# LIBRARY SERVICES
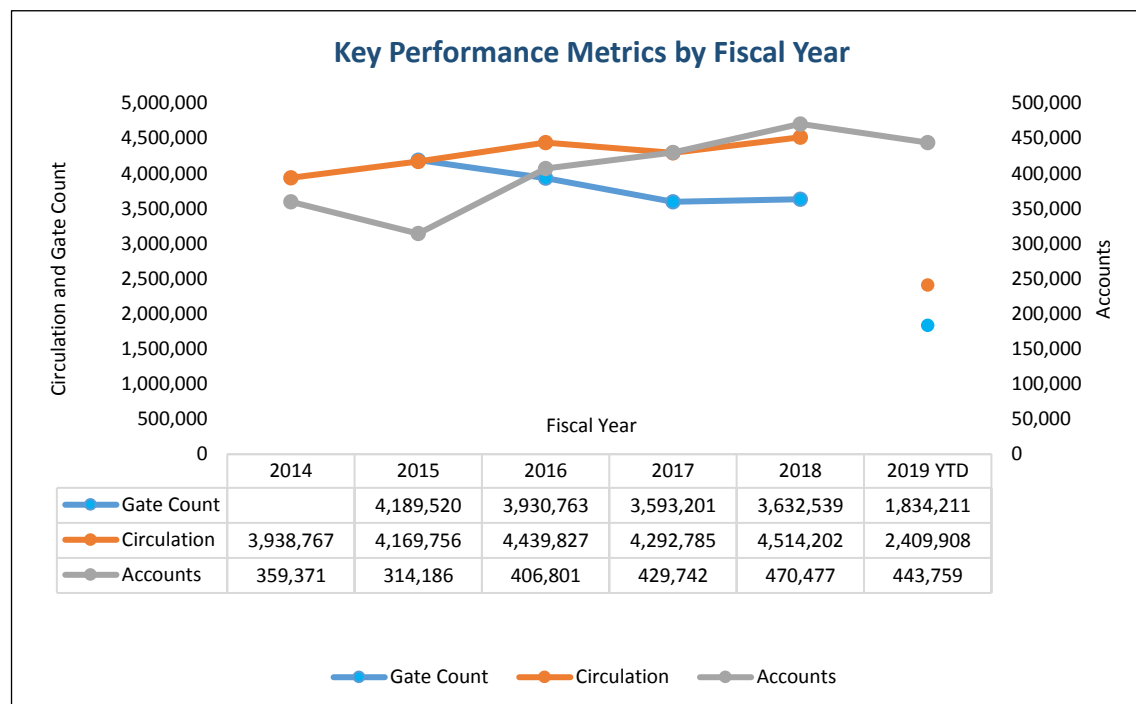
## QUARTERLY PERFORMANCE REPORT

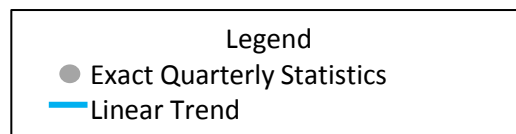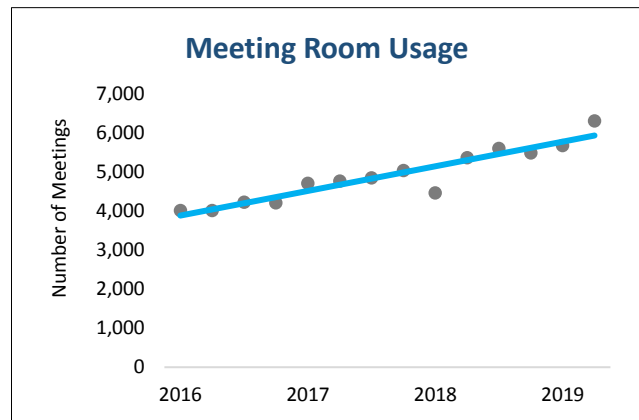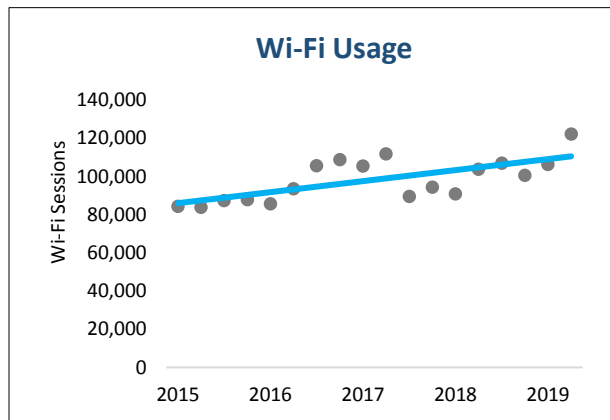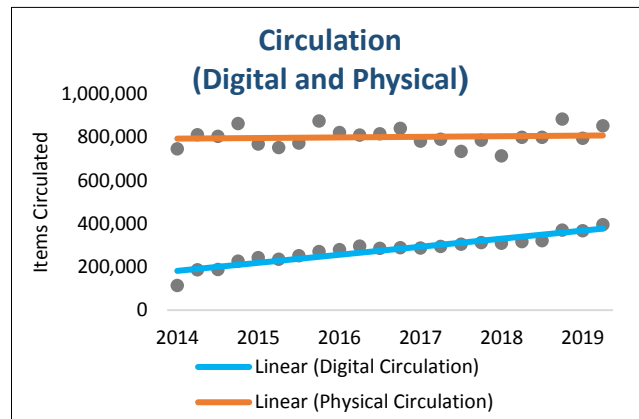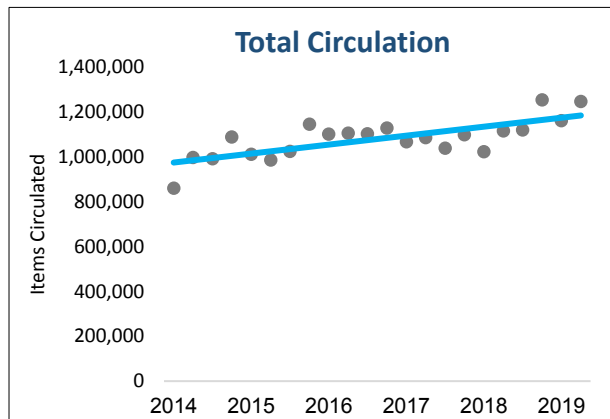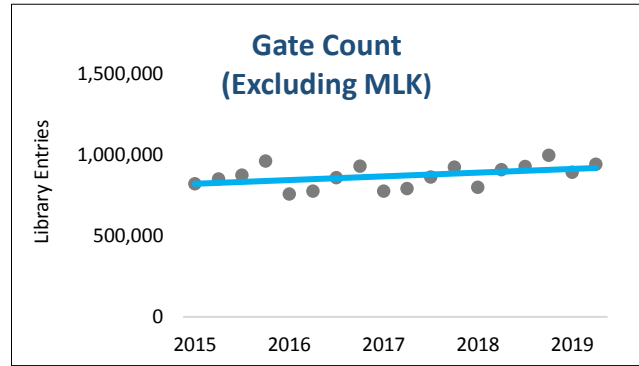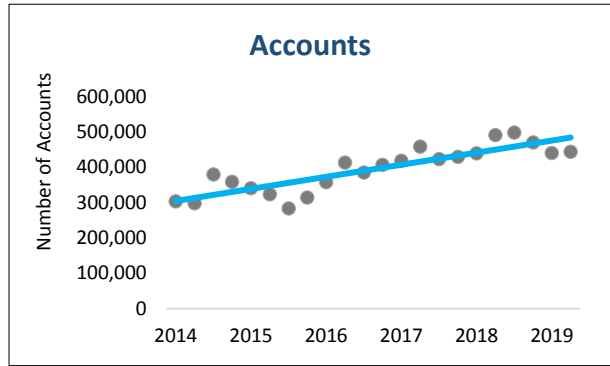DC public library

# Q2 FY19

## EXECUTIVE SUMMARY

- Compared to Q2 FY18, several performance measures are up in Q2 FY19 including: physical and digital circulation, gate count, wifi and meeting and study room use.

- The Capitol View interim location closed on March 16th and the Capitol View neighborhood library re-opened on March 23, 2019.

- We continue to track the accuracy of gate counters throughout the system. This includes the newly installed gate-counter at Capitol View which was re-calibrated in early April. The gate counter at Cleveland Park appears to be operating properly after an adjustment in the fall.

- There were 428 hours of unplanned library closures in Q2 FY19, including two "snow days" -- compared to 366.5 total hours of unplanned closures in Q2 FY18.

- In partnership with AARP, DCPL hosted over 15 tax aid clinics at Petworth, Shaw and Woodridge in the months of February and March. In addition, in February, DCPL once again lead programs for Black History Month throughout the city.

- On March 15th, four DCPL neighborhood libraries (Mt. Pleasant, Shaw, Woodridge and Anacostia) became host locations for satellite exhibitions from the Smithsonian Anacostia Community Museum's exhibition "A Right to the City" focusing on neighborhood change and gentrification. The exhibitions will remain for a year; related programs and speakers will take place at neighborhood libraries and other locations citywide. The Anacostia Community Museum is closed for renovations from March 15th through Mid-October.

