District of Columbia Public Library
DCPL *(CE)*

MISSION
The mission of the District of Columbia Public Library (DCPL) is to provide access to materials, information, programs and services that when combined with expert staff enables everyone to achieve lifelong learning, improving quality of life and helping to build a thriving city.

SUMMARY OF SERVICES
The District of Columbia Public Library supports children and adults with books and other library materials that foster success in school, reading and personal growth. *Library as community space* provides clean, safe and available places for community use. *Library resources* provides books and other library materials, programs and special services for children and adults. *Library technology* helps bridge the digital divide with public access computers and free WiFi at all libraries as well as data bases, downloadable books and music and library information via the library's website (dclibrary.org).

AGENCY OBJECTIVES
1. Library as community space.
2. Library resources for the public.
3. Technology.

ACCOMPLISHMENTS
✓ Increased circulation 31.19% (FY09 Circulation = 2,337,536 from 1,781,862 during FY08)
✓ Children's materials accounted for 26% (604,336) of the total FY09 Circulation.
✓ Increased public computer use 11.66% (FY09 Public Computer Use = 512,684 sessions, up from 459,152 during FY08).

OVERVIEW OF AGENCY PERFORMANCE
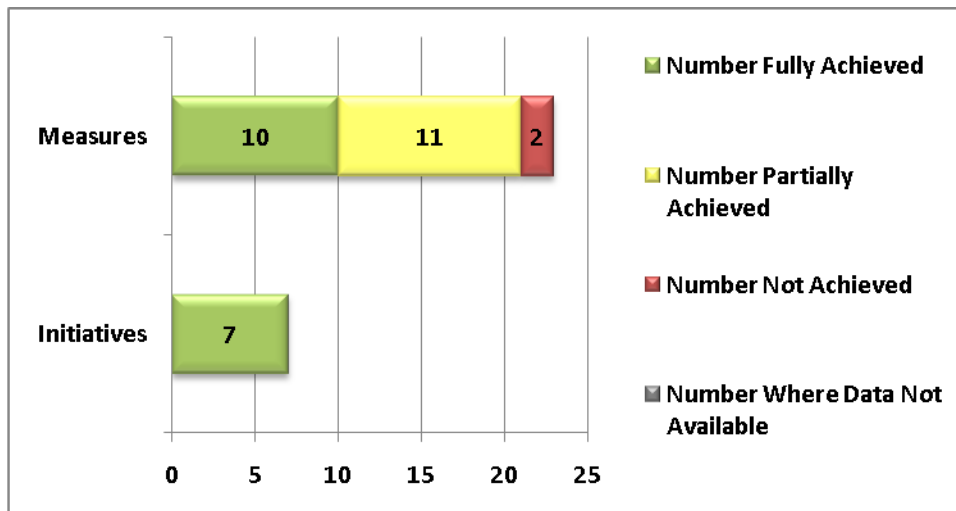
Performance Initiatives – Assessment Details

Performance Assessment Key:

⬤ Fully achieved ⬤ Partially achieved ⬤ Not achieved ⬤ Data not reported

OBJECTIVE 1: LIBRARY AS COMMUNITY SPACE.

INITIATIVE 1.1: Position all libraries as community gathering places of choice.
Maintaining clean, well maintained and safe libraries are a top priority for the DCPL. The following is a list of some of the upgrades that occurred to many of our neighborhood branch libraries.

- Replacement lounge furniture was purchased for the Benning Interim Library, the Tenley Interim Library and the Watha T. Daniels Interim library.
- New furniture was purchased for the Woodridge and Takoma Park library meeting rooms.
- New controls systems were installed at Lamont-Riggs.
- A new suspended ceiling was installed along with new duct insulation and roof repairs to correct a long occurring water problem.
- New doors were installed at the Southwest library to meet ADA requirements.
  A new suspended ceiling, ducts work and energy lighting were installed at Cleveland Park as well as painting of the entire first floor.
- The boiler from the Georgetown library was relocated to the Capitol View library. The Georgetown library will receive a complete new HVAC system, once major renovations are complete in 2010.

⬤
- Two new heat pumps were installed at the Tenley Interim library.
- Painting of the interior and exterior at the Capitol View library occurred during FY09.
- Replacement of the main water line was completed at the Takoma Park library.
  A complete new cooling system and duct work was installed at Washington Highland.
  A new cooling tower was installed at MLKML.
- Installation of cooling coils and drain pans on all stair landings at MLKML.
- New carpet was installed at the meeting rooms at Cleveland Park library.
- Fan coil units were either repaired or replaced at the Southeast library.
  A new cooling system was installed in the computer room of MLKML.
- New energy efficient lighting for public hallways on the 2nd, 3rd and 4th floors of MLKML.
- We started three complete shifts of cleaning services at MLKML, 7 days a week.
- We established a partnership agreement with Columbia Heights Shaw Family Support Collaborative to provide employment opportunities for unemployed adults. The individuals were assigned to the following positions; landscape helper, electrician helper, cement mason and carpenter's helper.

