



DC Public Library

LIBRARY SERVICES

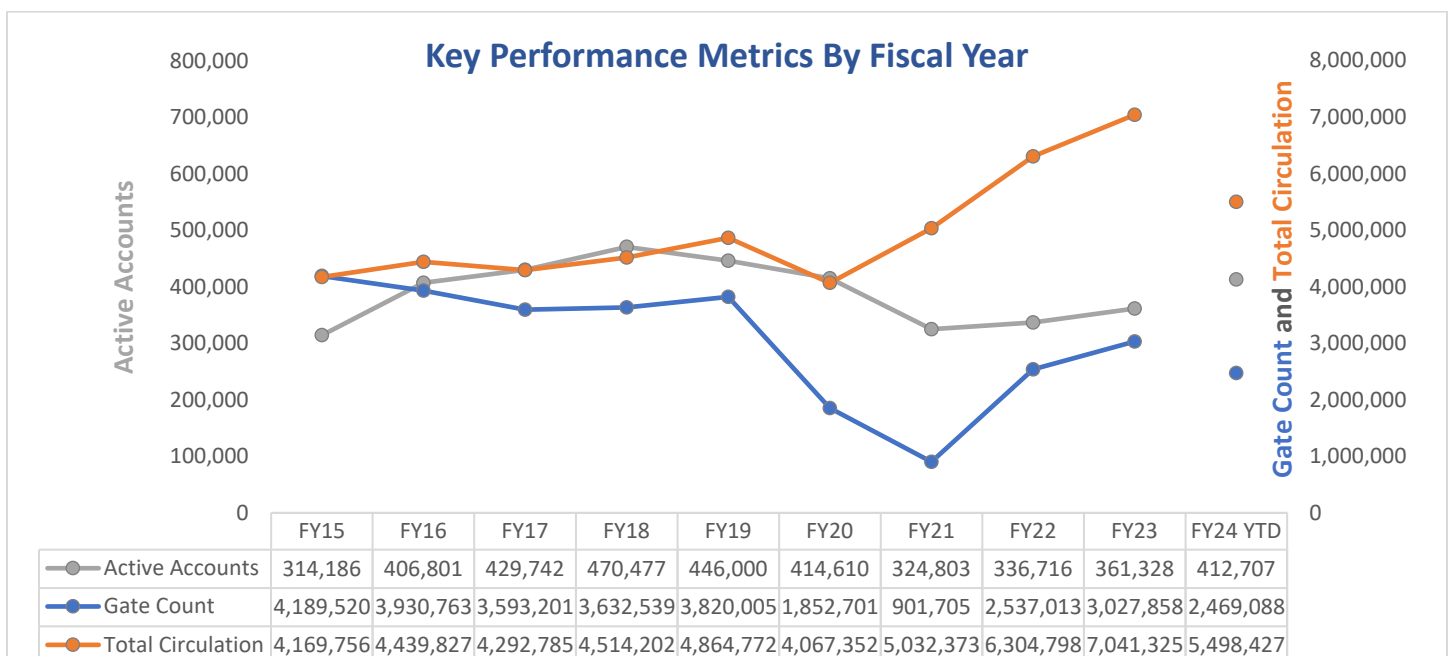
QUARTERLY PERFORMANCE REPORT

Q3 FY24



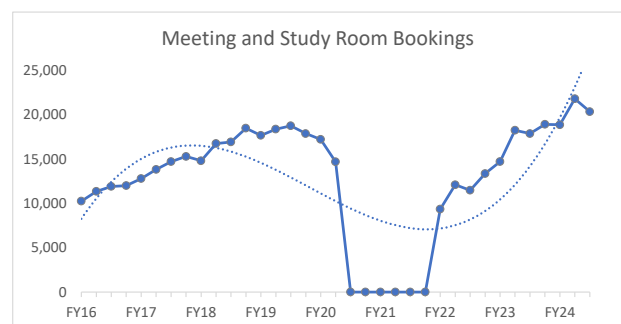
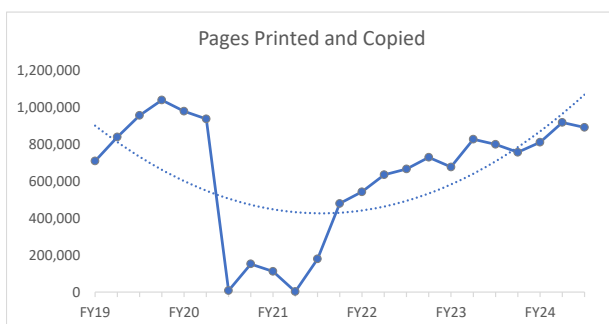
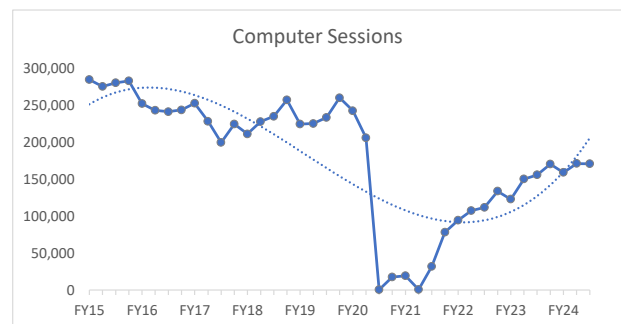
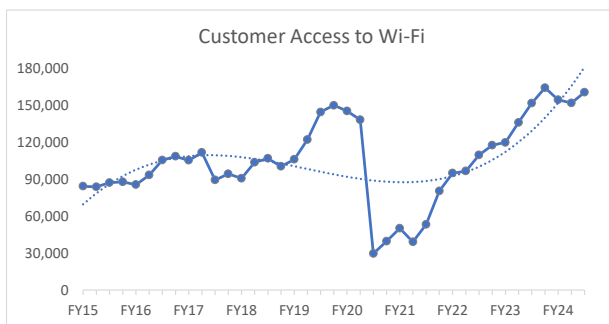
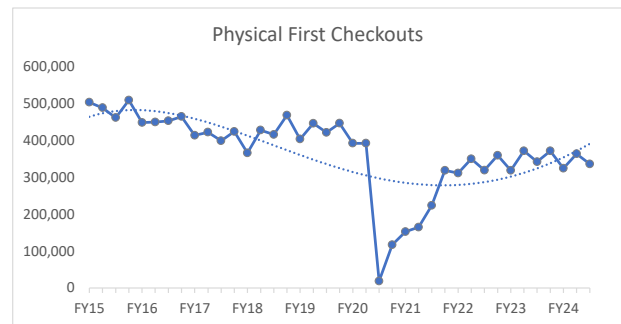
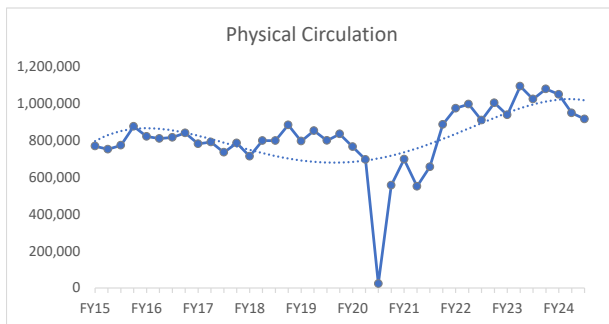
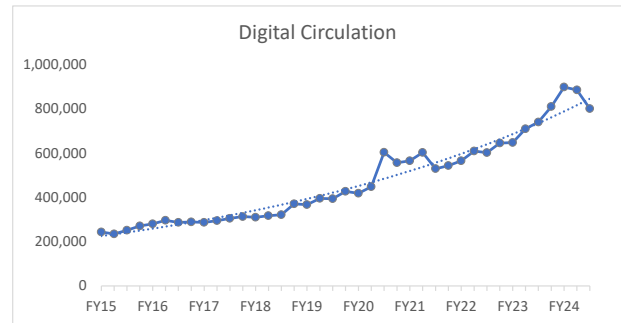
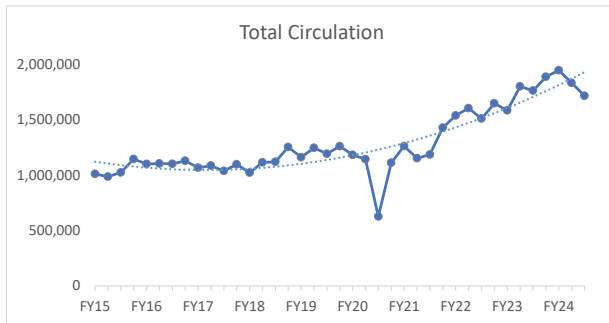
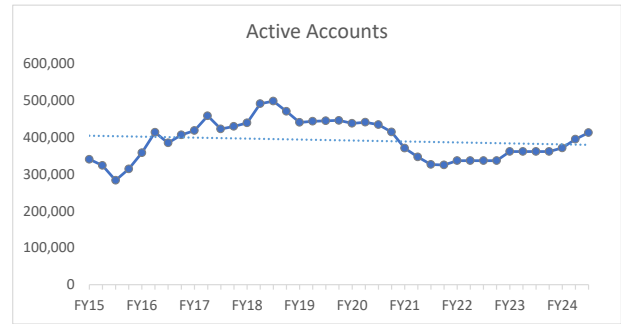
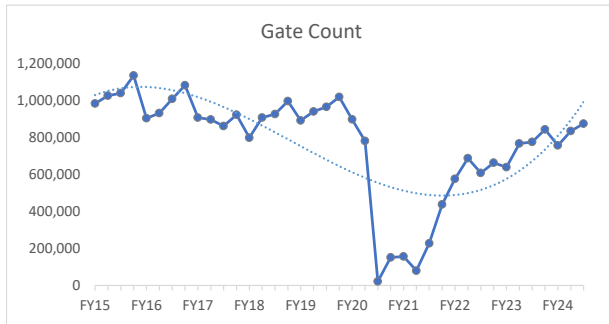
Executive Summary

- Performance metrics increased in several areas compared to the same quarter in FY23. Total Gate Count increased by 13%, with higher counts at almost all locations. Metrics also increased for high demand services including Computer Sessions (10%), Pages Copied (34%), Study Room Bookings (15%), and Meeting Room Bookings (10%).
- In April, DCPL hosted STAR Fest 2024, its annual early literacy family event at MLK Library, marking the culmination of Month of the Young Child. STAR Fest continues to be a cornerstone event, promoting family involvement in children's literacy development by celebrating five crucial early literacy practices: singing, talking, reading, writing, and playing. This year's event drew an impressive crowd of 1,400 attendees, highlighting the community's and DCPL's strong engagement with early literacy initiatives.
- DCPL participated in the Annual Truck Touch and Electric Vehicle Grand Prix at RFK Stadium in June, engaging the interest of approximately 3,000 attendees. The event showcased nearly 30 government vehicles used for various city services including DCPL's Tech Truck.
- DCPL hosted numerous well-attended programs like the Voices of Change Conference for D.C. high school students with disabilities, to gain knowledge and skills to lead self-determined lives. Other successful programs included the 2024 Haiku Contest, Trans Pride, and Discover Summer kickoffs at various library locations throughout the city
- DCPL's popular Author Talk series continued to thrive, featuring engaging discussions with authors such as Prentis Hemphill, Dr. Marc Lamont Hill, Alice Randall, and Tiffany D. Jackson. A special Juneteenth celebration series showcased talks by Nikole Hannah-Jones, Deesha Dyer, Kellie Carter Jackson, and Rodney A. Brooks. Complementing these events, DCPL hosted its annual Find Your Story Writers Festival, themed "There's No Place Like Home: Writing About Place". The festival offered poetry, fiction, and non-fiction workshops led by renowned local writers, further enhancing DCPL's commitment to literary engagement and community education opportunities.



