



DC Public Library

# **LIBRARY SERVICES**

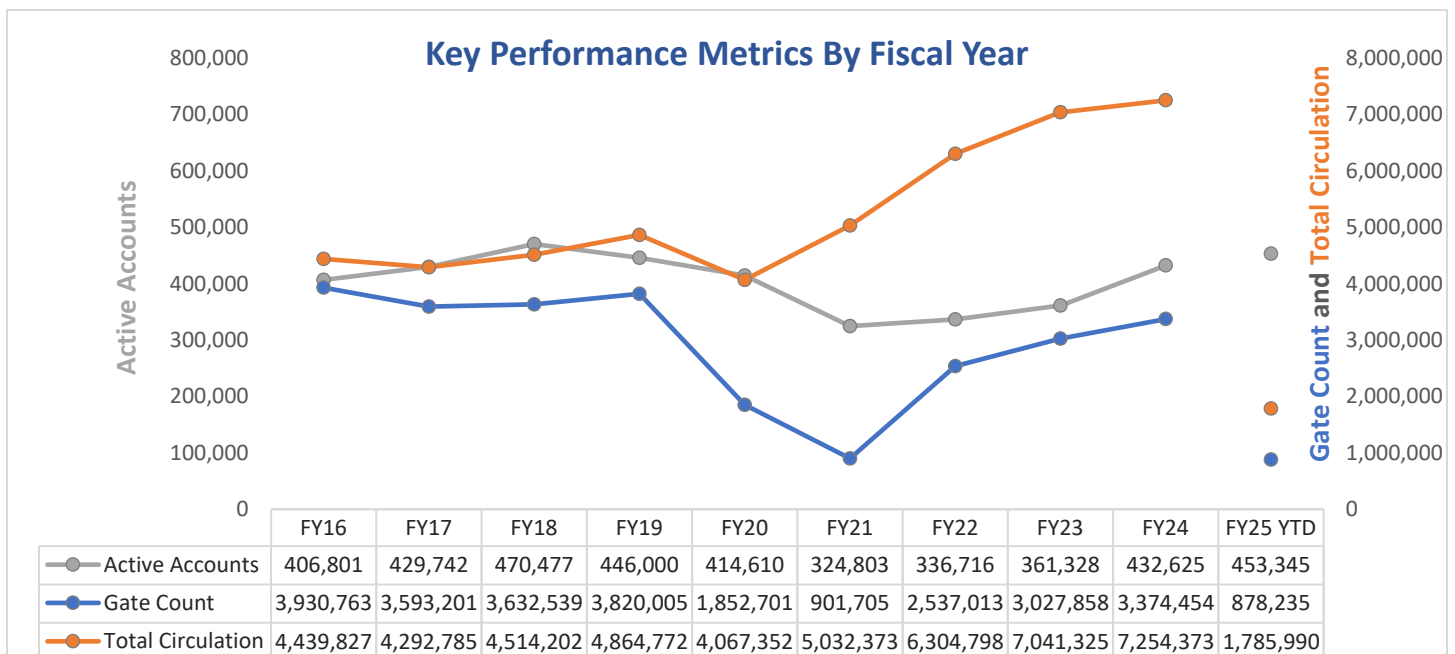
## **QUARTERLY PERFORMANCE REPORT**

**Q1 FY25**



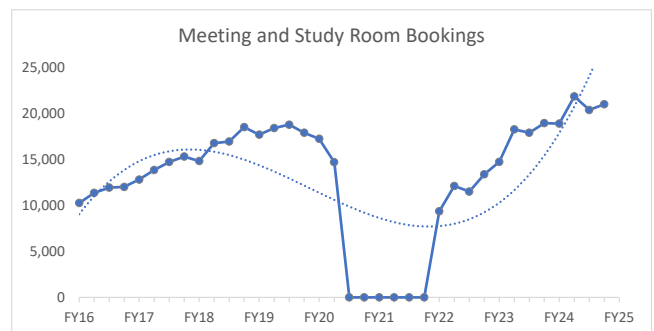
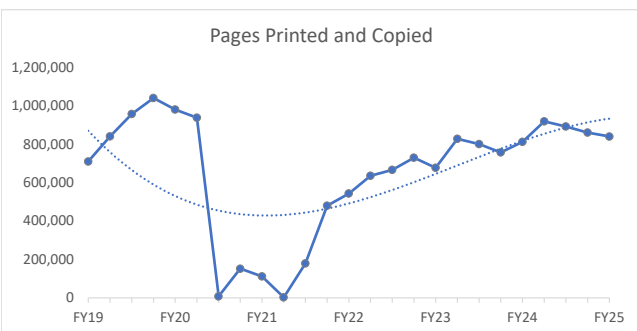
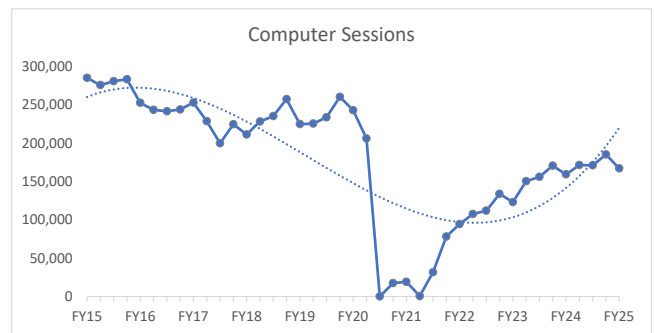
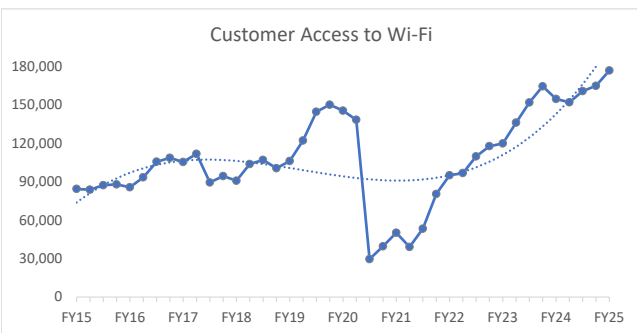
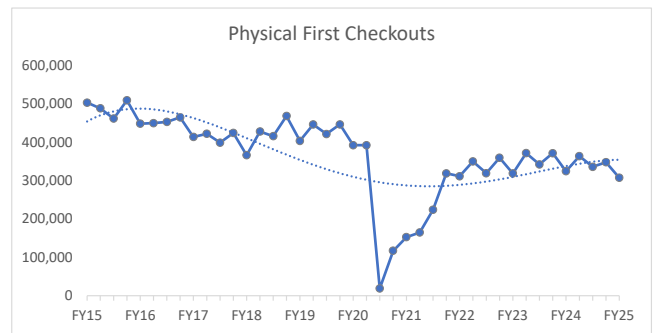
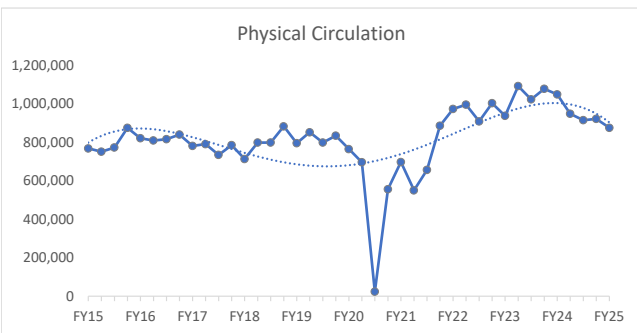
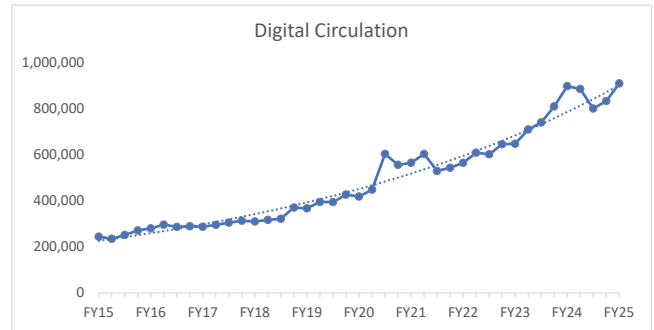
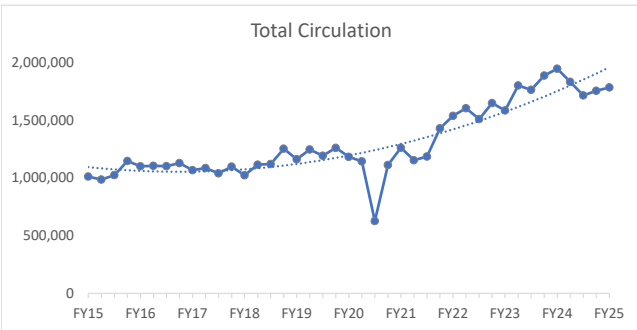
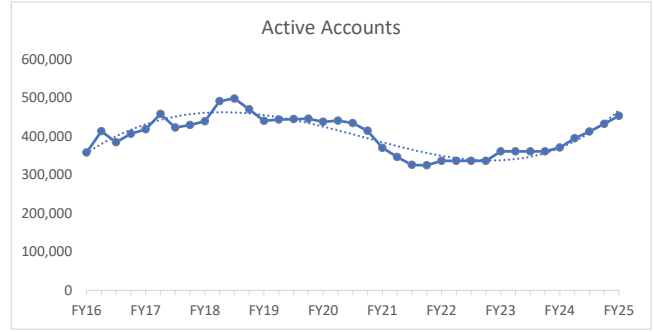
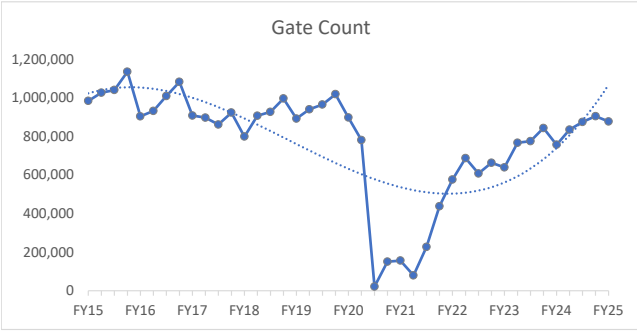
# Executive Summary

- Performance metrics increased in several areas compared to the same quarter in FY24. Metrics increased for Gate Count (16%), Study Room Bookings (11%), Meeting Room Bookings (17%), Customer Access to Wi-Fi (14%), Database Usage (46%) and the number of Programs and Outreach (18%). The number of Active Accounts at the end of the quarter, 453,345, was the highest recorded since the end of FY18.
- In November, DCPL launched *The Negro Motorist Green Book* exhibit at MLK Library and eight neighborhood libraries across the District, receiving an overwhelmingly positive response. The Smithsonian's national touring exhibit was paired with a companion exhibit, *The Green Book in D.C.*, produced by DCPL. The opening weekend featured programs and activities including the Teenarama Dance Party, a Children's Sock Hop, a recreated diner, live radio broadcasts, a panel discussion, a documentary screening and a vintage car show. The *Return to Teenarama Dance Party*, hosted in partnership with the African American Music Association, celebrated the legacy of the original African American teen television dance show, *Teenarama Dance Party*, which aired on WOOK-TV Ch. 14 from 1963 to 1970.
- In FY25 Q1, DCPL hosted a variety of well-attended programs that brought together hundreds of families and children. One such notable event was the *Kids Euro Fest*, hosted in partnership with the European Union Delegation to the United States, which offered a lively family day filled with performances, crafts, workshops, and activities led by European artists. Other programs that attracted large audiences included *DC Zinefest*, a one-day independent event showcasing the work of zine-makers, self-published artists, and writers within the DC community, and free screenings from the *Double Exposure Film Festival*, a project of the investigative news organization 100Reporters. Additionally, many holiday-themed programs saw strong attendance.
- DCPL's popular Author Talk series and related literary events continued to thrive, featuring discussions with authors such as Dr. Sharone Malone, Gerardo Sámano Córdova, Erica Perl, and Dr. Armand Lione, who spoke about his book *Native American History of Washington, D.C.* in recognition of Native American History Month. The library also hosted the well-attended *Liwanag Filipino Lit Fest DC*, a free literary festival celebrating Filipinx literature and diaspora authors.
- Beyond in-library events, DCPL expanded its reach through over 200 outreach events, engaging more than 14,000 people across the District.



