



DC Public Library

LIBRARY SERVICES

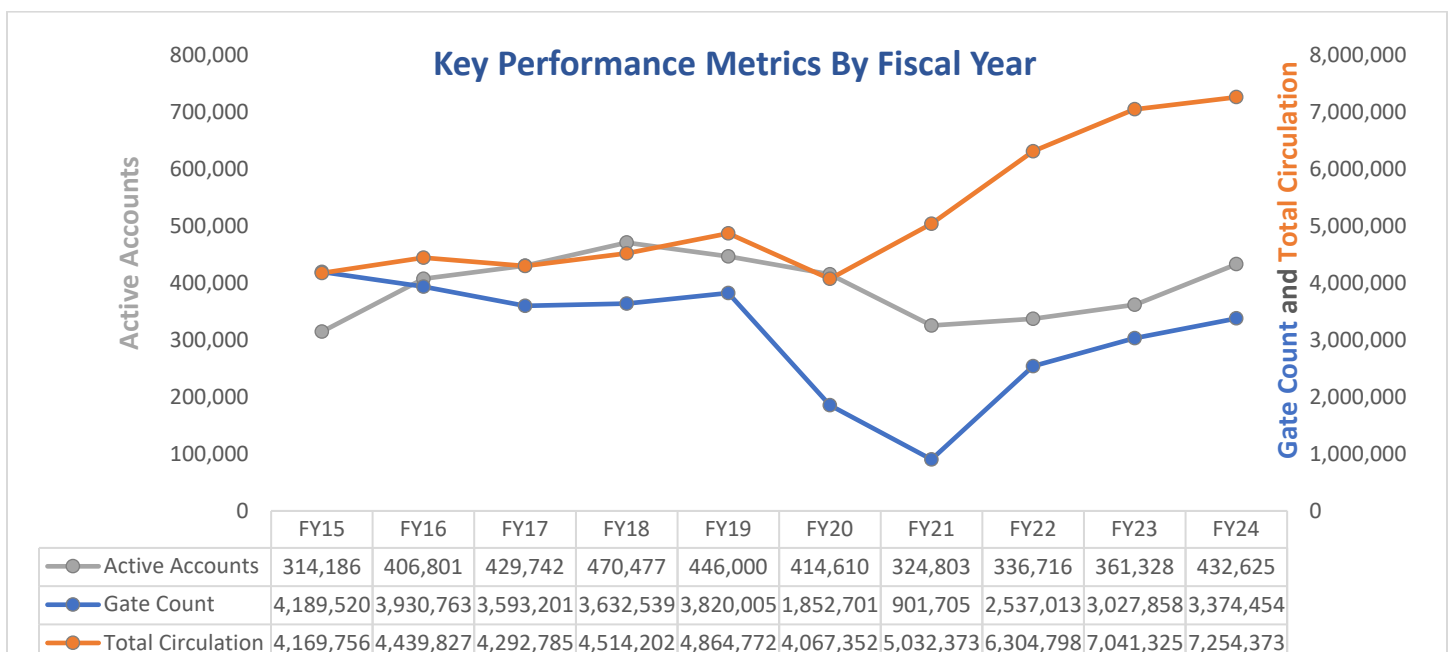
QUARTERLY PERFORMANCE REPORT

Q4 FY24



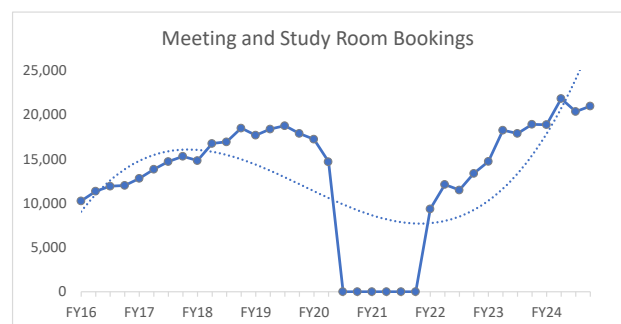
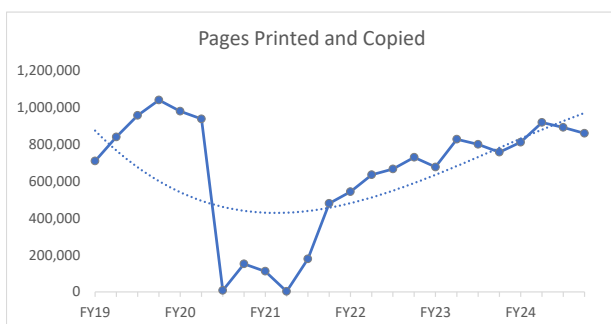
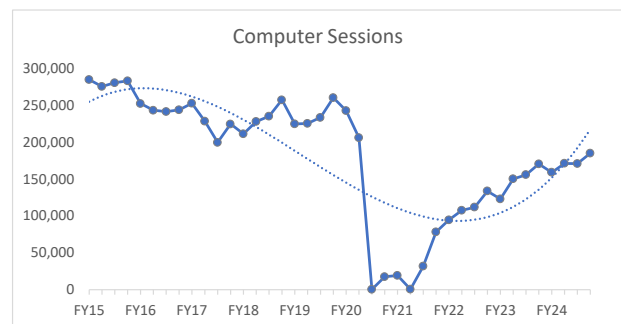
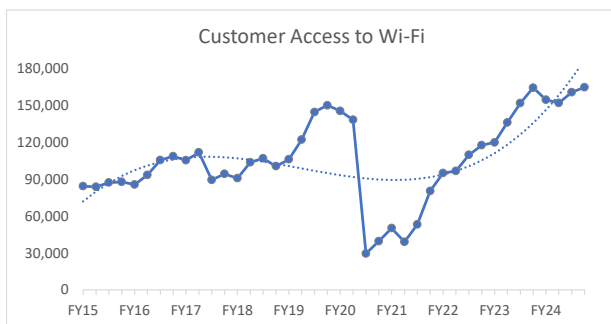
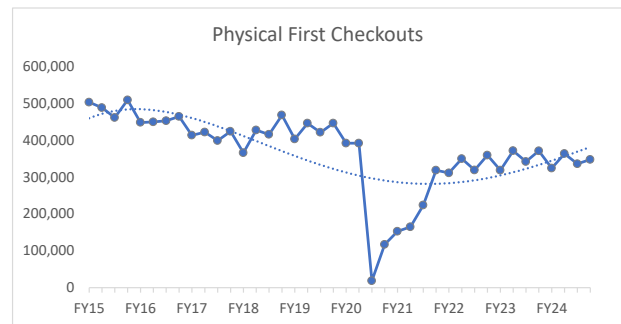
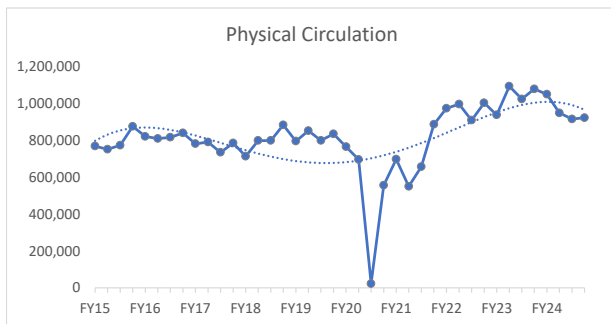
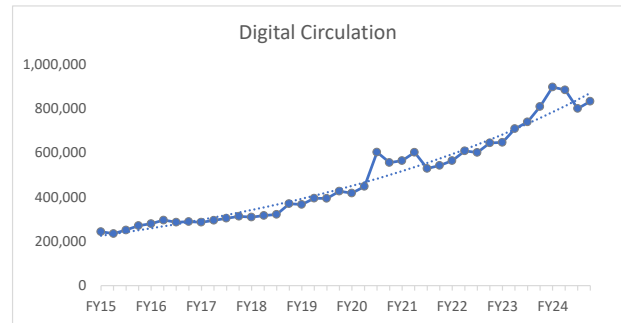
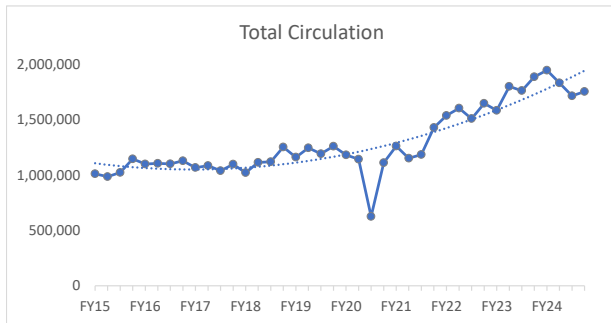
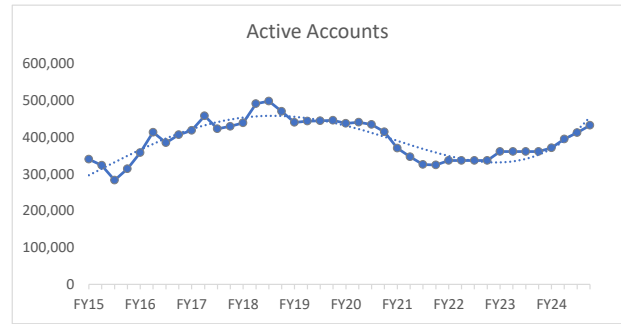
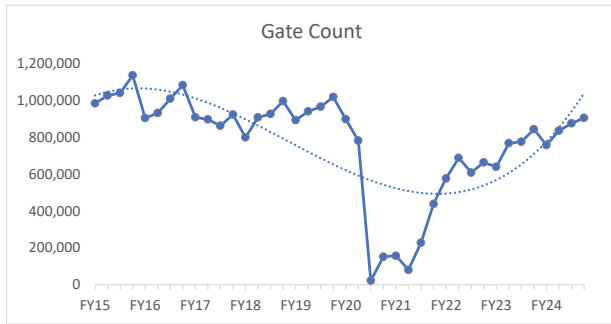
Executive Summary

- This quarter, performance metrics showed strong growth in key service areas compared to the same quarter in FY23. Total Gate Count rose by 7.3%, surpassing 900,000 for the first time since FY19 Q4. Other notable increases included Computer Sessions (up 8.5%), Pages Printed and Copied (up 13.6%), Study Room Bookings (up 9.4%), and Meeting Room Bookings (up 15%).
- Comparing fiscal years, FY24's performance metrics were consistently higher than FY23 in nearly all areas. Total Gate Count increased by 11%, with gains at almost every location. Other services also saw significant year-over-year growth, such as Digital Circulation (up 18%), Database Usage (up 17%), Computer Sessions (up 15%), Pages Printed and Copied (up 14%), Study Room Bookings (up 17%), and Meeting Room Bookings (up 20%). Attendance at Programs and Outreach grew by 11%. Many metrics—including Digital Circulation, Database Usage, Customer Access to Wi-Fi, Pages Copied, and Study Room Bookings—now exceed FY19 levels, reflecting robust service engagement.
- DCPL hosted a variety of high-impact programs and outreach initiatives this quarter. DC Art All Night 2024 was a major highlight, with high attendance across multiple locations including Mt. Pleasant, Benning (Dorothy I. Height), Francis A. Gregory, Georgetown, Tenley-Friendship, Lamond-Riggs (Lillian J. Huff), and MLK. Other successful programs included Back to School events and series of Storytimes for children at various locations, aligning with DCPL's commitment to lifelong learning and community involvement.
- The Author Talk series continued to thrive this quarter, featuring a sold-out discussion by Supreme Court Justice Ketanji Brown Jackson on her book *Lovely One*, which attracted 600 registrants. Other popular author talks were by Jay Ellis, speaking on his book *Did Everyone Have an Imaginary Friend (or Just Me)?* and Poet Laureate Ada Limón, who shared readings from her work focused on nature and its connection to human experience. Each event drew over 300 attendees.
- DCPL also strengthened its community presence through outreach events, aligning with our commitment to community engagement and supporting the District's goal of revitalization. Representing D.C. at the National Book Festival, DCPL connected with approximately 3,000 visitors. DCPL's presence at the DC State Fair and Kid's World helped engage around 6,000 people.