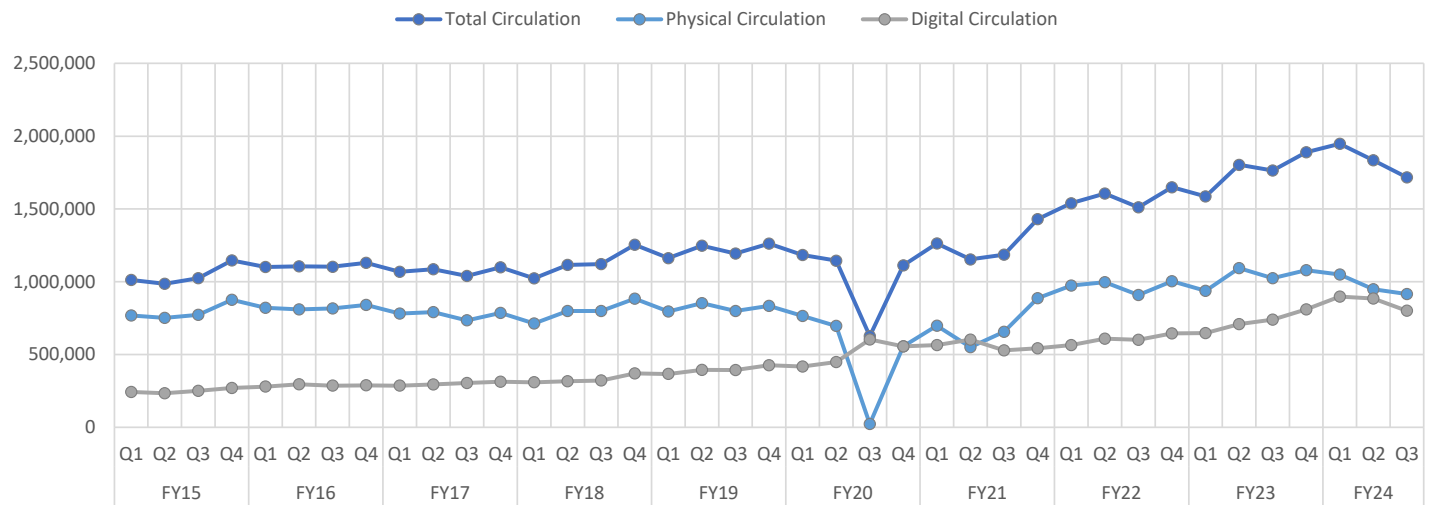
Historic Trends

— Fiscal Quarter Data
 Trend Line



Circulation

Circulation By Fiscal Quarter

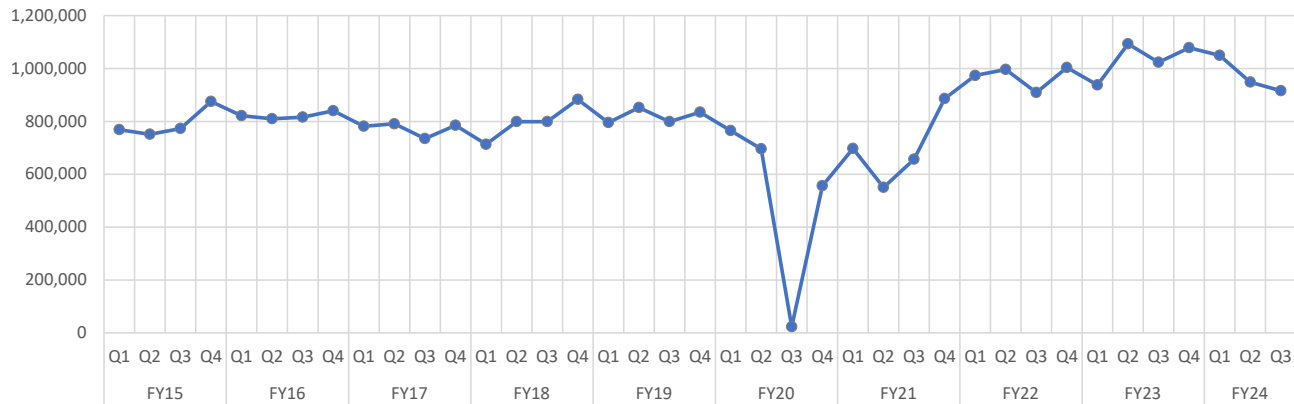


Circulation Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	1,023,328	1,162,307	1,183,530	1,262,874	1,539,123	1,585,553	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	1,716,651
Q4	1,254,210	1,261,579	1,112,667	1,429,900	1,649,091	1,888,838	
Total Circulation	4,514,202	4,864,772	4,067,352	5,032,373	6,304,798	7,041,325	5,498,427
Percent Change		8%	-16%	24%	25%	12%	

Physical Circulation

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



Physical Circulation Summary

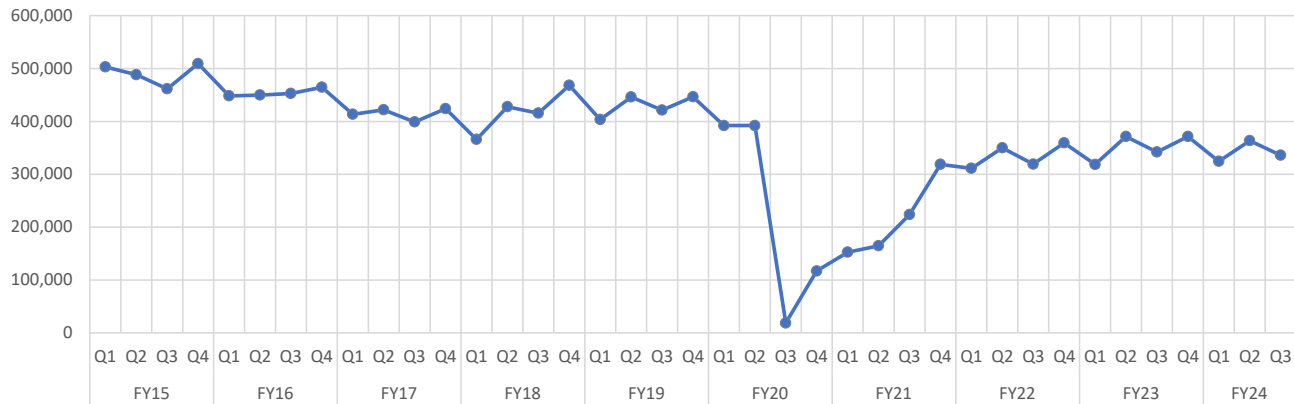
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	713,514	795,592	765,465	697,663	973,881	937,972	1,049,704
Q2	799,013	852,602	696,413	550,554	996,552	1,093,218	948,871
Q3	799,000	799,254	23,153	656,792	909,246	1,024,008	915,820
Q4	883,567	834,867	556,418	886,552	1,003,643	1,079,033	
Total	3,195,094	3,282,315	2,041,449	2,791,561	3,883,322	4,134,231	2,914,395
Percent Change		3%	-38%	37%	39%	6%	

Physical Circulation Q3

Locations	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	9,030	10,039	697	16,283	12,192	15,009	12,199
Bellevue (William O. Lockridge)	8,583	8,707	67	11,837	9,310	8,178	9,776
Benning (Dorothy I. Height)	13,603	11,143	337	11,847	10,522	13,234	9,758
Capitol View	13,292	10,522	48	11,335	12,611	12,273	12,153
Chevy Chase	52,412	47,603	201	40,473	62,833	61,652	56,365
Cleveland Park	44,907	78,747	6,066	60,358	80,763	87,440	70,425
Deanwood	10,708	7,582	15	1,092	6,464	6,957	6,488
Francis Gregory	12,276	13,910	17	13,093	11,670	13,461	11,977
Georgetown	45,472	40,193	276	27,120	36,130	38,118	38,116
Jail Library	17,394	15,923	0	529	3,493	3,335	514
Lamond-Riggs (Lillian J. Huff)	14,494	15,487	26	511	7,485	36,420	30,975
Library Express	5,664	6,440	36	145			
Martin Luther King Jr. Memorial	3,461	2,659	287	28,706	102,638	127,174	124,664
Mt. Pleasant	73,438	64,048	3,310	48,223	52,505	64,814	53,485
Northeast	50,229	50,754	4,027	79,659	62,491	67,735	88,371
Northwest One	9,299	10,529	110	770	4,602	4,429	4,684
Palisades	32,111	32,097	68	18,577	34,223	39,358	34,800
Parklands-Turner	10,264	7,603	53	121	6,269	7,510	5,783
Petworth	42,133	45,143	186	49,661	59,044	58,061	53,756
Rosedale	12,116	10,625	50	474	10,329	9,957	10,474
Shaw (Watha T. Daniel)	49,690	50,346	392	38,061	40,620	43,432	38,834
Shepherd Park (Juanita E. Thornton)	16,474	16,720	1,768	33,322	22,988	24,553	20,235
Southeast	44,884	44,737	247	12,235	41,129	44,992	1,242
Southwest	17,690	12,918	85	8,071	25,505	26,079	28,448
Takoma Park	23,561	20,605	28	1,062	32,708	35,001	35,100
Tenley-Friendship	76,470	68,568	347	57,723	67,108	71,394	65,257
West End	40,021	49,389	2,194	35,101	28,027	44,544	42,060
Woodridge	49,324	46,217	2,215	50,403	65,587	58,898	49,881
Total	799,000	799,254	23,153	656,792	909,246	1,024,008	915,820
Percent Change		0%	-97%	2737%	38%	13%	-11%