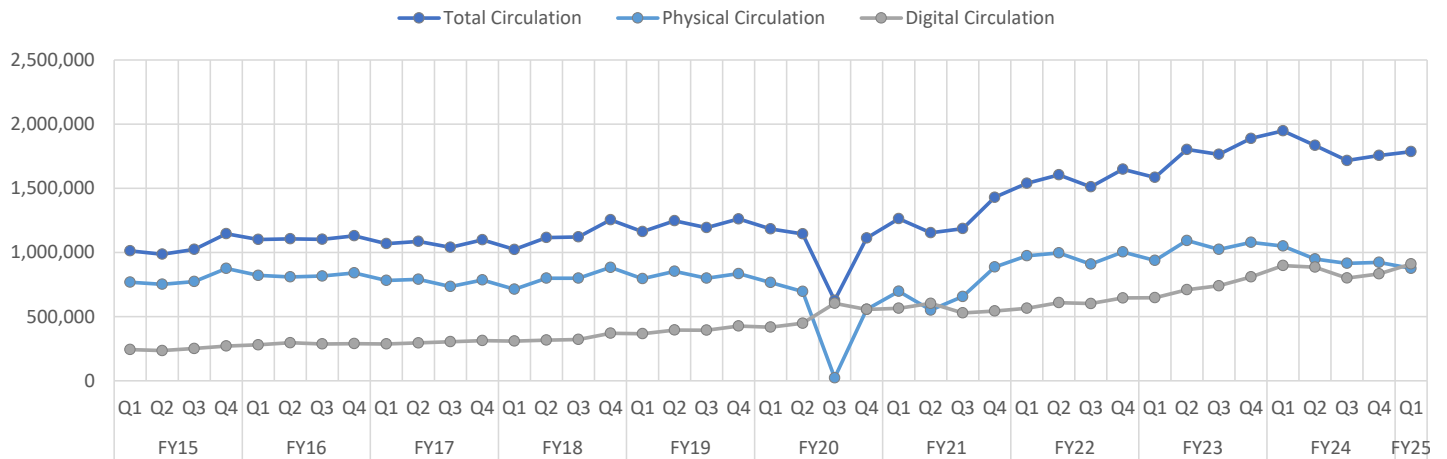
## Historic Trends

— Fiscal Quarter Data  
 ..... Trend Line



# Circulation

## Circulation By Fiscal Quarter

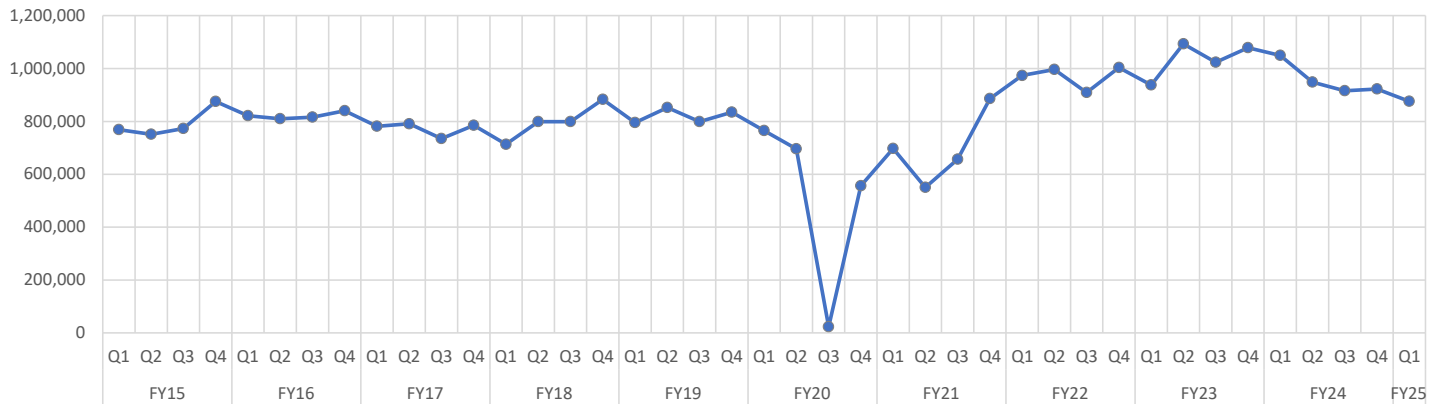


## Circulation Summary

| Quarter                  | FY18             | FY19             | FY20             | FY21             | FY22             | FY23             | FY24             | FY25             |
|--------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Q1                       | 1,023,328        | 1,162,307        | 1,183,530        | 1,262,874        | 1,539,123        | 1,585,553        | 1,947,627        | 1,785,990        |
| 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        |                  |
| <b>Total Circulation</b> | <b>4,514,202</b> | <b>4,864,772</b> | <b>4,067,352</b> | <b>5,032,373</b> | <b>6,304,798</b> | <b>7,041,325</b> | <b>7,254,373</b> | <b>1,785,990</b> |
| <b>Percent Change</b>    |                  | <b>8%</b>        | <b>-16%</b>      | <b>24%</b>       | <b>25%</b>       | <b>12%</b>       | <b>3%</b>        |                  |

# Physical Circulation

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



Physical Circulation Summary

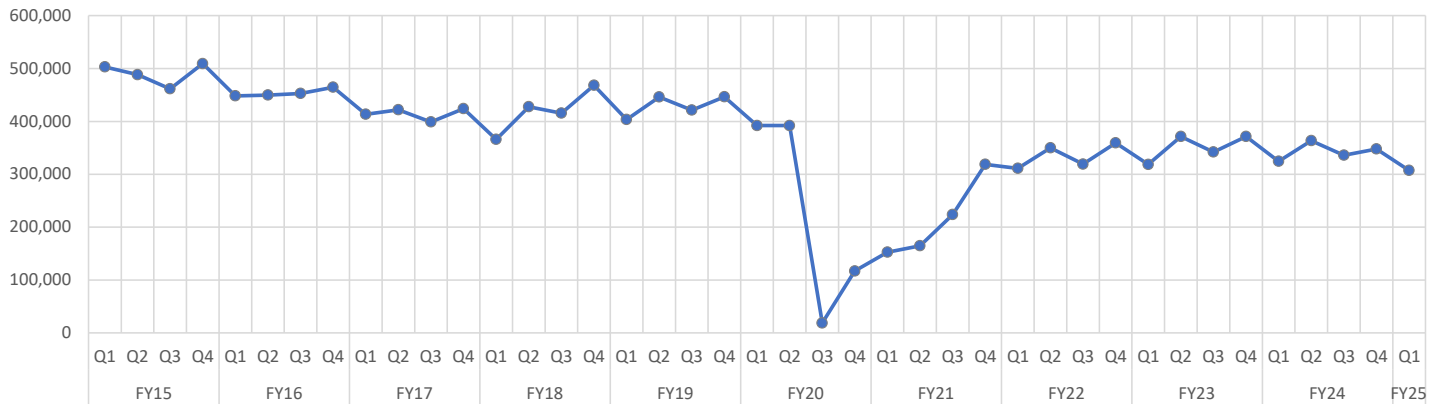
| Quarter               | FY18             | FY19             | FY20             | FY21             | FY22             | FY23             | FY24             | FY25           |
|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|
| Q1                    | 713,514          | 795,592          | 765,465          | 697,663          | 973,881          | 937,972          | 1,049,704        | 876,043        |
| 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          |                |
| <b>Total</b>          | <b>3,195,094</b> | <b>3,282,315</b> | <b>2,041,449</b> | <b>2,791,561</b> | <b>3,883,322</b> | <b>4,134,231</b> | <b>3,836,880</b> | <b>876,043</b> |
| <b>Percent Change</b> |                  | <b>3%</b>        | <b>-38%</b>      | <b>37%</b>       | <b>39%</b>       | <b>6%</b>        | <b>-7%</b>       |                |

Physical Circulation Q1

| Locations                           | FY18 Q1        | FY19 Q1        | FY20 Q1        | FY21 Q1        | FY22 Q1        | FY23 Q1        | FY24 Q1          | FY25 Q1        |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|----------------|
| Anacostia                           | 9,088          | 11,248         | 9,856          | 15,504         | 15,337         | 22,276         | 14,636           | 13,951         |
| Bellevue (William O. Lockridge)     | 8,881          | 9,392          | 8,177          | 8,911          | 10,321         | 8,949          | 11,996           | 8,540          |
| Benning (Dorothy I. Height)         | 17,300         | 14,058         | 11,216         | 11,068         | 11,231         | 12,528         | 12,840           | 10,494         |
| Capitol View                        | 2,447          | 5,182          | 9,859          | 10,464         | 13,593         | 12,240         | 14,387           | 12,761         |
| Chevy Chase                         | 45,260         | 48,769         | 47,552         | 28,467         | 62,438         | 53,892         | 61,949           | 50,845         |
| Cleveland Park                      | 42,653         | 77,059         | 77,925         | 76,576         | 85,197         | 78,691         | 82,115           | 65,996         |
| Deanwood                            | 7,008          | 7,597          | 5,722          | 3,427          | 8,027          | 7,743          | 8,209            | 5,949          |
| Francis Gregory                     | 13,022         | 12,243         | 12,302         | 12,551         | 13,956         | 12,122         | 16,940           | 11,417         |
| Georgetown                          | 46,236         | 39,800         | 38,565         | 21,266         | 34,643         | 36,051         | 41,435           | 36,981         |
| Jail Library                        | 12,635         | 15,411         | 14,411         | 10,366         | 2,662          | 3,413          | 3,064            | 505            |
| Lamond-Riggs (Lillian J.Huff)       | 13,782         | 15,001         | 15,303         | 11,902         | 9,707          | 30,987         | 36,039           | 30,036         |
| Library Express                     | 4,093          | 5,209          | 6,850          | 2,546          |                |                |                  |                |
| Martin Luther King Jr. Memorial     | 3,885          | 2,886          | 2,368          | 12,845         | 90,415         | 107,772        | 138,447          | 118,274        |
| Mt. Pleasant                        | 71,387         | 69,445         | 64,246         | 60,448         | 56,437         | 49,819         | 62,776           | 50,682         |
| Northeast                           | 45,563         | 48,646         | 49,468         | 75,581         | 72,248         | 59,178         | 68,417           | 85,199         |
| Northwest One                       | 9,725          | 10,746         | 10,237         | 4,657          | 6,455          | 5,356          | 4,181            | 3,604          |
| Palisades                           | 7,525          | 30,869         | 28,229         | 16,592         | 31,859         | 33,668         | 36,390           | 31,209         |
| Parklands-Turner                    | 12,366         | 9,008          | 8,197          | 5,964          | 11,496         | 6,180          | 8,862            | 7,512          |
| Petworth                            | 40,414         | 40,453         | 39,777         | 41,434         | 62,291         | 54,482         | 62,634           | 49,800         |
| Rosedale                            | 11,301         | 10,312         | 10,336         | 6,757          | 11,214         | 11,077         | 12,451           | 10,446         |
| Shaw (Watha T. Daniel)              | 48,609         | 50,124         | 49,731         | 40,894         | 45,859         | 42,261         | 42,546           | 36,661         |
| Shepherd Park (Juanita E. Thornton) | 16,564         | 16,428         | 20,540         | 29,082         | 28,212         | 22,313         | 23,349           | 22,398         |
| Southeast                           | 43,583         | 44,640         | 43,565         | 17,921         | 42,917         | 42,583         | 42,467           | 377            |
| Southwest                           | 17,652         | 17,284         | 13,985         | 7,124          | 29,832         | 24,704         | 28,045           | 27,531         |
| Takoma Park                         | 21,208         | 22,545         | 6,596          | 12,312         | 27,357         | 32,961         | 36,554           | 34,451         |
| Tenley-Friendship                   | 71,816         | 65,811         | 67,625         | 64,773         | 76,267         | 68,717         | 74,726           | 63,548         |
| West End                            | 21,457         | 46,425         | 49,946         | 41,198         | 42,135         | 41,116         | 44,158           | 39,830         |
| Woodridge                           | 48,054         | 49,001         | 42,881         | 47,033         | 71,775         | 56,893         | 60,091           | 47,046         |
| <b>Total</b>                        | <b>713,514</b> | <b>795,592</b> | <b>765,465</b> | <b>697,663</b> | <b>973,881</b> | <b>937,972</b> | <b>1,049,704</b> | <b>876,043</b> |
| <b>Percent Change</b>               |                | <b>12%</b>     | <b>-4%</b>     | <b>-9%</b>     | <b>40%</b>     | <b>-4%</b>     | <b>12%</b>       | <b>-17%</b>    |

# Physical First Checkouts

Physical First Checkouts By Fiscal Quarter



Physical First Checkouts Summary

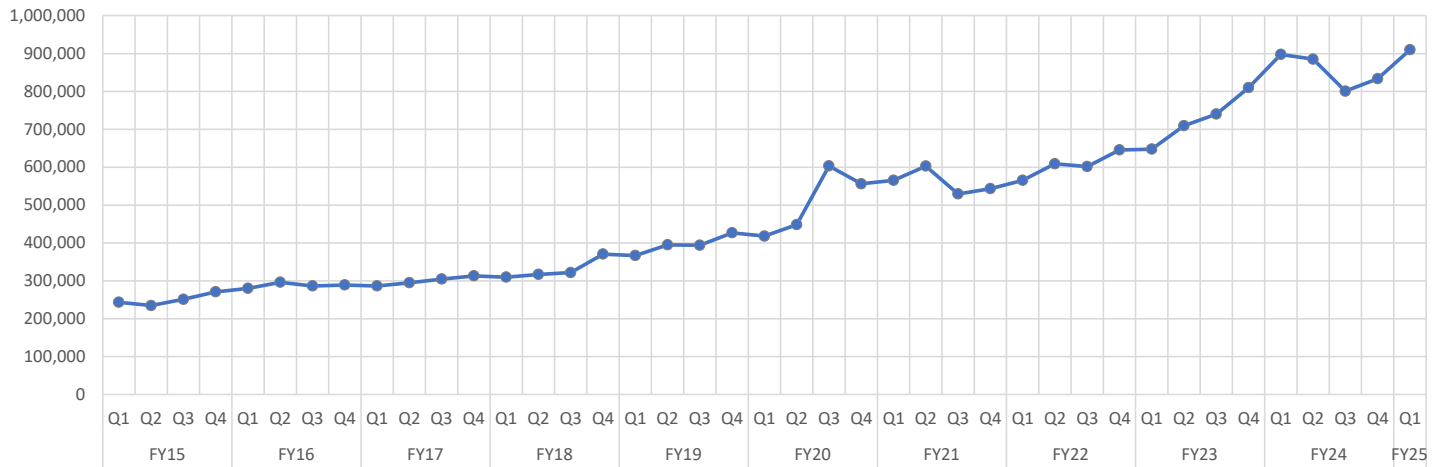
| Quarter               | FY18             | FY19             | FY20           | FY21           | FY22             | FY23             | FY24             | FY25           |
|-----------------------|------------------|------------------|----------------|----------------|------------------|------------------|------------------|----------------|
| Q1                    | 366,126          | 403,515          | 392,198        | 152,730        | 311,249          | 318,622          | 324,497          | 307,371        |
| 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          |                |
| <b>Total</b>          | <b>1,677,976</b> | <b>1,717,639</b> | <b>919,955</b> | <b>860,108</b> | <b>1,339,777</b> | <b>1,403,590</b> | <b>1,371,880</b> | <b>307,371</b> |
| <b>Percent Change</b> |                  | <b>2%</b>        | <b>-46%</b>    | <b>-7%</b>     | <b>56%</b>       | <b>5%</b>        | <b>-2%</b>       |                |