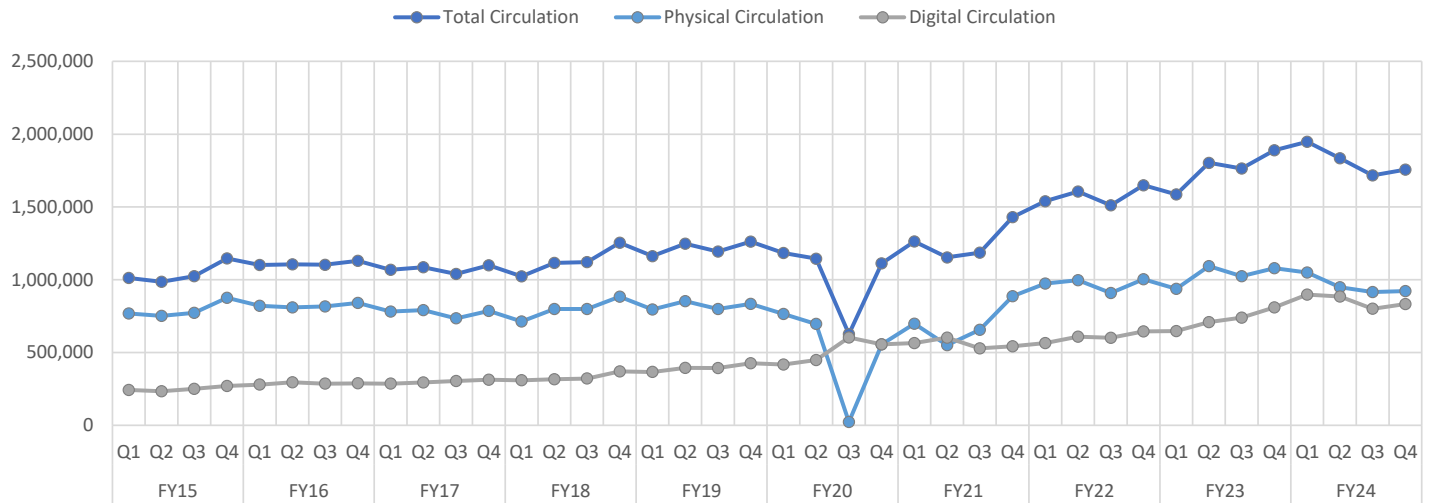
Historic Trends

— Fiscal Quarter Data
 Trend Line



Circulation

Circulation By Fiscal Quarter

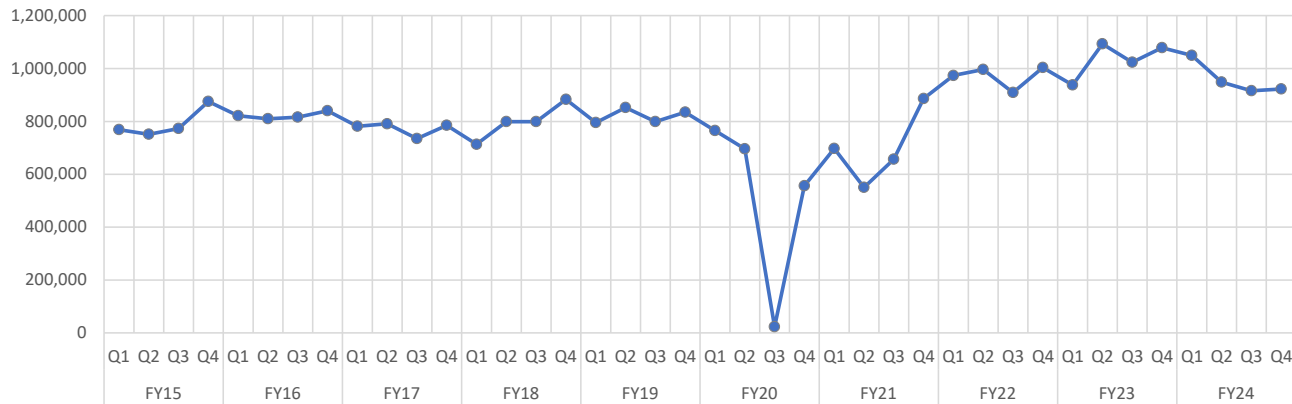


Circulation Summary

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	1,755,946
Total Circulation	4,514,202	4,864,772	4,067,352	5,032,373	6,304,798	7,041,325	7,254,373
Percent Change		8%	-16%	24%	25%	12%	3%

Physical Circulation

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



Physical Circulation Summary

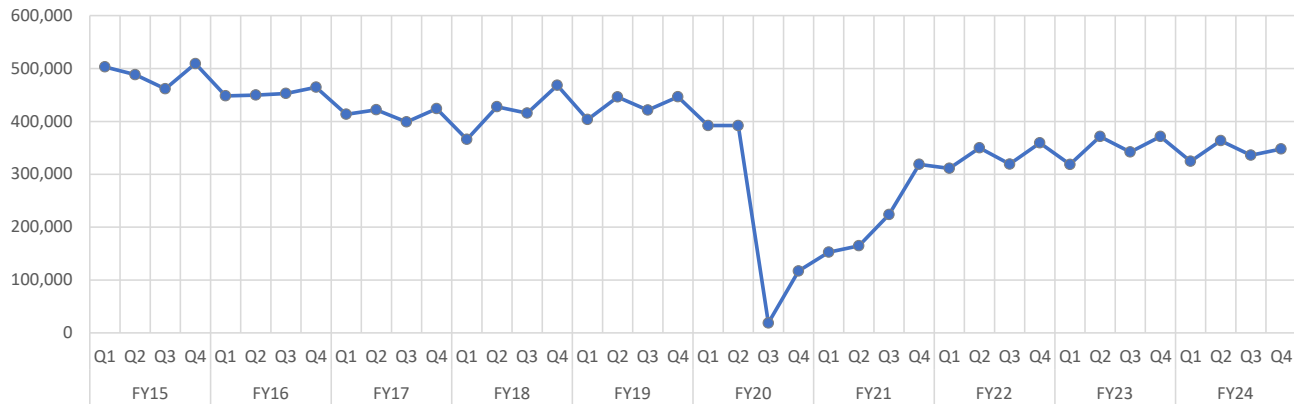
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	713,514	795,592	765,465	697,663	973,881	937,972	1,049,704
Q2	799,013	852,602	696,413	550,554	996,552	1,093,218	948,871
Q3	799,000	799,254	23,153	656,792	909,246	1,024,008	915,820
Q4	883,567	834,867	556,418	886,552	1,003,643	1,079,033	922,485
Total	3,195,094	3,282,315	2,041,449	2,791,561	3,883,322	4,134,231	3,836,880
Percent Change		3%	-38%	37%	39%	6%	-7%

Physical Circulation Q4

Locations	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	11,910	11,283	11,905	13,921	15,276	14,571	10,264
Bellevue (William O. Lockridge)	11,749	9,519	7,128	10,534	10,912	10,682	6,768
Benning (Dorothy I. Height)	15,563	12,555	9,193	11,566	12,853	14,194	10,826
Capitol View	11,014	12,482	7,881	12,771	13,589	12,857	12,572
Chevy Chase	56,031	51,255	25,372	59,142	59,538	65,074	56,386
Cleveland Park	99,215	85,726	68,161	78,519	87,318	88,057	74,143
Deanwood	8,463	6,672	3,178	6,955	7,914	8,561	6,628
Francis Gregory	14,455	13,727	9,788	12,712	12,876	16,642	13,549
Georgetown	43,600	44,334	17,227	35,203	37,253	41,298	36,806
Jail Library	17,870	16,655	8,824	2,030	3,889	2,946	0
Lamond-Riggs (Lillian J. Huff)	16,600	16,656	6,496	5,726	30,066	40,190	32,392
Library Express	5,777	5,651	3,212	30			
Martin Luther King Jr. Memorial	3,485	2,809	1,015	66,373	118,161	142,670	125,688
Mt. Pleasant	72,041	67,484	49,930	49,963	55,768	64,757	51,381
Northeast	54,012	54,340	51,834	74,942	66,548	72,479	89,513
Northwest One	11,618	10,955	4,734	4,433	5,887	4,304	4,413
Palisades	35,330	34,163	14,739	28,148	35,723	39,108	34,925
Parklands-Turner	10,728	9,941	5,279	12,056	6,414	8,998	6,409
Petworth	44,291	44,771	29,688	56,817	58,873	60,138	52,793
Rosedale	12,741	11,832	6,292	10,919	11,671	13,993	11,697
Shaw (Watha T. Daniel)	48,614	50,049	32,605	42,037	45,411	45,025	39,818
Shepherd Park (Juanita E. Thornton)	16,739	21,292	21,877	32,487	23,177	23,783	21,342
Southeast	48,039	47,454	19,607	36,205	44,922	46,622	664
Southwest	18,164	10,922	7,473	28,944	27,768	29,038	29,879
Takoma Park	24,822	5,866	12,330	13,983	34,202	35,761	34,866
Tenley-Friendship	75,079	72,280	48,321	72,969	71,736	73,960	63,978
West End	43,326	55,532	34,462	40,676	42,466	41,887	43,255
Woodridge	52,291	48,662	37,867	66,491	63,432	61,438	51,530
Total	883,567	834,867	556,418	886,552	1,003,643	1,079,033	922,485
Percent Change		-6%	-33%	59%	13%	8%	-15%