Physical First Checkouts

Physical First Checkouts By Fiscal Quarter



Physical First Checkouts Summary

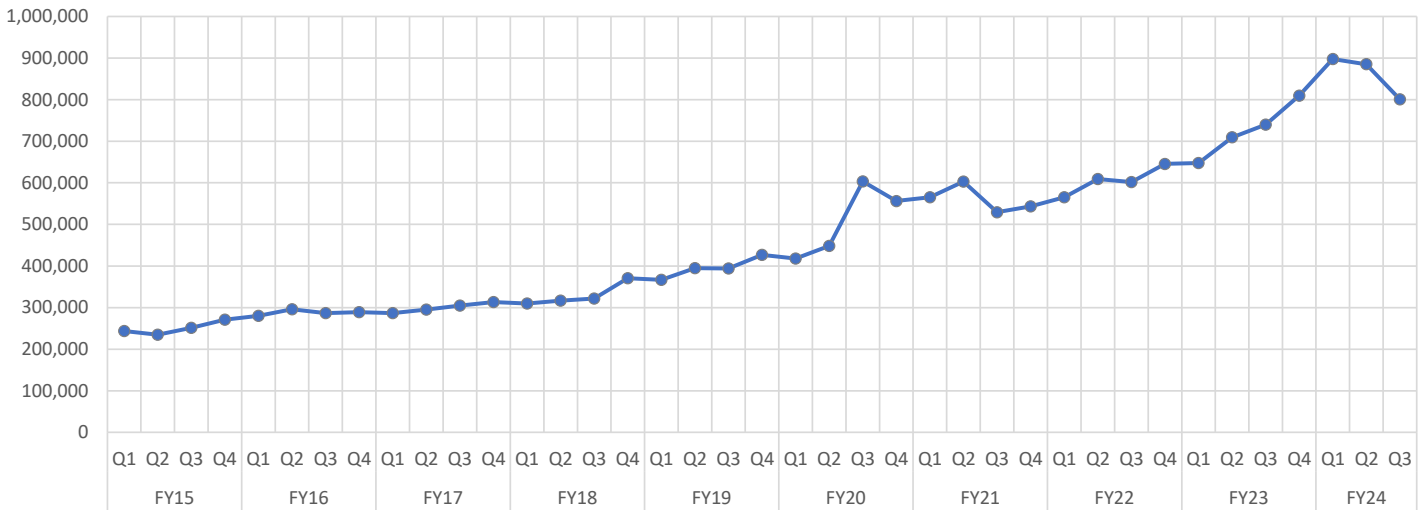
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	366,126	403,515	392,198	152,730	311,249	318,622	324,497
Q2	427,781	446,194	392,184	164,818	349,851	371,518	363,634
Q3	415,768	421,457	18,555	223,768	319,253	342,051	335,916
Q4	468,301	446,473	117,018	318,792	359,424	371,399	
Total	1,677,976	1,717,639	919,955	860,108	1,339,777	1,403,590	1,024,047
Percent Change		2%	-46%	-7%	56%	5%	

Physical First Checkouts Q3

Locations	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	5,273	6,986	619	3,091	3,252	3,220	3,743
Bellevue (William O. Lockridge)	5,785	5,895	0	1,560	2,622	1,959	2,694
Benning (Dorothy I. Height)	7,665	5,604	282	1,281	2,749	3,515	2,916
Capitol View	4,697	4,996	0	2,366	3,618	3,532	3,807
Chevy Chase	29,470	29,459	0	18,624	23,418	22,620	22,015
Cleveland Park	20,942	41,962	5,614	22,447	27,509	29,365	26,426
Deanwood	7,794	5,372	0	590	1,767	2,125	1,813
Francis Gregory	7,665	7,547	0	2,064	3,918	4,192	4,333
Georgetown	23,220	21,092	0	9,823	14,761	13,800	15,772
Jail Library	2,769	3,032	0	265	722	650	512
Lamond-Riggs (Lillian J. Huff)	9,497	8,909	0	65	3,324	11,235	10,577
Library Express	3,577	3,743	0				
Martin Luther King Jr. Memorial	2,330	10	0	10,607	32,413	34,750	37,527
Mt. Pleasant	32,696	29,069	2,982	13,175	17,762	21,650	19,415
Northeast	24,958	27,396	3,458	29,525	23,490	24,739	34,694
Northwest One	4,204	5,653	0	27	1,409	1,373	1,535
Palisades	19,646	17,829	0	7,093	12,737	14,015	13,208
Parklands-Turner	5,013	4,121	0	61	1,520	2,005	1,577
Petworth	23,634	26,388	0	17,322	21,966	20,468	20,710
Rosedale	6,731	6,893	0	80	3,562	3,849	4,079
Shaw (Watha T. Daniel)	23,795	24,945	0	10,733	14,172	14,146	14,477
Shepherd Park (Juanita E. Thornton)	9,686	8,956	1,675	11,106	8,845	10,168	8,348
Southeast	24,766	25,643	0	6,020	16,806	16,889	360
Southwest	9,879	6,684	0	4,908	8,906	9,040	11,070
Takoma Park	13,853	12,003	0	54	12,138	12,904	14,082
Tenley-Friendship	41,328	36,412	0	22,261	25,326	26,477	26,858
West End	18,969	21,247	1,957	12,438	7,910	14,553	15,154
Woodridge	25,926	23,611	1,968	16,182	22,631	18,812	18,214
Total	415,768	421,457	18,555	223,768	319,253	342,051	335,916
Percent Change		1%	-96%	1106%	43%	7%	-2%

Digital Circulation

Digital Circulation By Fiscal Quarter

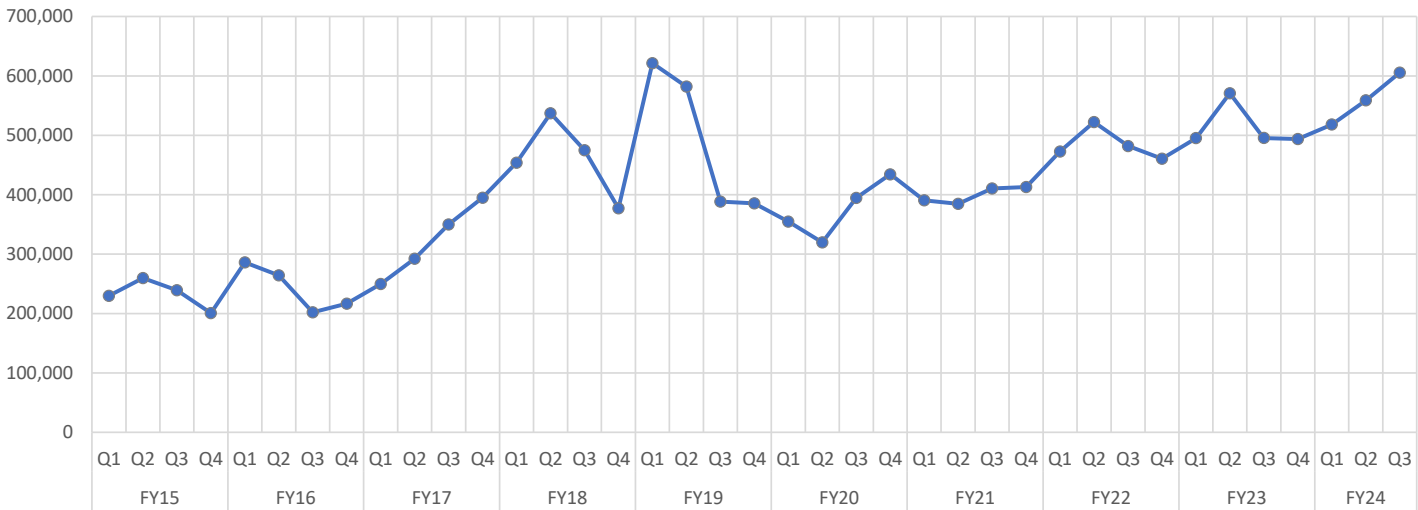


Digital Circulation Summary

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	800,831
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	2,584,032
Percent Change		20%	28%	11%	8%	20%	

Database Usage

Database Usage By Fiscal Quarter

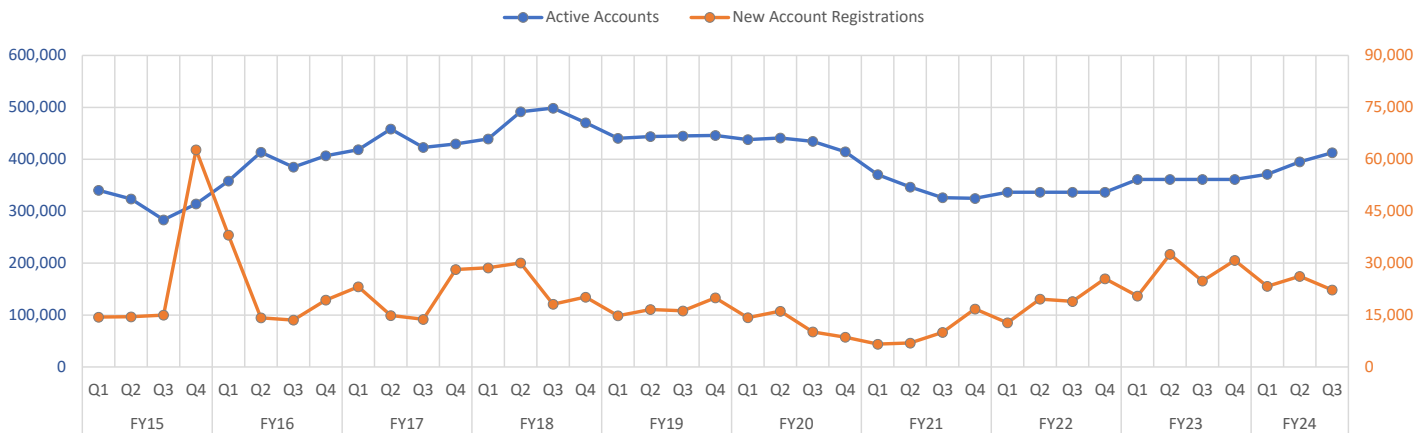


Database Usage Summary

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	558,889
Q3	474,835	388,423	394,641	410,489	481,963	495,563	605,679
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	1,682,728
Percent Change		7%	-24%	6%	21%	6%	