INITIATIVE 1.2: Open new libraries in the District of Columbia for the first time in about 35 years.

● The Library has opened the first of six new libraries in FY2010 with the Parklands Turner Storefront Library. The library is on schedule to open the new Anacostia (Ward 7), Benning (Ward 7) and the Watha T. Daniel/Shaw (Ward 2) libraries in the spring of 2010. The renovation of the Georgetown library is scheduled to be complete in the late fall of 2010. Construction commence in October of 2010 on the new Tenley Friendship Library. Construction will also begin on four additional locations in the fall of 2009 or early 2010, those locations are Mount Pleasant, Petworth, Francis Gregory and Washington Highlands.

OBJECTIVE 2: **LIBRARY RESOURCES FOR THE PUBLIC.**

INITIATIVE 2.1: Increase library resources for children and their parents, teachers and caregivers to support literacy.

● In addition to the books and early literacy computers, the Library has developed a series of programs called STAR, Sing, Talk, and Read. All of the Children's Librarians have been trained to offer the series of programs. Each series is targeted to an age group: Babies; toddlers; pre-schoolers and help the parent or caregiver learn and then teach the age appropriate skills that support their child's early literacy. These programs are funded by the DC Public Library Foundation and the Friends of Library groups.

INITIATIVE 2.2: Provide books and library materials, media and electronic resources that support school services and promote discovery for *teens and young adults.*

● With DCPS, the Library developed a summer reading list and a year-round list that is printed in the school calendar. Special computers for teens have been added to the Teen Spot at MLKML as well as quiet rooms for study.

INITIATIVE 2.3: Provide books and on-line resources for *adults.*

● Circulation for adults is measured by books checked out and items downloaded. The newest releases expected to be popular among adults were on the shelves on the same day they were available in bookstores. For downloads, a recent increase of 300 titles in one evening, showed downloads on all titles within 24 hours.

OBJECTIVE 3: **TECHNOLOGY.**

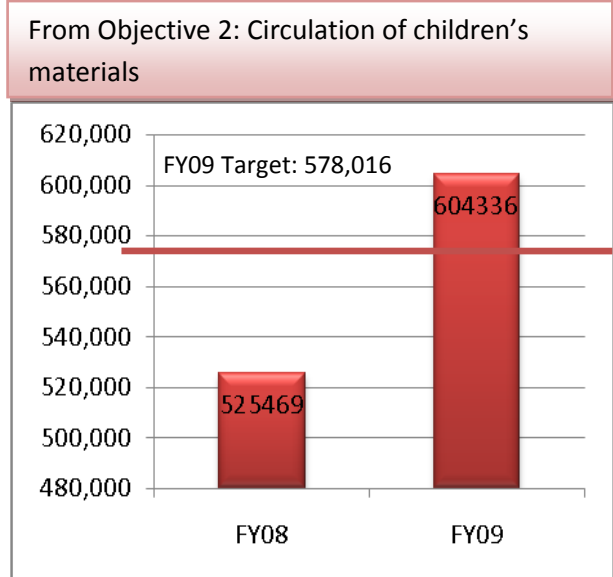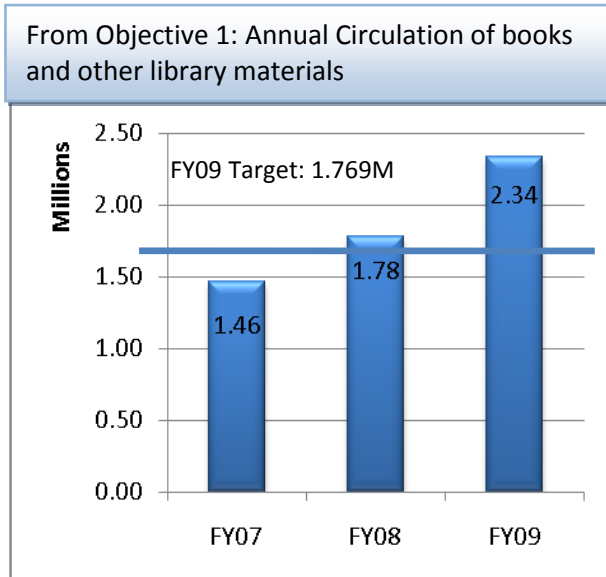**INITIATIVE 3.1: Provide computer access for city residents.**

● The DC Public Library added 185 additional public computers in FY2009 for a total of 594 public access computers. Training was provided to staff and the general public for use of these computers.