Physical First Checkouts

Physical First Checkouts By Fiscal Quarter



Physical First Checkouts Summary

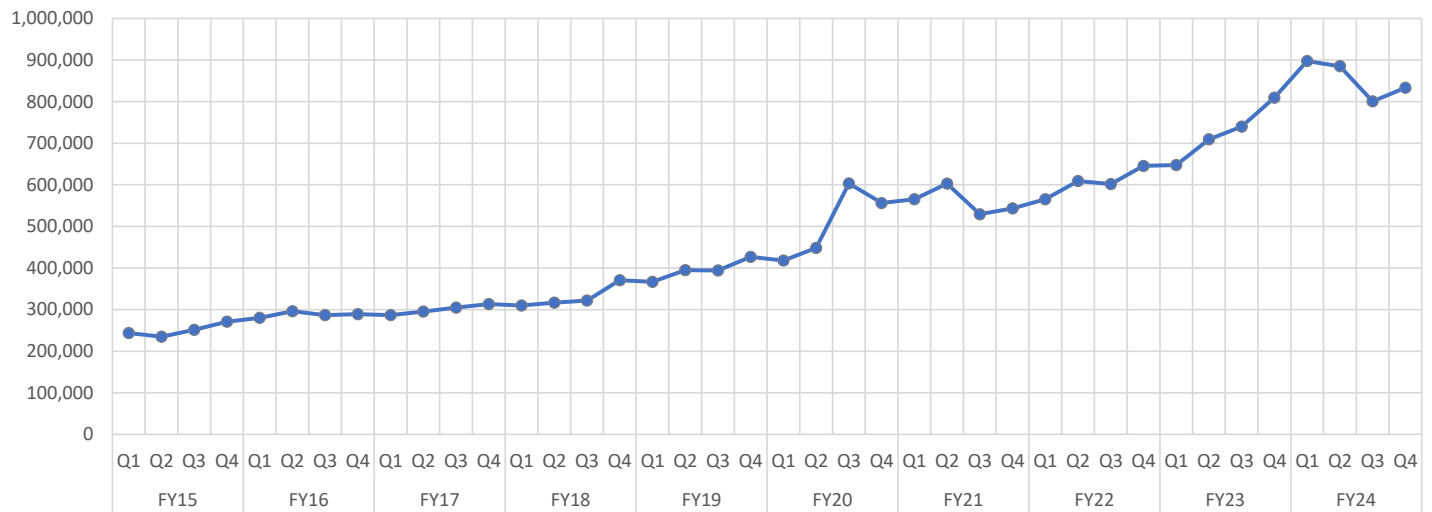
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	366,126	403,515	392,198	152,730	311,249	318,622	324,497
Q2	427,781	446,194	392,184	164,818	349,851	371,518	363,634
Q3	415,768	421,457	18,555	223,768	319,253	342,051	335,916
Q4	468,301	446,473	117,018	318,792	359,424	371,399	347,833
Total	1,677,976	1,717,639	919,955	860,108	1,339,777	1,403,590	1,371,880
Percent Change		2%	-46%	-7%	56%	5%	-2%

Physical First Checkouts Q4

Locations	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	8,435	7,869	3,045	3,758	5,060	3,737	3,316
Bellevue (William O. Lockridge)	7,992	7,103	568	2,410	2,863	2,752	2,138
Benning (Dorothy I. Height)	7,980	6,406	911	2,932	3,343	3,661	3,287
Capitol View	4,308	6,687	1,256	3,857	3,462	3,273	4,399
Chevy Chase	32,182	31,675	0	24,250	22,576	23,890	22,112
Cleveland Park	57,003	45,095	22,254	28,847	31,808	30,104	28,195
Deanwood	5,747	4,608	0	1,800	2,524	2,591	2,014
Francis Gregory	8,264	8,342	1,152	3,680	3,813	5,407	4,698
Georgetown	22,451	22,975	2	13,522	14,548	16,579	16,175
Jail Library	1,505	3,527	0	917	857	503	0
Lamond-Riggs (Lillian J. Huff)	10,885	11,091	6	2,318	12,800	13,058	10,970
Library Express	3,453	2,351	0				
Martin Luther King Jr. Memorial	1	1	355	24,196	37,260	42,167	39,685
Mt. Pleasant	33,076	30,878	13,615	17,335	18,869	22,552	20,179
Northeast	29,234	29,901	18,727	28,027	25,873	26,829	35,559
Northwest One	5,568	5,875	0	909	1,638	1,392	1,650
Palisades	20,761	19,009	0	11,887	14,300	14,761	14,177
Parklands-Turner	5,926	5,284	0	1,407	1,478	2,409	2,062
Petworth	25,892	27,568	6,654	20,912	22,351	22,134	20,286
Rosedale	7,380	7,294	3	2,576	4,004	4,917	4,546
Shaw (Watha T. Daniel)	19,913	24,722	6,033	13,834	16,252	15,240	14,860
Shepherd Park (Juanita E. Thornton)	9,541	13,835	7,399	11,204	8,418	9,120	9,164
Southeast	26,352	28,017	0	13,870	18,510	17,751	261
Southwest	10,950	5,018	0	11,450	10,539	10,542	11,791
Takoma Park	14,655	4	0	6,839	12,796	13,597	14,165
Tenley-Friendship	38,891	40,567	14,334	28,342	27,430	28,001	26,891
West End	21,218	24,937	10,665	14,505	15,196	14,176	15,779
Woodridge	28,738	25,834	10,039	23,208	20,856	20,256	19,474
Total	468,301	446,473	117,018	318,792	359,424	371,399	347,833
Percent Change		-5%	-74%	172%	13%	3%	-6%

Digital Circulation

Digital Circulation By Fiscal Quarter

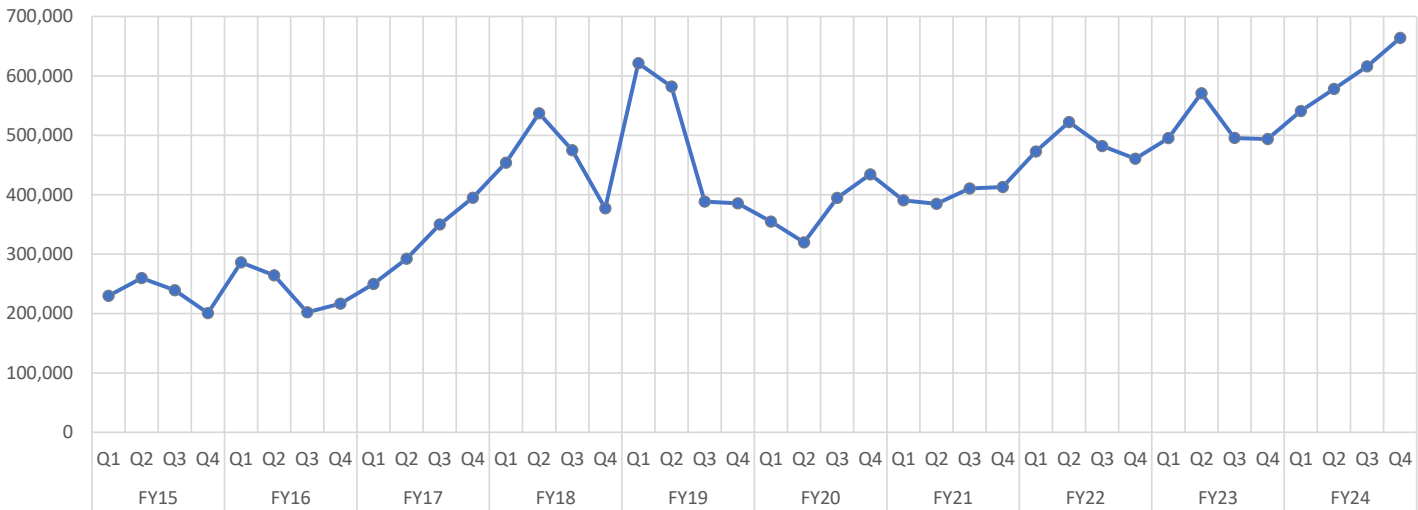


Digital Circulation Summary

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	833,461
Total	1,319,108	1,582,457	2,025,903	2,240,812	2,421,476	2,907,094	3,417,493
Percent Change		20%	28%	11%	8%	20%	18%

Database Usage

Database Usage By Fiscal Quarter

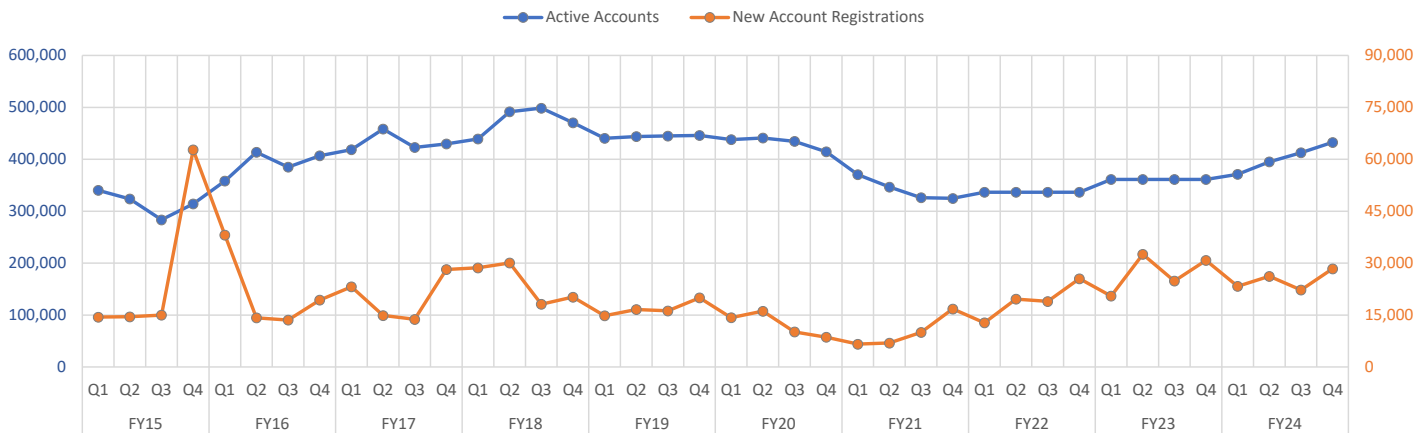


Database Usage Summary

Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	453,924	621,438	354,825	390,553	472,759	495,343	540,980
Q2	537,127	582,142	319,645	384,650	522,352	570,831	578,085
Q3	474,835	388,423	394,641	410,489	481,963	495,563	616,150
Q4	377,043	385,454	434,360	412,857	460,585	493,866	664,014
Total	1,842,929	1,977,457	1,503,471	1,598,549	1,937,659	2,055,603	2,399,229
Percent Change		7%	-24%	6%	21%	6%	17%