Active Accounts

Accounts By Fiscal Quarter



Active Accounts Summary

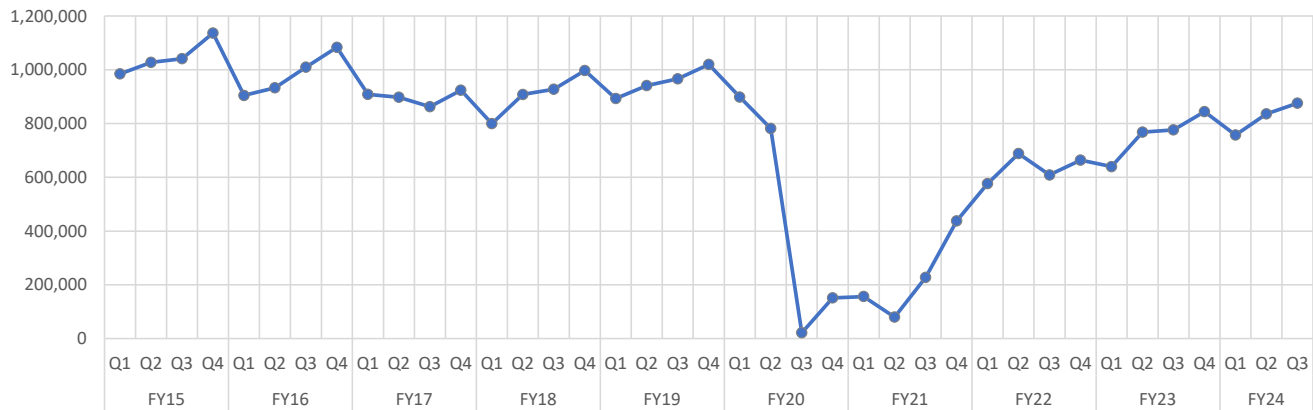
Quarter	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	340,389	358,106	418,598	439,213	440,471	437,962	370,465			371,231
Q2	323,628	413,650	458,368	491,518	443,759	440,971	346,670			395,120
Q3	283,407	384,992	422,946	498,436	444,948	434,683	326,097			412,707
Q4	314,186	406,801	429,742	470,477	446,000	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	22,251
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	71,761
Percent Change		-20%	-6%	21%	-30%	-27%	-18%	91%	41%	

Gate Count

Gate Count By Fiscal Quarter



Gate Count Summary

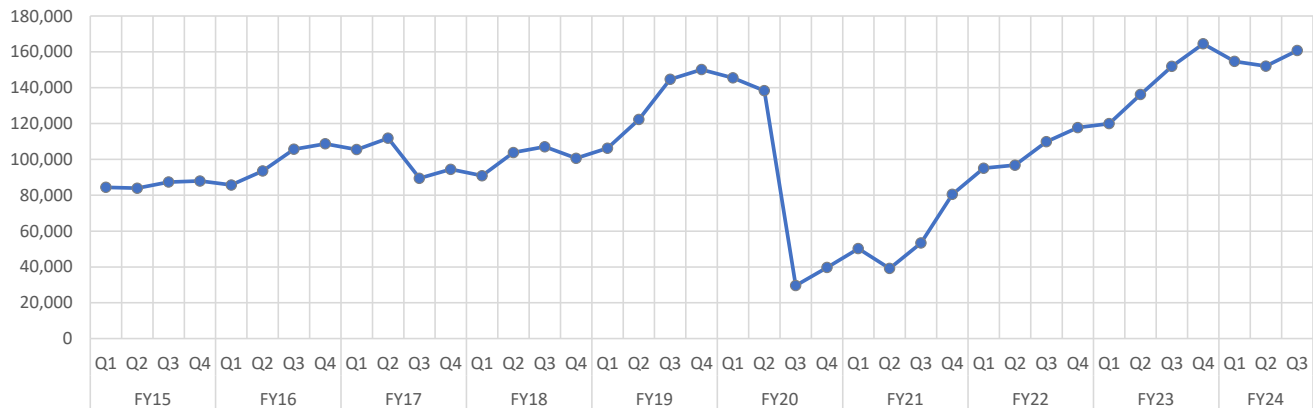
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	799,622	893,037	898,430	156,418	576,334	639,620	757,425
Q2	908,160	941,174	781,659	79,780	688,302	767,963	835,905
Q3	927,637	966,060	21,443	227,583	608,567	776,257	875,758
Q4	997,120	1,019,734	151,169	437,924	663,810	844,018	
Total	3,632,539	3,820,005	1,852,701	901,705	2,537,013	3,027,858	2,469,088
Percent Change		5%	-52%	-51%	181%	19%	

Gate Count Q3

Locations	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	39,401	43,770	2,945	10,651	17,045	26,233	24,878
Bellevue (William O. Lockridge)	25,641	27,954	98	5,564	11,141	13,103	12,254
Benning (Dorothy I. Height)	50,927	47,551	518	9,065	20,869	25,728	28,496
Capitol View	17,861	22,774	50	6,948	16,781	17,755	20,135
Chevy Chase	38,477	37,998	121	8,080	20,156	23,696	25,802
Cleveland Park	21,240	63,081	3,486	16,616	51,491	41,529	53,185
Deanwood	22,826	22,529	101	1,115	8,270	11,811	9,833
Francis Gregory	28,523	28,702	13	5,298	9,785	12,532	13,925
Georgetown	34,937	36,448	118	8,233	20,836	25,118	29,596
Lamond-Riggs (Lillian J. Huff)	24,979	27,911	79	903	8,434	26,837	32,304
Library Express	25,752	26,595	229				
Martin Luther King Jr. Memorial				24,123	99,063	173,527	195,296
Mt. Pleasant	62,302	60,619	3,441	14,384	44,353	36,187	48,693
Northeast	39,952	42,239	2,822	15,102	20,599	26,786	35,586
Northwest One	25,364	21,867	36	132	9,929	13,071	14,128
Palisades	26,901	25,318	181	7,297	17,690	21,934	24,769
Parklands-Turner	36,967	34,681	103	908	12,091	21,476	28,774
Petworth	45,153	48,015	84	13,216	34,812	30,355	39,886
Rosedale	27,582	24,764	76	1,012	12,562	16,506	21,967
Shaw (Watha T. Daniel)	69,655	63,937	64	12,353	25,894	29,344	38,836
Shepherd Park (Juanita E. Thornton)	27,439	27,310	3,229	9,982	13,273	15,772	18,352
Southeast	41,570	46,552	161	6,490	19,669	28,397	2,036
Southwest	23,701	17,149	75	7,939	27,016	29,611	34,271
Takoma Park	19,433	19,522	527	510	11,812	13,561	15,182
Tenley-Friendship	61,784	46,419	76	16,497	28,981	34,555	38,581
West End	46,807	55,192	2,031	13,966	22,975	35,319	41,518
Woodridge	42,463	47,163	779	11,199	23,040	25,514	27,475
Total	927,637	966,060	21,443	227,583	608,567	776,257	875,758
Percent Change		4%	-98%	961%	167%	28%	13%

Customer Access to Wi-Fi

Customer Access to Wi-Fi By Fiscal Quarter



Customer Access to Wi-Fi Summary

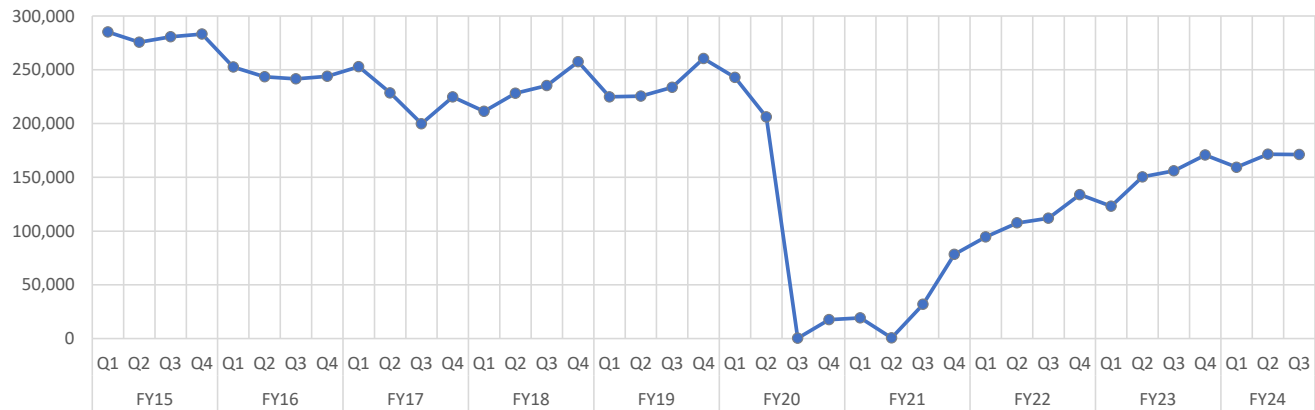
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	90,841	106,211	145,502	50,227	95,048	119,948	154,638
Q2	103,815	122,218	138,341	39,132	96,748	136,201	152,035
Q3	107,013	144,670	29,586	53,316	109,825	151,870	160,748
Q4	100,573	150,151	39,647	80,465	117,731	164,462	
Total	402,242	523,250	353,076	223,140	419,352	572,481	467,421
Percent Change		30%	-33%	-37%	88%	37%	