### Key Performance Metrics by Fiscal Year

| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 YTD |
|---|---|---|---|---|---|---|
| Gate Count | | 4,189,520 | 3,930,763 | 3,593,201 | 3,632,539 | 1,834,211 |
| Circulation | 3,938,767 | 4,169,756 | 4,439,827 | 4,292,785 | 4,514,202 | 2,409,908 |
| Accounts | 359,371 | 314,186 | 406,801 | 429,742 | 470,477 | 443,759 |

# SUMMARY OF HISTORICAL TRENDS

## Accounts

Number of Accounts

600,000
500,000
400,000
300,000
200,000
100,000
0

2014  2015  2016  2017  2018  2019

## Gate Count (Excluding MLK)

Library Entries

1,500,000

1,000,000

500,000

0

2015  2016  2017  2018  2019

## Total Circulation

Items Circulated

1,400,000
1,200,000
1,000,000
800,000
600,000
400,000
200,000
0

2014  2015  2016  2017  2018  2019

## Circulation (Digital and Physical)

Items Circulated

1,000,000

800,000

600,000

400,000

200,000

0

2014  2015  2016  2017  2018  2019

—— Linear (Digital Circulation)
—— Linear (Physical Circulation)

## Wi-Fi Usage

Wi-Fi Sessions

140,000
120,000
100,000
80,000
60,000
40,000
20,000
0

2015  2016  2017  2018  2019

## Meeting Room Usage

Number of Meetings

7,000
6,000
5,000
4,000
3,000
2,000
1,000
0

2016  2017  2018  2019

Legend
● Exact Quarterly Statistics
—— Linear Trend

# CIRCULATION

Q2 FY19

| Ward | Location | Q2 FY16 | Q2 FY17 | Q2 FY18 | Physical Circ | Digital Library |
|---|---|---|---|---|---|---|
| 1 | Mt. Pleasant | 61,805 | 62,655 | 75,571 | 73,818 | 42,286 |
| | **Ward 1 Totals** | **61,805** | **62,655** | **75,571** | **73,818** | **42,286** |
| 2 | MLK JR. Memorial Library/System-Wide Self Checkouts/Mobile App | 230,335 | 175,504 | 674 | 458 | 11,362 |
| 2 | Library Express/Center for Accessibilty | | | 7,965 | 8,725 | 6,520 |
| 2 | Georgetown | 45,841 | 44,142 | 46,088 | 42,148 | 30,585 |
| 2 | West End | 16,470 | 17,956 | 39,913 | 51,126 | 25,215 |
| | **Ward 2 Totals** | **292,646** | **237,602** | **94,640** | **102,457** | **73,682** |
| 3 | Chevy Chase | 26,524 | 40,791 | 52,085 | 52,664 | 16,986 |
| 3 | Cleveland Park | 56,174 | 35,388 | 42,573 | 82,525 | 32,659 |
| 3 | Palisades | 22,465 | 16,441 | 28,372 | 37,380 | 8,139 |
| 3 | Tenley-Friendship | 64,398 | 66,478 | 72,478 | 72,205 | 38,953 |
| | **Ward 3 Totals** | **169,561** | **159,098** | **195,508** | **244,774** | **96,737** |
| 4 | Petworth | 34,045 | 33,347 | 44,848 | 44,692 | 16,463 |
| 4 | Shepherd Park (Juanita E. Thornton) | 2,511 | 13,974 | 17,418 | 18,240 | 5,411 |
| 4 | Takoma Park | 21,712 | 19,974 | 24,658 | 25,372 | 11,372 |
| | **Ward 4 Totals** | **58,268** | **67,295** | **86,924** | **88,304** | **33,246** |
| 5 | Lamond-Riggs | 13,100 | 20,203 | 15,307 | 16,214 | 5,940 |
| 5 | Woodridge | 12,481 | 37,488 | 51,347 | 52,313 | 14,031 |
| | **Ward 5 Totals** | **25,581** | **57,691** | **66,654** | **68,527** | **19,971** |
| 6 | Northeast | 34,479 | 39,220 | 52,476 | 53,993 | 20,301 |
| 6 | Northwest One | 5,915 | 7,296 | 10,059 | 10,748 | 8,713 |
| 6 | Rosedale | 9,285 | 7,896 | 12,539 | 11,038 | 3,118 |
| 6 | Shaw (Watha T. Daniel) | 28,641 | 37,806 | 52,447 | 53,190 | 43,762 |
| 6 | Southeast | 36,379 | 36,502 | 45,239 | 46,622 | 25,746 |
| 6 | Southwest | 17,598 | 16,356 | 17,898 | 17,696 | 10,298 |
| | **Ward 6 Totals** | **132,297** | **145,076** | **190,658** | **193,287** | **111,938** |
| 7 | Benning (Dorothy I. Height) | 13,125 | 13,080 | 16,023 | 12,578 | 1,623 |
| 7 | Capitol View | 12,495 | 4,111 | 8,997 | 7,140 | 735 |
| 7 | Deanwood | 4,541 | 4,865 | 7,467 | 7,865 | 1,054 |
| 7 | Francis Gregory | 9,015 | 8,325 | 12,336 | 12,502 | 4,022 |
| | **Ward 7 Total** | **39,176** | **30,381** | **44,823** | **40,085** | **7,434** |
| 8 | Anacostia | 11,044 | 9,822 | 9,206 | 11,129 | 5,880 |
| 8 | Bellevue (William O. Lockridge) | 8,667 | 7,453 | 9,166 | 8,172 | 2,974 |
| 8 | Parklands-Turner | 10,816 | 10,094 | 11,615 | 8,277 | 851 |
| | **Ward 8  Totals** | **30,527** | **27,369** | **29,987** | **27,578** | **9,705** |
| | **Jail Library** | 0 | 3,897 | 14,248 | 13,772 | 0 |
| | **Libraries Subtotal** | **809,861** | **791,064** | **799,013** | **852,602** | **394,999** |
| | **Digital Library** | 296,144 | 295,013 | 316,860 | 394,999 | |
| | **DCPL Total** | **1,106,005** | **1,086,077** | **1,115,873** | **1,247,601** | |
| | **Percent Change** | | -1.80% | 2.74% | 11.80% | |

## Total Circulation by Quarter

Items Circulated — 1,500,000 / 1,000,000 / 500,000 / 0 — 2014 2015 2016 2017 2018 2019

*Since FY2014 DCPL Systemwide Circulation has increased on average by 1.79 percent per quarter.
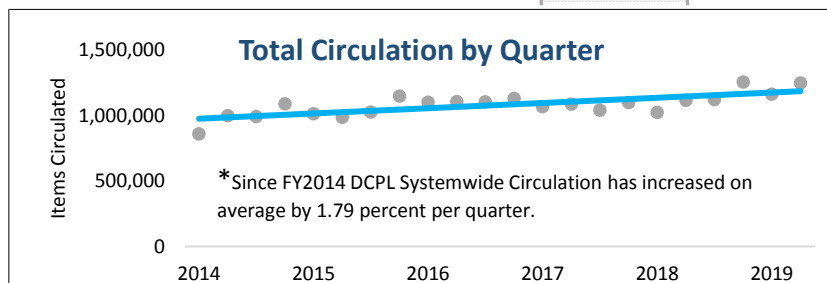
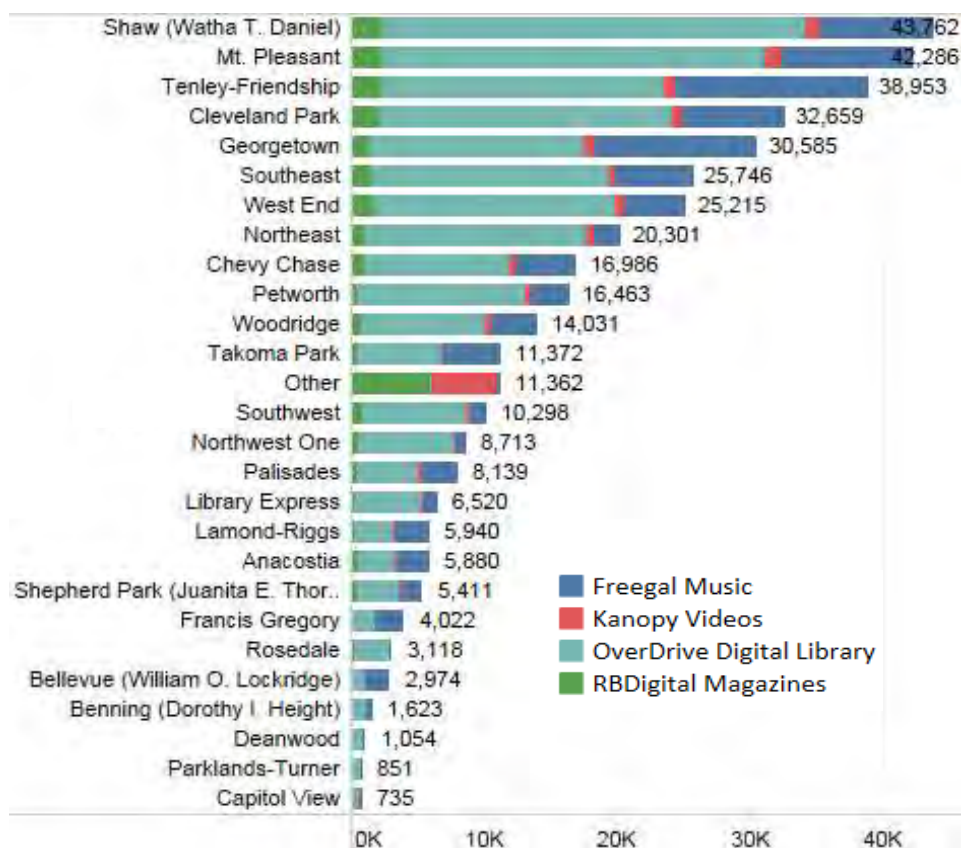| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2014 | 860,350 | 997,758 | 992,029 | 1,088,630 | **3,938,767** |
| FY2015 | 1,012,275 | 986,421 | 1,024,423 | 1,146,637 | **4,169,756** |
| FY2016 | 1,101,415 | 1,106,005 | 1,102,941 | 1,129,466 | **4,439,827** |
| FY2017 | 1,068,319 | 1,086,077 | 1,039,687 | 1,098,702 | **4,292,785** |
| FY2018 | 1,023,328 | 1,115,873 | 1,120,791 | 1,254,210 | **4,514,202** |
| FY2019 | 1,162,307 | 1,247,601 | | | **2,409,908** |

**Notes:**
*Prior to FY18 Q1 circulation performed at self check machines was assigned to Martin Luther King Jr. Memorial Library/SystemWide Self Check. Between October - January FY18 these circulation transactions were assigned to the cardholder's home neighborhood branch. Begining February FY18 self check circulation transations are assigned to the physical branch that the transaction took place.

*Martin Lurther King Jr. Memorial Library/SystemWide Self Check is attributed to circulation perfomed using the the mobile Boopsie application.

*Digital circulation that is not aligned with a User Library is listed as Martin Luther King Jr. Memorial Library/SystemWide Self Checkouts/Mobile in the Digital Column.