INITIATIVE 3.2: Increase library electronic resources.

● During FY09 the Library provided an extensive array of online databases to assist students with their homework and provided online access to live teachers for tutoring, available in either English or Spanish. The databases ranged in sophistication from World Book to professional journals. The complete array of databases is listed on the web site at: http://old.dclibrary.org/dcpl/cwp/view.asp?a=1264&q=563370

Key Performance Indicators – Highlights

From Objective 1: Annual Circulation of books and other library materials

FY09 Target: 1.769M

- FY07: 1.46
- FY08: 1.78
- FY09: 2.34

FULLY ACHIEVED

From Objective 2: Circulation of children's materials

FY09 Target: 578,016

- FY08: 525469
- FY09: 604336

FULLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- The Library focused on buying the books and other Library materials that are most wanted by District residents.

- The attendees at Library sponsored programs and at community meetings have declined due to fewer events. Due to budget cuts the library has cut hours of service; therefore, fewer meetings can be held.

What external factors influenced this indicator?

- During an economic downturn, there is a greater demand for Library services. Trips to the library replace trips to bookstores, video rental store, or a movie theater.

- The demand for library meeting rooms is especially strong as the Library is the only agency that does not charge for its space.

How did the agency's actions affect this indicator?

- Library focused on buying the books and other library materials that are most wanted by District residents. Library improved the way it moves books around the District in response to requests. The Library increased the number of public access computers in response to demand.

What external factors influenced this indicator?

- Economic downturn always increases the use of free public libraries – for books, computer use, DVDs and CDs and Library programs.

Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved   ● Partially achieved   ● Not achieved   ● Data not reported

		Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1	Annual circulation of books and other library materials	1781862	1769662	2337536	132.09%	BOOKS AND MEDIA
●	1.2	Cardholders as a % of total population	42.58	45.58	35.82%	78.59%	LIBRARY SERVICES
●	1.3	Number of website user visits	408670	449537	973684	216.60%	LIBRARY MATERIALS AND THEIR USE
●	1.4	Number of attendees at Library sponsored programs	192441	247244	194240	78.56%	OUTREACH SERVICES
●	1.5	Number of participants at community sponsored meetings	158521	163329	148791	91.10%	OUTREACH SERVICES
●	1.6	Number of Library renovations/constructions on schedule for design phase	95	100	100%	100%	LIBRARY SERVICES
●	1.7	Number of library renovations/constructions on schedule for construction phase	100	100	71.43%	71.43%	LIBRARY SERVICES
●	1.8	Number of libraries re-opened in accordance with schedule	100	100	100%	100%	LIBRARY SERVICES
●	2.1	Increase in circulation of children's materials	525469	578016	604336	104.55%	BOOKS AND MEDIA
●	2.2	Increase in the number of new Libary Cards for Children	6301	6931	6414	92.54%	LIBRARY MATERIALS AND THEIR USE
●	2.3	Increase participation and completion rates in summer reading for pre-school and elementary school age children	28382	36225	27674	76.39%	OUTREACH SERVICES
●	2.4	Increase in attendance at programs for children in their 1st five years	77133	84846	83952	98.95%	OUTREACH SERVICES

🟢	2.5	Increase in the number of story hours for children	1672	2508	2588	103.19%	OUTREACH SERVICES
🟡	2.6	Increase in the number of people using on-line homework help	2497	2747	2652	96.54%	LIBRARY SERVICES
🟡	2.7	Increase participation in teen summer reading programs	4899	5489	4126	75.17%	OUTREACH SERVICES
🟢	2.8	Increase in the number of new library cards for teens	9357	10293	10891	105.81%	LIBRARY MATERIALS AND THEIR USE
🟢	2.9	Increase in the number of books downloaded	7355	8091	14123	174.55%	BOOKS AND MEDIA
🟡	2.10	Increase in number of adult learners seeking assistance	2465	2712	2637	97.23%	OUTREACH SERVICES
🟡	2.11	Increase in number of GED practice tests administered	961	1057	1048	99.15%	OUTREACH SERVICES
🟢	3.1	Increase the number of public access computers	409	508	594	116.93%	LIBRARY SERVICES
🟢	3.2	Increase in the number of sessions on public access computers by children	88753	110941	148749	134.08%	LIBRARY SERVICES
🟡	3.3	Increase in the number of sessions on public access computers by teens and adults	368621	460776	363935	78.98%	LIBRARY SERVICES
🔴	3.4	Increase in the number of sessions of remote access to Library's electronic resources	145400	181750	125444	69.02%	BOOKS AND MEDIA