Physical First Checkouts Q1

| Locations                           | FY18 Q1        | FY19 Q1        | FY20 Q1        | FY21 Q1        | FY22 Q1        | FY23 Q1        | FY24 Q1        | FY25 Q1        |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Anacostia                           | 5,976          | 7,143          | 6,514          | 2,562          | 3,369          | 8,516          | 3,229          | 4,103          |
| Bellevue (William O. Lockridge)     | 5,921          | 6,295          | 5,109          | 1,018          | 2,214          | 1,934          | 2,429          | 2,556          |
| Benning (Dorothy I. Height)         | 9,330          | 7,908          | 5,929          | 987            | 1,818          | 3,212          | 2,852          | 2,840          |
| Capitol View                        | 1,034          | 2,404          | 5,517          | 1,628          | 3,618          | 3,182          | 3,872          | 3,654          |
| Chevy Chase                         | 25,377         | 27,280         | 27,312         | 3,879          | 23,334         | 19,962         | 20,504         | 18,471         |
| Cleveland Park                      | 19,161         | 37,842         | 39,184         | 21,090         | 28,079         | 26,755         | 27,471         | 23,276         |
| Deanwood                            | 4,395          | 5,196          | 3,716          | 0              | 1,696          | 2,493          | 2,060          | 1,881          |
| Francis Gregory                     | 6,593          | 6,623          | 7,805          | 1,847          | 3,696          | 3,644          | 4,315          | 3,506          |
| Georgetown                          | 26,023         | 19,796         | 19,031         | 2,868          | 11,863         | 13,641         | 14,363         | 15,102         |
| Jail Library                        | 2,568          | 2,800          | 2,722          | 0              | 667            | 632            | 604            | 499            |
| Lamond-Riggs (Lillian J.Huff)       | 8,122          | 9,095          | 10,183         | 1              | 1,729          | 10,520         | 9,714          | 9,651          |
| Library Express                     | 2,359          | 2,939          | 3,580          |                |                |                |                |                |
| Martin Luther King Jr. Memorial     | 1              | 9              | 10             | 6,132          | 26,982         | 32,307         | 35,967         | 36,374         |
| Mt. Pleasant                        | 32,381         | 30,127         | 27,855         | 14,669         | 17,827         | 14,636         | 19,746         | 17,983         |
| Northeast                           | 23,688         | 25,796         | 25,663         | 24,860         | 24,667         | 21,414         | 23,453         | 30,963         |
| Northwest One                       | 4,788          | 5,049          | 4,602          | 1              | 1,404          | 1,204          | 1,123          | 1,226          |
| Palisades                           | 2,452          | 16,408         | 16,073         | 2,057          | 11,727         | 12,980         | 12,712         | 11,216         |
| Parklands-Turner                    | 5,923          | 5,671          | 4,439          | 0              | 1,489          | 1,436          | 1,735          | 2,066          |
| Petworth                            | 22,100         | 22,180         | 23,901         | 10,807         | 21,251         | 19,695         | 21,101         | 18,960         |
| Rosedale                            | 5,590          | 5,977          | 6,652          | 0              | 2,704          | 3,789          | 3,428          | 3,640          |
| Shaw (Watha T. Daniel)              | 25,161         | 23,301         | 23,330         | 9,048          | 13,853         | 13,572         | 12,350         | 12,371         |
| Shepherd Park (Juanita E. Thornton) | 9,331          | 8,939          | 12,695         | 8,570          | 9,263          | 8,946          | 7,767          | 9,049          |
| Southeast                           | 24,648         | 23,959         | 23,728         | 0              | 14,928         | 16,268         | 14,653         | 122            |
| Southwest                           | 9,890          | 10,177         | 7,431          | 0              | 9,867          | 9,067          | 9,256          | 10,094         |
| Takoma Park                         | 11,239         | 12,579         | 520            | 41             | 10,348         | 12,301         | 13,042         | 13,290         |
| Tenley-Friendship                   | 38,435         | 33,626         | 34,671         | 18,996         | 27,266         | 25,362         | 25,261         | 24,802         |
| West End                            | 8,798          | 19,242         | 21,252         | 10,936         | 13,530         | 12,914         | 13,478         | 13,463         |
| Woodridge                           | 24,842         | 25,154         | 22,774         | 10,733         | 22,060         | 18,240         | 18,012         | 16,213         |
| <b>Total</b>                        | <b>366,126</b> | <b>403,515</b> | <b>392,198</b> | <b>152,730</b> | <b>311,249</b> | <b>318,622</b> | <b>324,497</b> | <b>307,371</b> |
| <b>Percent Change</b>               |                | <b>10%</b>     | <b>-3%</b>     | <b>-61%</b>    | <b>104%</b>    | <b>2%</b>      | <b>2%</b>      | <b>-5%</b>     |

# Digital Circulation

Digital Circulation By Fiscal Quarter



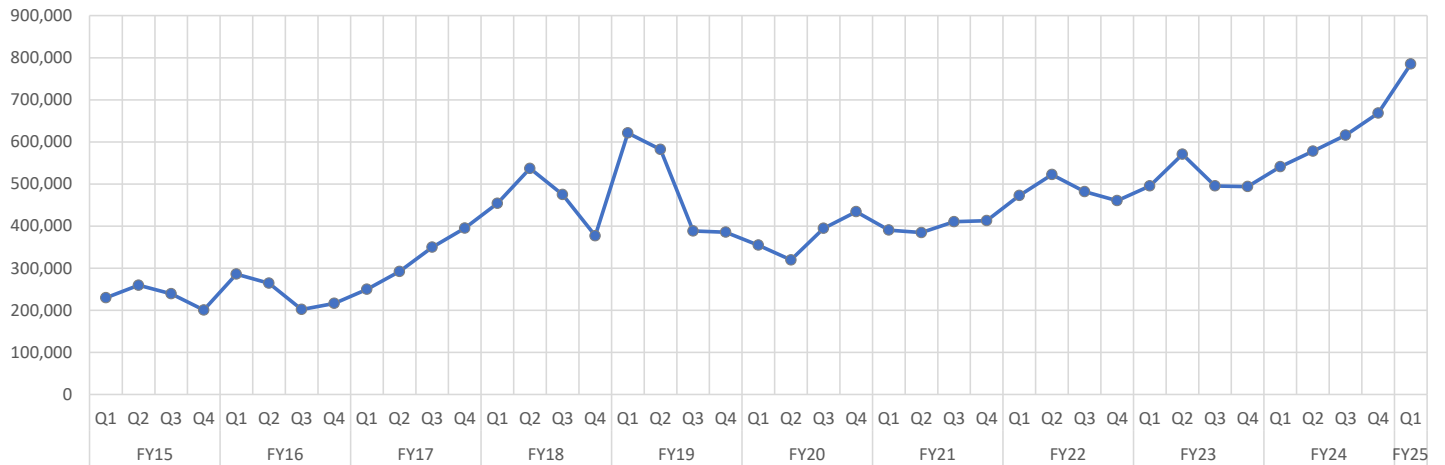
Digital Circulation Summary

| Quarter               | FY18             | FY19             | FY20             | FY21             | FY22             | FY23             | FY24             | FY25           |
|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|
| Q1                    | 309,814          | 366,715          | 418,065          | 565,211          | 565,242          | 647,581          | 897,923          | 909,947        |
| 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          |                |
| <b>Total</b>          | <b>1,319,108</b> | <b>1,582,457</b> | <b>2,025,903</b> | <b>2,240,812</b> | <b>2,421,476</b> | <b>2,907,094</b> | <b>3,417,493</b> | <b>909,947</b> |
| <b>Percent Change</b> |                  | <b>20%</b>       | <b>28%</b>       | <b>11%</b>       | <b>8%</b>        | <b>20%</b>       | <b>18%</b>       |                |



# Database Usage

Database Usage By Fiscal Quarter



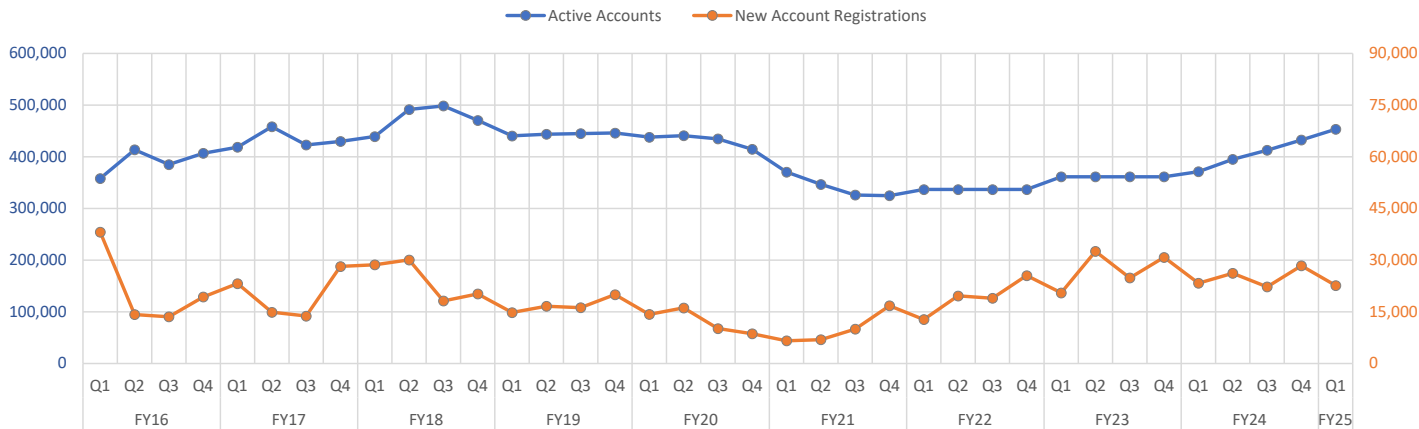
Database Usage Summary

| Quarter               | FY18             | FY19             | FY20             | FY21             | FY22             | FY23             | FY24             | FY25           |
|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|
| Q1                    | 453,924          | 621,438          | 354,825          | 390,553          | 472,759          | 495,343          | 540,980          | 785,000        |
| 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          | 668,601          |                |
| <b>Total</b>          | <b>1,842,929</b> | <b>1,977,457</b> | <b>1,503,471</b> | <b>1,598,549</b> | <b>1,937,659</b> | <b>2,055,603</b> | <b>2,403,816</b> | <b>785,000</b> |
| <b>Percent Change</b> |                  | <b>7%</b>        | <b>-24%</b>      | <b>6%</b>        | <b>21%</b>       | <b>6%</b>        | <b>17%</b>       |                |



# Active Accounts

Accounts By Fiscal Quarter



Active Accounts Summary

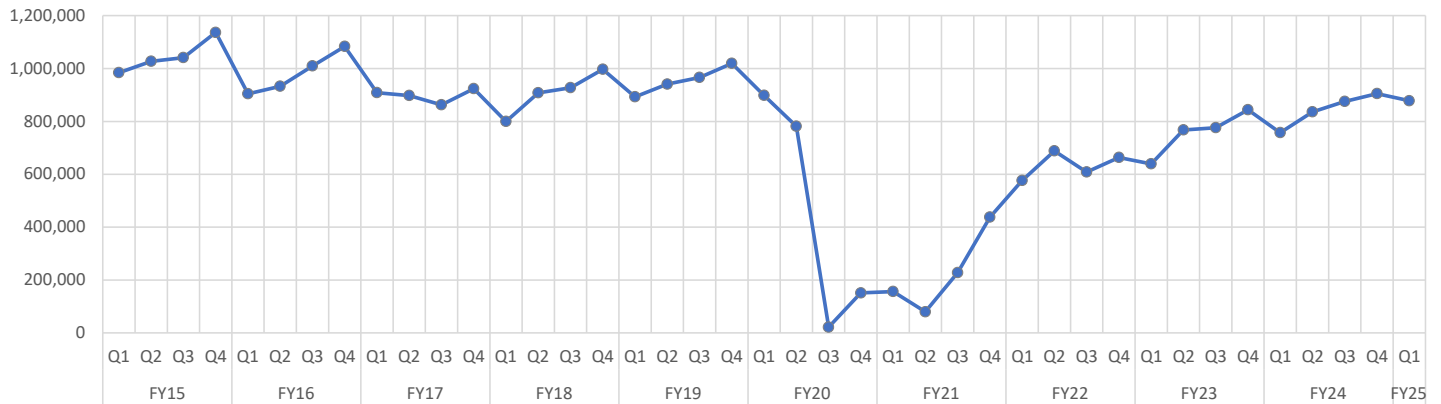
| Quarter        | FY16    | FY17    | FY18    | FY19    | FY20    | FY21    | FY22    | FY23    | FY24    | FY25    |
|----------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Q1             | 358,106 | 418,598 | 439,213 | 440,471 | 437,962 | 370,465 |         |         | 371,231 | 453,345 |
| Q2             | 413,650 | 458,368 | 491,518 | 443,759 | 440,971 | 346,670 |         |         | 395,120 |         |
| Q3             | 384,992 | 422,946 | 498,436 | 444,948 | 434,683 | 326,097 |         |         | 412,707 |         |
| Q4             | 406,801 | 429,742 | 470,477 | 446,000 | 414,610 | 324,803 | 336,716 | 361,328 | 432,625 |         |
| End of Year    | 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        | FY16   | FY17   | FY18   | FY19   | FY20   | FY21   | FY22   | FY23    | FY24    | FY25   |
|----------------|--------|--------|--------|--------|--------|--------|--------|---------|---------|--------|
| Q1             | 38,124 | 23,191 | 28,663 | 14,801 | 14,267 | 6,600  | 12,772 | 20,497  | 23,310  | 22,641 |
| Q2             | 14,202 | 14,891 | 30,077 | 16,625 | 16,131 | 6,925  | 19,616 | 32,570  | 26,200  |        |
| Q3             | 13,574 | 13,764 | 18,151 | 16,218 | 10,147 | 9,997  | 18,949 | 24,848  | 22,251  |        |
| Q4             | 19,331 | 28,167 | 20,190 | 20,001 | 8,627  | 16,776 | 25,516 | 30,810  | 28,386  |        |
| Total          | 85,231 | 80,013 | 97,081 | 67,645 | 49,172 | 40,298 | 76,853 | 108,725 | 100,147 | 22,641 |
| Percent Change | -20%   | -6%    | 21%    | -30%   | -27%   | -18%   | 91%    | 41%     | -8%     |        |

# Gate Count

## Gate Count By Fiscal Quarter



## Gate Count Summary

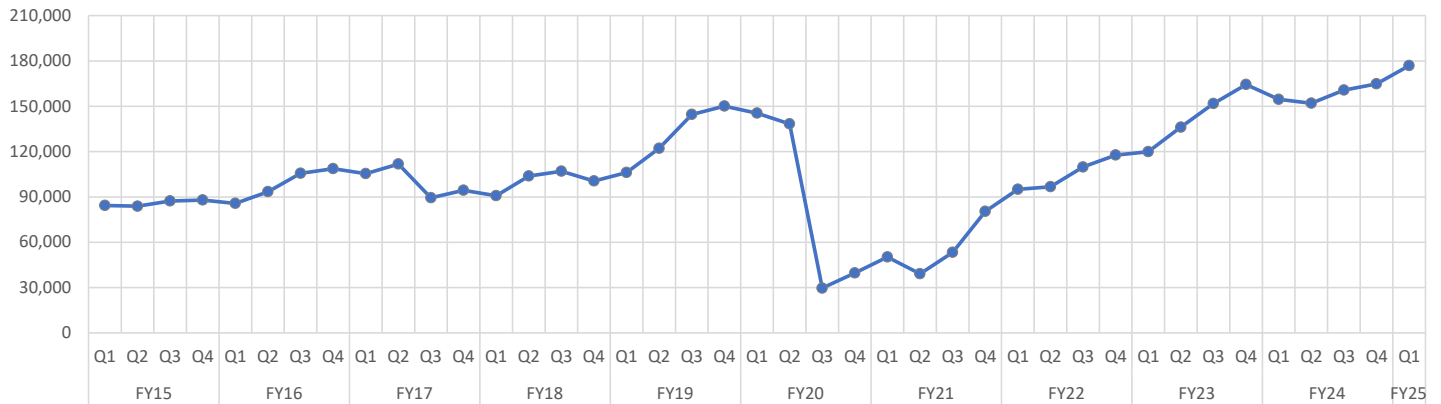
| Quarter               | FY18             | FY19             | FY20             | FY21           | FY22             | FY23             | FY24             | FY25           |
|-----------------------|------------------|------------------|------------------|----------------|------------------|------------------|------------------|----------------|
| Q1                    | 799,622          | 893,037          | 898,430          | 156,418        | 576,334          | 639,620          | 757,425          | 878,235        |
| 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          |                |
| <b>Total</b>          | <b>3,632,539</b> | <b>3,820,005</b> | <b>1,852,701</b> | <b>901,705</b> | <b>2,537,013</b> | <b>3,027,858</b> | <b>3,374,454</b> | <b>878,235</b> |
| <b>Percent Change</b> |                  | <b>5%</b>        | <b>-52%</b>      | <b>-51%</b>    | <b>181%</b>      | <b>19%</b>       | <b>11%</b>       |                |

