



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.

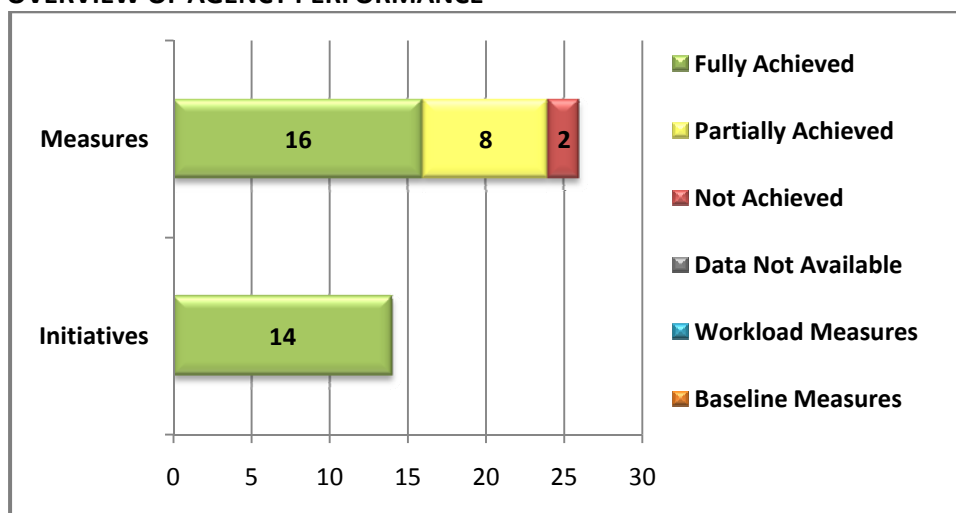
SUMMARY OF SERVICES

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).

ACCOMPLISHMENTS

- ✓ **Circulation** – Increased circulation 16% in FY2010. DCPL circulated 2,712,775 items in FY2010 compared to 2,337,536 in FY2009.
- ✓ **Opened 6 New Libraries** - Six new libraries opened in FY2010: Parklands-Turner (in a shopping center), Northwest One (co-located with a school), Deanwood (co-located with a recreation center), and new buildings for Anacostia, Benning and Shaw neighborhoods.
- ✓ **Technology – Public Access Computers** – The Library installed 85 public access computers during FY2010 and now has 679 public access computers available for District residents and visitors. Public access sessions during FY2010 = 670,359 which was an increase from 512,684 in FY2009 . The Library also had over 50,000 electronic books and media downloaded from its website in FY2010

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

LIBRARY SERVICES DIVISION

OBJECTIVE 1: Library as community space.

- **INITIATIVE 1.1: Position all libraries as community gathering places of choice.**
The Library hosted 9,271 community meetings in FY2010. This was an increase of 1,496 events compared to FY2009. These meetings attracted 153,471 visitors to the Library which was also an increase of 4,680 attendees from FY2009.
- **INITIATIVE 1.2: Open new libraries in the District of Columbia for the first time in about 35 years.**
Six new libraries opened in FY2010: Parklands-Turner (in a shopping center), Northwest One (co-located with a school), Deanwood (co-located with a recreation center), and new buildings for Anacostia, Benning and Shaw neighborhoods.

OBJECTIVE 2: Library resources for the public.

- **INITIATIVE 2.1: Increase library resources for children and their parents, teachers and caregivers to support literacy.**
Through DCPL's independent procurement authority DCPL has been able to gravitate from a single book vendor providing books, supplies and materials to multiple vendors providing competitive prices, greater volume and reduced processing time. The potential for providing staff, books and library materials is significantly greater under this scenario than under the previous arrangement we had with a sole vendor.
- **INITIATIVE 2.2: Provide books and library materials, media and electronic resources that support school services and promote discovery for teens and young adults.**
During FY2010 the Library employed 65 Teens of Distinction. DOES assigned 100 teens to the Library for the summer. The College interns from the Posse Foundation included a former Teen of Distinction and another Teen of Distinction has been hired as a full-time library technician, demonstrating that hiring teens is a recruitment tool for the library.
- **INITIATIVE 2.3: Provide books and on-line resources for adults.**
The Library purchased a wide range of books, magazines, and e-resources needed by the District's adult residents. The District residents responded to those selections by checking out 2,712,775 items in FY2010. This resulted in a 16% increase in circulation from FY2009. The Library also had over 50,000 electronic books and media downloaded from its website in FY2010.