Active Accounts

Accounts By Fiscal Quarter



Active Accounts Summary

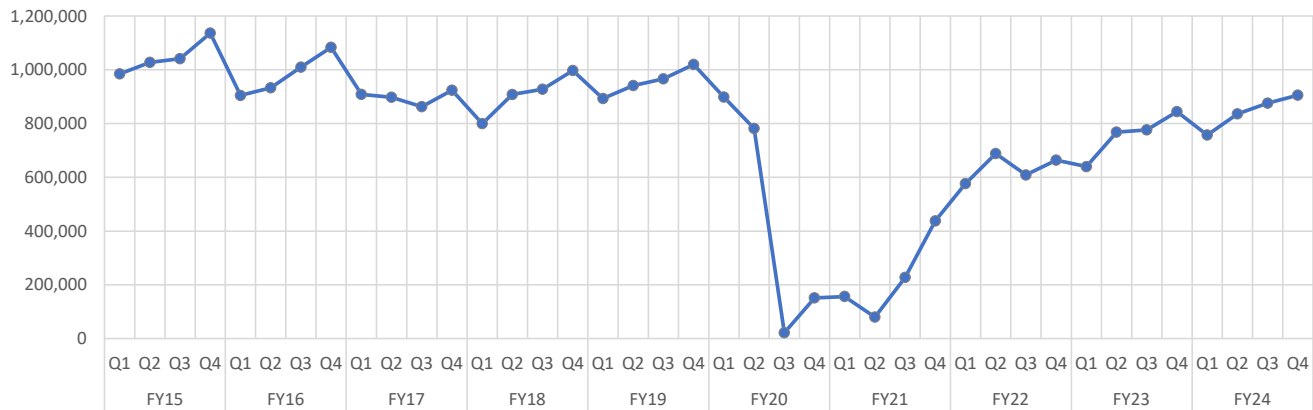
Quarter	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	340,389	358,106	418,598	439,213	440,471	437,962	370,465			371,231
Q2	323,628	413,650	458,368	491,518	443,759	440,971	346,670			395,120
Q3	283,407	384,992	422,946	498,436	444,948	434,683	326,097			412,707
Q4	314,186	406,801	429,742	470,477	446,000	414,610	324,803	336,716	361,328	432,625
End of Year	314,186	406,801	429,742	470,477	446,000	414,610	324,803	336,716	361,328	432,625
Percent Change		29%	6%	9%	-5%	-7%	-22%	4%	7%	20%

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	28,386
Total	106,657	85,231	80,013	97,081	67,645	49,172	40,298	76,853	108,725	100,147
Percent Change		-20%	-6%	21%	-30%	-27%	-18%	91%	41%	-8%

Gate Count

Gate Count By Fiscal Quarter



Gate Count Summary

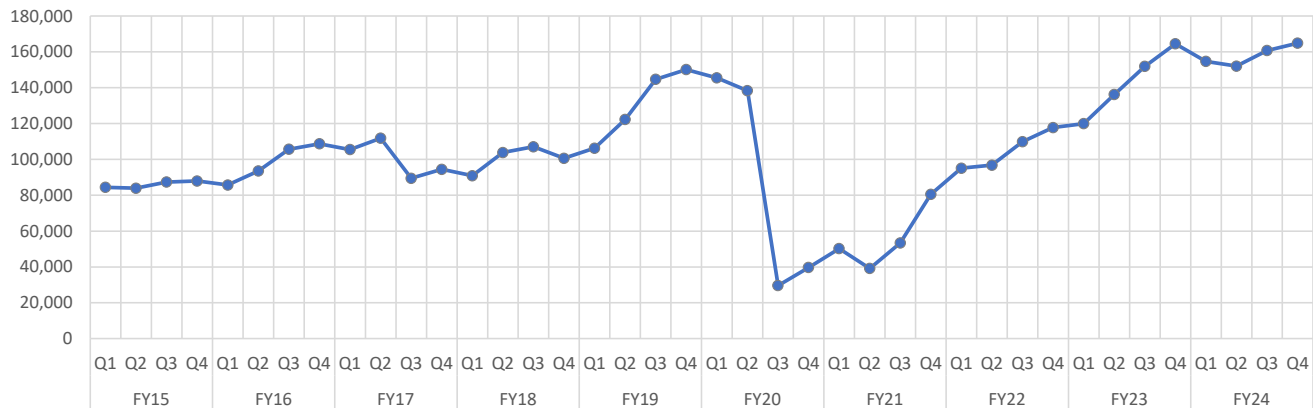
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	799,622	893,037	898,430	156,418	576,334	639,620	757,425
Q2	908,160	941,174	781,659	79,780	688,302	767,963	835,905
Q3	927,637	966,060	21,443	227,583	608,567	776,257	875,758
Q4	997,120	1,019,734	151,169	437,924	663,810	844,018	905,366
Total	3,632,539	3,820,005	1,852,701	901,705	2,537,013	3,027,858	3,374,454
Percent Change		5%	-52%	-51%	181%	19%	11%

Gate Count Q4

Locations	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	47,400	47,474	9,649	13,272	17,965	23,739	23,127
Bellevue (William O. Lockridge)	33,938	31,836	3,974	10,676	13,395	17,894	14,925
Benning (Dorothy I. Height)	50,798	48,108	9,484	27,920	22,895	27,994	34,300
Capitol View	19,159	31,825	5,238	11,287	17,954	19,455	23,376
Chevy Chase	37,534	41,242	135	16,126	20,254	24,687	27,312
Cleveland Park	44,467	65,455	15,899	28,426	45,687	45,319	51,496
Deanwood	25,579	24,674	239	1,435	9,898	12,363	11,720
Francis Gregory	29,136	30,219	3,868	9,209	10,661	13,517	18,019
Georgetown	33,442	36,047	96	15,144	19,760	26,792	29,011
Lamond-Riggs (Lillian J. Huff)	28,138	30,615	0	5,373	21,219	31,868	34,609
Library Express	27,022	28,105	177				
Martin Luther King Jr. Memorial				55,162	113,399	197,337	190,888
Mt. Pleasant	64,238	65,108	14,527	22,893	43,473	39,542	49,396
Northeast	42,063	43,347	16,316	17,196	22,474	28,726	38,546
Northwest One	26,255	24,933	61	4,928	10,435	11,313	12,284
Palisades	26,036	16,824	179	11,712	17,240	22,629	25,789
Parklands-Turner	39,754	38,551	32	8,990	13,566	25,085	27,501
Petworth	44,274	47,463	11,247	19,533	32,193	33,755	38,785
Rosedale	28,691	28,058	41	12,822	13,809	21,581	22,676
Shaw (Watha T. Daniel)	70,625	67,143	9,053	20,957	26,404	32,951	43,223
Shepherd Park (Juanita E. Thornton)	28,686	32,602	10,561	12,333	14,748	16,520	20,085
Southeast	44,698	49,960	232	17,237	26,269	29,419	2,545
Southwest	25,454	9,964	102	17,472	27,064	28,370	34,660
Takoma Park	20,151	0	490	6,263	11,627	13,864	16,273
Tenley-Friendship	63,000	61,135	12,948	25,672	31,726	36,205	42,583
West End	50,020	71,495	12,260	26,066	35,828	35,171	43,471
Woodridge	46,562	47,551	10,962	19,820	23,867	27,922	28,766
Total	997,120	1,019,734	151,169	437,924	663,810	844,018	905,366
Percent Change		2%	-85%	190%	52%	27%	7%

Customer Access to Wi-Fi

Customer Access to Wi-Fi By Fiscal Quarter



Customer Access to Wi-Fi Summary

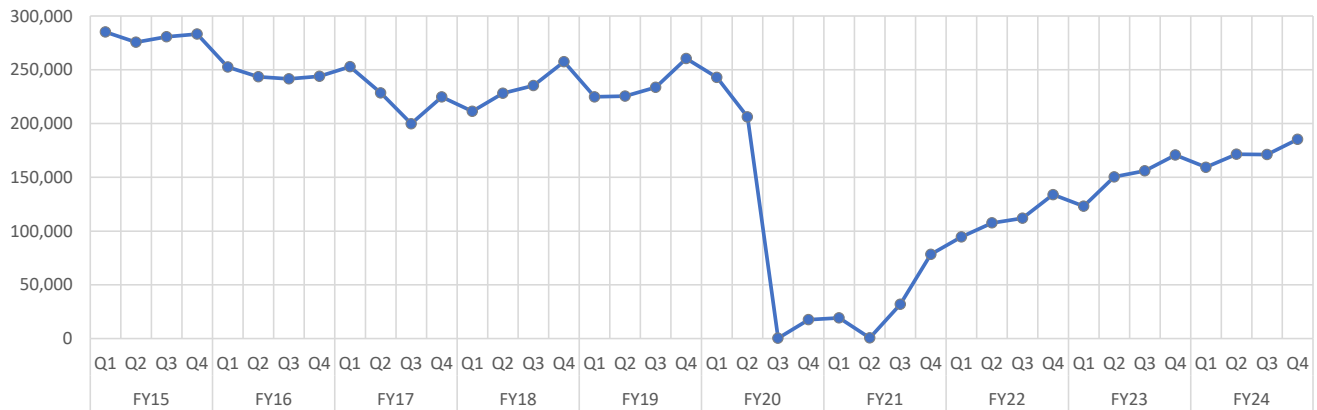
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	90,841	106,211	145,502	50,227	95,048	119,948	154,638
Q2	103,815	122,218	138,341	39,132	96,748	136,201	152,035
Q3	107,013	144,670	29,586	53,316	109,825	151,870	160,748
Q4	100,573	150,151	39,647	80,465	117,731	164,462	164,836
Total	402,242	523,250	353,076	223,140	419,352	572,481	632,257
Percent Change		30%	-33%	-37%	88%	37%	10%