## Gate Count Q1

| Locations                           | FY18 Q1        | FY19 Q1        | FY20 Q1        | FY21 Q1        | FY22 Q1        | FY23 Q1        | FY24 Q1        | FY25 Q1        |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Anacostia                           | 39,596         | 41,199         | 41,261         | 8,163          | 15,110         | 18,220         | 16,615         | 25,454         |
| Bellevue (William O. Lockridge)     | 24,084         | 26,281         | 24,289         | 3,965          | 12,147         | 9,604          | 14,032         | 15,317         |
| Benning (Dorothy I. Height)         | 48,054         | 47,052         | 37,784         | 7,114          | 18,347         | 20,354         | 25,844         | 29,222         |
| Capitol View                        | 1,073          | 10,158         | 28,048         | 5,243          | 26,522         | 15,368         | 17,056         | 21,015         |
| Chevy Chase                         | 37,196         | 33,291         | 35,868         | 2,030          | 20,626         | 20,280         | 22,912         | 23,695         |
| Cleveland Park                      | 17,239         | 55,523         | 55,291         | 12,554         | 43,776         | 43,699         | 42,063         | 52,817         |
| Deanwood                            | 22,816         | 23,762         | 16,376         | 174            | 6,459          | 8,957          | 9,316          | 9,142          |
| Francis Gregory                     | 25,338         | 25,560         | 21,865         | 4,202          | 11,174         | 8,985          | 11,157         | 13,523         |
| Georgetown                          | 37,649         | 31,318         | 31,060         | 2,357          | 16,747         | 20,396         | 24,447         | 30,542         |
| Lamond-Riggs (Lillian J.Huff)       | 27,202         | 22,585         | 24,642         | 0              | 5,168          | 20,250         | 27,519         | 32,438         |
| Library Express                     | 26,906         | 24,796         | 24,271         |                |                |                |                |                |
| Martin Luther King Jr. Memorial     |                |                |                | 12,947         | 72,415         | 118,843        | 173,033        | 196,679        |
| Mt. Pleasant                        | 59,814         | 59,784         | 57,461         | 12,629         | 38,904         | 41,530         | 36,960         | 46,600         |
| Northeast                           | 30,011         | 35,097         | 36,406         | 14,699         | 19,707         | 20,719         | 23,370         | 34,837         |
| Northwest One                       | 22,458         | 25,017         | 22,106         | 26             | 8,533          | 9,943          | 11,379         | 12,439         |
| Palisades                           | 0              | 20,164         | 21,975         | 2,899          | 15,714         | 19,328         | 23,260         | 25,238         |
| Parklands-Turner                    | 33,705         | 35,321         | 30,413         | 241            | 10,230         | 13,205         | 24,422         | 27,523         |
| Petworth                            | 39,744         | 40,716         | 49,231         | 10,229         | 35,709         | 30,461         | 33,600         | 41,001         |
| Rosedale                            | 21,901         | 21,259         | 24,716         | 59             | 11,824         | 10,796         | 16,229         | 19,221         |
| Shaw (Watha T. Daniel)              | 61,886         | 60,350         | 53,678         | 9,623          | 27,378         | 26,104         | 32,959         | 42,530         |
| Shepherd Park (Juanita E. Thornton) | 23,078         | 26,679         | 29,003         | 10,679         | 13,246         | 12,031         | 13,713         | 18,018         |
| Southeast                           | 38,620         | 38,846         | 38,505         | 147            | 19,739         | 25,143         | 25,626         | 2,937          |
| Southwest                           | 22,905         | 22,310         | 15,230         | 81             | 22,482         | 22,663         | 25,543         | 31,764         |
| Takoma Park                         | 16,090         | 17,566         | 992            | 516            | 10,799         | 11,096         | 13,159         | 14,921         |
| Tenley-Friendship                   | 59,645         | 56,235         | 55,207         | 15,881         | 28,204         | 30,598         | 34,731         | 40,505         |
| West End                            | 20,779         | 49,601         | 83,111         | 10,967         | 42,447         | 37,721         | 35,350         | 45,672         |
| Woodridge                           | 41,833         | 42,567         | 39,641         | 8,993          | 22,927         | 23,326         | 23,130         | 25,185         |
| <b>Total</b>                        | <b>799,622</b> | <b>893,037</b> | <b>898,430</b> | <b>156,418</b> | <b>576,334</b> | <b>639,620</b> | <b>757,425</b> | <b>878,235</b> |
| <b>Percent Change</b>               |                | <b>12%</b>     | <b>1%</b>      | <b>-83%</b>    | <b>268%</b>    | <b>11%</b>     | <b>18%</b>     | <b>16%</b>     |

# Customer Access to Wi-Fi

Customer Access to Wi-Fi By Fiscal Quarter



Customer Access to Wi-Fi Summary

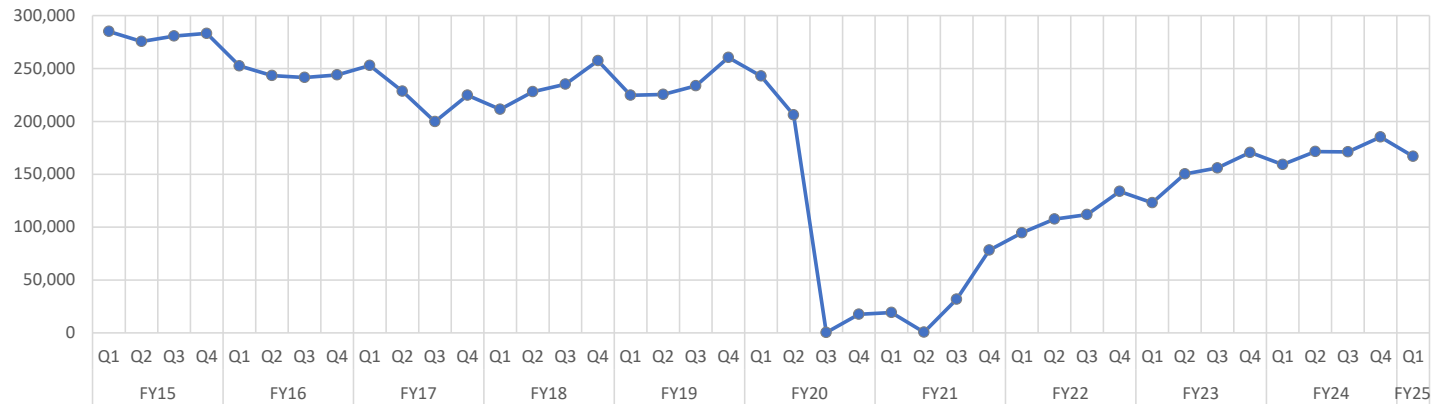
| Quarter               | FY18           | FY19           | FY20           | FY21           | FY22           | FY23           | FY24           | FY25           |
|-----------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Q1                    | 90,841         | 106,211        | 145,502        | 50,227         | 95,048         | 119,948        | 154,638        | 176,908        |
| 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        |                |
| <b>Total</b>          | <b>402,242</b> | <b>523,250</b> | <b>353,076</b> | <b>223,140</b> | <b>419,352</b> | <b>572,481</b> | <b>632,257</b> | <b>176,908</b> |
| <b>Percent Change</b> |                | <b>30%</b>     | <b>-33%</b>    | <b>-37%</b>    | <b>88%</b>     | <b>37%</b>     | <b>10%</b>     |                |

Customer Access to Wi-Fi Q1

| Locations                           | FY18 Q1       | FY19 Q1        | FY20 Q1        | FY21 Q1       | FY22 Q1       | FY23 Q1        | FY24 Q1        | FY25 Q1        |
|-------------------------------------|---------------|----------------|----------------|---------------|---------------|----------------|----------------|----------------|
| Anacostia                           | 4,598         | 5,859          | 6,493          | 2,533         | 2,819         | 3,579          | 5,093          | 6,236          |
| Bellevue (William O. Lockridge)     | 2,557         | 2,790          | 4,481          | 776           | 1,465         | 1,790          | 2,489          | 3,040          |
| Benning (Dorothy I. Height)         | 5,915         | 5,789          | 6,482          | 1,200         | 1,951         | 2,908          | 4,064          | 4,532          |
| Capitol View                        | 215           | 876            | 4,146          | 890           | 2,271         | 1,996          | 2,785          | 2,931          |
| Chevy Chase                         | 3,499         | 2,712          | 3,644          | 782           | 1,704         | 1,917          | 2,506          | 2,602          |
| Cleveland Park                      | 1,699         | 9,813          | 12,698         | 5,403         | 7,464         | 7,070          | 8,194          | 10,267         |
| Deanwood                            | 1,624         | 2,039          | 2,139          | 340           | 962           | 894            | 1,378          | 1,699          |
| Francis Gregory                     | 2,487         | 2,587          | 3,050          | 607           | 1,326         | 1,303          | 1,915          | 2,352          |
| Georgetown                          | 6,059         | 4,783          | 6,775          | 1,710         | 3,708         | 4,405          | 5,309          | 6,478          |
| Lamond-Riggs (Lillian J. Huff)      | 2,031         | 2,307          | 3,364          | 325           | 654           | 3,815          | 5,356          | 6,030          |
| Library Express                     | 3,617         | 2,481          | 2,342          |               |               |                |                |                |
| Martin Luther King Jr. Memorial     |               |                |                | 9,251         | 22,206        | 34,916         | 46,684         | 51,542         |
| Mt. Pleasant                        | 6,712         | 5,741          | 8,009          | 3,152         | 5,059         | 6,139          | 7,718          | 9,665          |
| Northeast                           | 4,229         | 3,332          | 4,705          | 1,745         | 2,082         | 2,376          | 3,262          | 4,455          |
| Northwest One                       | 1,652         | 1,686          | 2,116          | 347           | 751           | 1,029          | 1,279          | 2,106          |
| Palisades                           | 0             | 2,325          | 3,369          | 464           | 1,536         | 2,004          | 2,581          | 3,131          |
| Parklands-Turner                    | 4,979         | 5,623          | 7,575          | 2,888         | 2,992         | 3,430          | 4,022          | 4,603          |
| Petworth                            | 6,970         | 6,317          | 13,304         | 4,975         | 6,711         | 5,926          | 9,181          | 10,018         |
| Rosedale                            | 1,668         | 1,826          | 2,307          | 360           | 1,196         | 1,100          | 1,454          | 1,772          |
| Shaw (Watha T. Daniel)              | 9,317         | 10,916         | 14,727         | 4,243         | 6,514         | 7,500          | 9,417          | 12,761         |
| Shepherd Park (Juanita E. Thornton) | 2,289         | 2,443          | 3,109          | 715           | 1,216         | 1,441          | 1,926          | 2,362          |
| Southeast                           | 3,661         | 3,717          | 5,991          | 2,745         | 3,336         | 3,457          | 4,713          | 388            |
| Southwest                           | 2,584         | 2,071          | 1,807          | 266           | 4,005         | 4,559          | 5,645          | 7,352          |
| Takoma Park                         | 1,340         | 1,773          | 414            | 300           | 1,080         | 1,286          | 1,630          | 2,050          |
| Tenley-Friendship                   | 4,229         | 3,616          | 7,051          | 975           | 2,919         | 3,951          | 5,115          | 5,518          |
| West End                            | 1,745         | 8,394          | 9,906          | 1,649         | 5,782         | 7,672          | 6,774          | 8,198          |
| Woodridge                           | 5,165         | 4,395          | 5,498          | 1,586         | 3,339         | 3,485          | 4,148          | 4,820          |
| <b>Total</b>                        | <b>90,841</b> | <b>106,211</b> | <b>145,502</b> | <b>50,227</b> | <b>95,048</b> | <b>119,948</b> | <b>154,638</b> | <b>176,908</b> |
| <b>Percent Change</b>               |               | <b>17%</b>     | <b>37%</b>     | <b>-65%</b>   | <b>89%</b>    | <b>26%</b>     | <b>29%</b>     | <b>14%</b>     |

# Computer Sessions

## Computer Sessions By Fiscal Quarter



## Computer Sessions Summary

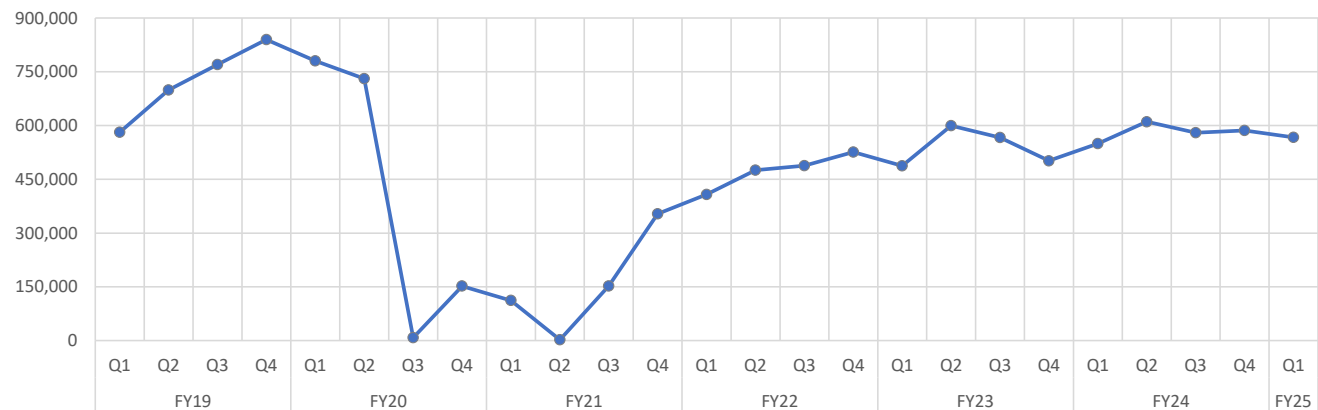
| Quarter               | FY18           | FY19           | FY20           | FY21           | FY22           | FY23           | FY24           | FY25           |
|-----------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Q1                    | 211,392        | 224,809        | 242,891        | 19,250         | 94,590         | 123,078        | 159,301        | 167,019        |
| 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        |                |
| <b>Total</b>          | <b>932,308</b> | <b>944,377</b> | <b>466,968</b> | <b>129,990</b> | <b>447,996</b> | <b>600,077</b> | <b>687,133</b> | <b>167,019</b> |
| <b>Percent Change</b> |                | <b>1%</b>      | <b>-51%</b>    | <b>-72%</b>    | <b>245%</b>    | <b>34%</b>     | <b>15%</b>     |                |