Customer Access to Wi-Fi Q3

Locations	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	4,616	6,988	1,995	2,257	3,526	4,947	6,698
Bellevue (William O. Lockridge)	2,728	3,748	258	846	1,654	2,214	2,414
Benning (Dorothy I. Height)	6,033	6,722	731	1,304	2,573	3,895	4,172
Capitol View	2,161	3,365	445	981	1,977	2,670	2,073
Chevy Chase	3,849	3,383	437	1,113	1,897	2,420	2,439
Cleveland Park	2,711	13,119	4,299	5,007	7,749	8,332	9,378
Deanwood	1,762	2,260	292	442	978	1,505	1,521
Francis Gregory	2,330	3,089	266	627	1,351	1,941	2,299
Georgetown	5,827	6,996	1,412	2,216	4,970	5,556	5,463
Lamond-Riggs (Lillian J. Huff)	2,111	2,942	404	366	1,182	5,023	5,450
Library Express	2,833	2,754	630				
Martin Luther King Jr. Memorial				11,026	28,976	44,338	45,621
Mt. Pleasant	6,730	8,749	1,957	2,842	5,536	7,540	8,475
Northeast	4,328	4,478	1,017	1,517	2,375	3,472	4,095
Northwest One	1,696	2,225	365	259	1,141	1,367	1,496
Palisades	2,287	3,019	194	726	1,887	2,609	2,863
Parklands-Turner	5,986	7,463	3,018	2,359	3,787	4,176	5,520
Petworth	7,353	12,277	4,036	4,801	6,313	7,260	10,036
Rosedale	2,100	2,043	228	739	1,228	1,588	1,944
Shaw (Watha T. Daniel)	9,148	15,197	3,209	3,716	7,675	9,429	10,214
Shepherd Park (Juanita E. Thornton)	2,613	2,826	476	752	1,366	2,154	2,248
Southeast	3,710	4,375	1,637	2,051	4,043	5,096	310
Southwest	2,561	2,113	244	2,096	4,719	5,805	6,987
Takoma Park	1,674	2,034	187	321	1,223	1,694	1,852
Tenley-Friendship	4,269	6,470	143	1,029	3,103	4,596	5,172
West End	10,293	10,510	927	2,318	5,186	7,665	7,408
Woodridge	5,304	5,525	779	1,605	3,410	4,578	4,600
Total	107,013	144,670	29,586	53,316	109,825	151,870	160,748
Percent Change		35%	-80%	80%	106%	38%	6%

Computer Sessions

Computer Sessions By Fiscal Quarter



Computer Sessions Summary

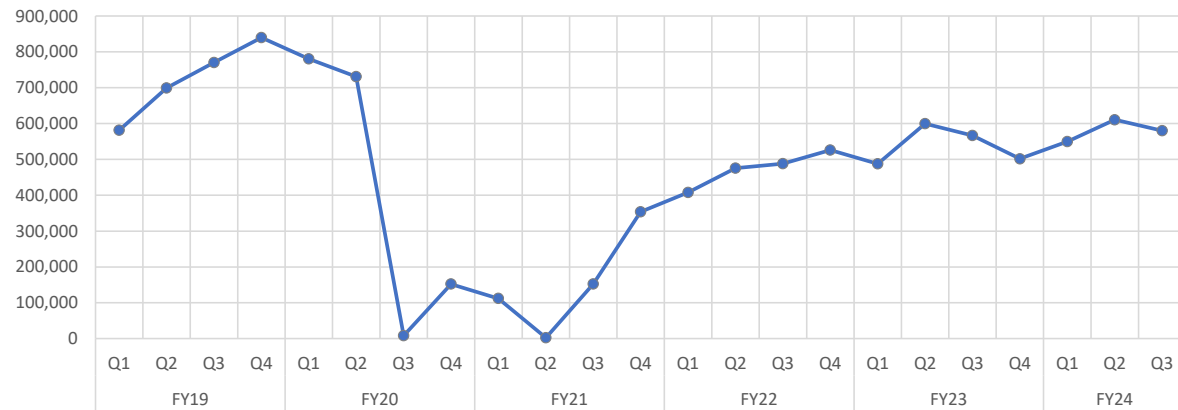
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	211,392	224,809	242,891	19,250	94,590	123,078	159,301
Q2	228,155	225,484	206,174	613	107,606	150,353	171,450
Q3	235,243	233,656	314	31,827	111,927	155,983	171,141
Q4	257,518	260,428	17,589	78,300	133,873	170,663	
Total	932,308	944,377	466,968	129,990	447,996	600,077	501,892
Percent Change		1%	-51%	-72%	245%	34%	

Computer Sessions Q3

Locations	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	11,975	11,788	64	2,044	4,716	5,484	5,457
Bellevue (William O. Lockridge)	12,644	11,694	0	1,465	3,649	4,419	3,926
Benning (Dorothy I. Height)	14,233	13,863	49	1,888	4,932	6,412	6,792
Capitol View	7,315	9,036	0	1,377	4,242	4,840	4,989
Chevy Chase	4,058	4,368	0	743	2,223	3,338	3,468
Cleveland Park	1,936	5,386	14	910	3,341	3,953	4,994
Deanwood	5,476	5,772	0	420	1,834	2,350	2,035
Francis Gregory	9,233	9,570	0	939	2,637	3,917	3,899
Georgetown	6,554	6,568	0	773	3,146	4,158	4,509
Lamond-Riggs (Lillian J. Huff)	7,736	7,523	0	12	1,626	5,750	6,429
Library Express	6,144	5,696	0				
Martin Luther King Jr. Memorial				3,886	16,449	25,663	32,379
Mt. Pleasant	13,469	12,737	34	1,619	7,451	7,928	10,643
Northeast	8,767	8,439	28	1,434	2,979	4,318	5,562
Northwest One	10,300	7,518	0	0	2,835	3,012	3,268
Palisades	1,215	1,568	0	182	1,206	1,694	1,775
Parklands-Turner	11,712	11,948	0	75	4,332	7,548	7,339
Petworth	12,318	13,359	0	1,757	5,652	7,120	8,925
Rosedale	6,757	6,861	0	51	2,317	3,613	3,830
Shaw (Watha T. Daniel)	19,064	16,035	0	2,631	5,872	7,115	8,671
Shepherd Park (Juanita E. Thornton)	7,986	7,917	32	1,634	4,035	4,735	5,196
Southeast	8,318	8,810	0	577	3,983	5,059	68
Southwest	8,014	5,241	0	935	4,396	6,807	7,300
Takoma Park	4,777	4,652	0	0	1,836	2,780	2,800
Tenley-Friendship	9,651	9,254	0	1,785	5,194	6,253	6,692
West End	12,214	13,859	44	2,376	3,791	8,701	11,913
Woodridge	13,377	14,194	49	2,314	7,253	9,016	8,282
Total	235,243	233,656	314	31,827	111,927	155,983	171,141
Percent Change		-1%	-100%	10036%	252%	39%	10%

Pages Printed

Pages Printed By Fiscal Quarter



Pages Printed Summary

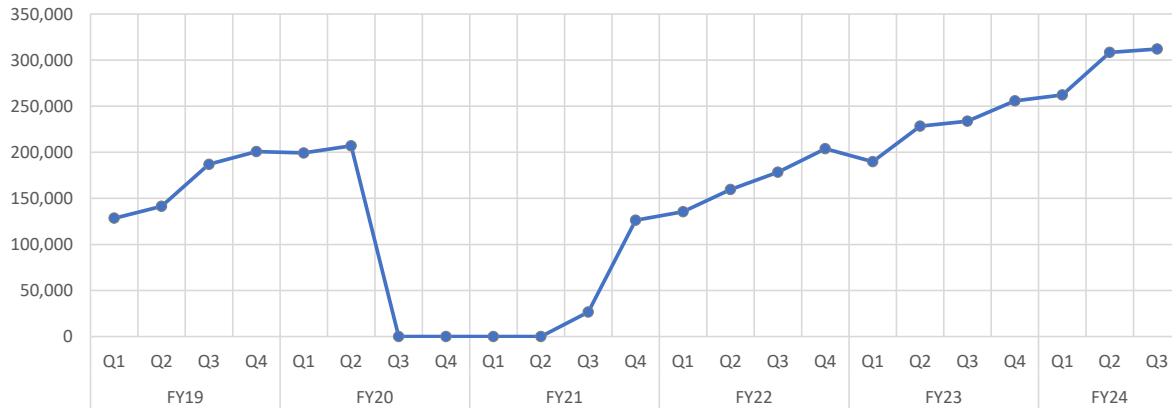
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	581,424	780,639	111,971	407,703	487,592	549,487
Q2	699,080	731,013	2,418	475,570	599,639	610,573
Q3	770,156	8,027	152,347	488,097	566,511	580,112
Q4	839,799	152,199	353,467	526,053	501,639	
Total	2,890,459	1,671,878	620,203	1,897,423	2,155,381	1,740,172
Percent Change		-42%	-63%	206%	14%	

Pages Printed Q3

Locations	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	27,354	805	11,352	16,086	14,293	18,145
Bellevue (William O. Lockridge)	43,038	0	10,423	17,951	16,884	18,307
Benning (Dorothy I. Height)	49,907	1,161	8,889	21,566	26,222	25,640
Capitol View	35,314	0	10,221	20,015	22,987	23,661
Chevy Chase	18,436	0	6,446	22,015	17,964	17,354
Cleveland Park	18,720	1,073	4,628	20,662	15,402	17,472
Deanwood	17,233	0	2,258	6,443	7,797	7,021
Francis Gregory	42,783	0	6,972	18,431	19,073	21,083
Georgetown	22,895	0	2,740	11,394	14,237	14,387
Lamond-Riggs (Lillian J. Huff)	29,256	0	22	6,485	24,871	28,038
Library Express	14,691	0				
Martin Luther King Jr. Memorial			17,320	59,735	65,381	55,670
Mt. Pleasant	34,990	712	8,037	25,237	35,268	49,153
Northeast	29,177	1,141	7,349	12,302	19,943	22,765
Northwest One	14,087	0	0	10,935	13,034	10,587
Palisades	6,747	0	1,189	4,101	5,808	5,982
Parklands-Turner	46,196	0	5,010	15,289	21,036	21,192
Petworth	45,117	0	4,532	21,744	28,641	30,813
Rosedale	13,461	0	43	8,864	14,866	10,165
Shaw (Watha T. Daniel)	41,842	0	12,331	22,186	20,530	23,495
Shepherd Park (Juanita E. Thornton)	29,417	1,730	12,214	22,334	19,870	19,843
Southeast	31,908	0	3,295	21,071	22,616	3,266
Southwest	20,380	0	4,850	23,296	25,494	30,779
Takoma Park	21,044	0	0	9,680	15,114	14,189
Tenley-Friendship	26,418	0	1,272	22,692	22,469	24,996
West End	35,347	334	8,848	8,623	20,578	26,938
Woodridge	54,398	1,071	2,106	38,960	36,133	39,171
Total	770,156	8,027	152,347	488,097	566,511	580,112
Percent Change		-99%	1798%	220%	16%	2%