3

# CIRCULATION

## Q2 FY19 Digital Circulation By Vendor and Branch



| | Freegal Music |
| --- | --- |
| | Kanopy Videos |
| | OverDrive Digital Library |
| | RBDigital Magazines |

Branch totals:
- Shaw (Watha T. Daniel): 43,762
- Mt. Pleasant: 42,286
- Tenley-Friendship: 38,953
- Cleveland Park: 32,659
- Georgetown: 30,585
- Southeast: 25,746
- West End: 25,215
- Northeast: 20,301
- Chevy Chase: 16,986
- Petworth: 16,463
- Woodridge: 14,031
- Takoma Park: 11,372
- Other: 11,362
- Southwest: 10,298
- Northwest One: 8,713
- Palisades: 8,139
- Library Express: 6,520
- Lamond-Riggs: 5,940
- Anacostia: 5,880
- Shepherd Park (Juanita E. Thor..): 5,411
- Francis Gregory: 4,022
- Rosedale: 3,118
- Bellevue (William O. Lockridge): 2,974
- Benning (Dorothy I. Height): 1,623
- Deanwood: 1,054
- Parklands-Turner: 851
- Capitol View: 735

## Database Usage

| | Q1 | Q2 | Q3 | Q4 | Total |
| --- | --- | --- | --- | --- | --- |
| FY 2017 | 249,774 | 292,248 | 349,985 | 394,974 | 1,286,981 |
| FY 2018 | 453,924 | 537,127 | 474,835 | 377,043 | 1,842,929 |
| FY 2019 | 621,438 | 582,142 | | | 1,203,580 |

## Top 10 Titles Q2 FY19

Top titles include physical and digital books and audiobooks with the highest circulation in FY19Q2.
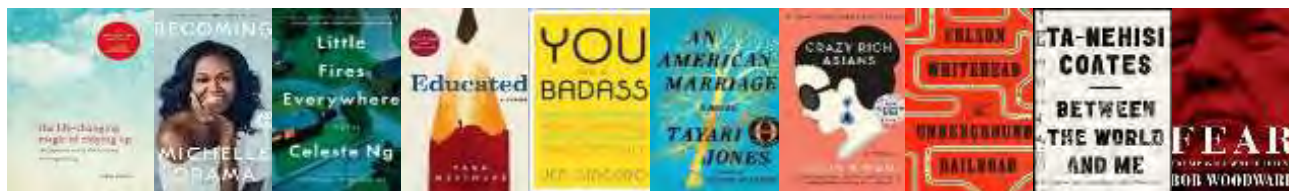


| Rank | Title | Author | Digital | Physical | Total |
| --- | --- | --- | --- | --- | --- |
| 1 | The Life Changing Magic of Tidying Up | Marie Kondo | 1,206 | 110 | 1,316 |
| 2 | Becoming | Michelle Obama | 739 | 520 | 1,259 |
| 3 | Little Fires Everywhere | Celeste Ng | 724 | 441 | 1,165 |
| 4 | Educated | Tara Westover | 746 | 402 | 1,148 |
| 5 | You are a Badass: How to Stop Doubting | Jen Sincero | 952 | 57 | 1,009 |
| 6 | An American Marriage | Tayari Jones | 733 | 270 | 1,003 |
| 7 | Crazy Rich Asians | Kevin Kwan | 709 | 238 | 947 |
| 8 | The Underground Railroad | Colson Whitehead | 501 | 265 | 766 |
| 9 | Between the World and Me | Ta-Nehisi Coates | 533 | 190 | 723 |
| 10 | Fear | Bob Woodward | 451 | 262 | 713 |

# EARLY LITERACY PROGRAMMING

## Books from Birth Enrollment by Ward in FY19 Q2
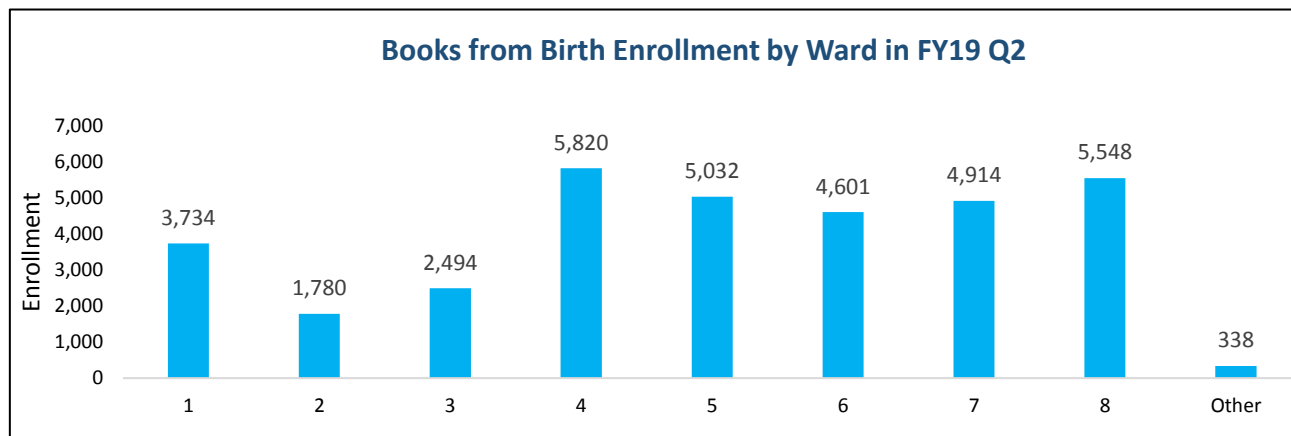


## Books form Birth Enrollment by Quarter

| | Q4 FY17 | Q1 FY18 | Q2 FY18 | Q3 FY18 | Q4 FY18 | Q1 FY19 | Q2 FY19 |
|---|---|---|---|---|---|---|---|
| Eligible Children Citywide | 41,955 | 41,955 | 41,955 | 41,955 | 41,955 | 41,955 | 41,955 |
| Enrollment Citywide | 25,741 | 27,708 | 28,834 | 30,161 | 31,468 | 32,654 | 34,261 |
| *% of Citywide Eligible Enrolled* | *61.35%* | *66.04%* | *68.73%* | *71.89%* | *75.00%* | *77.75%* | *81.58%* |
| Graduated Citywide | 4,416 | 5,326 | 6,198 | 6,790 | 8,037 | 8,710 | 10,037 |
| Eligible Children in Target Areas | 25,217 | 25,217 | 25,217 | 25,217 | 25,217 | 25,217 | 25,217 |
| Enrollment in Target Areas | 16,715 | 17,986 | 18,690 | 19,538 | 20,413 | 21,113 | 22,150 |
| *% Target Areas Enrolled* | *66.3%* | *71.3%* | *74.1%* | *77.5%* | *80.9%* | *83.7%* | *87.8%* |
| Total Enrolled + Total Graduated | **30,157** | **33,034** | **35,032** | **36,951** | **39,505** | **41,364** | **44,298** |

*The number of eligible children citywide and in target areas is according to the 2012-2016 5 Year American Communities Survey and the DC Office of Planning.
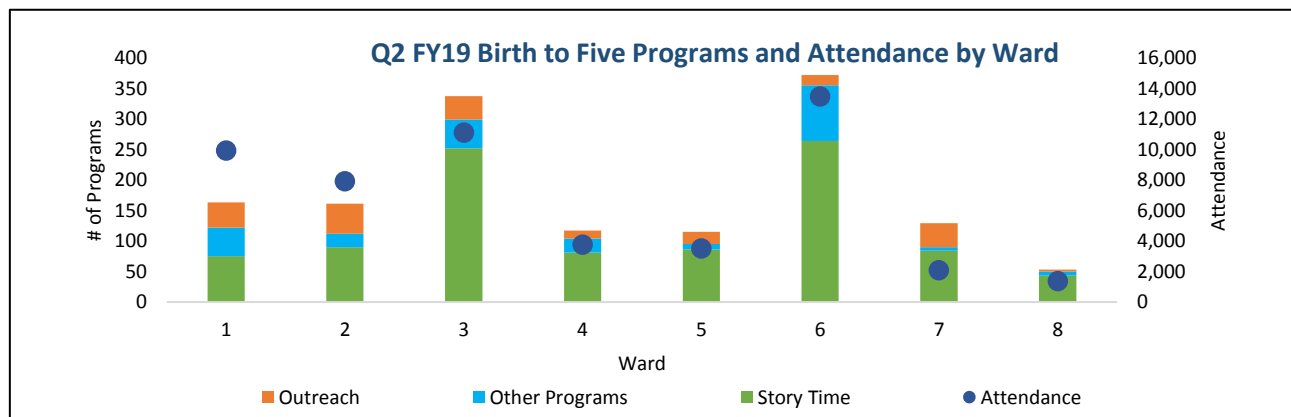


| | Story Time Programs | | Other Programs | | Outreach | | Total | |
|---|---|---|---|---|---|---|---|---|
| | Programs | Attendance | Programs | Attendance | Programs | Attendance | Programs | Attendance |
| Q2 FY2018 | 1,115 | 41,205 | 217 | 8,366 | 214 | 7,766 | 1,546 | 57,337 |
| Q2 FY2019 | 975 | 35,357 | 252 | 10,153 | 220 | 7,618 | 1,447 | 53,128 |
| % Change | -13% | -14% | 16% | 21% | 3% | -2% | -6.40% | -7.34% |