## Computer Sessions Q1

| Locations                           | FY18 Q1        | FY19 Q1        | FY20 Q1        | FY21 Q1       | FY22 Q1       | FY23 Q1        | FY24 Q1        | FY25 Q1        |
|-------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|----------------|
| Anacostia                           | 12,217         | 12,209         | 12,094         | 1,331         | 4,235         | 4,132          | 4,806          | 5,078          |
| Bellevue (William O. Lockridge)     | 10,648         | 11,158         | 10,462         | 839           | 3,390         | 3,338          | 4,383          | 5,062          |
| Benning (Dorothy I. Height)         | 14,493         | 12,550         | 13,543         | 1,194         | 2,592         | 5,585          | 5,757          | 7,444          |
| Capitol View                        | 466            | 4,108          | 11,256         | 972           | 4,554         | 3,728          | 4,484          | 4,844          |
| Chevy Chase                         | 4,016          | 4,066          | 5,072          | 162           | 1,894         | 2,383          | 3,090          | 2,667          |
| Cleveland Park                      | 1,869          | 4,306          | 5,766          | 773           | 2,353         | 3,810          | 4,237          | 3,340          |
| Deanwood                            | 6,090          | 5,501          | 4,395          | 0             | 1,677         | 1,945          | 2,068          | 2,099          |
| Francis Gregory                     | 7,759          | 8,531          | 8,652          | 838           | 2,568         | 2,757          | 3,129          | 3,568          |
| Georgetown                          | 7,068          | 6,729          | 6,809          | 201           | 2,455         | 3,112          | 4,259          | 4,916          |
| Lamond-Riggs (Lillian J.Huff)       | 7,154          | 6,978          | 7,855          | 0             | 959           | 4,103          | 6,144          | 5,259          |
| Library Express                     | 6,192          | 5,405          | 7,003          |               |               |                |                |                |
| Martin Luther King Jr. Memorial     |                |                |                | 2,614         | 11,077        | 20,185         | 27,657         | 33,467         |
| Mt. Pleasant                        | 13,998         | 12,934         | 12,863         | 1,014         | 5,045         | 6,903          | 9,396          | 10,554         |
| Northeast                           | 8,485          | 7,867          | 8,345          | 932           | 2,183         | 2,743          | 4,859          | 5,247          |
| Northwest One                       | 9,546          | 10,743         | 8,445          | 0             | 2,429         | 2,801          | 3,768          | 3,659          |
| Palisades                           | 0              | 1,351          | 1,799          | 29            | 880           | 1,504          | 1,809          | 1,621          |
| Parklands-Turner                    | 11,497         | 11,998         | 13,104         | 0             | 3,884         | 4,952          | 7,758          | 6,585          |
| Petworth                            | 10,938         | 11,844         | 14,203         | 1,274         | 4,785         | 5,954          | 8,375          | 8,620          |
| Rosedale                            | 6,632          | 5,820          | 7,504          | 0             | 2,348         | 2,588          | 4,408          | 3,743          |
| Shaw (Watha T. Daniel)              | 18,939         | 16,664         | 17,926         | 1,517         | 5,563         | 5,839          | 8,718          | 7,857          |
| Shepherd Park (Juanita E. Thornton) | 6,593          | 7,973          | 10,648         | 1,247         | 3,753         | 3,444          | 4,192          | 5,226          |
| Southeast                           | 8,078          | 7,920          | 9,023          | 0             | 3,340         | 4,267          | 4,964          | 148            |
| Southwest                           | 7,356          | 7,600          | 6,019          | 0             | 4,040         | 4,919          | 5,858          | 6,154          |
| Takoma Park                         | 3,658          | 4,380          | 72             | 0             | 1,488         | 1,991          | 2,638          | 3,164          |
| Tenley-Friendship                   | 9,858          | 9,671          | 10,303         | 1,447         | 3,541         | 5,350          | 4,909          | 7,169          |
| West End                            | 4,368          | 12,576         | 14,965         | 1,339         | 7,405         | 7,330          | 9,734          | 11,011         |
| Woodridge                           | 13,474         | 13,927         | 14,765         | 1,527         | 6,152         | 7,415          | 7,901          | 8,517          |
| <b>Total</b>                        | <b>211,392</b> | <b>224,809</b> | <b>242,891</b> | <b>19,250</b> | <b>94,590</b> | <b>123,078</b> | <b>159,301</b> | <b>167,019</b> |
| <b>Percent Change</b>               |                | <b>6%</b>      | <b>8%</b>      | <b>-92%</b>   | <b>391%</b>   | <b>30%</b>     | <b>29%</b>     | <b>5%</b>      |

# Pages Printed

## Pages Printed By Fiscal Quarter



## Pages Printed Summary

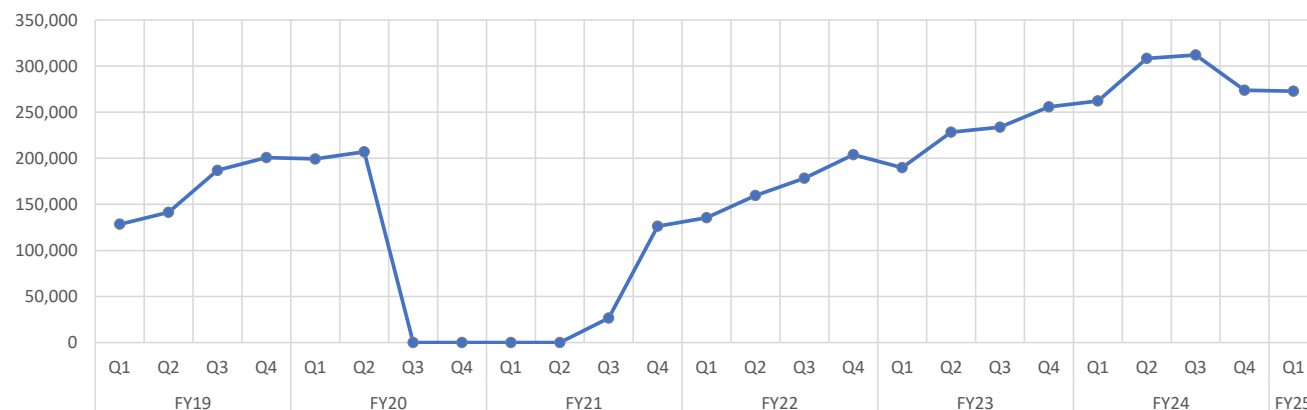
| Quarter               | FY19             | FY20             | FY21           | FY22             | FY23             | FY24             | FY25           |
|-----------------------|------------------|------------------|----------------|------------------|------------------|------------------|----------------|
| Q1                    | 581,424          | 780,639          | 111,971        | 407,703          | 487,592          | 549,487          | 567,024        |
| 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          |                |
| <b>Total</b>          | <b>2,890,459</b> | <b>1,671,878</b> | <b>620,203</b> | <b>1,897,423</b> | <b>2,155,381</b> | <b>2,326,504</b> | <b>567,024</b> |
| <b>Percent Change</b> |                  | <b>-42%</b>      | <b>-63%</b>    | <b>206%</b>      | <b>14%</b>       | <b>8%</b>        |                |

## Pages Printed Q1

| Locations                           | FY19 Q1        | FY20 Q1        | FY21 Q1        | FY22 Q1        | FY23 Q1        | FY24 Q1        | FY25 Q1        |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Anacostia                           | 32,326         | 25,849         | 7,674          | 16,187         | 13,425         | 14,928         | 16,004         |
| Bellevue (William O. Lockridge)     | 26,384         | 42,524         | 6,239          | 17,165         | 15,333         | 20,222         | 17,542         |
| Benning (Dorothy I. Height)         | 34,378         | 48,486         | 6,477          | 10,341         | 23,194         | 21,284         | 25,983         |
| Capitol View                        | 14,603         | 42,141         | 6,355          | 22,488         | 16,471         | 17,926         | 24,788         |
| Chevy Chase                         | 14,322         | 23,109         | 742            | 15,401         | 14,212         | 16,894         | 13,606         |
| Cleveland Park                      | 6,617          | 23,212         | 4,152          | 13,571         | 16,582         | 14,363         | 14,548         |
| Deanwood                            | 16,468         | 14,550         | 0              | 6,825          | 8,197          | 9,608          | 7,546          |
| Francis Gregory                     | 33,063         | 41,868         | 6,818          | 13,138         | 14,994         | 13,339         | 18,830         |
| Georgetown                          | 18,266         | 22,560         | 695            | 8,533          | 10,095         | 11,816         | 12,945         |
| Lamond-Riggs (Lillian J. Huff)      | 23,436         | 38,017         | 0              | 3,234          | 16,416         | 27,389         | 24,276         |
| Library Express                     | 11,874         | 18,689         |                |                |                |                |                |
| Martin Luther King Jr. Memorial     |                |                | 12,110         | 45,948         | 61,081         | 63,309         | 54,083         |
| Mt. Pleasant                        | 23,404         | 34,559         | 4,276          | 23,541         | 31,192         | 39,025         | 36,566         |
| Northeast                           | 22,069         | 25,850         | 5,866          | 10,604         | 12,558         | 19,165         | 21,573         |
| Northwest One                       | 9,980          | 17,105         | 0              | 8,510          | 11,925         | 11,064         | 8,681          |
| Palisades                           | 4,017          | 8,001          | 53             | 3,635          | 4,247          | 5,629          | 5,141          |
| Parklands-Turner                    | 41,465         | 46,110         | 0              | 13,924         | 16,897         | 20,278         | 22,603         |
| Petworth                            | 32,328         | 40,998         | 5,227          | 20,315         | 27,743         | 29,108         | 36,558         |
| Rosedale                            | 13,797         | 18,453         | 0              | 8,807          | 9,233          | 12,472         | 11,534         |
| Shaw (Watha T. Daniel)              | 37,970         | 52,496         | 7,771          | 20,393         | 19,606         | 23,675         | 21,060         |
| Shepherd Park (Juanita E. Thornton) | 22,062         | 37,896         | 12,190         | 19,679         | 20,888         | 19,424         | 22,666         |
| Southeast                           | 21,374         | 30,878         | 0              | 16,066         | 22,795         | 21,140         | 10,002         |
| Southwest                           | 18,454         | 18,237         | 0              | 17,081         | 21,805         | 23,779         | 27,901         |
| Takoma Park                         | 18,154         | 248            | 0              | 6,936          | 10,246         | 20,062         | 22,122         |
| Tenley-Friendship                   | 24,020         | 24,402         | 5,984          | 15,161         | 21,344         | 18,829         | 25,154         |
| West End                            | 21,326         | 28,619         | 7,331          | 20,721         | 14,818         | 21,284         | 29,673         |
| Woodridge                           | 39,267         | 55,782         | 12,011         | 29,499         | 32,295         | 33,475         | 35,639         |
| <b>Total</b>                        | <b>581,424</b> | <b>780,639</b> | <b>111,971</b> | <b>407,703</b> | <b>487,592</b> | <b>549,487</b> | <b>567,024</b> |
| <b>Percent Change</b>               |                | <b>34%</b>     | <b>-86%</b>    | <b>264%</b>    | <b>20%</b>     | <b>13%</b>     | <b>3%</b>      |

# Pages Copied

Pages Copied By Fiscal Quarter



Pages Copied Summary

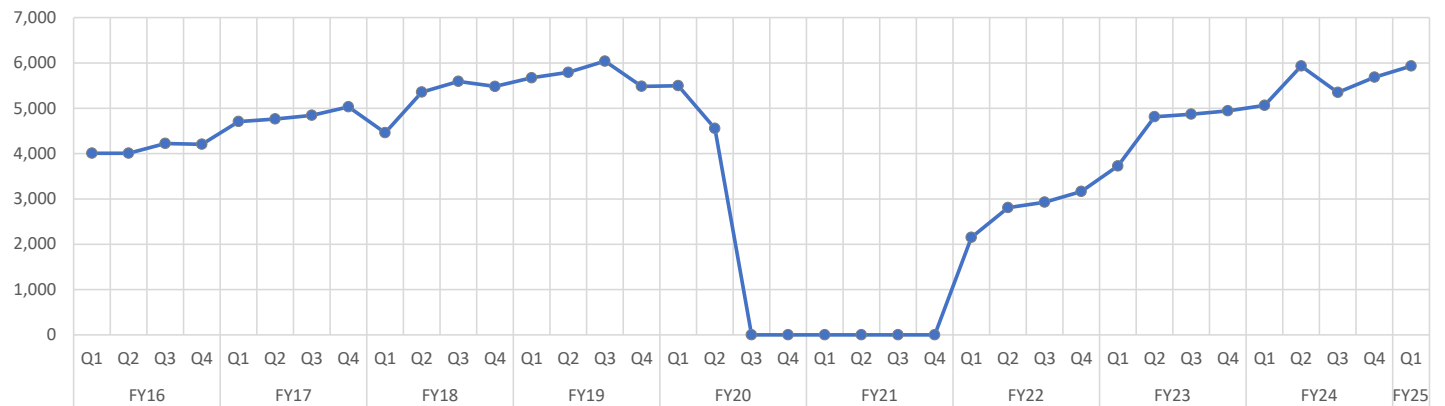
| Quarter               | FY19           | FY20           | FY21           | FY22           | FY23           | FY24             | FY25           |
|-----------------------|----------------|----------------|----------------|----------------|----------------|------------------|----------------|
| Q1                    | 128,485        | 199,226        | 0              | 135,435        | 189,790        | 262,185          | 272,782        |
| 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          |                |
| <b>Total</b>          | <b>657,414</b> | <b>406,197</b> | <b>152,943</b> | <b>677,147</b> | <b>907,534</b> | <b>1,156,414</b> | <b>272,782</b> |
| <b>Percent Change</b> |                | <b>-38%</b>    | <b>-62%</b>    | <b>343%</b>    | <b>34%</b>     | <b>27%</b>       |                |