Pages Copied

Pages Copied By Fiscal Quarter



Pages Copied Summary

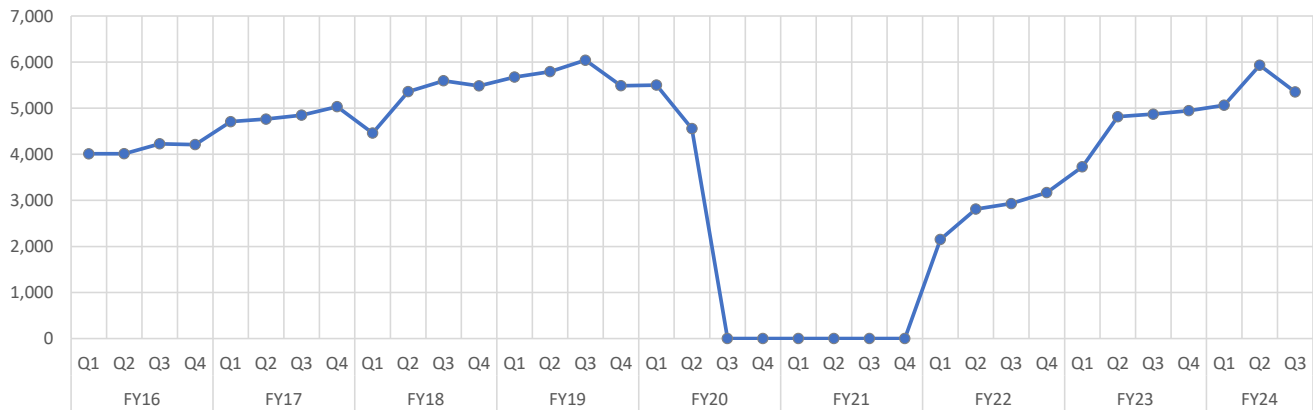
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	128,485	199,226	0	135,435	189,790	262,185
Q2	141,317	206,971	0	159,583	228,332	308,308
Q3	186,897	0	26,646	178,339	233,710	312,113
Q4	200,715	0	126,297	203,790	255,702	
Total	657,414	406,197	152,943	677,147	907,534	882,606
Percent Change		-38%	-62%	343%	34%	

Pages Copied Q3

Locations	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	7,721	0	1,536	5,286	4,226	8,649
Bellevue (William O. Lockridge)	10,003	0	1,750	5,610	5,503	7,792
Benning (Dorothy I. Height)	15,218	0	1,906	12,500	14,369	24,861
Capitol View	7,429	0	1,382	8,208	9,260	13,471
Chevy Chase	4,783	0	511	4,848	6,110	5,534
Cleveland Park	7,081	0	1,385	6,625	9,548	9,455
Deanwood	4,124	0	1,175	4,823	5,571	5,113
Francis Gregory	8,484	0	1,592	7,859	14,008	14,805
Georgetown	4,683	0	180	3,748	6,156	10,283
Lamond-Riggs (Lillian J. Huff)	8,828	0	4	2,391	10,375	13,390
Library Express	3,414	0				
Martin Luther King Jr. Memorial			1,308	13,621	23,682	56,817
Mt. Pleasant	6,486	0	840	6,547	9,800	13,228
Northeast	4,730	0	978	6,129	5,968	9,551
Northwest One	2,993	0	0	3,893	4,795	5,584
Palisades	1,547	0	884	3,470	3,697	4,347
Parklands-Turner	9,228	0	216	9,064	12,060	11,206
Petworth	12,552	0	1,674	7,325	9,428	10,495
Rosedale	3,212	0	35	6,398	8,142	13,620
Shaw (Watha T. Daniel)	9,403	0	1,684	8,900	10,981	12,422
Shepherd Park (Juanita E. Thornton)	7,231	0	1,328	10,170	7,101	9,469
Southeast	7,878	0	918	8,318	7,754	422
Southwest	3,487	0	1,051	7,324	8,333	9,468
Takoma Park	6,347	0	0	4,765	7,902	8,393
Tenley-Friendship	5,552	0	949	6,190	5,985	7,165
West End	6,185	0	842	1,811	5,313	9,455
Woodridge	18,298	0	2,518	12,516	17,643	17,118
Total	186,897	0	26,646	178,339	233,710	312,113
Percent Change		-100%	#DIV/0!		31%	34%

Meeting Room Bookings

Meeting Room Bookings By Fiscal Quarter



Meeting Room Bookings Summary

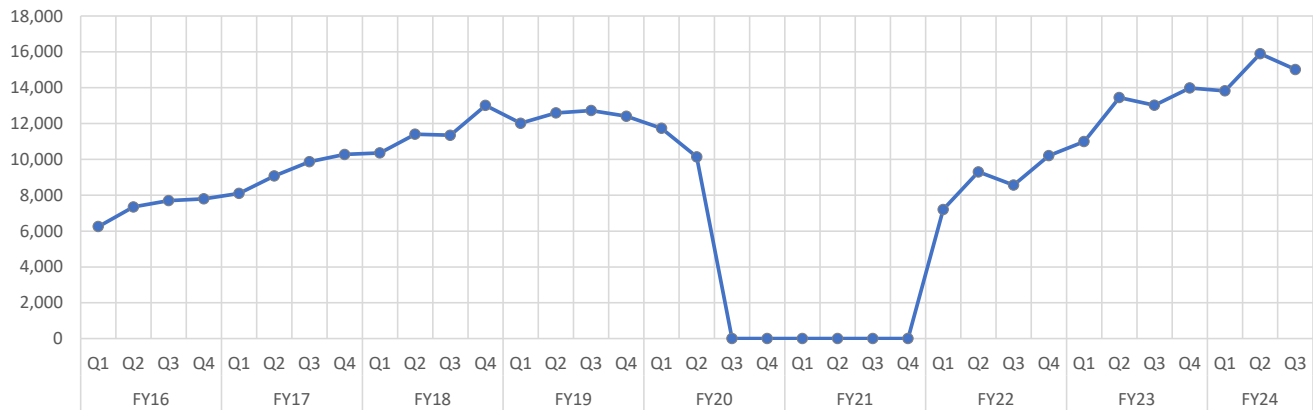
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	4,460	5,674	5,500	0	2,150	3,728	5,064
Q2	5,358	5,794	4,557	0	2,809	4,815	5,933
Q3	5,594	6,041	0	0	2,928	4,870	5,352
Q4	5,483	5,486	0	0	3,166	4,945	
Total	20,895	22,995	10,057	0	11,053	18,358	16,349
Percent Change		10%	-56%	-100%		66%	

Meeting Room Bookings Q3

Locations	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	470	574	0	0	82	125	165
Bellevue (William O. Lockridge)	250	232	0	0	58	55	56
Benning (Dorothy I. Height)	672	476	0	0	73	108	93
Capitol View	114	624	0	0	67	116	74
Chevy Chase	122	118	0	0	9	16	30
Cleveland Park	35	249	0	0	85	171	181
Deanwood							
Francis Gregory	296	351	0	0	84	102	191
Georgetown	201	227	0	0	51	88	87
Lamond-Riggs (Lillian J. Huff)	306	446	0	0		102	124
Library Express	247	34	0				
Martin Luther King Jr. Memorial				0	1,560	2,374	2,691
Mt. Pleasant	471	415	0	0	89	157	193
Northeast	237	198	0	0	35	84	80
Northwest One	0	3	0	0			
Palisades	50	129	0	0	49	118	144
Parklands-Turner							
Petworth	487	303	0	0	70	105	148
Rosedale							
Shaw (Watha T. Daniel)	265	243	0	0	96	152	114
Shepherd Park (Juanita E. Thornton)	378	292	0	0	249	260	308
Southeast	66	110	0	0	11	32	
Southwest	18				65	114	123
Takoma Park	133	99	0	0	3	22	26
Tenley-Friendship	152	139	0	0	127	338	339
West End	274	376	0	0	27	126	105
Woodridge	350	403	0	0	38	105	80
Total	5,594	6,041	0	0	2,928	4,870	5,352
Percent Change		8%	-100%			66%	10%

Study Room Bookings

Study Room Bookings By Fiscal Quarter



Study Room Bookings Summary

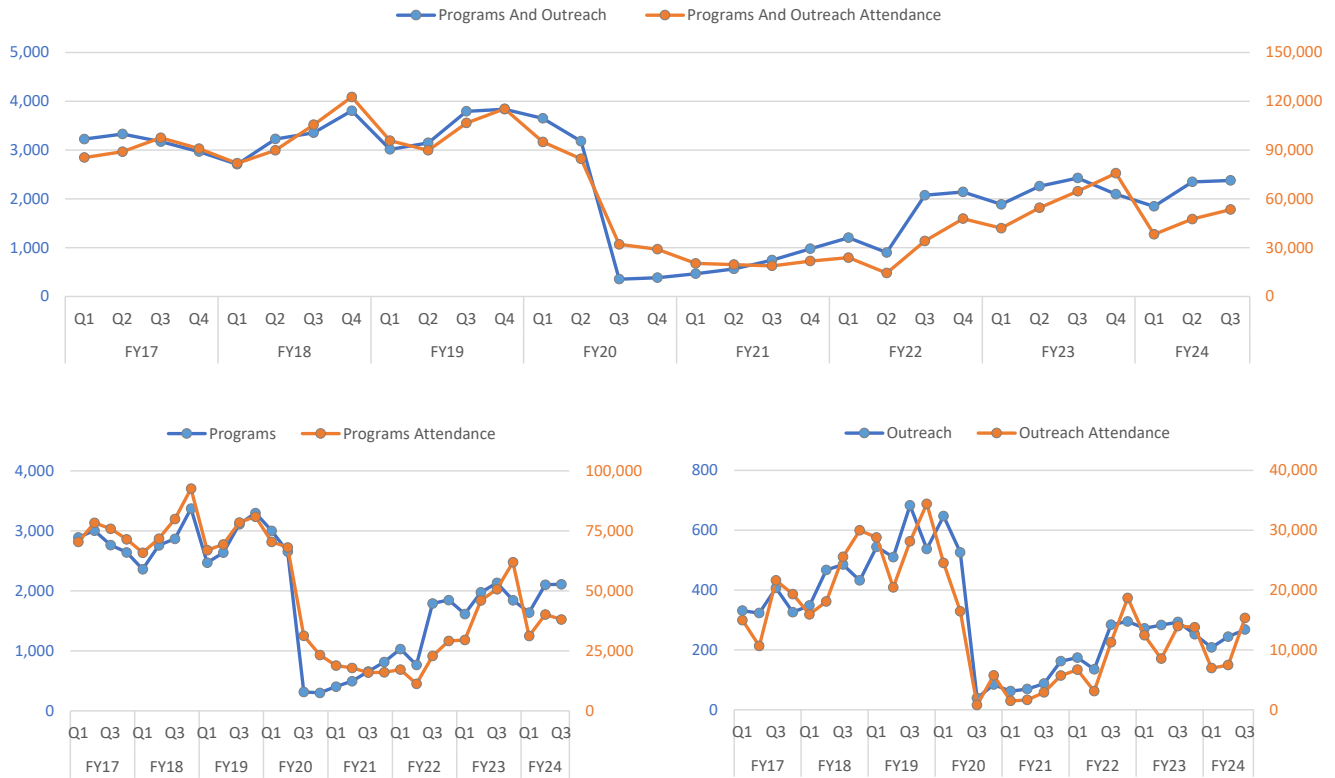
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	10,359	12,014	11,733	0	7,200	10,992	13,822
Q2	11,401	12,594	10,139	0	9,301	13,446	15,896
Q3	11,344	12,728	0	0	8,561	13,021	15,016
Q4	13,013	12,407	0	0	10,208	13,981	
Total	46,117	49,743	21,872	0	35,270	51,440	44,734
Percent Change		8%	-56%	-100%		46%	