## ACTIVE ACCOUNTS

**Q2 FY19  Accounts by Ward**



**Active Accounts by Quarter**



*Since FY2014 DCPL accounts have increased on average by 1.83 percent per quarter.
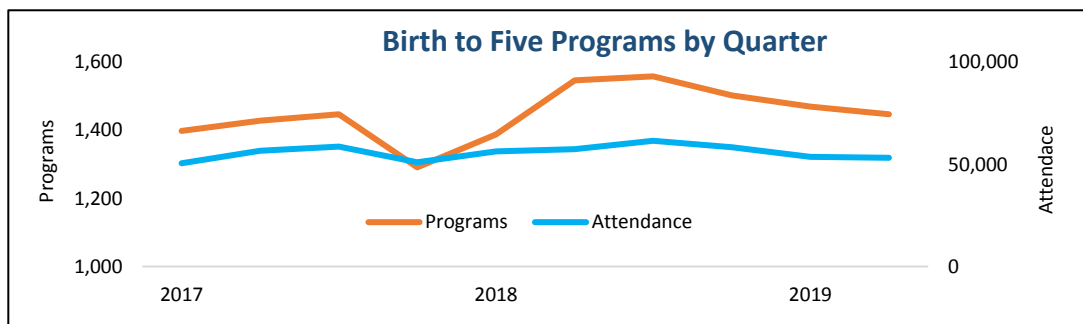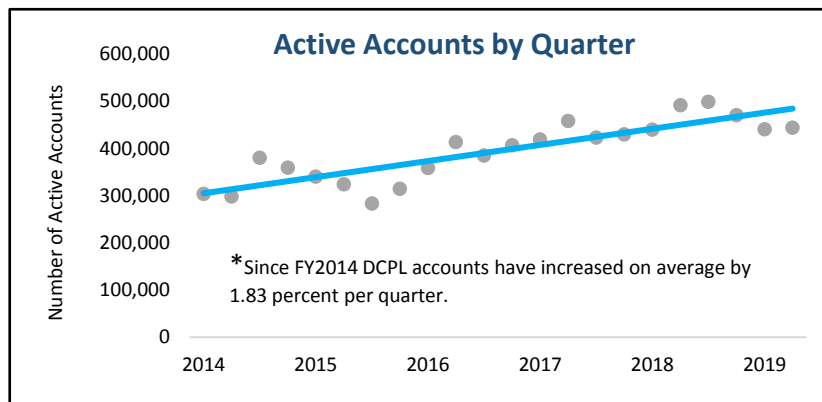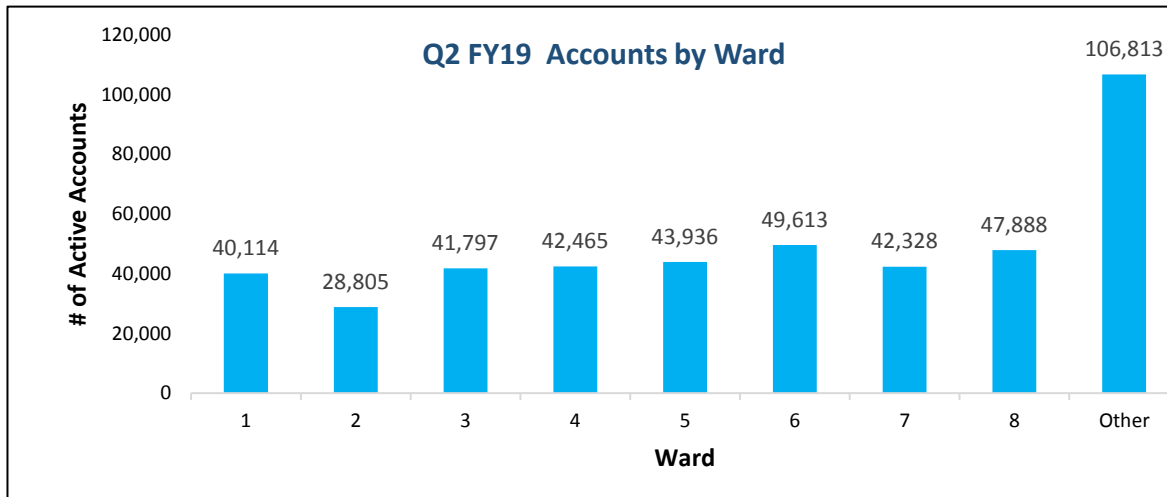
|        | Q1      | Q2      | Q3      | Q4      |
|--------|---------|---------|---------|---------|
| FY2014 | 303,280 | 297,916 | 380,142 | 359,371 |
| FY2015 | 340,389 | 323,628 | 283,407 | 314,186 |
| FY2016 | 358,106 | 413,650 | 384,992 | 406,801 |
| FY2017 | 418,598 | 458,368 | 422,946 | 429,742 |
| FY2018 | 439,213 | 491,518 | 498,436 | 470,477 |
| FY2019 | 440,471 | 443,759 |         |         |

# ACTIVE ACCOUNTS BY ZIP CODE
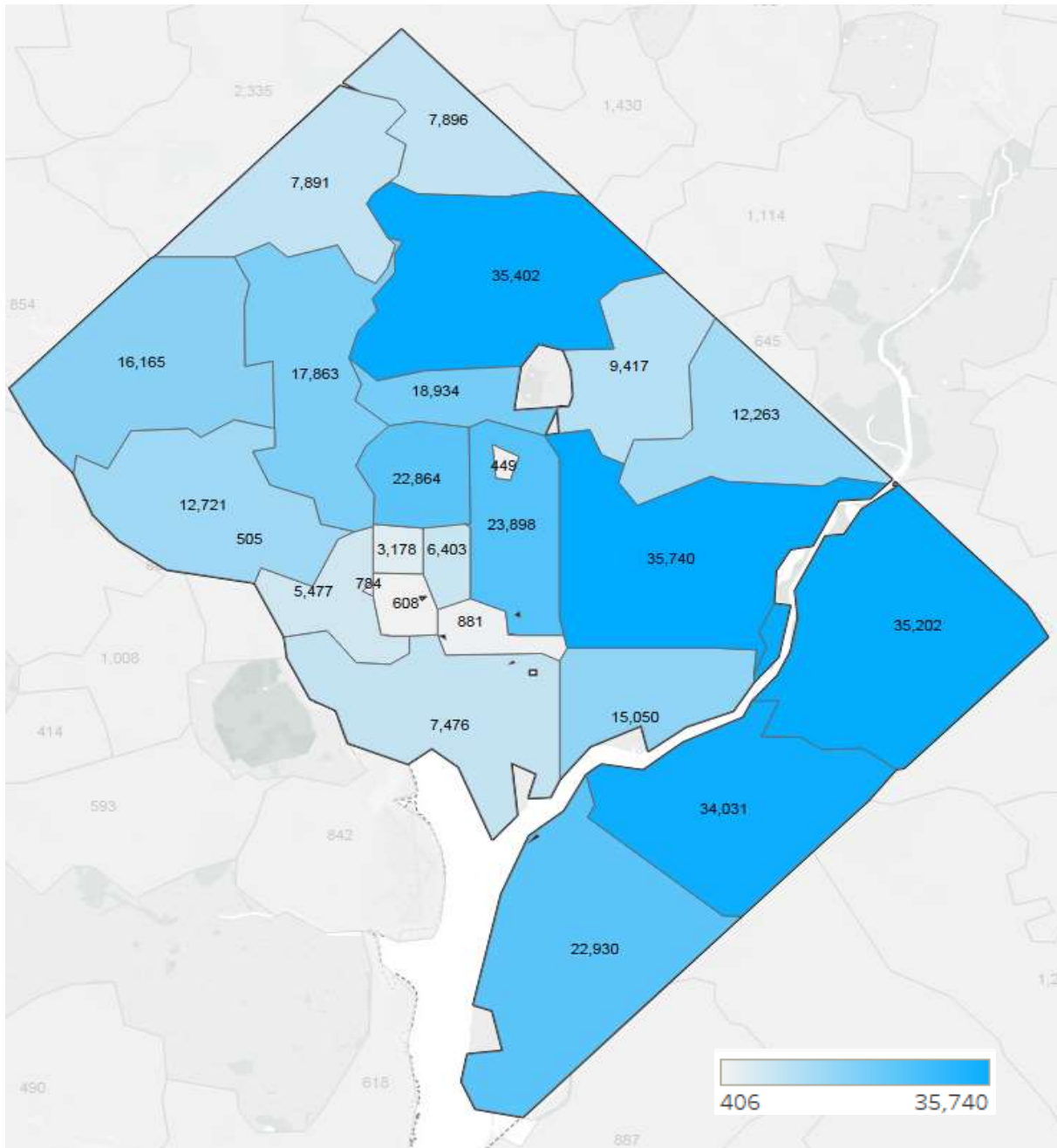
# STUDENT AND EDUCATOR ACCOUNT ACTIVITY

## Active Accounts by Profile

3%
21%
76%

- Students
- Educators
- Other

## Student Accounts by Ward

| Ward | Accounts |
|------|----------|
| 1 | 7,208 |
| 2 | 2,474 |
| 3 | 7,015 |
| 4 | 12,815 |
| 5 | 12,293 |
| 6 | 8,957 |
| 7 | 15,556 |
| 8 | 17,813 |
|  | 9,282 |

## Computer Use by Branch

| Branch | Computer Use |
|--------|--------------|
| Bellevue (William O. Lockridge) | 3,294 |
| Parklands-Turner | 3,219 |
| Anacostia | 2,926 |
| Petworth | 2,755 |
| Shaw (Watha T. Daniel) | 2,710 |
| Woodridge | 2,551 |
| Southwest | 2,506 |
| Mt. Pleasant | 2,402 |
| Francis Gregory | 2,319 |
| Benning (Dorothy I. Height) | 2,058 |
| Northeast | 2,029 |
| Tenley-Friendship | 1,631 |
| Shepherd Park (Juanita E. Thornton) | 1,547 |
| Deanwood | 1,509 |
| Rosedale | 1,497 |
| West End | 1,213 |
| Lamond-Riggs | 946 |
| Takoma Park | 909 |
| Georgetown | 854 |
| Northwest One | 741 |
| Chevy Chase | 677 |
| Capitol View | 512 |
| Palisades | 485 |
| Cleveland Park | 374 |
| Southeast | 342 |

## Top Titles Circulated by Students and Educators

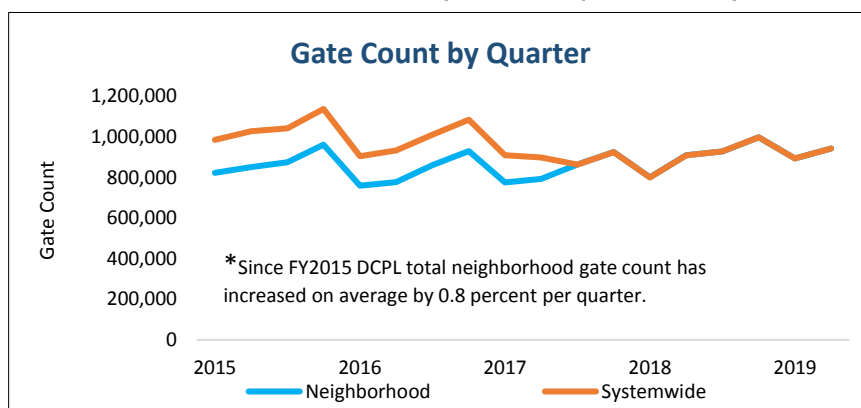| Title | Circulation |
|-------|-------------|
| Big Nate by Lincoln Pierce | 421 |
| Diary of a Wimpy Kid by Jeff Kinney | 377 |
| Amulet by Kazu Kibuishi | 269 |
| Pokemon Adventures by Hidenori Kusaka | 213 |
| Pinkalicious by Victoria Kann | 192 |
| Babymouse by Jennifer L. Holm | 187 |
| Fancy Nancy by Jane O'Connor | 170 |
| Bleach by Tite Kubo | 167 |
| Dork Diaries by Rachel Renee Russell | 165 |
| Naruto by Masahi Kishimoto | 159 |