Pages Copied Q1

| Locations                           | FY19 Q1        | FY20 Q1        | FY21 Q1  | FY22 Q1        | FY23 Q1        | FY24 Q1        | FY25 Q1        |
|-------------------------------------|----------------|----------------|----------|----------------|----------------|----------------|----------------|
| Anacostia                           | 6,413          | 9,055          | 0        | 5,479          | 4,728          | 6,558          | 2,141          |
| Bellevue (William O. Lockridge)     | 5,460          | 8,930          | 0        | 3,530          | 5,380          | 7,019          | 6,941          |
| Benning (Dorothy I. Height)         | 7,985          | 16,435         | 0        | 5,737          | 10,080         | 13,882         | 22,918         |
| Capitol View                        | 1,615          | 8,754          | 0        | 6,784          | 7,665          | 7,666          | 13,035         |
| Chevy Chase                         | 3,678          | 6,239          | 0        | 3,135          | 4,002          | 5,994          | 4,980          |
| Cleveland Park                      | 3,249          | 8,075          | 0        | 5,280          | 7,723          | 7,051          | 6,986          |
| Deanwood                            | 4,665          | 4,983          | 0        | 3,977          | 9,525          | 7,834          | 2,494          |
| Francis Gregory                     | 7,073          | 10,111         | 0        | 6,373          | 8,480          | 8,807          | 11,530         |
| Georgetown                          | 4,171          | 5,680          | 0        | 3,497          | 4,792          | 5,511          | 3,678          |
| Lamond-Riggs (Lillian J. Huff)      | 5,748          | 10,014         | 0        | 569            | 8,055          | 11,065         | 13,315         |
| Library Express                     | 2,076          | 4,676          |          |                |                |                |                |
| Martin Luther King Jr. Memorial     |                |                | 0        | 9,860          | 23,110         | 54,933         | 55,492         |
| Mt. Pleasant                        | 4,132          | 5,667          | 0        | 6,290          | 7,578          | 9,062          | 7,095          |
| Northeast                           | 4,550          | 5,064          | 0        | 4,359          | 5,028          | 6,050          | 6,047          |
| Northwest One                       | 2,001          | 4,493          | 0        | 2,623          | 2,283          | 4,111          | 5,263          |
| Palisades                           | 1,569          | 3,784          | 0        | 2,512          | 3,391          | 4,611          | 4,298          |
| Parklands-Turner                    | 8,221          | 11,590         | 0        | 7,002          | 10,297         | 11,750         | 10,912         |
| Petworth                            | 5,984          | 11,241         | 0        | 6,468          | 7,200          | 9,232          | 11,175         |
| Rosedale                            | 2,160          | 2,470          | 0        | 2,619          | 5,804          | 5,733          | 9,771          |
| Shaw (Watha T. Daniel)              | 10,172         | 10,324         | 0        | 5,995          | 7,332          | 13,164         | 10,980         |
| Shepherd Park (Juanita E. Thornton) | 3,367          | 12,796         | 0        | 7,025          | 6,866          | 8,410          | 9,681          |
| Southeast                           | 5,554          | 8,987          | 0        | 8,488          | 2,765          | 8,621          | 1,098          |
| Southwest                           | 5,094          | 3,258          | 0        | 4,214          | 8,999          | 9,834          | 10,454         |
| Takoma Park                         | 4,590          | 31             | 0        | 3,274          | 3,764          | 6,218          | 10,600         |
| Tenley-Friendship                   | 4,575          | 5,630          | 0        | 4,690          | 4,261          | 6,515          | 9,768          |
| West End                            | 3,216          | 5,077          | 0        | 5,872          | 5,358          | 5,780          | 7,976          |
| Woodridge                           | 11,167         | 15,862         | 0        | 9,783          | 15,324         | 16,774         | 14,154         |
| <b>Total</b>                        | <b>128,485</b> | <b>199,226</b> | <b>0</b> | <b>135,435</b> | <b>189,790</b> | <b>262,185</b> | <b>272,782</b> |
| <b>Percent Change</b>               |                | <b>55%</b>     |          |                | <b>40%</b>     | <b>38%</b>     | <b>4%</b>      |

# Meeting Room Bookings

Meeting Room Bookings By Fiscal Quarter



Meeting Room Bookings Summary

| Quarter               | FY18          | FY19          | FY20          | FY21         | FY22          | FY23          | FY24          | FY25         |
|-----------------------|---------------|---------------|---------------|--------------|---------------|---------------|---------------|--------------|
| Q1                    | 4,460         | 5,674         | 5,500         | 0            | 2,150         | 3,728         | 5,064         | 5,932        |
| 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         |              |
| <b>Total</b>          | <b>20,895</b> | <b>22,995</b> | <b>10,057</b> | <b>0</b>     | <b>11,053</b> | <b>18,358</b> | <b>22,036</b> | <b>5,932</b> |
| <b>Percent Change</b> |               | <b>10%</b>    | <b>-56%</b>   | <b>-100%</b> |               | <b>66%</b>    | <b>20%</b>    |              |

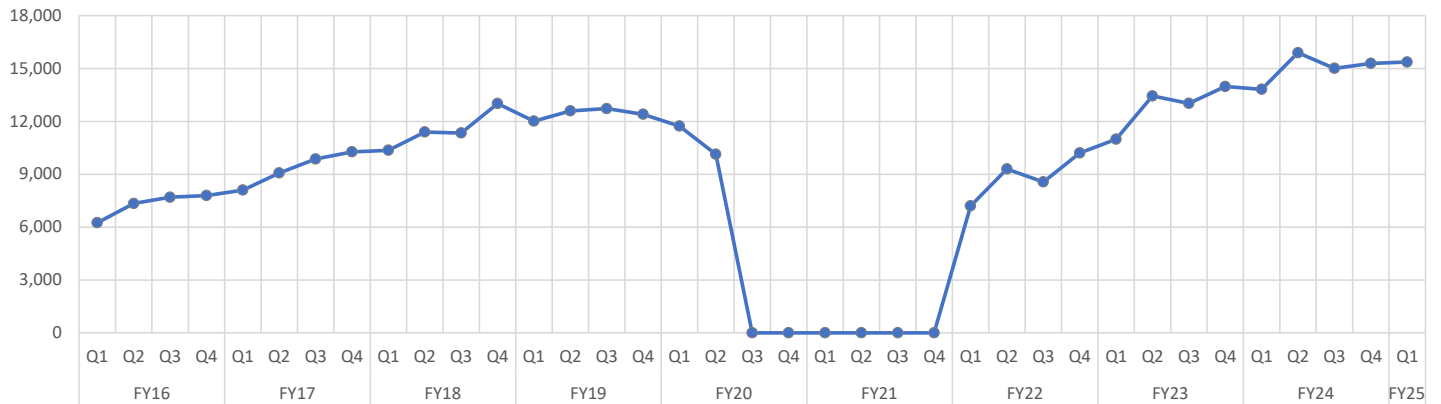
Meeting Room Bookings Q1

| Locations                           | FY18 Q1      | FY19 Q1      | FY20 Q1      | FY21 Q1  | FY22 Q1      | FY23 Q1      | FY24 Q1      | FY25 Q1      |
|-------------------------------------|--------------|--------------|--------------|----------|--------------|--------------|--------------|--------------|
| Anacostia                           | 460          | 514          | 471          | 0        | 71           | 91           | 132          | 142          |
| Bellevue (William O. Lockridge)     | 222          | 259          | 216          | 0        | 26           | 51           | 59           | 87           |
| Benning (Dorothy I. Height)         | 581          | 504          | 345          | 0        | 18           | 73           | 101          | 84           |
| Capitol View                        | 0            | 0            | 157          | 0        | 32           | 69           | 93           | 60           |
| Chevy Chase                         | 159          | 143          | 55           | 0        | 7            | 13           | 23           | 39           |
| Cleveland Park                      | 0            | 410          | 252          | 0        | 63           | 110          | 155          | 185          |
| Deanwood                            |              |              |              |          |              |              |              |              |
| Francis Gregory                     | 252          | 284          | 352          | 0        | 38           | 79           | 148          | 130          |
| Georgetown                          | 167          | 230          | 303          | 0        | 21           | 69           | 94           | 82           |
| Lamond-Riggs (Lillian J. Huff)      | 359          | 281          | 286          | 0        |              | 67           | 126          | 147          |
| Library Express                     | 174          | 418          | 27           |          |              |              |              |              |
| Martin Luther King Jr. Memorial     |              |              |              | 0        | 1,310        | 1,854        | 2,493        | 2,730        |
| Mt. Pleasant                        | 459          | 494          | 372          | 0        | 71           | 152          | 150          | 201          |
| Northeast                           | 202          | 312          | 157          | 0        | 45           | 70           | 102          | 151          |
| Northwest One                       | 2            | 0            | 3            | 0        |              |              |              |              |
| Palisades                           | 0            | 39           | 70           | 0        | 47           | 50           | 121          | 262          |
| Parklands-Turner                    |              |              |              |          |              |              |              |              |
| Petworth                            | 228          | 286          | 321          | 0        | 56           | 82           | 162          | 168          |
| Rosedale                            |              |              |              |          |              |              |              |              |
| Shaw (Watha T. Daniel)              | 242          | 336          | 232          | 0        | 87           | 109          | 139          | 168          |
| Shepherd Park (Juanita E. Thornton) | 269          | 336          | 775          | 0        | 104          | 288          | 273          | 338          |
| Southeast                           | 72           | 94           | 90           | 0        | 11           | 18           | 23           |              |
| Southwest                           |              |              |              |          | 40           | 90           | 114          | 153          |
| Takoma Park                         | 123          | 72           | 0            | 0        | 5            | 17           | 19           | 108          |
| Tenley-Friendship                   | 121          | 114          | 124          | 0        | 20           | 226          | 374          | 473          |
| West End                            | 34           | 304          | 582          | 0        | 32           | 64           | 74           | 111          |
| Woodridge                           | 282          | 244          | 310          | 0        | 46           | 86           | 89           | 113          |
| <b>Total</b>                        | <b>4,460</b> | <b>5,674</b> | <b>5,500</b> | <b>0</b> | <b>2,150</b> | <b>3,728</b> | <b>5,064</b> | <b>5,932</b> |
| <b>Percent Change</b>               |              | <b>27%</b>   | <b>-3%</b>   |          |              | <b>73%</b>   | <b>36%</b>   | <b>17%</b>   |



# Study Room Bookings

## Study Room Bookings By Fiscal Quarter



## Study Room Bookings Summary

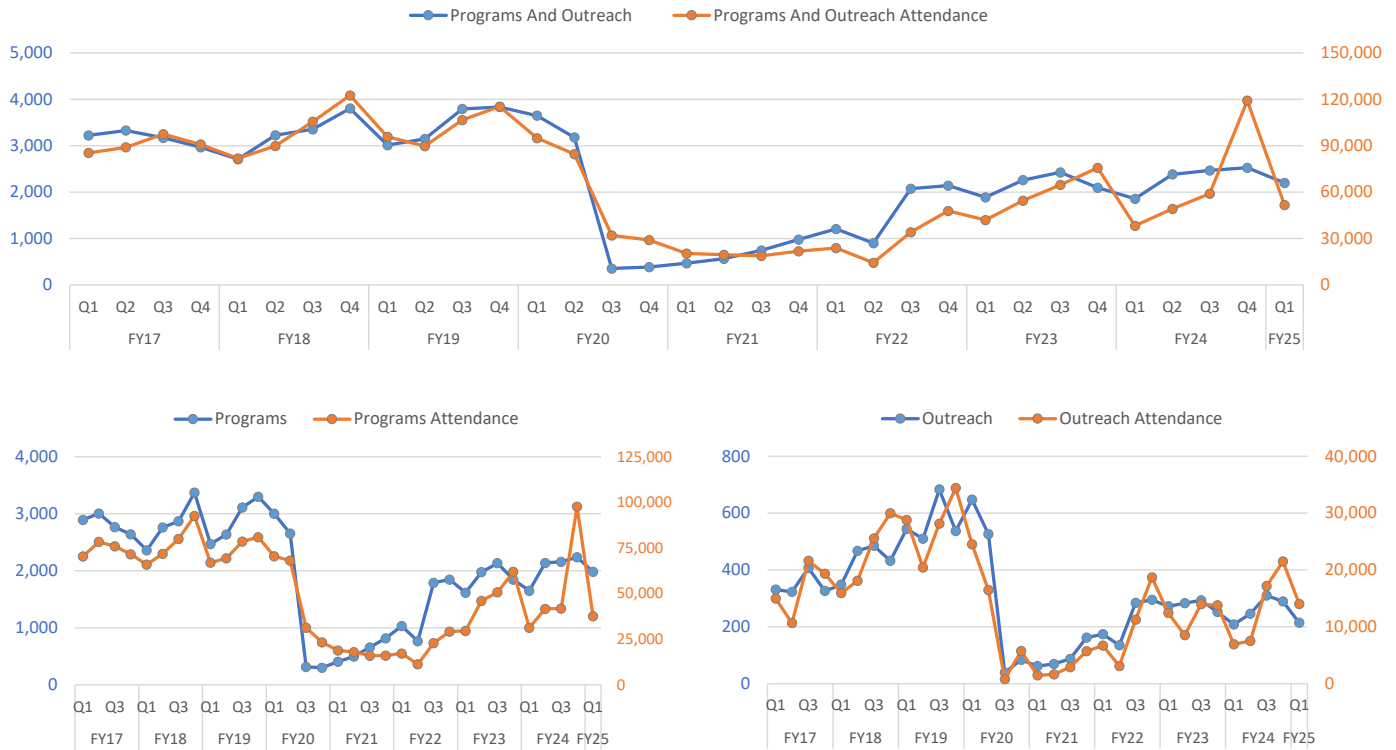
| Quarter               | FY18          | FY19          | FY20          | FY21         | FY22          | FY23          | FY24          | FY25          |
|-----------------------|---------------|---------------|---------------|--------------|---------------|---------------|---------------|---------------|
| Q1                    | 10,359        | 12,014        | 11,733        | 0            | 7,200         | 10,992        | 13,822        | 15,371        |
| 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        |               |
| <b>Total</b>          | <b>46,117</b> | <b>49,743</b> | <b>21,872</b> | <b>0</b>     | <b>35,270</b> | <b>51,440</b> | <b>60,028</b> | <b>15,371</b> |
| <b>Percent Change</b> |               | <b>8%</b>     | <b>-56%</b>   | <b>-100%</b> |               | <b>46%</b>    | <b>17%</b>    |               |