Study Room Bookings Q3

Locations	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Anacostia	503	667	0	0	318	388	577
Bellevue (William O. Lockridge)	276	143	0	0	185	201	220
Benning (Dorothy I. Height)	1,064	1,084	0	0	423	682	795
Capitol View	595	467	0	0	161	411	446
Chevy Chase							
Cleveland Park	120	1,235	0	0	736	903	1,056
Deanwood							
Francis Gregory	370	446	0	0	129	229	373
Georgetown	471	548	0	0	260	440	444
Lamond-Riggs (Lillian J. Huff)	154	188	0	0	16	1,212	1,361
Library Express	218	83	0				
Martin Luther King Jr. Memorial				0	1,454	1,772	1,985
Mt. Pleasant	693	654	0	0	515	630	688
Northeast	755	721	0	0	339	564	659
Northwest One							
Palisades	139	216	0	0	489	569	666
Parklands-Turner							
Petworth	475	484	0	0	360	377	421
Rosedale							
Shaw (Watha T. Daniel)	1,749	1,541	0	0	717	942	1,070
Shepherd Park (Juanita E. Thornton)	654	604	0	0	290	266	314
Southeast							
Southwest	143	100			516	727	869
Takoma Park							
Tenley-Friendship	1,445	1,584	0	0	725	995	1,099
West End	1,091	1,165	0	0	411	1,009	1,124
Woodridge	429	798	0	0	517	704	849
Total	11,344	12,728	0	0	8,561	13,021	15,016
Percent Change		12%	-100%			52%	15%

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	1,847
Q2	3,227	3,149	3,181	564	901	2,260	2,348
Q3	3,355	3,795	354	744	2,075	2,427	2,378
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	6,573
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	38,169
Q2	89,893	89,815	84,591	19,565	14,373	54,542	47,595
Q3	105,564	106,657	32,055	18,818	34,121	64,703	53,466
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	139,230
Percent Change		2%	-41%	-67%	49%	97%	

Programs And Outreach Q3

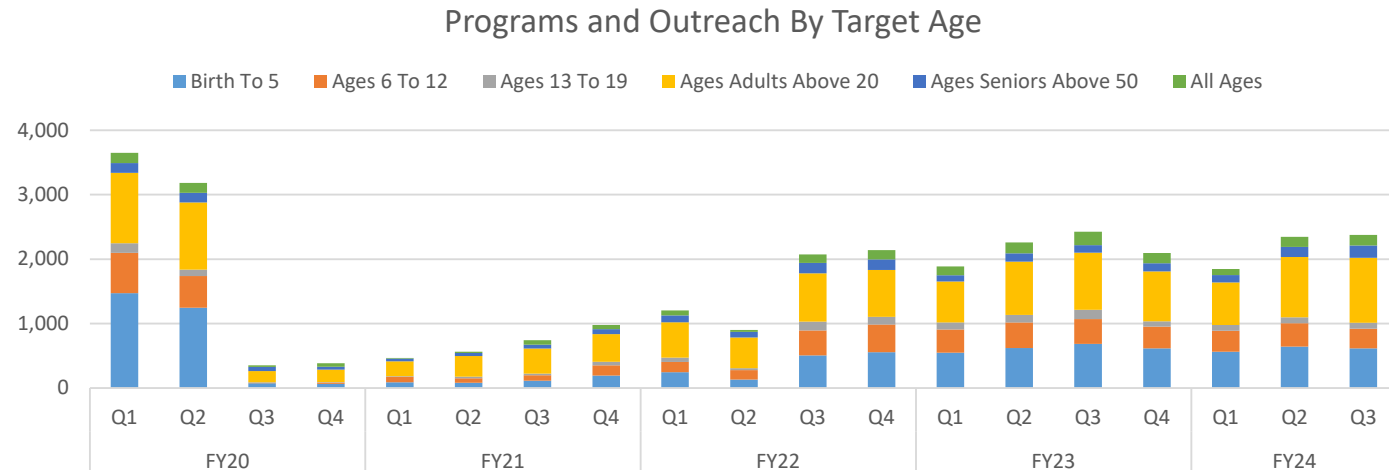
	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Programs	2,870	3,112	315	657	1,791	2,134	2,110
Outreach	485	683	39	87	284	293	268
Programs And Outreach Total	3,355	3,795	354	744	2,075	2,427	2,378
Percent Change		13%	-91%	110%	179%	17%	-2%

Programs And Outreach Attendance Q3

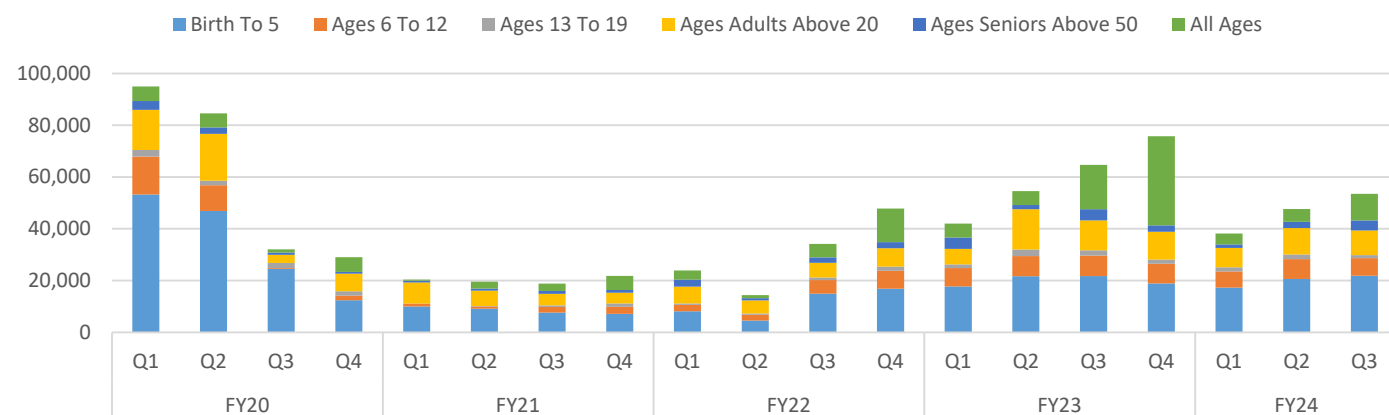
	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Programs Attendance	80,012	78,530	31,283	15,933	22,872	50,735	38,133
Outreach Attendance	25,552	28,127	772	2,885	11,249	13,968	15,333
Programs And Outreach Attendance Total	105,564	106,657	32,055	18,818	34,121	64,703	53,466
Percent Change		1%	-70%	-41%	81%	90%	-17%

Programs and Outreach By Target Age

By Fiscal Quarter



Programs and Outreach By Target Age Attendance

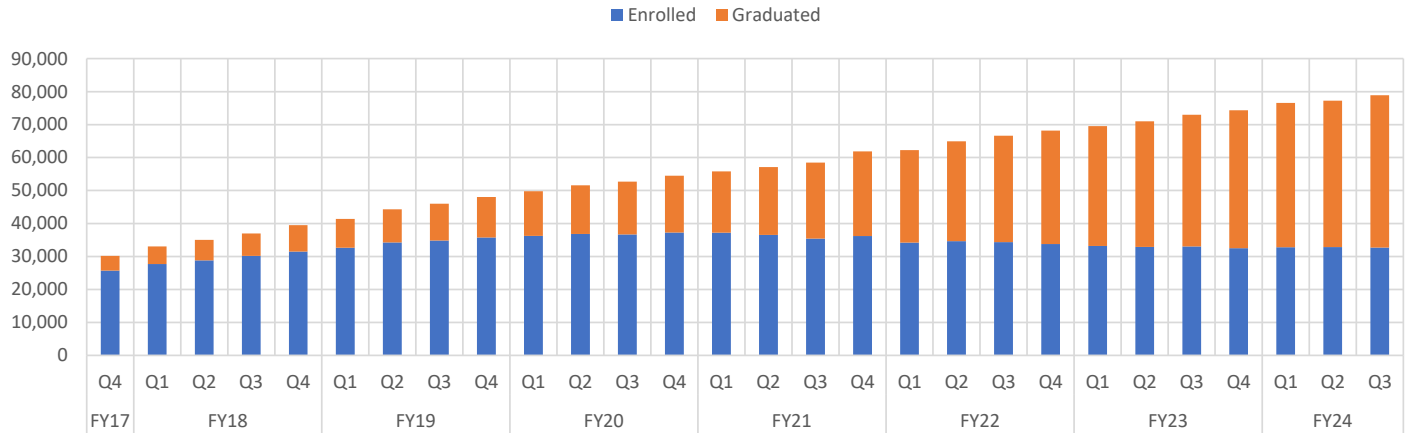


Programs and Outreach by Target Age Q3

	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Birth To 5 Programs And Outreach	74	115	508	685	615
Birth To 5 Attendance	24,519	7,597	14,888	21,713	21,848
Ages 6 To 12 Programs And Outreach	6	84	387	386	307
Ages 6 To 12 Attendance	262	2,199	5,288	7,927	6,768
Ages 13 To 19 Programs And Outreach	10	24	135	144	92
Ages 13 To 19 Attendance	1,978	632	964	2,007	1,192
Ages Adults Above 20 Programs And Outreach	174	391	752	887	1,009
Ages Adults Above 20 Attendance	3,197	4,413	5,731	11,580	9,518
Ages Seniors Above 50 Programs And Outreach	65	60	161	117	190
Ages Seniors Above 50 Attendance	823	1,135	2,092	4,348	3,923
All Ages Programs And Outreach	25	70	132	208	165
All Ages Attendance	1,276	2,842	5,158	17,128	10,217