Customer Access to Wi-Fi Q4

Locations	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	4,466	6,762	2,486	2,555	3,676	5,569	6,355
Bellevue (William O. Lockridge)	2,788	4,056	679	1,222	2,035	3,412	2,821
Benning (Dorothy I. Height)	5,771	6,686	1,367	2,493	2,949	4,334	4,419
Capitol View	2,258	3,758	892	1,620	2,126	2,993	3,131
Chevy Chase	2,817	3,530	523	1,520	1,788	2,668	2,397
Cleveland Park	7,925	14,272	5,239	6,574	7,475	9,621	9,706
Deanwood	1,770	2,399	222	804	1,045	1,666	1,856
Francis Gregory	2,504	3,408	571	1,059	1,431	2,102	2,670
Georgetown	4,508	6,656	1,286	2,954	4,187	5,373	5,561
Lamond-Riggs (Lillian J. Huff)	2,107	3,102	317	668	3,701	5,709	5,546
Library Express	2,785	2,685	262				
Martin Luther King Jr. Memorial				18,569	30,770	47,826	47,092
Mt. Pleasant	6,130	9,786	2,703	4,141	6,311	8,199	8,638
Northeast	3,677	4,757	1,605	1,898	2,499	3,714	4,225
Northwest One	1,467	2,158	366	548	943	1,330	1,580
Palisades	1,984	3,043	200	1,172	1,939	2,886	2,703
Parklands-Turner	5,078	7,938	3,294	2,548	4,023	4,398	4,657
Petworth	5,762	12,444	3,450	5,237	5,696	8,559	9,475
Rosedale	1,998	2,725	488	1,232	1,494	2,059	1,877
Shaw (Watha T. Daniel)	8,020	16,257	3,702	5,874	7,606	9,124	11,072
Shepherd Park (Juanita E. Thornton)	2,481	3,164	840	1,165	1,647	2,138	2,245
Southeast	3,367	5,589	1,604	2,947	3,727	5,602	328
Southwest	2,095	735	249	3,620	4,909	6,530	7,339
Takoma Park	1,572	579	259	702	1,194	1,758	1,964
Tenley-Friendship	3,280	6,858	867	2,425	3,438	4,684	5,052
West End	9,146	10,902	1,666	4,226	7,505	7,275	7,479
Woodridge	4,817	5,902	1,517	2,692	3,617	4,933	4,648
Total	100,573	150,151	39,647	80,465	117,731	164,462	164,836
Percent Change		49%	-74%	103%	46%	40%	0%

Computer Sessions

Computer Sessions By Fiscal Quarter



Computer Sessions Summary

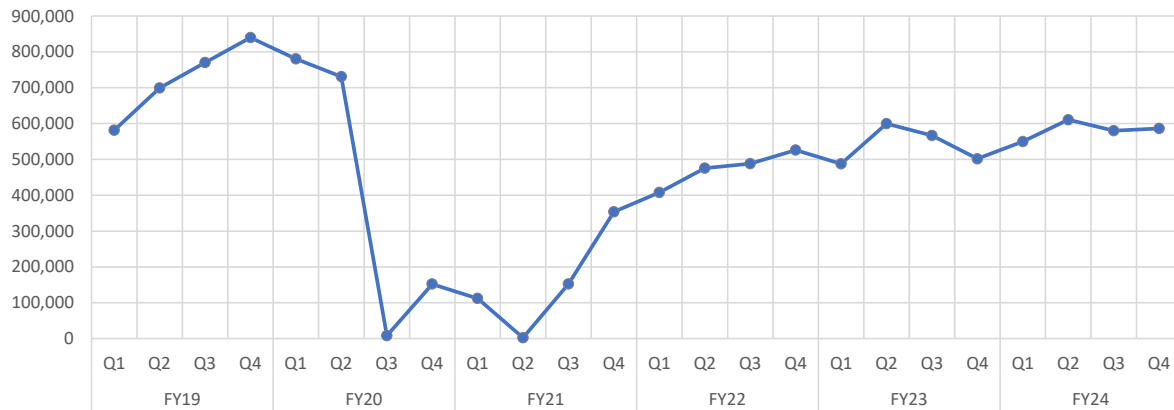
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	211,392	224,809	242,891	19,250	94,590	123,078	159,301
Q2	228,155	225,484	206,174	613	107,606	150,353	171,450
Q3	235,243	233,656	314	31,827	111,927	155,983	171,141
Q4	257,518	260,428	17,589	78,300	133,873	170,663	185,241
Total	932,308	944,377	466,968	129,990	447,996	600,077	687,133
Percent Change		1%	-51%	-72%	245%	34%	15%

Computer Sessions Q4

Locations	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	13,784	13,776	1,669	3,365	5,231	5,118	4,816
Bellevue (William O. Lockridge)	14,495	13,026	889	3,233	4,410	4,797	4,227
Benning (Dorothy I. Height)	14,601	15,488	1,470	4,386	5,514	6,467	8,242
Capitol View	8,549	13,062	1,013	3,242	4,766	5,050	5,477
Chevy Chase	4,244	4,898	0	1,616	2,444	3,418	3,082
Cleveland Park	5,086	6,107	1,060	2,117	4,226	4,527	4,276
Deanwood	5,982	6,350	0	1,577	2,435	2,675	2,667
Francis Gregory	10,523	10,925	719	2,187	3,368	4,044	4,940
Georgetown	6,466	7,459	0	1,794	3,333	4,020	4,782
Lamond-Riggs (Lillian J. Huff)	8,387	8,137	0	969	4,557	6,900	6,710
Library Express	6,189	6,493	0				
Martin Luther King Jr. Memorial				8,357	20,739	29,039	35,775
Mt. Pleasant	14,574	14,313	1,161	3,849	7,165	9,769	11,285
Northeast	9,387	9,222	1,074	2,130	3,124	5,107	5,863
Northwest One	10,682	8,788	0	1,199	2,801	3,217	3,008
Palisades	1,290	1,727	0	520	1,148	1,499	1,860
Parklands-Turner	12,899	14,969	0	3,203	5,284	8,728	8,758
Petworth	12,996	14,509	1,328	3,820	6,402	8,962	9,213
Rosedale	7,047	8,085	0	1,662	2,765	4,221	4,862
Shaw (Watha T. Daniel)	20,132	18,950	1,243	4,842	6,671	7,935	9,771
Shepherd Park (Juanita E. Thornton)	8,364	10,382	1,166	3,601	4,246	4,769	5,633
Southeast	8,705	9,476	0	2,797	4,532	5,211	79
Southwest	8,050	2,583	0	3,073	5,619	7,017	6,723
Takoma Park	5,189	0	0	892	1,981	2,790	3,124
Tenley-Friendship	10,271	11,150	1,355	3,367	5,610	6,935	8,181
West End	14,185	15,420	1,604	6,092	7,157	8,843	11,779
Woodridge	15,441	15,133	1,682	4,410	8,345	9,605	10,108
Total	257,518	260,428	17,589	78,300	133,873	170,663	185,241
Percent Change		1%	-93%	345%	71%	27%	9%

Pages Printed

Pages Printed By Fiscal Quarter



Pages Printed Summary

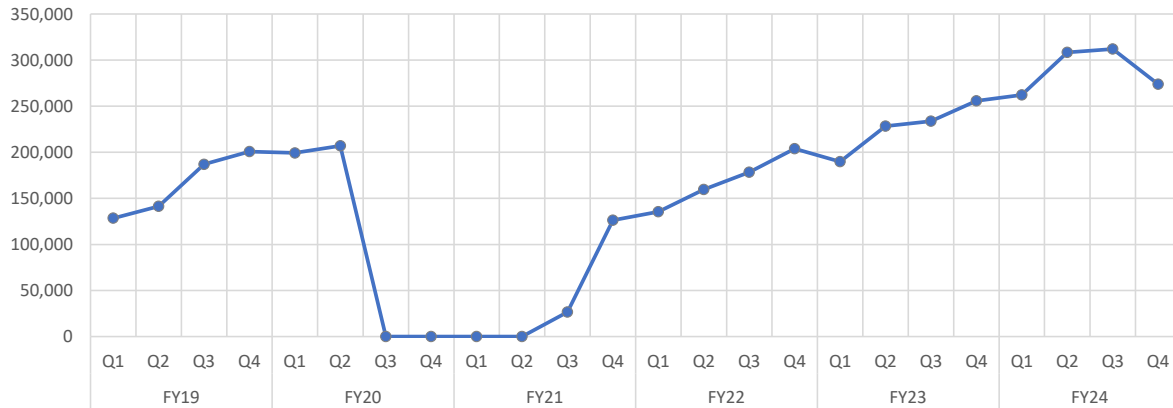
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	581,424	780,639	111,971	407,703	487,592	549,487
Q2	699,080	731,013	2,418	475,570	599,639	610,573
Q3	770,156	8,027	152,347	488,097	566,511	580,112
Q4	839,799	152,199	353,467	526,053	501,639	586,332
Total	2,890,459	1,671,878	620,203	1,897,423	2,155,381	2,326,504
Percent Change		-42%	-63%	206%	14%	8%

Pages Printed Q4

Locations	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	28,841	12,376	13,201	14,468	16,372	16,558
Bellevue (William O. Lockridge)	43,728	6,768	19,092	19,525	15,873	15,831
Benning (Dorothy I. Height)	49,580	17,101	18,867	22,116	19,323	23,497
Capitol View	50,304	10,849	18,672	21,344	17,586	22,329
Chevy Chase	23,472	0	10,217	16,948	13,996	10,204
Cleveland Park	22,701	15,991	10,170	17,609	14,183	16,230
Deanwood	18,769	0	6,255	8,548	8,467	9,110
Francis Gregory	49,539	6,545	13,395	15,291	18,016	24,875
Georgetown	23,718	0	7,144	11,572	8,926	15,134
Lamond-Riggs (Lillian J. Huff)	35,566	0	3,956	14,064	22,669	27,483
Library Express	21,915	0				
Martin Luther King Jr. Memorial			33,804	64,501	56,629	57,377
Mt. Pleasant	37,793	5,241	18,693	34,144	34,947	39,623
Northeast	31,281	13,535	10,574	12,462	16,586	23,809
Northwest One	18,379	0	4,475	12,569	11,208	6,986
Palisades	7,990	0	2,247	3,829	4,459	6,618
Parklands-Turner	50,581	0	7,266	18,550	19,772	23,560
Petworth	44,775	6,711	16,042	28,535	28,296	36,642
Rosedale	15,298	0	5,235	9,257	9,066	11,297
Shaw (Watha T. Daniel)	57,527	9,536	20,414	24,420	17,897	29,444
Shepherd Park (Juanita E. Thornton)	40,427	17,180	17,370	25,436	15,145	21,841
Southeast	34,596	0	15,322	22,906	19,626	4,561
Southwest	8,368	0	17,536	22,851	25,564	29,577
Takoma Park	0	0	3,422	10,635	14,790	17,292
Tenley-Friendship	31,259	4,849	14,034	23,752	17,329	27,699
West End	34,494	8,451	20,877	15,246	21,898	28,523
Woodridge	58,898	16,419	25,187	35,475	33,016	40,232
Total	839,799	152,199	353,467	526,053	501,639	586,332
Percent Change		-82%	132%	49%	-5%	17%