## Study Room Bookings Q1

| Locations                           | FY18 Q1       | FY19 Q1       | FY20 Q1       | FY21 Q1  | FY22 Q1      | FY23 Q1       | FY24 Q1       | FY25 Q1       |
|-------------------------------------|---------------|---------------|---------------|----------|--------------|---------------|---------------|---------------|
| Anacostia                           | 594           | 431           | 470           | 0        | 280          | 381           | 504           | 497           |
| Bellevue (William O. Lockridge)     | 273           | 250           | 244           | 0        | 38           | 153           | 251           | 420           |
| Benning (Dorothy I. Height)         | 1,255         | 1,587         | 896           | 0        | 238          | 501           | 668           | 779           |
| Capitol View                        | 0             | 0             | 504           | 0        | 269          | 316           | 365           | 480           |
| Chevy Chase                         |               |               |               |          |              |               |               |               |
| Cleveland Park                      | 0             | 1,198         | 1,065         | 0        | 713          | 843           | 971           | 1,147         |
| Deanwood                            |               |               |               |          |              |               |               |               |
| Francis Gregory                     | 573           | 332           | 314           | 0        | 110          | 193           | 255           | 417           |
| Georgetown                          | 607           | 410           | 415           | 0        | 244          | 347           | 407           | 497           |
| Lamond-Riggs (Lillian J. Huff)      | 203           | 157           | 147           | 0        | 3            | 982           | 1,355         | 1,406         |
| Library Express                     | 160           | 368           | 43            |          |              |               |               |               |
| Martin Luther King Jr. Memorial     |               |               |               | 0        | 1,187        | 1,530         | 1,861         | 1,792         |
| Mt. Pleasant                        | 702           | 696           | 640           | 0        | 404          | 517           | 667           | 659           |
| Northeast                           | 686           | 796           | 678           | 0        | 234          | 432           | 627           | 702           |
| Northwest One                       |               |               |               |          |              |               |               |               |
| Palisades                           | 0             | 162           | 208           | 0        | 311          | 478           | 620           | 700           |
| Parklands-Turner                    |               |               |               |          |              |               |               |               |
| Petworth                            | 573           | 440           | 464           | 0        | 287          | 333           | 394           | 397           |
| Rosedale                            |               |               |               |          |              |               |               |               |
| Shaw (Watha T. Daniel)              | 1,794         | 943           | 1,645         | 0        | 466          | 787           | 1,002         | 1,122         |
| Shepherd Park (Juanita E. Thornton) | 539           | 560           | 520           | 0        | 265          | 223           | 326           | 309           |
| Southeast                           |               |               |               |          |              |               |               |               |
| Southwest                           | 179           |               |               |          | 467          | 570           | 725           | 920           |
| Takoma Park                         |               |               |               |          |              |               |               |               |
| Tenley-Friendship                   | 1,441         | 1,628         | 1,725         | 0        | 590          | 869           | 1,016         | 1,164         |
| West End                            | 165           | 1,272         | 897           | 0        | 758          | 836           | 1,018         | 1,090         |
| Woodridge                           | 615           | 629           | 858           | 0        | 336          | 701           | 790           | 873           |
| <b>Total</b>                        | <b>10,359</b> | <b>12,014</b> | <b>11,733</b> | <b>0</b> | <b>7,200</b> | <b>10,992</b> | <b>13,822</b> | <b>15,371</b> |
| <b>Percent Change</b>               |               | <b>16%</b>    | <b>-2%</b>    |          |              | <b>53%</b>    | <b>26%</b>    | <b>11%</b>    |

# Programs and Outreach

## Programs and Outreach By Fiscal Quarter



## Programs And Outreach Summary

| Quarter                            | FY18          | FY19          | FY20         | FY21         | FY22         | FY23         | FY24         | FY25         |
|------------------------------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Q1                                 | 2,709         | 3,014         | 3,650        | 467          | 1,205        | 1,888        | 1,857        | 2,199        |
| Q2                                 | 3,227         | 3,149         | 3,181        | 564          | 901          | 2,260        | 2,384        |              |
| Q3                                 | 3,355         | 3,795         | 354          | 744          | 2,075        | 2,427        | 2,469        |              |
| Q4                                 | 3,805         | 3,836         | 385          | 978          | 2,142        | 2,097        | 2,527        |              |
| <b>Programs And Outreach Total</b> | <b>13,096</b> | <b>13,794</b> | <b>7,570</b> | <b>2,753</b> | <b>6,323</b> | <b>8,672</b> | <b>9,237</b> | <b>2,199</b> |
| <b>Percent Change</b>              |               | <b>5%</b>     | <b>-45%</b>  | <b>-64%</b>  | <b>130%</b>  | <b>37%</b>   | <b>7%</b>    |              |

## Programs And Outreach Attendance Summary

| Quarter                                       | FY18           | FY19           | FY20           | FY21          | FY22           | FY23           | FY24           | FY25          |
|-----------------------------------------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|---------------|
| Q1                                            | 81,832         | 95,761         | 94,992         | 20,346        | 23,885         | 41,985         | 38,259         | 51,652        |
| 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         | 58,999         |               |
| Q4                                            | 122,609        | 115,327        | 29,010         | 21,765        | 47,838         | 75,742         | 119,224        |               |
| <b>Programs And Outreach Attendance Total</b> | <b>399,898</b> | <b>407,560</b> | <b>240,648</b> | <b>80,494</b> | <b>120,217</b> | <b>236,972</b> | <b>265,667</b> | <b>51,652</b> |
| <b>Percent Change</b>                         |                | <b>2%</b>      | <b>-41%</b>    | <b>-67%</b>   | <b>49%</b>     | <b>97%</b>     | <b>12%</b>     |               |

## Programs And Outreach Q1

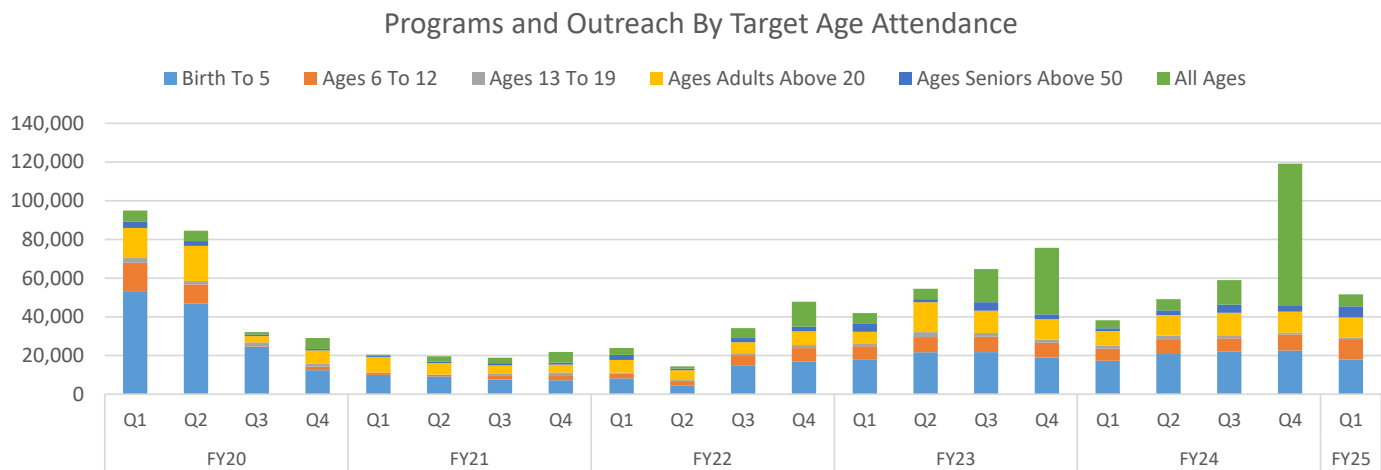
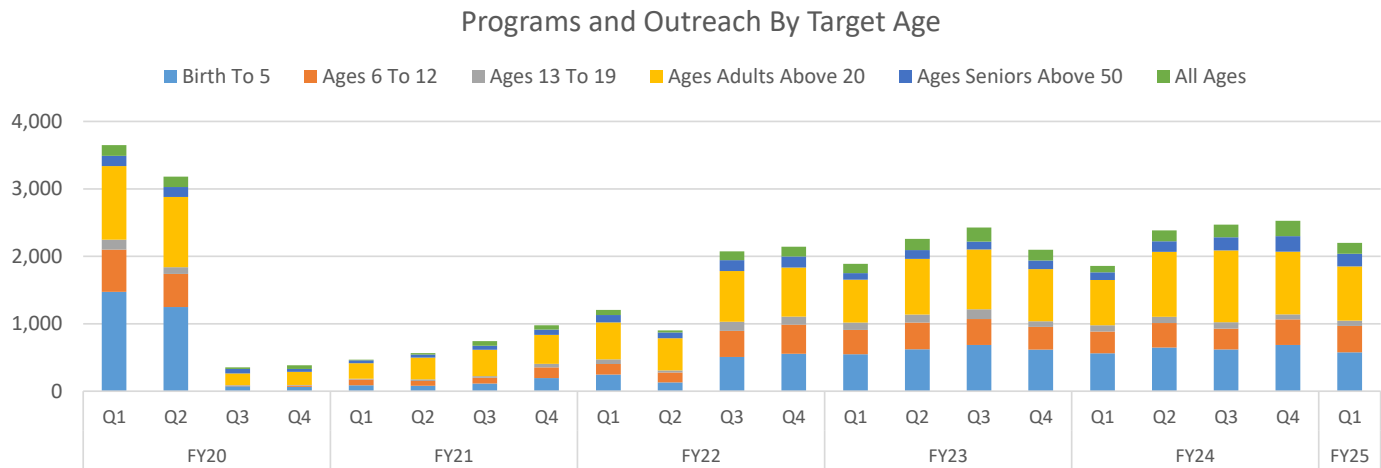
|                                    | FY18 Q1      | FY19 Q1      | FY20 Q1      | FY21 Q1     | FY22 Q1      | FY23 Q1      | FY24 Q1      | FY25 Q1      |
|------------------------------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|--------------|
| Programs                           | 2,361        | 2,470        | 3,003        | 405         | 1,031        | 1,616        | 1,649        | 1,985        |
| Outreach                           | 348          | 544          | 647          | 62          | 174          | 272          | 208          | 214          |
| <b>Programs And Outreach Total</b> | <b>2,709</b> | <b>3,014</b> | <b>3,650</b> | <b>467</b>  | <b>1,205</b> | <b>1,888</b> | <b>1,857</b> | <b>2,199</b> |
| <b>Percent Change</b>              |              | <b>11%</b>   | <b>21%</b>   | <b>-87%</b> | <b>158%</b>  | <b>57%</b>   | <b>-2%</b>   | <b>18%</b>   |

## Programs And Outreach Attendance Q1

|                                               | FY18 Q1       | FY19 Q1       | FY20 Q1       | FY21 Q1       | FY22 Q1       | FY23 Q1       | FY24 Q1       | FY25 Q1       |
|-----------------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Programs Attendance                           | 65,915        | 66,972        | 70,478        | 18,876        | 17,204        | 29,552        | 31,331        | 37,640        |
| Outreach Attendance                           | 15,917        | 28,789        | 24,514        | 1,470         | 6,681         | 12,433        | 6,928         | 14,012        |
| <b>Programs And Outreach Attendance Total</b> | <b>81,832</b> | <b>95,761</b> | <b>94,992</b> | <b>20,346</b> | <b>23,885</b> | <b>41,985</b> | <b>38,259</b> | <b>51,652</b> |
| <b>Percent Change</b>                         |               | <b>17%</b>    | <b>-1%</b>    | <b>-79%</b>   | <b>17%</b>    | <b>76%</b>    | <b>-9%</b>    | <b>35%</b>    |

# Programs and Outreach By Target Age

## By Fiscal Quarter

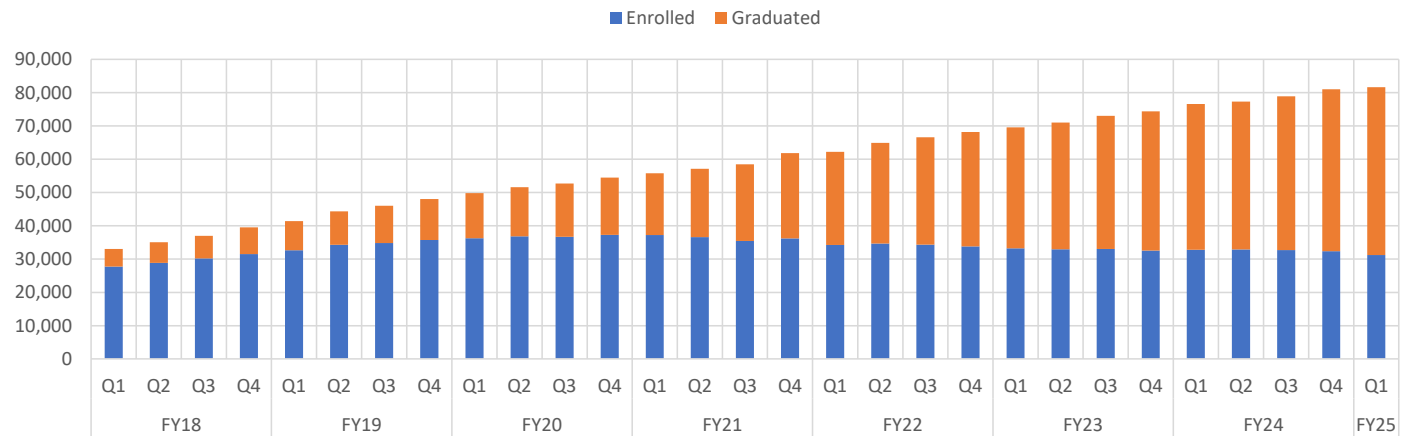


## Programs and Outreach by Target Age Q1

|                                             | FY20 Q1 | FY21 Q1 | FY22 Q1 | FY23 Q1 | FY24 Q1 | FY25 Q1 |
|---------------------------------------------|---------|---------|---------|---------|---------|---------|
| Birth To 5 Programs And Outreach            | 1,474   | 89      | 246     | 548     | 563     | 577     |
| Birth To 5 Attendance                       | 53,278  | 9,966   | 8,111   | 17,717  | 17,203  | 17,934  |
| Ages 6 To 12 Programs And Outreach          | 625     | 85      | 158     | 362     | 323     | 391     |
| Ages 6 To 12 Attendance                     | 14,632  | 1,091   | 2,462   | 7,091   | 6,239   | 10,437  |
| Ages 13 To 19 Programs And Outreach         | 148     | 11      | 69      | 108     | 91      | 79      |
| Ages 13 To 19 Attendance                    | 2,543   | 48      | 556     | 1,446   | 1,625   | 812     |
| Ages Adults Above 20 Programs And Outreach  | 1,091   | 231     | 548     | 636     | 672     | 805     |
| Ages Adults Above 20 Attendance             | 15,531  | 8,153   | 6,502   | 5,983   | 7,595   | 10,530  |
| Ages Seniors Above 50 Programs And Outreach | 152     | 42      | 108     | 97      | 114     | 186     |
| Ages Seniors Above 50 Attendance            | 3,365   | 691     | 2,701   | 4,360   | 1,406   | 5,741   |
| All Ages Programs And Outreach              | 160     | 9       | 76      | 137     | 94      | 161     |
| All Ages Attendance                         | 5,643   | 397     | 3,553   | 5,388   | 4,191   | 6,198   |