*The above series are from DC Public Library's physical collection.
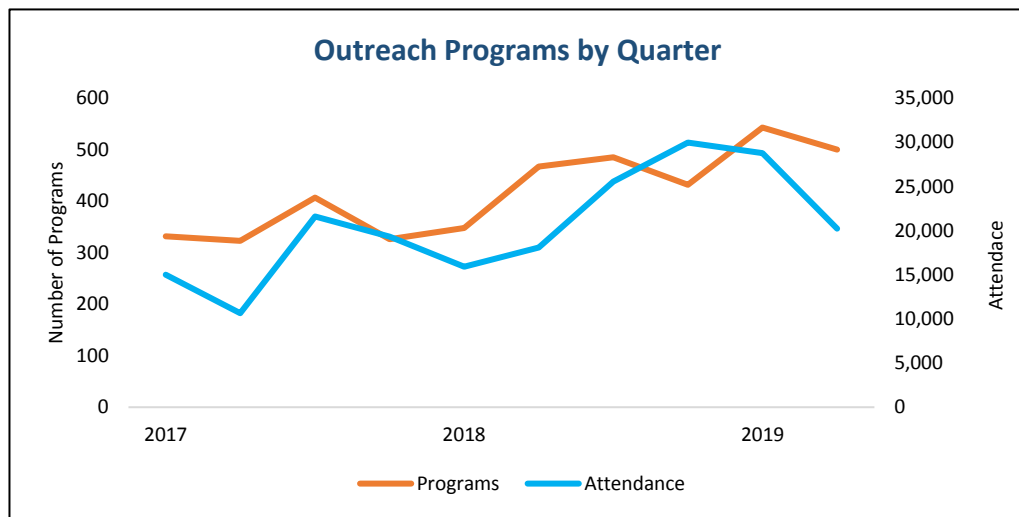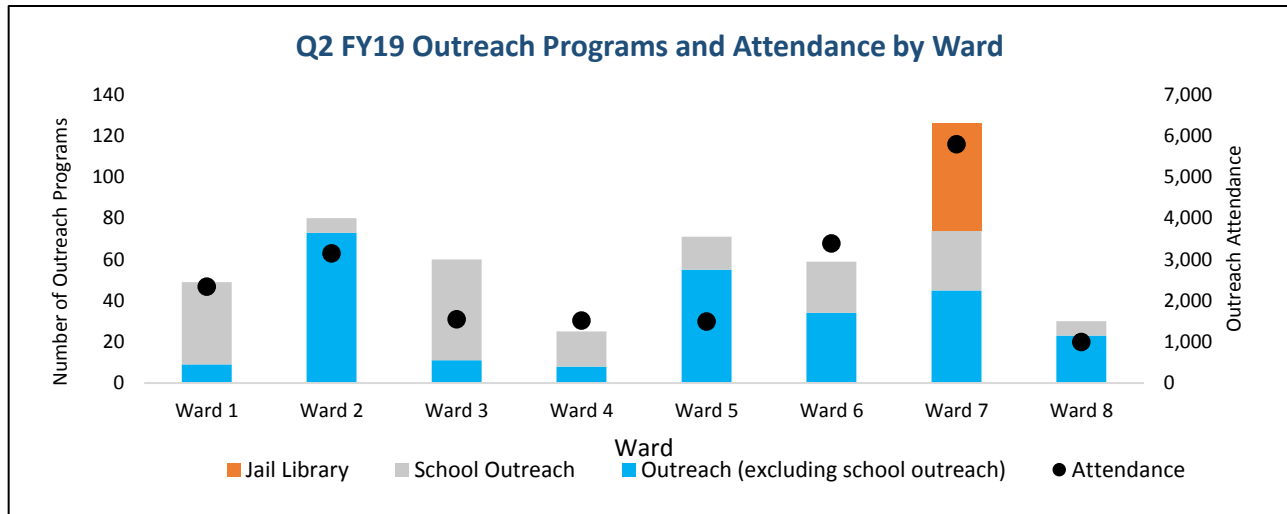
## Circulaton by Branch (Physical and Digital)

| Branch | Students | Educators |
|--------|----------|-----------|
| Tenley-Friendship | 8,377 | 677 |
| Woodridge | 7,853 | 758 |
| Cleveland Park | 7,604 | 937 |
| Mt. Pleasant | 7,528 | 1,247 |
| Shaw (Watha T. Daniel) | 6,709 | 1,357 |
| Northeast | 6,508 | 946 |
| Petworth | 6,271 | 1,450 |
| Chevy Chase | 5,254 | 422 |
| Palisades | 5,228 | 616 |
| Southeast | 5,140 | 737 |
| Georgetown | 5,004 | 274 |
| Takoma Park | 4,514 | 1,107 |
| Francis Gregory | 3,562 | 208 |
| Lamond-Riggs | 3,168 | 628 |
| Shepherd Park (Juanita E. Thornton) | 2,832 | 525 |
| West End | 2,758 | 629 |
| Benning (Dorothy I. Height) | 2,586 | 348 |
| Rosedale | 1,984 | 293 |
| Parklands-Turner | 1,920 | 323 |
| Bellevue (William O. Lockridge) | 1,887 | 100 |
| Southwest | 1,695 | 342 |
| Anacostia | 1,616 | 354 |
| Deanwood | 1,319 | 216 |
| Northwest One | 1,231 | 158 |
| Capitol View | 1,172 | 240 |
| Other | 183 |  |
| Library Express | 167 |  |

- Students
- Educators
- Other

## GATE COUNT

| Ward | Location | Q2 FY15 | Q2 FY16 | Q2 FY17 | Q2 FY18 | Q2 FY19 |
|---|---|---|---|---|---|---|
| 1 | Mt. Pleasant | 60,118 | 59,060 | 64,556 | 63,373 | 63,481 |
| | **Ward 1 Totals** | **60,118** | **59,060** | **64,556** | **63,373** | **63,481** |
| 2 | Martin Luther King, Jr. Memorial Library | 176,685 | 157,012 | 105,547 | 0 | 0 |
| 2 | Library Express | | | | 25,343 | 27,894 |
| 2 | Georgetown | 21,793 | 31,906 | 36,379 | 35,952 | 34,648 |
| 2 | West End | 23,498 | 20,887 | 20,915 | 48,340 | 55,224 |
| | **Ward 2 Totals** | **221,976** | **209,805** | **162,841** | **109,635** | **117,766** |
| 3 | Chevy Chase | 33,578 | 20,916 | 35,870 | 37,594 | 36,230 |
| 3 | Cleveland Park | 67,521 | 59,329 | 17,063 | 18,697 | 54,507 |
| 3 | Palisades | 26,092 | 22,633 | 14,736 | 22,684 | 25,526 |
| 3 | Tenley-Friendship | 57,388 | 58,253 | 59,224 | 59,837 | 49,406 |
| | **Ward 3 Totals** | **184,579** | **161,131** | **126,893** | **138,812** | **165,669** |
| 4 | Petworth | 41,622 | 43,608 | 42,366 | 42,987 | 45,550 |
| 4 | Shepherd Park (Juanita E. Thornton) | 22,650 | 112 | 21,762 | 25,163 | 24,838 |
| 4 | Takoma Park | 20,497 | 21,086 | 18,031 | 18,942 | 18,750 |
| | **Ward 4 Totals** | **84,769** | **64,806** | **82,159** | **87,092** | **89,138** |
| 5 | Lamond-Riggs | 26,651 | 27,141 | 26,996 | 28,697 | 26,263 |
| 5 | Woodridge | 18,388 | 18,823 | 35,982 | 41,477 | 46,027 |
| | **Ward 5 Totals** | **45,039** | **45,964** | **62,978** | **70,174** | **72,290** |
| 6 | Northeast | 27,773 | 27,863 | 29,513 | 35,787 | 40,780 |
| 6 | Northwest One | 22,645 | 20,291 | 24,220 | 25,055 | 22,650 |
| 6 | Rosedale | 20,915 | 19,596 | 19,289 | 22,599 | 21,485 |
| 6 | Shaw (Watha T. Daniel) | 53,426 | 50,927 | 56,901 | 68,738 | 63,770 |
| 6 | Southeast | 38,093 | 38,311 | 37,353 | 41,965 | 43,638 |
| 6 | Southwest | 28,749 | 24,893 | 24,433 | 26,001 | 22,891 |
| | **Ward 6 Totals** | **191,601** | **181,881** | **191,709** | **220,145** | **215,214** |
| 7 | Benning (Dorothy I. Height) | 55,073 | 45,333 | 46,268 | 54,927 | 50,768 |
| 7 | Capitol View | 23,579 | 22,504 | 15,811 | 14,948 | 10,159 |
| 7 | Deanwood | 24,253 | 20,662 | 21,537 | 20,059 | 23,542 |
| 7 | Francis Gregory | 28,307 | 26,035 | 26,706 | 28,044 | 27,226 |
| | **Ward 7 Totals** | **131,212** | **114,534** | **110,322** | **117,978** | **111,695** |
| 8 | Anacostia | 49,755 | 39,397 | 38,804 | 40,048 | 43,801 |
| 8 | Bellevue (William O. Lockridge) | 24,184 | 23,672 | 24,516 | 23,306 | 26,400 |
| 8 | Parklands-Turner | 34,067 | 32,536 | 32,996 | 37,597 | 35,720 |
| | **Ward 8 Totals** | **108,006** | **95,605** | **96,316** | **100,951** | **105,921** |
| | **DCPL Total** | **1,027,300** | **932,786** | **897,774** | **908,160** | **941,174** |
| | **Percent Change** | | **-9.20%** | **-3.75%** | **1.16%** | **3.64%** |