Pages Copied

Pages Copied By Fiscal Quarter



Pages Copied Summary

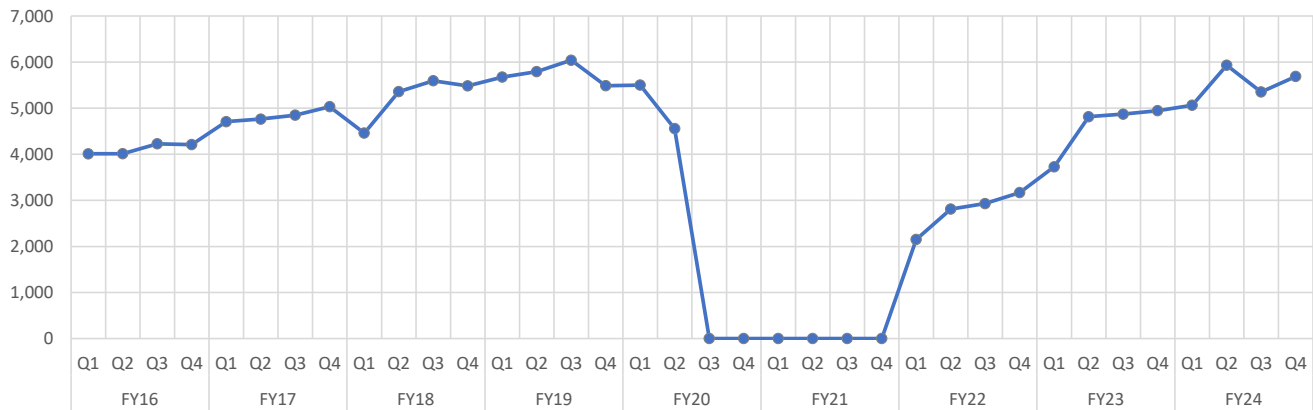
Quarter	FY19	FY20	FY21	FY22	FY23	FY24
Q1	128,485	199,226	0	135,435	189,790	262,185
Q2	141,317	206,971	0	159,583	228,332	308,308
Q3	186,897	0	26,646	178,339	233,710	312,113
Q4	200,715	0	126,297	203,790	255,702	273,808
Total	657,414	406,197	152,943	677,147	907,534	1,156,414
Percent Change		-38%	-62%	343%	34%	27%

Pages Copied Q4

Locations	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	10,415	0	5,463	5,526	5,979	3,539
Bellevue (William O. Lockridge)	9,103	0	5,247	5,450	8,132	6,827
Benning (Dorothy I. Height)	14,761	0	7,907	13,337	12,386	21,494
Capitol View	9,142	0	6,022	8,590	10,366	11,641
Chevy Chase	5,526	0	2,189	4,783	6,142	5,291
Cleveland Park	7,098	0	4,790	7,590	8,548	8,494
Deanwood	4,630	0	3,249	6,415	7,451	3,145
Francis Gregory	10,753	0	5,587	7,966	11,181	19,120
Georgetown	5,659	0	4,163	5,459	6,280	5,801
Lamond-Riggs (Lillian J. Huff)	9,439	0	987	7,305	10,445	12,216
Library Express	4,285	0				
Martin Luther King Jr. Memorial			5,850	18,758	39,097	34,482
Mt. Pleasant	6,302	0	4,451	7,845	10,817	8,706
Northeast	6,634	0	3,552	4,891	4,899	8,383
Northwest One	4,758	0	1,652	3,880	3,714	6,583
Palisades	2,876	0	963	3,422	4,692	4,890
Parklands-Turner	12,807	0	6,017	10,110	12,415	11,540
Petworth	10,118	0	8,299	8,657	10,883	14,459
Rosedale	2,852	0	1,779	6,571	6,044	9,664
Shaw (Watha T. Daniel)	12,157	0	8,002	8,474	10,151	14,743
Shepherd Park (Juanita E. Thornton)	12,820	0	8,159	9,619	8,948	11,217
Southeast	7,799	0	5,211	9,415	10,089	573
Southwest	2,325	0	4,905	4,773	7,628	10,248
Takoma Park	19	0	1,309	5,242	5,698	7,659
Tenley-Friendship	6,771	0	5,342	6,883	8,485	7,787
West End	4,836	0	4,397	4,821	5,443	9,070
Woodridge	16,830	0	10,805	18,008	19,789	16,236
Total	200,715	0	126,297	203,790	255,702	273,808
Percent Change		-100%		61%	25%	7%

Meeting Room Bookings

Meeting Room Bookings By Fiscal Quarter



Meeting Room Bookings Summary

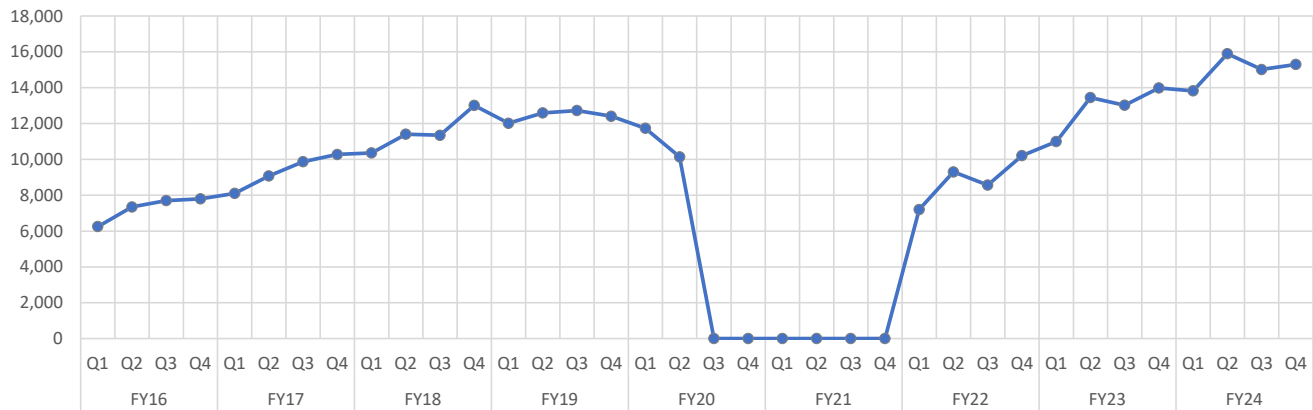
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	4,460	5,674	5,500	0	2,150	3,728	5,064
Q2	5,358	5,794	4,557	0	2,809	4,815	5,933
Q3	5,594	6,041	0	0	2,928	4,870	5,352
Q4	5,483	5,486	0	0	3,166	4,945	5,687
Total	20,895	22,995	10,057	0	11,053	18,358	22,036
Percent Change		10%	-56%	-100%		66%	20%

Meeting Room Bookings Q4

Locations	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	586	539	0	0	68	160	118
Bellevue (William O. Lockridge)	301	323	0	0	53	84	79
Benning (Dorothy I. Height)	556	394	0	0	73	93	84
Capitol View	36	172	0	0	93	106	58
Chevy Chase	113	85	0	0	5	20	25
Cleveland Park	460	232	0	0	48	130	189
Deanwood							
Francis Gregory	308	378	0	0	77	132	162
Georgetown	193	429	0	0	58	96	119
Lamond-Riggs (Lillian J. Huff)	322	345	0	0	37	101	102
Library Express	215	53	0				
Martin Luther King Jr. Memorial				0	1,653	2,490	2,734
Mt. Pleasant	448	411	0	0	105	153	245
Northeast	195	204	0	0	46	70	86
Northwest One	0	2	0	0			
Palisades	37	74	0	0	46	133	241
Parklands-Turner							
Petworth	349	351	0	0	50	140	174
Rosedale							
Shaw (Watha T. Daniel)	271	238	0	0	125	171	164
Shepherd Park (Juanita E. Thornton)	358	280	0	0	283	259	295
Southeast	82	90	0	0	13	22	
Southwest					60	111	121
Takoma Park	64	0	0	0	6	13	100
Tenley-Friendship	114	118	0	0	146	285	362
West End	248	345	0	0	71	105	116
Woodridge	227	423	0	0	50	71	113
Total	5,483	5,486	0	0	3,166	4,945	5,687
Percent Change		0%	-100%			56%	15%

Study Room Bookings

Study Room Bookings By Fiscal Quarter



Study Room Bookings Summary

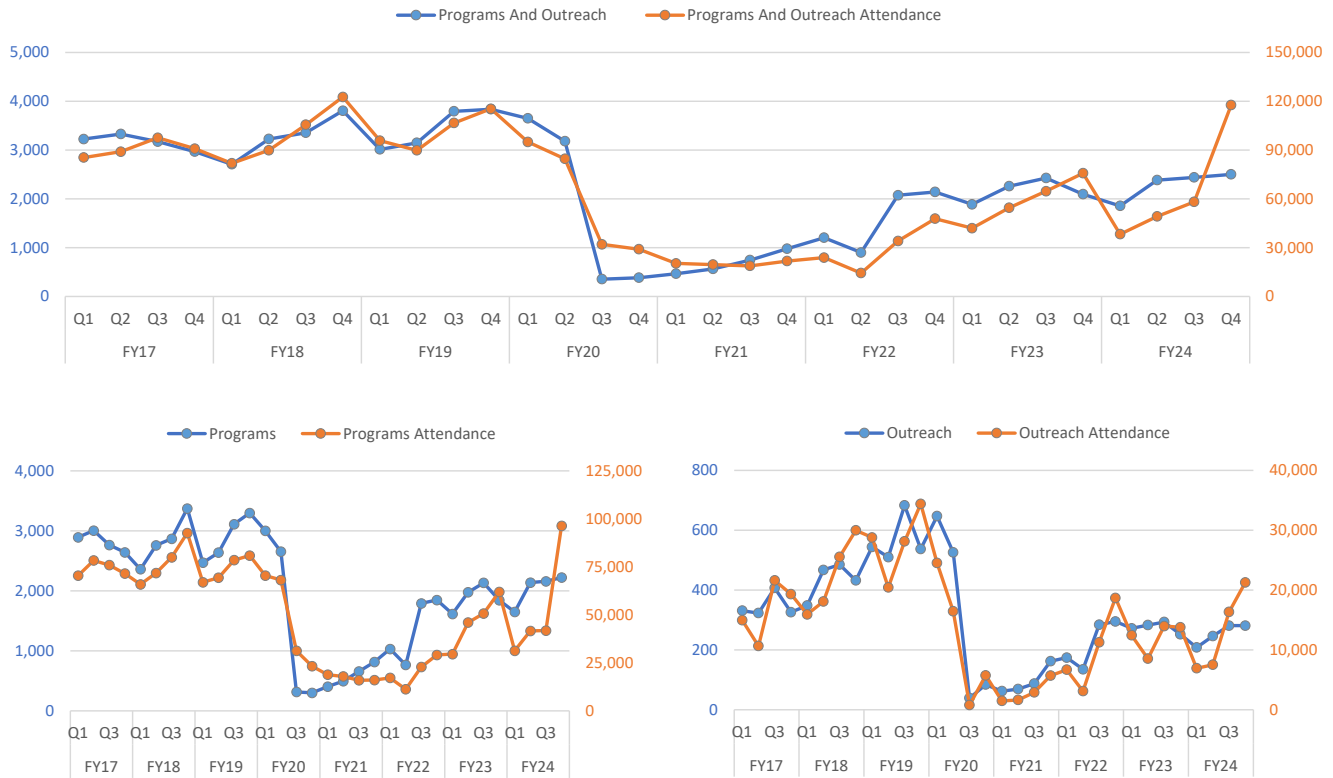
Quarter	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Q1	10,359	12,014	11,733	0	7,200	10,992	13,822
Q2	11,401	12,594	10,139	0	9,301	13,446	15,896
Q3	11,344	12,728	0	0	8,561	13,021	15,016
Q4	13,013	12,407	0	0	10,208	13,981	15,294
Total	46,117	49,743	21,872	0	35,270	51,440	60,028
Percent Change		8%	-56%	-100%		46%	17%