# Books from Birth

## Books from Birth By Fiscal Quarter



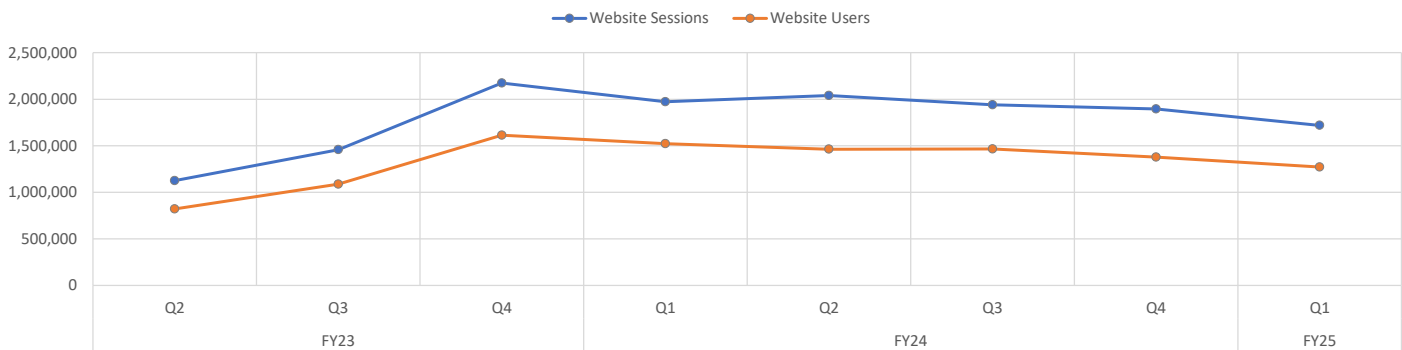
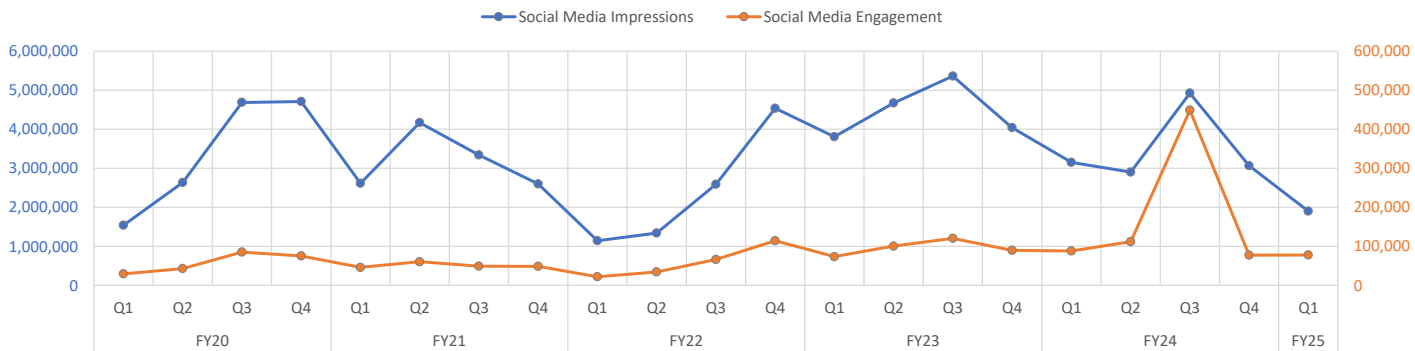
## Books from Birth Enrolled and Graduated Summary

| Quarter | FY18   | FY19   | FY20   | FY21   | FY22   | FY23   | FY24   | FY25   |
|---------|--------|--------|--------|--------|--------|--------|--------|--------|
| Q1      | 33,034 | 41,364 | 49,779 | 55,786 | 62,231 | 69,585 | 76,577 | 81,620 |
| 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 Q1 | FY19 Q1 | FY20 Q1 | FY21 Q1 | FY22 Q1 | FY23 Q1 | FY24 Q1 | FY25 Q1 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Enrolled                | 27,708  | 32,654  | 36,243  | 37,217  | 34,209  | 33,196  | 32,797  | 31,200  |
| Enrolled Percent Change |         | 18%     | 11%     | 3%      | -8%     | -3%     | -1.2%   | -4.9%   |
| Graduated               | 5,326   | 8,710   | 13,536  | 18,569  | 28,022  | 36,389  | 43,780  | 50,420  |

Online Engagement



Online Engagement By Quarter

|                              | FY23 Q1   | FY23 Q2   | FY23 Q3   | FY23 Q4   | FY24 Q1   | FY24 Q2   | FY24 Q3   | FY24 Q4   | FY25 Q1   |
|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 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 | 1,901,972 |
| Social Media Engagement      | 73,667    | 100,733   | 120,454   | 90,006    | 88,152    | 112,148   | 448,732   | 77,601    | 78,093    |
| Social Media Engagement Rate | 1.9%      | 2.2%      | 2.2%      | 2.2%      | 2.8%      | 3.9%      | 9.1%      | 2.5%      | 4.1%      |
| Website Sessions             |           | 1,125,259 | 1,458,092 | 2,174,710 | 1,973,759 | 2,040,725 | 1,940,824 | 1,895,565 | 1,719,701 |
| Website Users                |           | 820,507   | 1,088,046 | 1,612,811 | 1,522,410 | 1,463,589 | 1,466,098 | 1,378,294 | 1,271,723 |

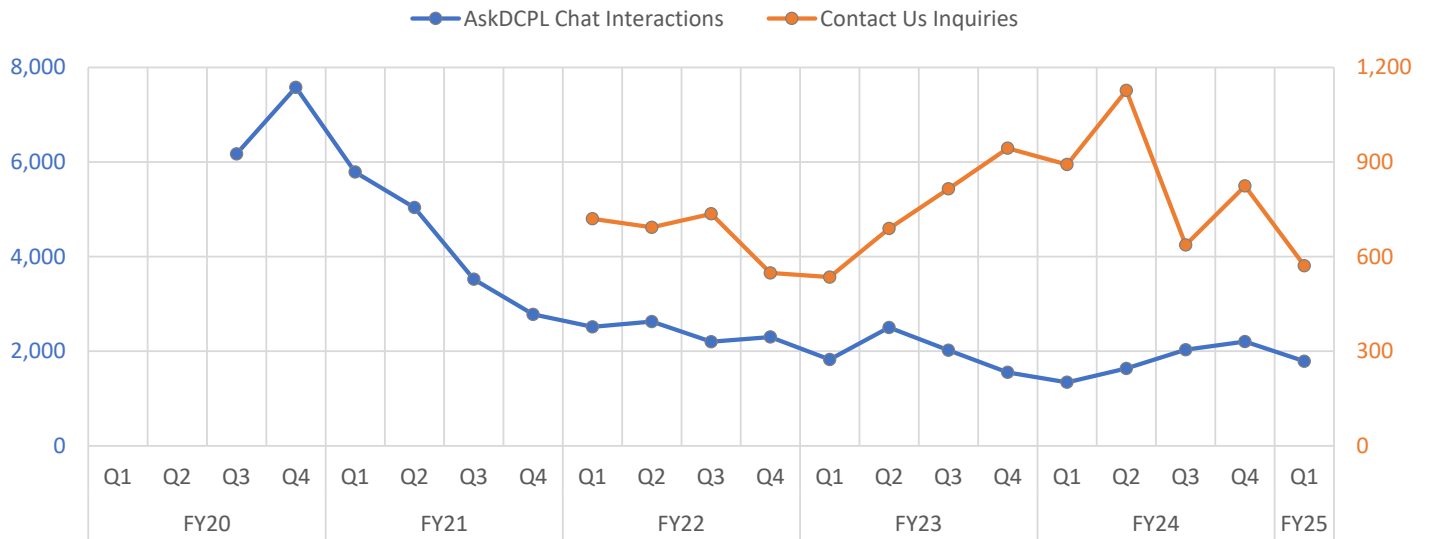
Social Media Impressions Summary

| Quarter           | FY20       | FY21       | FY22      | FY23       | FY24       | FY25      |
|-------------------|------------|------------|-----------|------------|------------|-----------|
| Q1                | 1,541,071  | 2,614,638  | 1,145,227 | 3,807,160  | 3,153,339  | 1,901,972 |
| 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 | 1,901,972 |
| Percentage Change |            | -6%        | -24%      | 86%        | -21%       |           |

Social Media Engagement Summary

| Quarter           | FY20    | FY21    | FY22    | FY23    | FY24    | FY25   |
|-------------------|---------|---------|---------|---------|---------|--------|
| Q1                | 29,522  | 46,217  | 22,381  | 73,667  | 88,152  | 78,093 |
| 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 | 78,093 |
| Percentage Change |         | -12%    | 16%     | 62%     | 89%     |        |

# AskDCPL & Contact Us



## AskDCPL Chat Interactions

| Quarter                  | FY20          | FY21          | FY22         | FY23         | FY24         | FY25         |
|--------------------------|---------------|---------------|--------------|--------------|--------------|--------------|
| Q1                       |               | 5,789         | 2,514        | 1,826        | 1,344        | 1,787        |
| 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        |              |
| <b>Total</b>             | <b>13,750</b> | <b>17,125</b> | <b>9,642</b> | <b>7,901</b> | <b>7,215</b> | <b>1,787</b> |
| <b>Percentage Change</b> |               | <b>25%</b>    | <b>-44%</b>  | <b>-18%</b>  | <b>-9%</b>   |              |

## Contact Us Inquiries

| Quarter                  | FY22         | FY23         | FY24         | FY25       |
|--------------------------|--------------|--------------|--------------|------------|
| Q1                       | 720          | 535          | 892          | 571        |
| Q2                       | 693          | 689          | 1,127        |            |
| Q3                       | 736          | 815          | 637          |            |
| Q4                       | 548          | 944          | 824          |            |
| <b>Total</b>             | <b>2,697</b> | <b>2,983</b> | <b>3,480</b> | <b>571</b> |
| <b>Percentage Change</b> |              | <b>11%</b>   | <b>17%</b>   |            |

## 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       | FY25 Q1      |
|-------------------------------------|--------------|-------------|--------------|---------------|--------------|---------------|---------------|---------------|--------------|
| 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         | 7.00         |
| 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          | 0.50         |
| Chevy Chase                         |              |             |              | 8.00          |              | 19.00         |               | 4.00          | 13.50        |
| Cleveland Park                      |              |             |              | 5.00          |              |               |               |               |              |
| Deanwood                            | 1.00         |             |              |               |              | 7.50          | 8.00          |               | 9.00         |
| Francis Gregory                     |              |             |              | 9.00          | 1.50         | 0.50          |               |               |              |
| Georgetown                          |              |             |              |               | 1.00         |               | 0.50          | 13.50         |              |
| Lamond-Riggs (Lillian J. Huff)      |              |             |              | 0.50          |              | 0.50          |               |               | 1.75         |
| Martin Luther King Jr. Memorial     |              |             |              | 2.00          |              |               | 0.50          |               | 3.00         |
| Mt. Pleasant                        | 5.00         |             |              | 0.50          | 3.00         |               | 0.50          | 8.00          | 1.00         |
| Northeast                           |              |             |              |               |              | 4.00          |               |               |              |
| Northwest One                       |              |             |              | 12.00         | 11.00        | 8.00          | 25.50         | 11.00         | 13.00        |
| 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          |               | 9.00         |
| Shaw (Watha T. Daniel)              | 6.00         |             | 8.00         | 13.50         |              | 3.50          |               | 7.00          | 8.00         |
| Shepherd Park (Juanita E. Thornton) |              |             |              | 2.50          | 0.50         | 10.00         |               | 0.50          | 1.50         |
| Southeast                           |              |             | 10.50        |               |              | 3.00          | 102.00        | 45.00         |              |
| Southwest                           | 2.00         |             |              |               | 0.50         | 8.00          | 0.50          |               |              |
| Takoma Park                         | 0.50         |             |              |               |              |               |               |               | 1.00         |
| 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        |              |               |               |               |              |
| <b>Total</b>                        | <b>19.00</b> | <b>3.50</b> | <b>58.00</b> | <b>265.00</b> | <b>30.50</b> | <b>128.00</b> | <b>339.00</b> | <b>178.50</b> | <b>68.25</b> |

## Human Resources

Human Resources Summary By Quarter

|                                      | FY23 Q1 | FY23 Q2 | FY23 Q3 | FY23 Q4 | FY24 Q1 | FY24 Q2 | FY24 Q3 | FY24 Q4 | FY25 Q1 |
|--------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Vacancy Rate                         | 13.6%   | 11.1%   | 10.5%   | 10.8%   | 7.6%    | 7.5%    | 8.4%    | 10.7%   | 10.2%   |
| Turnover Rate                        | 3.2%    | 1.6%    | 2.6%    | 5.2%    | 1.0%    | 2.0%    | 3.2%    | 4.1%    | 1.9%    |
| # Staff on Extended Leave            | 11      | 14      | 20      | 20      | 8       | 20      | 32      | 24      | 6       |
| # Staff on Extended Leave Continuing | 56      | 72      | 77      | 68      | 69      | 50      | 25      | 32      | 38      |
| Total Staff on Extended Leave        | 67      | 86      | 97      | 88      | 77      | 70      | 57      | 56      | 44      |

# 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.

*\*Beginning in FY25 Q1, YouTube statistics have been incorporated alongside data from Facebook, X (formerly Twitter), and Instagram. While Pinterest is no longer actively used, interactions with past content on the platform remain included in the overall engagement metrics.*

**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.