### Gate Count by Quarter



*Since FY2015 DCPL total neighborhood gate count has increased on average by 0.8 percent per quarter.

| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2015 | 984,658 | 1,027,300 | 1,041,107 | 1,136,455 | **4,189,520** |
| FY2016 | 904,632 | 932,786 | 1,009,816 | 1,083,529 | **3,930,763** |
| FY2017 | 908,627 | 897,774 | 862,639 | 924,161 | **3,593,201** |
| FY2018 | 799,622 | 908,160 | 927,637 | 997,120 | **3,632,539** |
| FY2019 | 893,037 | 941,174 | | | **1,834,211** |

# OUTREACH

## Q2 FY19 Outreach Programs and Attendance by Ward



## Outreach Programs by Quarter



### Programs by Quarter

|  | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2017 | 332 | 323 | 407 | 326 | **1,388** |
| FY2018 | 348 | 467 | 485 | 432 | **1,732** |
| FY2019 | 543 | 500 |  |  | **1,043** |

### Attendance by Quarter

|  | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2017 | 14,998 | 10,647 | 21,599 | 19,318 | **66,562** |
| FY2018 | 15,917 | 18,083 | 25,552 | 29,972 | **89,524** |
| FY2019 | 28,782 | 20,238 |  |  | **49,020** |

# MEETING AND STUDY ROOM USE AND ATTENDANCE

| Ward | Location | Meetings | | Meeting Attendance | | Study Sessions | |
|---|---|---|---|---|---|---|---|
| | | Q2 FY18 | Q2 FY19 | Q2 FY18 | Q2 FY19 | Q2 FY18 | Q2 FY19 |
| 1 | Mt. Pleasant | 485 | 448 | 5,125 | 4,417 | 721 | 688 |
| | **Ward 1 Totals** | **485** | **448** | **5,125** | **4,417** | **721** | **688** |
| 2 | MLK Jr. Memorial Library | 0 | | 0 | | | |
| 2 | Library Express | 162 | 46 | 424 | 314 | 143 | 289 |
| 2 | Georgetown | 361 | 256 | 1,681 | 2,434 | 471 | 536 |
| 2 | West End | 207 | 346 | 1,368 | 3,320 | 1,126 | 990 |
| | **Ward 2 Totals** | **730** | **648** | **3,473** | **6,068** | **1,740** | **1,815** |
| 3 | Chevy Chase | 123 | 83 | 734 | 754 | 0 | |
| 3 | Cleveland Park | 0 | 555 | | 8,472 | | 1,068 |
| 3 | Palisades | 33 | 73 | 298 | 845 | 126 | 191 |
| 3 | Tenley-Friendship | 166 | 120 | 1,985 | 1,570 | 1,484 | 1,691 |
| | **Ward 3 Totals** | **322** | **831** | **3,017** | **11,641** | **1,610** | **2,950** |
| 4 | Petworth | 396 | 308 | 2,133 | 2,403 | 484 | 498 |
| 4 | Shepherd Park (Juanita E. | 348 | 329 | 1,268 | 3,470 | 555 | 582 |
| 4 | Takoma Park | 126 | 123 | 572 | 496 | | |
| | **Ward 4 Totals** | **870** | **760** | **3,973** | **6,369** | **1,039** | **1,080** |
| 5 | Lamond-Riggs | 339 | 416 | 5,469 | 1,067 | 181 | 189 |
| 5 | Woodridge | 316 | 885 | 8,357 | 8,575 | 475 | 852 |
| | **Ward 5 Totals** | **655** | **1,301** | **13,826** | **9,642** | **656** | **1,041** |
| 6 | Northeast | 215 | 229 | 2,668 | 2,597 | 656 | 826 |
| 6 | Northwest One | 0 | 5 | 0 | 300 | | |
| 6 | Rosedale | | | | | | |
| 6 | Shaw (Watha T. Daniel) | 257 | 309 | 1,821 | 3,035 | 1,909 | 1,590 |
| 6 | Southeast | 87 | 113 | 1,331 | 3,514 | | 0 |
| 6 | Southwest | 59 | 0 | 504 | 0 | 216 | 157 |
| | **Ward 6 Totals** | **618** | **656** | **6,324** | **9,446** | **2,781** | **2,573** |
| 7 | Benning (Dorothy I. Height) | 518 | 530 | 7,533 | 9,136 | 1,561 | 1,196 |
| 7 | Capitol View | 128 | 5 | 2,236 | 26 | 264 | 3 |
| 7 | Deanwood | | | | | | |
| 7 | Francis Gregory | 279 | 331 | 1,764 | 1,448 | 266 | 511 |
| | **Ward 7 Totals** | **925** | **866** | **11,533** | **10,610** | **2,091** | **1,710** |
| 8 | Anacostia | 528 | 559 | 7,780 | 10,518 | 471 | 499 |
| 8 | Bellevue (William O. Lockridge) | 225 | 236 | 3,700 | 3,086 | 292 | 238 |
| 8 | Parklands-Turner | | | | | | |
| | **Ward 8 Totals** | **753** | **795** | **11,480** | **13,604** | **763** | **737** |
| | **DCPL Total** | **5,358** | **6,305** | **58,751** | **71,797** | **11,401** | **12,594** |
| | **Percent Change** | | **18%** | | **22%** | | **10%** |



**Meeting Room Use by Quarter**

## Number of Meetings by Quarter
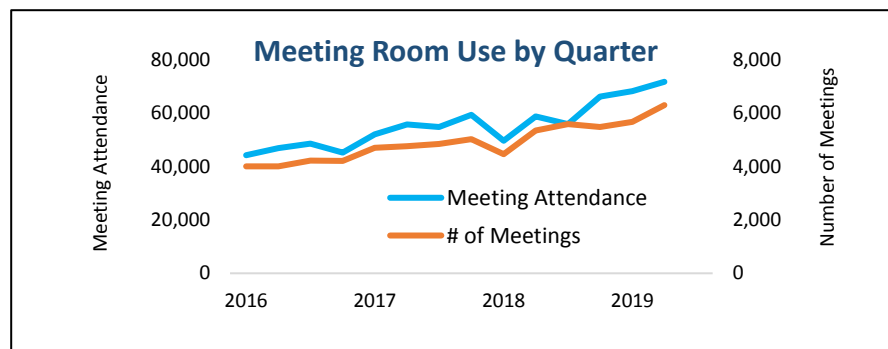
| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2017 | 4,707 | 4,763 | 4,847 | 5,033 | **19,350** |
| FY2018 | 4,460 | 5,358 | 5,594 | 5,483 | **20,895** |
| FY2019 | 5,674 | 6,305 | | | **11,979** |

# CUSTOMER ACCESS TO WI-FI

| Ward | Location | Q2 FY15 | Q2 FY16 | Q2 FY17 | Q2 FY18 | Q2 FY19 |
|---|---|---|---|---|---|---|
| 1 | Mt. Pleasant | 5,471 | 5,366 | 6,856 | 6,571 | 7,849 |
| | **Ward 1 Totals** | **5,471** | **5,366** | **6,856** | **6,571** | **7,849** |
| 2 | Martin Luther King, Jr. Memorial Library | 20,849 | 25,382 | 25,622 | | |
| 2 | Library Express | | | | 2,849 | 2,542 |
| 2 | Georgetown | 3,027 | 4,475 | 5,852 | 5,699 | 5,935 |
| 2 | West End | 767 | 816 | 967 | 9,506 | 7,878 |
| | **Ward 2 Totals** | **24,643** | **30,673** | **32,441** | **18,054** | **16,355** |
| 3 | Chevy Chase | 1,638 | 1,136 | 3,224 | 3,743 | 3,025 |
| 3 | Cleveland Park | 1,925 | 1,699 | 1,404 | 1,592 | 10,939 |
| 3 | Palisades | 1,313 | 1,327 | 1,167 | 1,733 | 2,857 |
| 3 | Tenley-Friendship | 4,721 | 4,242 | 5,293 | 4,151 | 4,690 |
| | **Ward 3 Totals** | **9,597** | **8,404** | **11,088** | **11,219** | **21,511** |
| 4 | Petworth | 5,586 | 5,542 | 6,731 | 7,347 | 10,054 |
| 4 | Shepherd Park (Juanita E. Thornton) | 1,473 | 123 | 2,153 | 2,551 | 2,612 |
| 4 | Takoma Park | 932 | 1,142 | 1,632 | 1,616 | 1,970 |
| | **Ward 4 Totals** | **7,991** | **6,807** | **10,516** | **11,514** | **14,636** |
| 5 | Lamond-Riggs | 1,653 | 2,068 | 2,128 | 2,179 | 2,685 |
| 5 | Woodridge | 2,873 | 1,565 | 4,354 | 5,451 | 4,996 |
| | **Ward 5 Totals** | **4,526** | **3,633** | **6,482** | **7,630** | **7,681** |
| 6 | Northeast | 2,170 | 2,544 | 4,052 | 4,405 | 3,860 |
| 6 | Northwest One | 1,455 | 1,668 | 1,822 | 1,675 | 1,592 |
| 6 | Rosedale | 1,168 | 1,285 | 1,409 | 1,751 | 1,442 |
| 6 | Shaw (Watha T. Daniel) | 5,423 | 6,081 | 8,321 | 9,387 | 12,311 |
| 6 | Southeast | 2,725 | 2,877 | 3,197 | 3,625 | 4,012 |
| 6 | Southwest | 1,449 | 1,703 | 2,141 | 2,639 | 2,352 |
| | **Ward 6 Totals** | **14,390** | **16,158** | **20,942** | **23,482** | **25,569** |
| 7 | Benning (Dorothy I. Height) | 1,555 | 5,196 | 5,925 | 6,318 | 6,426 |
| 7 | Capitol View | 2,161 | 2,018 | 1,380 | 2,015 | 1,366 |
| 7 | Deanwood | 1,112 | 1,578 | 1,593 | 1,652 | 2,143 |
| 7 | Francis Gregory | 2,138 | 2,087 | 2,569 | 2,477 | 3,053 |
| | **Ward 7 Totals** | **6,966** | **10,879** | **11,467** | **12,462** | **12,988** |
| 8 | Anacostia | 4,060 | 4,298 | 4,578 | 4,695 | 6,098 |
| 8 | Bellevue (William O. Lockridge) | 2,330 | 2,585 | 2,927 | 2,708 | 3,178 |
| 8 | Parklands-Turner | 3,897 | 4,666 | 4,519 | 5,480 | 6,353 |
| | **Ward 8 Totals** | **10,287** | **11,549** | **12,024** | **12,883** | **15,629** |
| | **DCPL Total** | **83,871** | **93,469** | **111,816** | **103,815** | **122,218** |
| | **Percent Change** | | **11.44%** | **19.63%** | **-7.16%** | **17.73%** |



**Customer Access to Wi-Fi by Quarter**

*Since FY2015 DCPL total neighborhood branch wi-fi usage has increased on average by 3.97 percent per quarter.