Books from Birth

Books from Birth By Fiscal Quarter



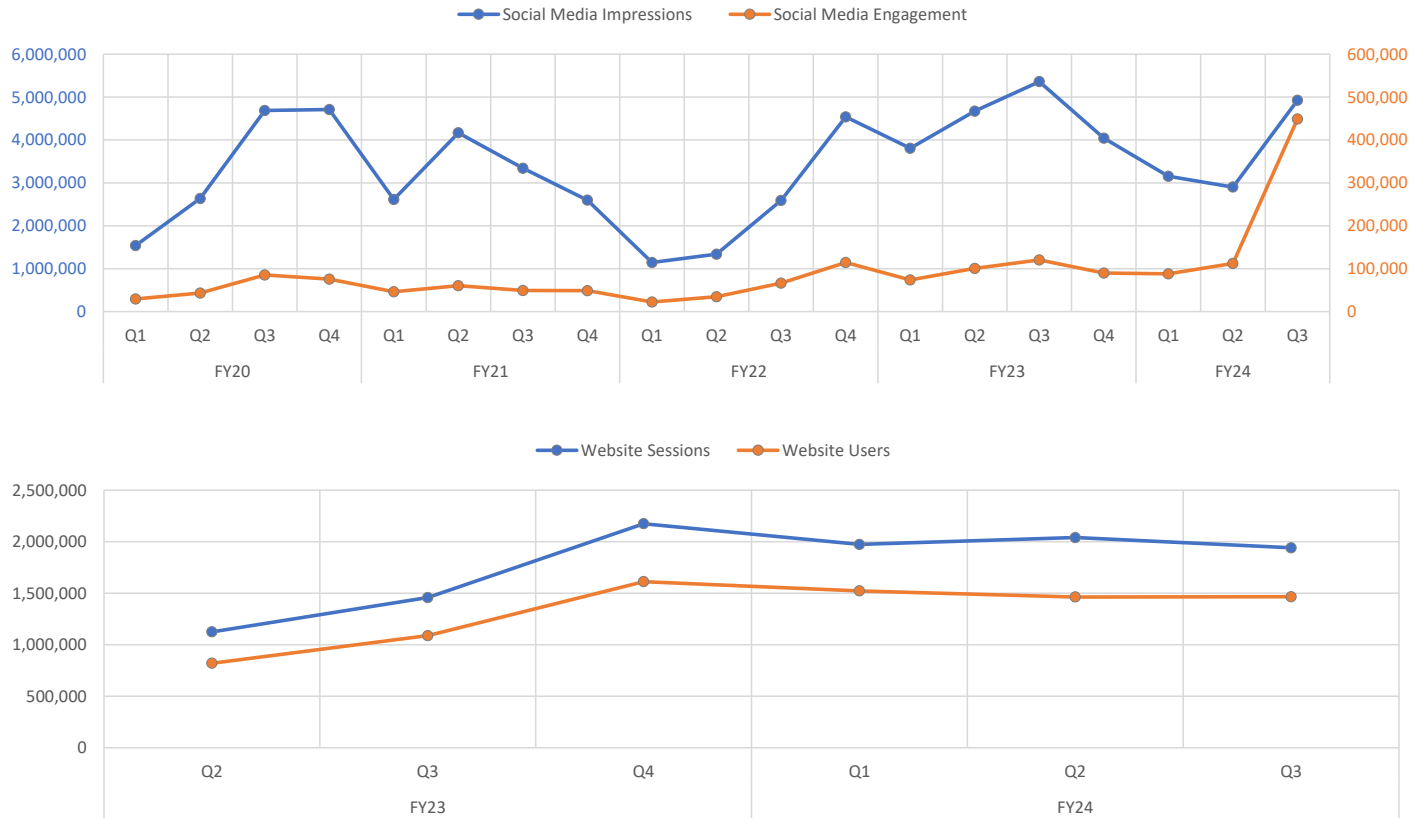
Books from Birth Enrolled and Graduated Summary

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	78,905
Q4	39,505	48,040	54,462	61,837	68,186	74,372	

Books from Birth Q1

	FY18 Q3	FY19 Q3	FY20 Q3	FY21 Q3	FY22 Q3	FY23 Q3	FY24 Q3
Enrolled	30,161	34,813	36,691	35,401	34,330	33,019	32,704
Enrolled Percent Change		15%	5%	-4%	-3%	-4%	-1.0%
Graduated	6,790	11,167	15,988	23,070	32,253	39,990	46,201

Online Engagement



Online Engagement By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2	FY24 Q3
Social Media Impressions	3,807,160	4,672,451	5,359,674	4,041,497	3,153,339	2,902,271	4,924,435
Social Media Engagement	73,667	100,733	120,454	90,006	88,152	112,148	448,732
Social Media Engagement Rate	1.9%	2.2%	2.2%	2.2%	2.8%	3.9%	9.1%
Website Sessions		1,125,259	1,458,092	2,174,710	1,973,759	2,040,725	1,940,824
Website Users		820,507	1,088,046	1,612,811	1,522,410	1,463,589	1,466,098

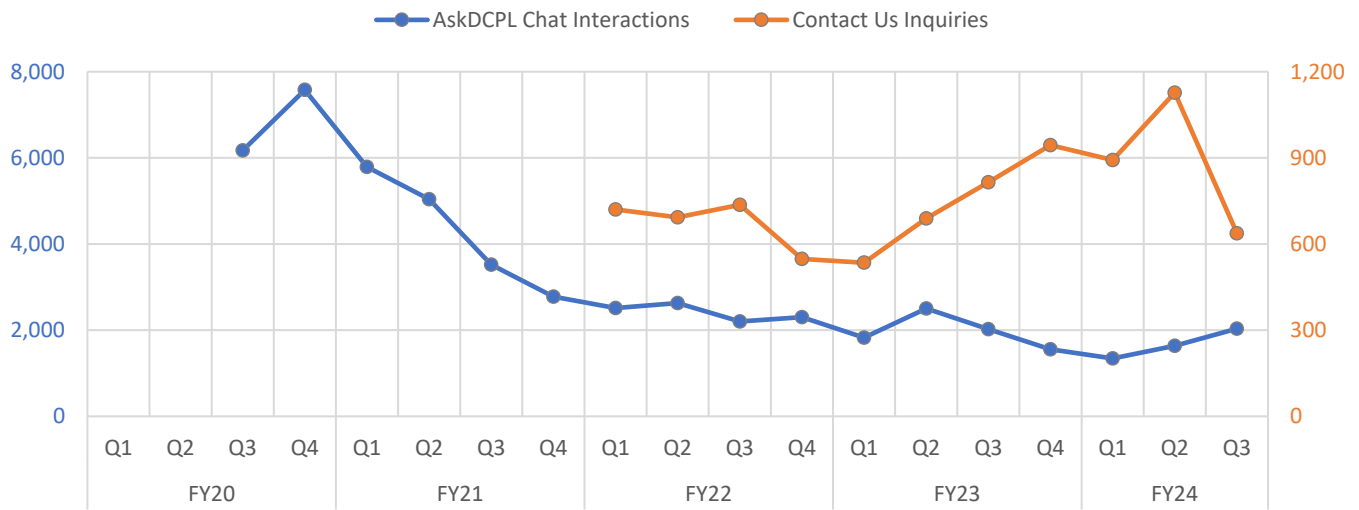
Social Media Impressions Summary

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	4,924,435
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	10,980,045
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	448,732
Q4	75,535	48,970	114,555	90,006	
Total	233,673	204,930	238,060	384,860	649,032
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	2,032
Q4	7,578	2,778	2,300	1,553	
Total	13,750	17,125	9,642	7,901	5,011
Percentage Change		25%	-44%	-18%	

Contact Us Inquiries

Quarter	FY22	FY23	FY24
Q1	720	535	892
Q2	693	689	1,127
Q3	736	815	637
Q4	548	944	
Total	2,697	2,983	2,656
Percentage Change		11%	

Unplanned Closures

Hours of Unplanned Closures By Quarter

Location	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2	FY24 Q3
Anacostia				5.00		8.00	6.00
Bellevue (William O. Lockridge)		1.00	28.00	8.50	1.50	10.00	178.00
Benning (Dorothy I. Height)		0.50	9.50	11.00			1.00
Capitol View		2.00		6.50	0.75	12.50	2.00
Chevy Chase				8.00		19.00	
Cleveland Park				5.00			
Deanwood	1.00					7.50	8.00
Francis Gregory				9.00	1.50	0.50	
Georgetown					1.00		0.50
Lamond-Riggs (Lillian J. Huff)				0.50		0.50	
Martin Luther King Jr. Memorial				2.00			0.50
Mt. Pleasant	5.00			0.50	3.00		0.50
Northeast						4.00	
Northwest One				12.00	11.00	8.00	25.50
Palisades				0.50			
Parklands-Turner	2.00				1.00	8.50	12.00
Petworth							1.50
Rosedale				1.00	9.25	9.00	1.00
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	102.00
Southwest	2.00				0.50	8.00	0.50
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	339.00

Human Resources

Human Resources Summary By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2	FY24 Q3
Vacancy Rate	13.6%	11.1%	10.5%	10.8%	7.6%	7.5%	8.4%
Turnover Rate	3.2%	1.6%	2.6%	5.2%	1.0%	2.0%	3.2%
# Staff on Extended Leave	11	14	20	20	8	20	32
# Staff on Extended Leave Continuing	56	72	77	68	69	50	25
Total Staff on Extended Leave	67	86	97	88	77	70	57

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.

**Performance metrics for the Arthur Capper TechExpress, which opened February 5, 2024, are reported under the Southeast location pending completion of its modernization. Due to its layout, gate count sensors are counting higher numbers that include staff movements within the library facility as well as those entering the space.*

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.