Study Room Bookings Q4

Locations	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Anacostia	524	582	0	0	356	405	428
Bellevue (William O. Lockridge)	283	215	0	0	170	247	230
Benning (Dorothy I. Height)	1,113	878	0	0	506	647	784
Capitol View	371	655	0	0	239	422	453
Chevy Chase							
Cleveland Park	1,327	1,187	0	0	738	1,033	1,110
Deanwood							
Francis Gregory	412	469	0	0	204	324	466
Georgetown	492	555	0	0	327	430	503
Lamond-Riggs (Lillian J. Huff)	145	197	0	0	785	1,265	1,328
Library Express	281	62	0				
Martin Luther King Jr. Memorial				0	1,448	1,910	1,840
Mt. Pleasant	762	680	0	0	510	654	697
Northeast	738	788	0	0	457	663	684
Northwest One							
Palisades	125	191	0	0	491	623	752
Parklands-Turner							
Petworth	517	474	0	0	298	394	428
Rosedale							
Shaw (Watha T. Daniel)	1,952	1,564	0	0	827	1,062	1,188
Shepherd Park (Juanita E. Thornton)	543	596	0	0	220	227	272
Southeast							
Southwest	121				588	808	867
Takoma Park							
Tenley-Friendship	1,421	1,638	0	0	834	1,022	1,071
West End	1,257	1,205	0	0	739	1,036	1,269
Woodridge	629	471	0	0	471	809	924
Total	13,013	12,407	0	0	10,208	13,981	15,294
Percent Change		-5%	-100%			37%	9%

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	1,857
Q2	3,227	3,149	3,181	564	901	2,260	2,384
Q3	3,355	3,795	354	744	2,075	2,427	2,440
Q4	3,805	3,836	385	978	2,142	2,097	2,503
Programs And Outreach Total	13,096	13,794	7,570	2,753	6,323	8,672	9,184
Percent Change		5%	-45%	-64%	130%	37%	6%

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	38,259
Q2	89,893	89,815	84,591	19,565	14,373	54,542	49,185
Q3	105,564	106,657	32,055	18,818	34,121	64,703	58,178
Q4	122,609	115,327	29,010	21,765	47,838	75,742	117,672
Programs And Outreach Attendance Total	399,898	407,560	240,648	80,494	120,217	236,972	263,294
Percent Change		2%	-41%	-67%	49%	97%	11%

Programs And Outreach Q4

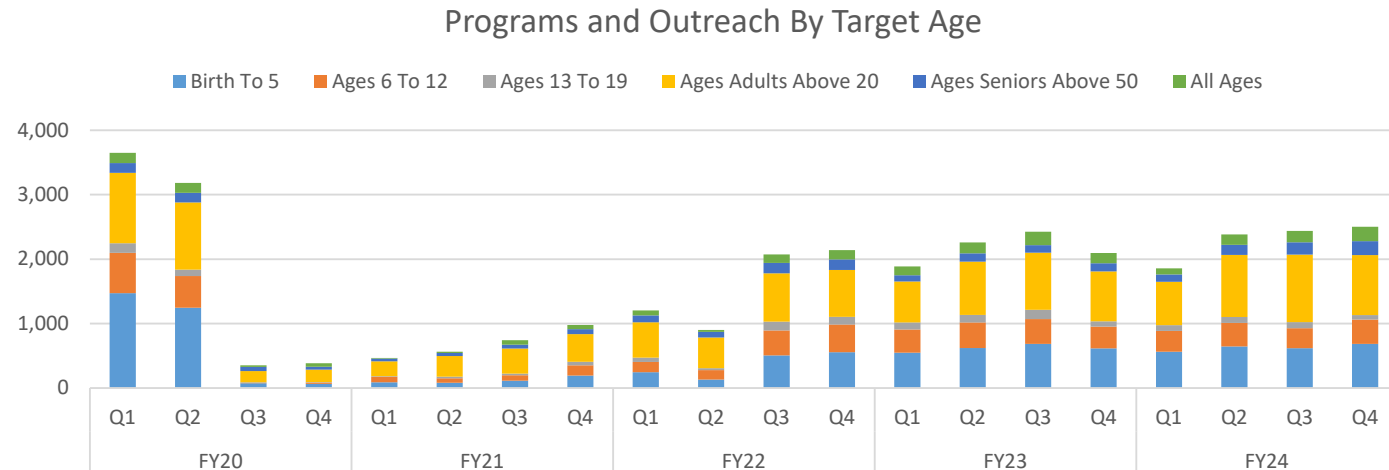
	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Programs	3,373	3,299	301	816	1,847	1,845	2,222
Outreach	432	537	84	162	295	252	281
Programs And Outreach Total	3,805	3,836	385	978	2,142	2,097	2,503
Percent Change		1%	-90%	154%	119%	-2%	19%

Programs And Outreach Attendance Q4

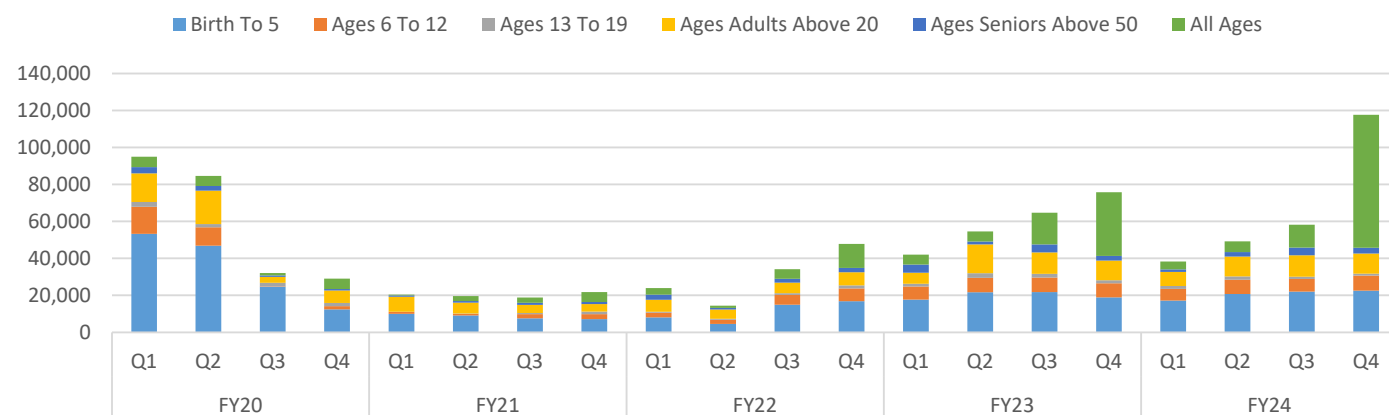
	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Programs Attendance	92,637	80,931	23,276	16,068	29,166	61,959	96,418
Outreach Attendance	29,972	34,396	5,734	5,697	18,672	13,783	21,254
Programs And Outreach Attendance Total	122,609	115,327	29,010	21,765	47,838	75,742	117,672
Percent Change		-6%	-75%	-25%	120%	58%	55%

Programs and Outreach By Target Age

By Fiscal Quarter



Programs and Outreach By Target Age Attendance

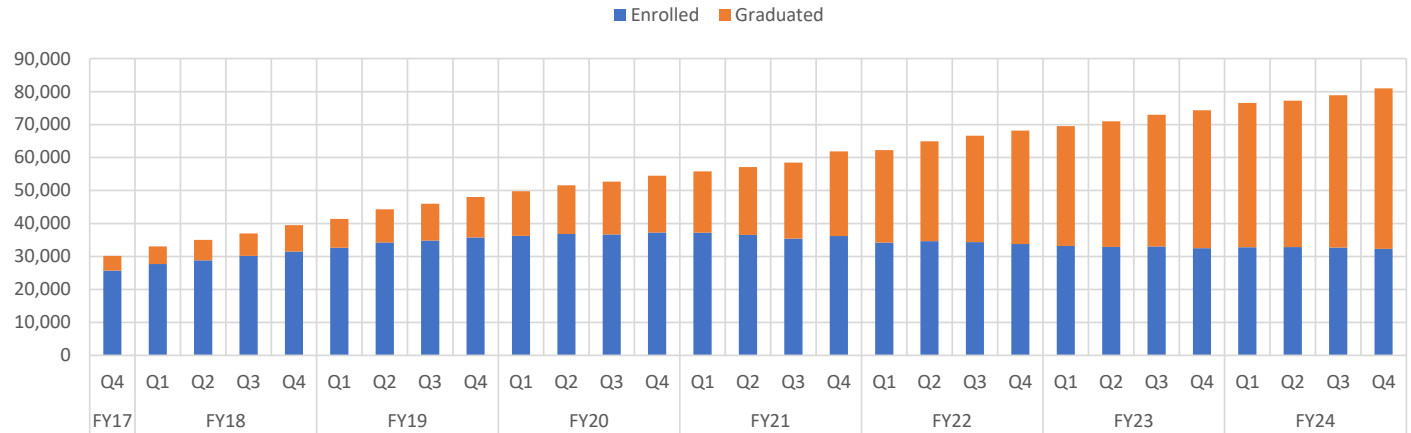


Programs and Outreach by Target Age Q4

	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Birth To 5 Programs And Outreach	65	194	556	616	685
Birth To 5 Attendance	12,360	7,127	16,839	18,875	22,489
Ages 6 To 12 Programs And Outreach	19	159	431	338	379
Ages 6 To 12 Attendance	1,806	2,703	6,901	7,616	8,191
Ages 13 To 19 Programs And Outreach	9	54	119	83	70
Ages 13 To 19 Attendance	1,691	1,321	1,627	1,626	982
Ages Adults Above 20 Programs And Outreach	194	429	728	774	930
Ages Adults Above 20 Attendance	6,795	4,142	7,128	10,713	10,950
Ages Seniors Above 50 Programs And Outreach	44	77	164	127	217
Ages Seniors Above 50 Attendance	700	1,054	2,352	2,475	3,144
All Ages Programs And Outreach	54	65	144	159	222
All Ages Attendance	5,658	5,418	12,991	34,437	71,916

