

District of Columbia Public Library FY2023

Agency District of Columbia Public Library

Agency Code CEO

Fiscal Year 2023

Mission The District of Columbia Public Library (DCPL) supports children, teens and adults with services and materials that promote reading, success in school, lifelong learning and personal growth.

Strategic Objectives

Objective Number	Strategic Objective
1	Strengthen communities through services, programs, outreach, and increased utilization of the Library's physical campus.
2	Provide services and programs that build and cultivate literacy and a love of reading.
3	Connect residents to the city's past and future by providing access to, experiences in, and support for local history and culture.
4	Support digital citizenship through technology and internet access and training.
5	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Strengthen communities through services, programs, outreach, and increased utilization of the Library's physical campus. (3 Measures)					
Number of attendees at Library sponsored outreach sessions	Up is Better	47,395	11,108	57,323	79,940
Library Visits	Up is Better	1,852,701	901,705	2,437,005	1,127,000
Number of attendees at Library sponsored programs	Up is Better	189,978	68,516	158,221	12,774
2 - Provide services and programs that build and cultivate literacy and a love of reading. (6 Measures)					
Circulation of books and other library materials	Up is Better	4,067,352	4,953,224	4,590,945	5,052,000
Circulation per capita	Up is Better	5.8	7.2	6.5	7.5
Attendance at programs for children in their first five years	Up is Better	123,735	31,677	97,687	36,428
Number of active library accounts	Up is Better	414,610	324,803	407,565	337,795
Library accounts as a percent of total population	Up is Better	58.7%	47.1%	57.7%	49%
Percent of eligible children enrolled in Books from Birth in targeted communities	Up is Better	94.7%	86.3%	98%	92%
3 - Connect residents to the city's past and future by providing access to, experiences in, and support for local history and culture. (1 Measure)					
"Dig DC" Visits	Up is Better	21,333	48,278	24,106	55,520
4 - Support digital citizenship through technology and internet access and training. (3 Measures)					
Public access computer utilization (as a percent of availability)	Up is Better	Not Available	Waiting on Data	49.9%	Waiting on Data
Wi-Fi Connections	Up is Better	353,076	223,140	331,341	278,900
Number of people receiving technology training	Up is Better	3300	3548	6570	4080

Operations

Operations Title	Operations Description	Type of Operations
1 - Strengthen communities through services, programs, outreach, and increased utilization of the Library's physical campus. (3 Activities)		
Programs and services	The Library offers programs to users of all ages.	Daily Service
Community Outreach	The Library serves the community by providing access to DCPL services and programs outside of our buildings.	Daily Service
Serve as a community hub: meeting and study spaces	The Library provides meeting and study spaces for the public at neighborhood libraries as well as at Martin Luther King Jr. Memorial Library.	Daily Service
2 - Provide services and programs that build and cultivate literacy and a love of reading. (5 Activities)		
Adult Literacy Services	DC Public Library offers adult literacy services through the Adult Literacy Resource Center.	Daily Service
Early Literacy Programs	The Library offers a range of services and programs to improve early literacy, such as story time and Sing, Talk and Read programs.	Daily Service
Operate the Center for Accessibility	The Center for Accessibility (formerly Adaptive Services) helps the deaf community, visually impaired, older adults, veterans and injured service people to better use the Library.	Daily Service
Acquire books and other library materials	Through its collections, DCPL is a resource for printed and digital resources and information - such as books, e-books, databases, periodicals, etc.	Daily Service
Provide library services to students and educators	Offer programs, services and support for students and educators.	Daily Service
3 - Connect residents to the city's past and future by providing access to, experiences in, and support for local history and culture. (1 Activity)		
Provide access to local history and culture.	Provide access to local history and culture through special collections, programs, and services at libraries throughout the District.	Daily Service
4 - Support digital citizenship through technology and internet access and training. (2 Activities)		
Provide computer and technology training and assistance	Libraries throughout the District provide technology and internet training and assistance.	Daily Service
Provide computer and technology access	DCPL provides technology access through publicly available computers, printers and the internet.	Daily Service
5 - Create and maintain a highly efficient, transparent, and responsive District government. (11 Activities)		
Southwest Neighborhood Library	Capital Project.	Key Project
Southeast Neighborhood Library	Capital Project.	Key Project
Long-term Operations (Shared Tech) Center	Capital Project: Develop a long term operations/shared tech services center for DCPL.	Key Project
Renovation and modernization of the Martin Luther King Jr. Memorial Library	Capital Project - full renovation and modernization of the Martin Luther King Jr. Memorial Library.	Key Project
Capital Project: Lamond-Riggs	Capital Project.	Key Project
Maintain library facilities (Capital)	General Improvements in the Capital Budget.	Key Project
Operate neighborhood libraries	Operate neighborhood library locations throughout the District.	Daily Service

Operations Title	Operations Description	Type of Operations
Inform residents of library programs, services and projects	communications and outreach in support of DCPL programs, services, projects and operations.	Daily Service
Maintain library facilities	custodial and maintenance of libraries funded through operating funds.	Daily Service
Strategic Planning/Data Analysis	support agency operations through strategic planning and data analysis.	Daily Service
Capital Projects	Capital Projects include various library projects in the Capital Plan.	Key Project

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Community Outreach (1 Measure)		
Number of outreach sessions	1291	1089
1 - Programs and services (1 Measure)		
Library programs offered	6255	2428
1 - Serve as a community hub:meeting and study spaces (2 Measures)		
Study room use	21,872	Waiting on Data
number of community sponsored meetings systemwide	10,057	Waiting on Data
2 - Acquire books and other library materials (3 Measures)		
Digital Library	2,025,903	4,498,478
Database Usage	1,494,107	3,163,780
Local Book Budget	5,485,431.8	13,060,864
2 - Early Literacy Programs (1 Measure)		
Number of programs for children in their first five years	2401	852
3 - Provide access to local history and culture. (1 Measure)		
Number of Studio and Fabrication Lab Sessions	324	164
4 - Provide computer and technology access (1 Measure)		
number of sessions on public access computers	466,968	259,980
4 - Provide computer and technology training and assistance (1 Measure)		
Number of computer and technology training programs and sessions systemwide	436	710
5 - Inform residents of library programs, services and projects (1 Measure)		
Social media engagement rate	1.7	3.2
5 - Operate neighborhood libraries (1 Measure)		
Number of hours of unplanned closures at locations systemwide	152	522