Legend: Neighborhood — Systemwide
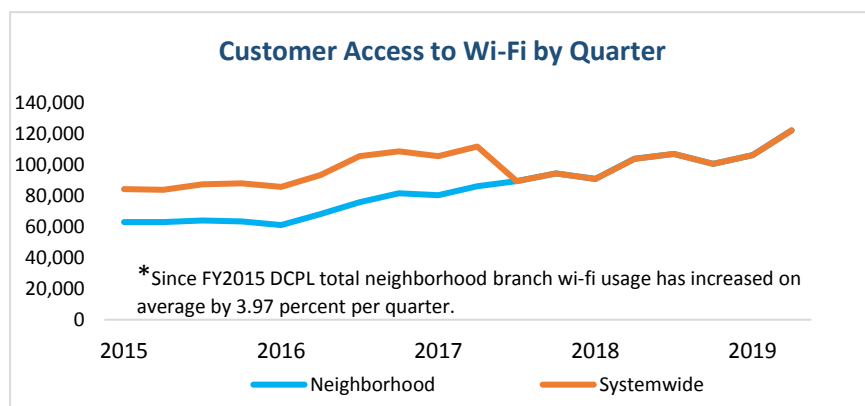
| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2015 | 84,388 | 83,871 | 87,306 | 87,916 | **343,481** |
| FY2016 | 85,689 | 93,469 | 105,611 | 108,699 | **393,468** |
| FY2017 | 105,473 | 111,816 | 89,442 | 94,437 | **401,168** |
| FY2018 | 90,841 | 103,815 | 107,013 | 100,573 | **402,242** |
| FY2019 | 106,211 | 122,218 | | | **228,429** |

# COMPUTER SESSIONS

| Ward | Location | Q2 FY16 | Q2 FY17 | Q2 FY18 | Q2 FY19 | Adult Desktop Utilization Rate |
|---|---|---|---|---|---|---|
| 1 | Mt. Pleasant | 12,093 | 12,365 | 13,397 | 13,381 | 67% |
| | **Ward 1 Totals** | **12,093** | **12,365** | **13,397** | **13,381** | **67%** |
| 2 | Martin Luther King, Jr. Memorial Library | 47,354 | 36,202 | | | |
| 2 | Library Express | | | 5,587 | 5,637 | 36% |
| 2 | Georgetown | 7,898 | 6,635 | 5,802 | 6,822 | 38% |
| 2 | West End | 4,950 | 2,633 | 12,144 | 12,934 | 57% |
| | **Ward 2 Totals** | **60,202** | **45,470** | **23,533** | **25,393** | **44%** |
| 3 | Chevy Chase | 1,715 | 2,862 | 3,998 | 4,134 | 50% |
| 3 | Cleveland Park | 3,728 | 1,315 | 1,675 | 4,571 | |
| 3 | Palisades | 1,540 | 1,010 | 1,048 | 1,455 | |
| 3 | Tenley-Friendship | 10,898 | 10,773 | 9,936 | 9,420 | 55% |
| | **Ward 3 Totals** | **17,881** | **15,960** | **16,657** | **19,580** | **26%** |
| 4 | Petworth | 13,509 | 11,013 | 11,751 | 11,911 | 49% |
| 4 | Shepherd Park (Juanita E. Thornton) | 118 | 5,981 | 7,374 | 7,051 | 61% |
| 4 | Takoma Park | 6,349 | 4,862 | 4,632 | 4,544 | 51% |
| | **Ward 4 Totals** | **19,976** | **21,857** | **23,757** | **23,506** | **54%** |
| 5 | Lamond-Riggs | 5,198 | 5,806 | 7,642 | 7,750 | 68% |
| 5 | Woodridge | 9,434 | 10,527 | 12,643 | 13,077 | 59% |
| | **Ward 5 Totals** | **14,632** | **16,333** | **20,285** | **20,827** | **63%** |
| 6 | Northeast | 8,134 | 7,229 | 8,325 | 8,557 | 61% |
| 6 | Northwest One | 7,931 | 7,597 | 10,104 | 8,440 | 61% |
| 6 | Rosedale | 4,496 | 6,389 | 6,686 | 6,269 | 53% |
| 6 | Shaw (Watha T. Daniel) | 15,310 | 15,181 | 19,665 | 16,167 | 70% |
| 6 | Southeast | 4,383 | 4,831 | 8,133 | 7,637 | 65% |
| 6 | Southwest | 5,305 | 5,578 | 7,057 | 7,549 | 63% |
| | **Ward 6 Totals** | **45,559** | **46,805** | **59,970** | **54,619** | **62%** |
| 7 | Benning (Dorothy I. Height) | 12,003 | 12,059 | 14,612 | 13,094 | 60% |
| 7 | Capitol View | 7,387 | 5,120 | 5,751 | 4,758 | 33% |
| 7 | Deanwood | 7,706 | 6,077 | 5,035 | 5,413 | 45% |
| 7 | Francis Gregory | 10,691 | 10,297 | 8,543 | 9,187 | 39% |
| | **Ward 7 Totals** | **37,787** | **33,553** | **33,941** | **32,452** | **45%** |
| 8 | Anacostia | 13,294 | 13,021 | 12,651 | 11,941 | 53% |
| 8 | Bellevue (William O. Lockridge) | 14,246 | 13,318 | 10,985 | 11,330 | 47% |
| 8 | Parklands-Turner | 7,756 | 9,848 | 12,979 | 12,455 | 60% |
| | **Ward 8 Totals** | **35,296** | **36,187** | **36,615** | **35,726** | **53%** |
| | **DCPL Total** | **243,426** | **228,529** | **228,155** | **225,484** | **50%** |
| | **Percent Change** | | **-6.12%** | **-0.16%** | **-1.17%** | |



**Computer Sessions by Quarter**

*Since FY2014 DCPL total neighborhood computer sessions have increased on average by 0.67 percent per quarter.
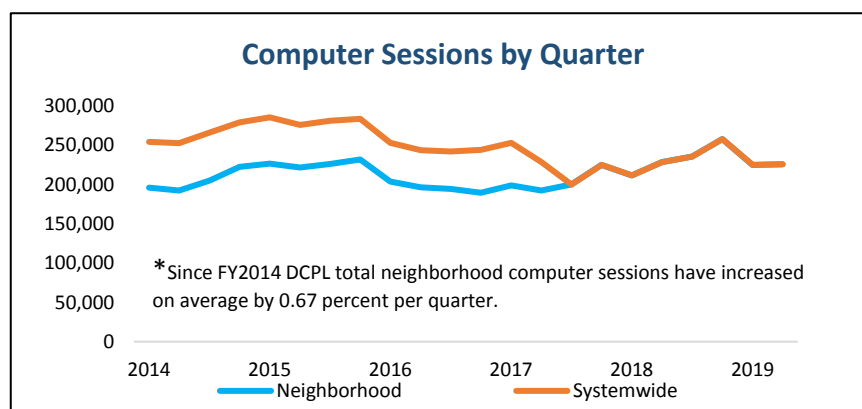
| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2014 | 253,923 | 252,263 | 265,843 | 278,594 | **1,050,623** |
| FY2015 | 285,146 | 275,674 | 280,764 | 283,268 | **1,124,852** |
| FY2016 | 252,545 | 243,426 | 241,568 | 243,956 | **981,495** |
| FY2017 | 252,893 | 228,529 | 199,793 | 224,737 | **905,952** |
| FY2018 | 211,392 | 228,155 | 235,243 | 257,518 | **932,308** |
| FY2019 | 224,809 | 225,484 | | | **450,293** |

## COMPUTER UTILIZATION

### Adult Desktop Utilization Rate by Quarter
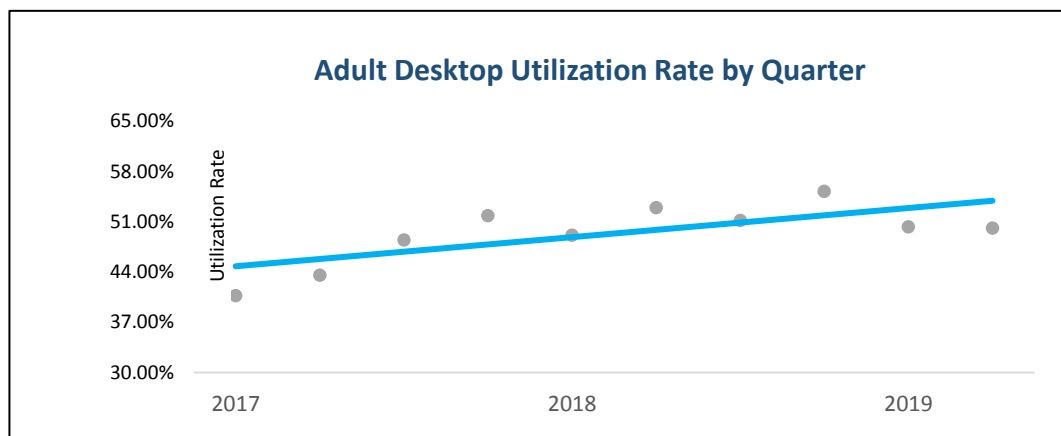


|  | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| FY2017 | 40.74% | 43.56% | 48.48% | 51.87% | **46.12%** |
| FY2018 | 49.17% | 53.01% | 51.22% | 55.26% | **52.24%** |
| FY2019 | 50.30% | 50.13% |  |  | **50.21%** |