Books from Birth

Books from Birth By Fiscal Quarter



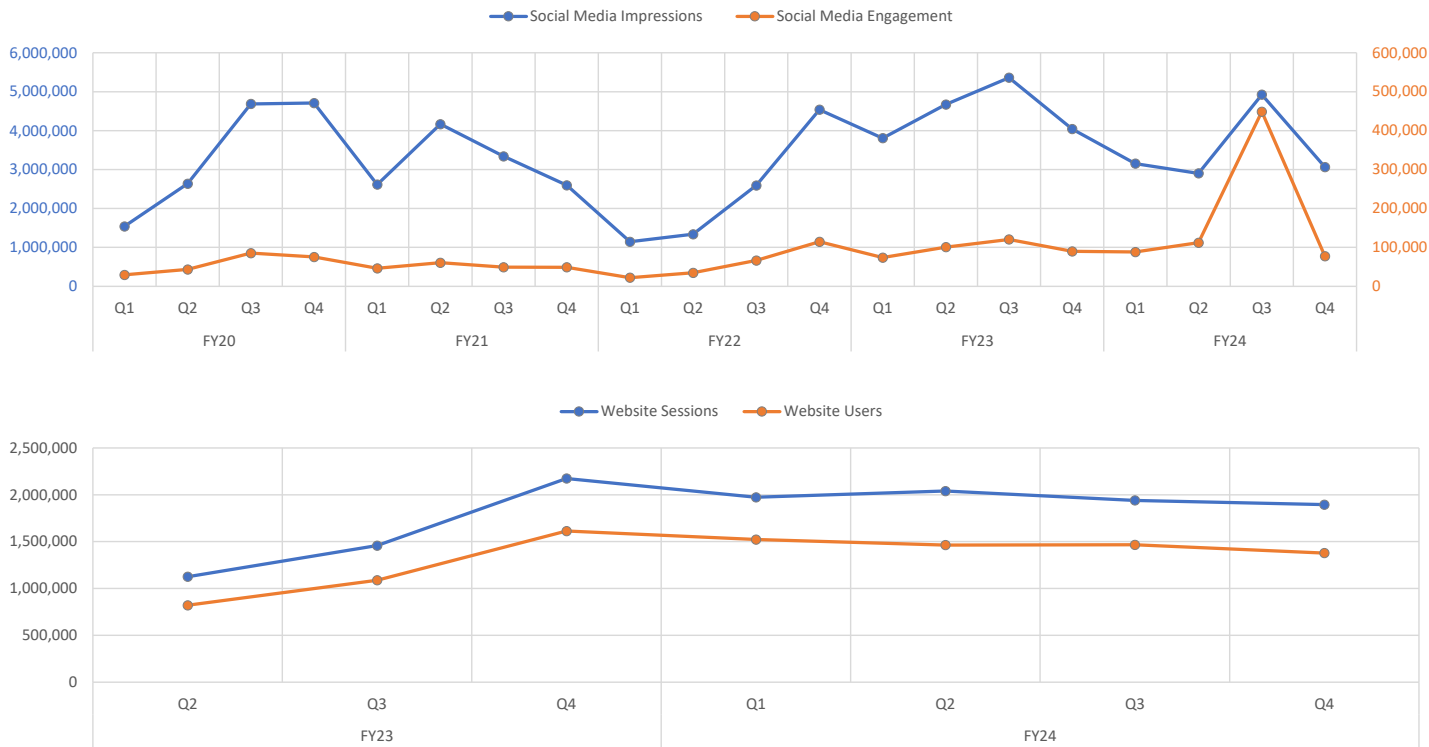
Books from Birth Enrolled and Graduated Summary

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	81,031

Books from Birth Q1

	FY18 Q4	FY19 Q4	FY20 Q4	FY21 Q4	FY22 Q4	FY23 Q4	FY24 Q4
Enrolled	31,468	35,736	37,267	36,177	33,780	32,526	32,327
Enrolled Percent Change		14%	4%	-3%	-7%	-4%	-0.6%
Graduated	8,037	12,304	17,195	25,660	34,406	41,846	48,704

Online Engagement



Online Engagement By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4
Social Media Impressions	3,807,160	4,672,451	5,359,674	4,041,497	3,153,339	2,902,271	4,924,435	3,065,465
Social Media Engagement	73,667	100,733	120,454	90,006	88,152	112,148	448,732	77,601
Social Media Engagement Rate	1.9%	2.2%	2.2%	2.2%	2.8%	3.9%	9.1%	2.5%
Website Sessions		1,125,259	1,458,092	2,174,710	1,973,759	2,040,725	1,940,824	1,895,565
Website Users		820,507	1,088,046	1,612,811	1,522,410	1,463,589	1,466,098	1,378,294

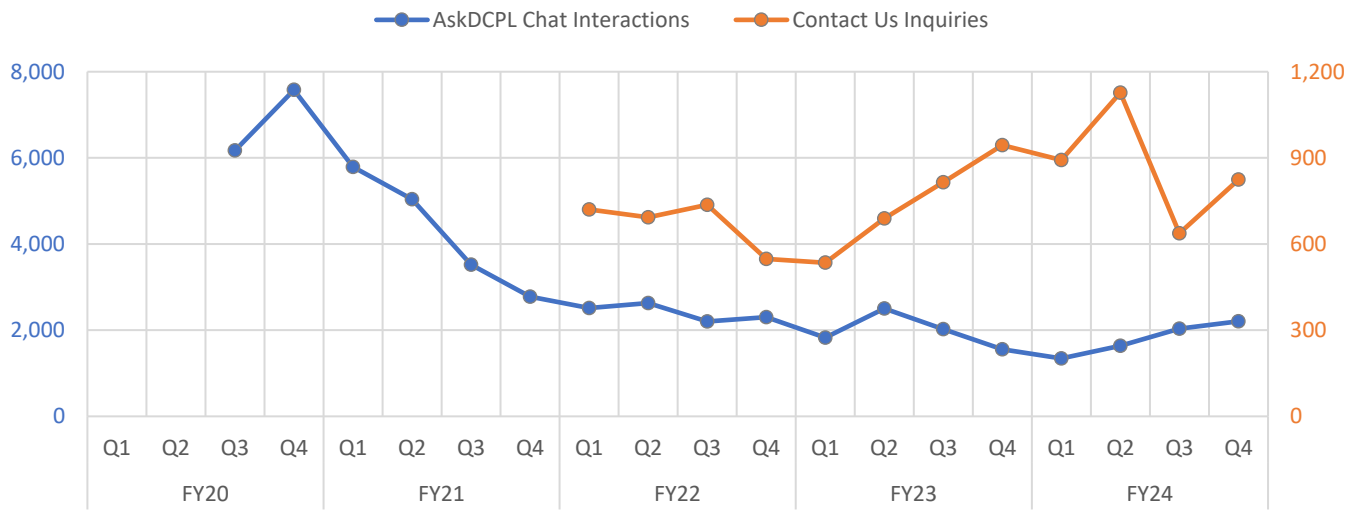
Social Media Impressions Summary

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	3,065,465
Total	13,573,835	12,718,872	9,615,670	17,880,782	14,045,510
Percentage Change		-6%	-24%	86%	-21%

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	77,601
Total	233,673	204,930	238,060	384,860	726,633
Percentage Change		-12%	16%	62%	89%

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	2,204
Total	13,750	17,125	9,642	7,901	7,215
Percentage Change		25%	-44%	-18%	-9%

Contact Us Inquiries

Quarter	FY22	FY23	FY24
Q1	720	535	892
Q2	693	689	1,127
Q3	736	815	637
Q4	548	944	824
Total	2,697	2,983	3,480
Percentage Change		11%	17%

Unplanned Closures

Hours of Unplanned Closures By Quarter

Location	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4
Anacostia				5.00		8.00	6.00	
Bellevue (William O. Lockridge)		1.00	28.00	8.50	1.50	10.00	178.00	83.00
Benning (Dorothy I. Height)		0.50	9.50	11.00			1.00	1.50
Capitol View		2.00		6.50	0.75	12.50	2.00	1.00
Chevy Chase				8.00		19.00		4.00
Cleveland Park				5.00				
Deanwood	1.00					7.50	8.00	
Francis Gregory				9.00	1.50	0.50		
Georgetown					1.00		0.50	13.50
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	8.00
Northeast						4.00		
Northwest One				12.00	11.00	8.00	25.50	11.00
Palisades				0.50				
Parklands-Turner	2.00				1.00	8.50	12.00	0.50
Petworth							1.50	
Rosedale				1.00	9.25	9.00	1.00	
Shaw (Watha T. Daniel)	6.00		8.00	13.50		3.50		7.00
Shepherd Park (Juanita E. Thornton)				2.50	0.50	10.00		0.50
Southeast			10.50			3.00	102.00	45.00
Southwest	2.00				0.50	8.00	0.50	
Takoma Park	0.50							
Tenley-Friendship				5.50		8.00		3.50
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	178.50

Human Resources

Human Resources Summary By Quarter

	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4
Vacancy Rate	13.6%	11.1%	10.5%	10.8%	7.6%	7.5%	8.4%	10.7%
Turnover Rate	3.2%	1.6%	2.6%	5.2%	1.0%	2.0%	3.2%	4.1%
# Staff on Extended Leave	11	14	20	20	8	20	32	24
# Staff on Extended Leave Continuing	56	72	77	68	69	50	25	32
Total Staff on Extended Leave	67	86	97	88	77	70	57	56

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.