on Extended Leave	67	86	97	88	77	70

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 ten times.*

**As of 1/1/2024, the number of times that print materials without a competing hold can be renewed was changed from ten to five.*

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.