## ONLINE ENGAGEMENT

|  | Q1 | Q2 | Q3 | Q4 | FY19 Total |
|---|---|---|---|---|---|
| Impressions | 1,564,249 | 2,151,363 |  |  | **3,715,612** |
| Engagement | 342,999 | 57,115 |  |  | **400,114** |
| Engagement Rate | 21.93% | 2.65% |  |  | **10.77%** |
| New Website Visits (Sessions) | 589,285 | 675,412 |  |  | **1,264,697** |
| Overall Visits (Sessions) | 1,055,856 | 1,143,838 |  |  | **2,199,694** |
| New Visits as a % of overall visits | 55.81% | 59.05% |  |  | **57.49%** |

## BUSINESS SERVICES

### Hours of Unplanned Closure

| Branch | Q1 | Q2 | Q3 | Q4 | FY19 Total |
|---|---|---|---|---|---|
| Capitol View | 4 | 13.5 |  |  | **17.5** |
| Deanwood (Co-located) |  | 4 |  |  | **4** |
| Dorothy I. Height/Benning |  | 9 |  |  | **9** |
| Northwest One (Co-located) | 5 |  |  |  | **5** |
| Petworth | 2 |  |  |  | **2** |
| Rosedale (Co-located) | 0.75 | 1.5 |  |  | **2.25** |
| Shaw |  | 5.5 |  |  | **5.5** |
| Southeast |  | 2 |  |  | **2** |
| Library Express | 8 |  |  |  | **0** |
| Takoma Park |  | 3.5 |  |  | **3.5** |
| Systemwide Closures |  | 389 |  |  | **389** |
| **Total** | **19.75** | **428** |  |  | **439.75** |

### Human Resources Data

|  | Q2 FY18 | Q2 FY19 | % Change | YTD FY18 | YTD FY19 | % Change |
|---|---|---|---|---|---|---|
| Vacancy Rate | 6.80% | 5.63% | -17.21% |  |  |  |
| # Staff of Extended Leave New | 4 | 9 | 125% | 7 | 15 | 125% |
| # Staff on Extended Leave (Cont.) | 8 | 12 | 50% |  |  |  |
| **Total Staff on Extended Leave** | **12** | **21** | **75%** |  |  |  |

## PAGES PRINTED AND COPIED

| Ward | Location | Q2 FY19 Pages Printed | Q2 FY19 Pages Copied | Q2 FY19 Total |
|---|---|---|---|---|
| 1 | Mt. Pleasant | 8,444 | 4,853 | 13,297 |
| | **Ward 1 Totals** | **8,444** | **4,853** | **13,297** |
| 2 | Martin Luther King, Jr. Memorial Library | | | |
| 2 | Library Express | 3,011 | 2,702 | 5,713 |
| 2 | Georgetown | 3,055 | 4,543 | 7,598 |
| 2 | West End | 4,941 | 3,254 | 8,195 |
| | **Ward 2 Totals** | **11,007** | **10,499** | **21,506** |
| 3 | Chevy Chase | 3,438 | 4,134 | 7,572 |
| 3 | Cleveland Park | 5,253 | 5,426 | 10,679 |
| 3 | Palisades | 4,047 | 2,107 | 6,154 |
| 3 | Tenley-Friendship | 5,740 | 5,256 | 10,996 |
| | **Ward 3 Totals** | **18,478** | **16,923** | **35,401** |
| 4 | Petworth | 3,498 | 6,743 | 10,241 |
| 4 | Shepherd Park (Juanita E. Thornton) | 9,615 | 5,059 | 14,674 |
| 4 | Takoma Park | 3,809 | 4,829 | 8,638 |
| | **Ward 4 Totals** | **16,922** | **16,631** | **33,553** |
| 5 | Lamond-Riggs | 10,001 | 6,465 | 16,466 |
| 5 | Woodridge | 10,531 | 13,952 | 24,483 |
| | **Ward 5 Totals** | **20,532** | **20,417** | **40,949** |
| 6 | Northeast | 5,021 | 4,608 | 9,629 |
| 6 | Northwest One | 454 | 2,858 | 3,312 |
| 6 | Rosedale | 5,071 | 3,035 | 8,106 |
| 6 | Shaw (Watha T. Daniel) | 6,019 | 8,592 | 14,611 |
| 6 | Southeast | 9,681 | 4,671 | 14,352 |
| 6 | Southwest | 9,727 | 4,957 | 14,684 |
| | **Ward 6 Totals** | **35,973** | **28,721** | **64,694** |
| 7 | Benning (Dorothy I. Height) | 14,161 | 5,666 | 19,827 |
| 7 | Capitol View | 8,804 | 2,564 | 11,368 |
| 7 | Deanwood | 5,166 | 4,428 | 9,594 |
| 7 | Francis Gregory | 11,474 | 5,771 | 17,245 |
| | **Ward 7 Totals** | **39,605** | **18,429** | **58,034** |
| 8 | Anacostia | 16,986 | 9,724 | 26,710 |
| 8 | Bellevue (William O. Lockridge) | 15,880 | 6,187 | 22,067 |
| 8 | Parklands-Turner | 15,950 | 8,933 | 24,883 |
| | **Ward 8 Totals** | **48,816** | **24,844** | **73,660** |
| | **DCPL Total** | **199,777** | **141,317** | **341,094** |



### Q2 FY19 Pages Printed and Copied by Ward
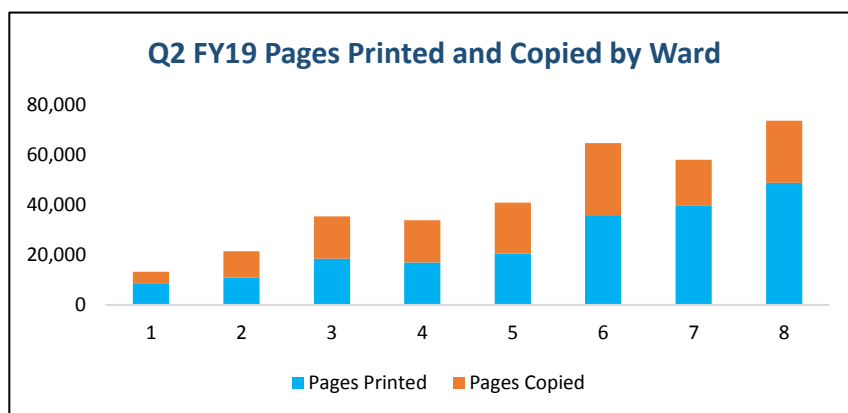
## Total Pages Printed and Copied by Quarter

| | Q1 | Q2 | Q3 | Q4 | Total |
|---|---|---|---|---|---|
| Pages Printed | 182,300 | 199,777 | | | **382,077** |
| Pages Copied | 128,485 | 141,317 | | | **269,802** |

# Map of DC Public Libraries by Ward



Juanita E. Thornton/Shepherd Park

Takoma Park

Chevy Chase

**4**

Lamond-Riggs

Tenley-Friendship

Petworth

**3**

Cleveland Park

Mount Pleasant

Woodridge

**1**

**5**

Palisades

Watha T. Daniel/Shaw

Georgetown

West End

Northwest One

Deanwood

Library Express

Rosedale

Northeast

Dorothy I. Height/Benning

Martin Luther King, Jr. Memorial

**6**

Capitol View

**2**

Southeast

**7**

Southwest

Anacostia

Francis A. Gregory

Parklands-Turner

**8**

WIlliam O. Lockridge/Bellevue

# DCPL PERFORMANCE REPORT DATA GLOSSARY

**Active Accounts by Ward and Zip Code –** The number of user accounts with activity in the last three years. Accounts are sorted by ward and zip code of residence provided in account information. The total is collected on the last day of the reported quarter.

**Adult Desktop Computer Utilization –** The utilization rate for each library location is the average number of hours of use of adult desktop computers divided by the number of open hours at each location for the quarter.

**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 are able to keep the books to start a personal library.

**Books from Birth – Graduated Citywide –** Number of Books from Birth enrollees that have turned five years old and, therefore, aged out the program.

**Books from Birth Target Enrollment Areas –**Target enrollment areas for Books from Birth include zip codes in Wards 1, 5, 7 and 8.

**Circulation –** Physical and digital lending transactions from the library's collection; includes outside and in–house use, and renewal circulation transactions.

**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.

**Customer Access to Wi–Fi –** The number of internet connections to the DCPL Wi–Fi network by 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.

**Digital Library and Circulation –** Total of all E–Books downloaded and streamed, videos streamed, songs downloaded and streamed, audiobooks downloaded and streamed, and magazines downloaded and streamed. Digital circulation is attributed to library branches based on the library home location on the cardholder's account.

**Educator Accounts –** These accounts are offered exclusively to educators in District of Columbia schools, childcare facilities, or home settings. Account holders can check out a total of up to 100 children's, young adult, and adult books as well as audiobooks.

**Extended Leave –** Categories of legally authorized extended absences of three consecutive weeks or more that may impact staffing levels and productivity including, but not limited to, Family Medical Leave, Paid Family Leave, Workers' Compensation and Leave Without Pay.

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

**Meeting Room Use and Attendance –** The number of times library meeting rooms are used by the public and the number of people attending these meetings.

**New Website Visits (Sessions) –** Number of first time visits to the website; includes first time users as well as returning users using a different method to access website.

**Outreach –** Programs that are planned, sponsored or carried out by the library staff but do not take place at the library.

**Overall Website Visits (Sessions) –** Number of times the website was visited.

**Pages Printed –** Number of pages printed by customers from the pubic access multifunction device.

**Pages Copied –** Number of pages photocopied by customers from the public access multifunction device.

**Programs –** Programs that take place on DCPL property, including programs that are led by staff members, partner organizations, and paid presenters/contractors. Public programs held in meeting rooms are counted under meeting room use.

**Social Media Engagement Rate –** Measure of the effectiveness of posts.

**Social Media Engagements –** The number of people who have engaged (clicked, liked, re–tweeted, etc.) with posts.

**Social Media Impressions –** The number of times posts have been seen.

**Story Time Programs –** Story time attendance is the count of the audience (children and adults) at formal story time programs intended for children birth to five years of age and their caregivers. This does not include other, non–story time programming for this age group (for example, baby movement or music programs).

**Student Accounts –** Library accounts of registrants aged 19 and under. These accounts include DC OneCard accounts which are automatically created for students who have a DC OneCard credential.

**Study Room Use –** Number of times a study room is used.

**Vacancy Rate –** The total number of vacant positions divided by the total number of authorized positions.