OBJECTIVE 3: Technology: access to the online world is critical in the 21st century.



- **INITIATIVE 3.1: Provide computer access for city residents.**
The Library installed 85 public access computers during FY2010 and now has 679 public access computers available for District residents and visitors. Public access sessions increased in FY2010 from 512,684 to 670,359 during FY2010.
- **INITIATIVE 3.2: Increase library electronic resources.**
The Library provided online tutoring services that were used 3,169 times (2,652 in FY2009) during the school year. Databases used by students and adults for information and research were used 216,758 (190,238 in FY2009) during the year. Residents downloaded 69,146 (36,469 in FY2009) electronic books on print and in audio formats.

BUSINESS OPERATIONS DIVISION

OBJECTIVE 1: Library as community space.

- **INITIATIVE 1.1: Position all libraries as community gathering places of choice.**
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OBJECTIVE 2: Library resources for the public.

- **INITIATIVE 2.1: Increase library resources for children and their parents, teachers, and caregivers to support literacy. Provide staff, books and library materials that focus on *pre-school and elementary school age children*.**
Through DCPL's independent procurement authority DCPL has been able to able to gravitate from a single book vendor providing books, supplies and materials to multiple vendors providing competitive prices, greater volume and reduced processing time. The potential for providing staff, books and library materials is significantly greater under this scenario than under the previous arrangement we had with a sole vendor.
- **INITIATIVE 2.2: Provide books and library materials, media and electronic resources that support school services and promote discovery for *teens and young adults*.**
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OFFICE OF THE CHIEF LIBRARIAN

OBJECTIVE 1: Strategically manage the resources and operations of the library.

OBJECTIVE 2: Develop a strategic plan for future library facilities, programs and services.



Key Performance Indicators – Details

Performance Assessment Key:

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

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
LIBRARY SERVICES DIVISION						
●	1.1 Annual circulation of books and other library materials	2337536	2571290	2712775	105.50%	BOOKS AND MEDIA
●	1.2 Cardholders as a % of total population	35.82	39	36.32%	93.13%	CHILDREN'S SERVICES
●	1.3 Number of Card Holders	230968	237897	871221	366.22%	LIBRARY MATERIALS AND THEIR USE
●	1.4 Number of website user visits	973684	1071052	1997524	186.50%	LIBRARY MATERIALS AND THEIR USE
●	1.5 Number of attendees at Library sponsored programs	194240	200000	197282	98.64%	OUTREACH SERVICES
●	1.6 Number of participants at community sponsored meetings	148791	140000	153471	109.62%	OUTREACH SERVICES
●	1.7 Number of Library renovations/constructions on schedule for design phase	100	100	100%	100%	LIBRARY SERVICES
●	1.8 Number of Library renovations/constructions on schedule for construction phase	71.43	100	88.89%	88.89%	LIBRARY SERVICES
●	1.9 Number of libraries re-opened in accordance with schedule	100	100	83.33%	83.33%	LIBRARY SERVICES
●	2.1 Percent increase in circulation of children's materials	604336	664770	662601	99.67%	BOOKS AND MEDIA
●	2.2 Percent increase in the number of new Library Cards for Children	6414	7055	8958	126.97%	LIBRARY MATERIALS AND THEIR USE



●	2.3	Increase participation and completion rates in summer reading for pre-school and elementary school age children	27674	28382	9440	33.26%	
●	2.4	Percent increase in attendance at programs for children in their 1st five years	83952	85000	89342	105.11%	
●	2.5	Percent increase in the number of story hours for children	2588	2847	2497	87.71%	
●	2.6	Number of people using on-line homework help	2652	2747	3169	115.36%	LIBRARY SERVICES
●	2.7	Participation in teen summer reading programs	4126	4500	2057	45.71%	
●	2.8	Percent increase in the number of new library cards for teens	10891	11980	14242	118.88%	LIBRARY MATERIALS AND THEIR USE
●	2.9	Percent increase in the number of books downloaded	14123	15535	27794	178.91%	BOOKS AND MEDIA
●	2.1	Percent increase in number of adult learners seeking assistance	2637	2901	2542	87.62%	
●	2.11	Percent increase in number of GED practice tests administered	1048	1153	1169	101.39%	
●	2.12	Collections per Capita	3.97	4.37	4.52	103.52%	BOOKS AND MEDIA
●	3.1	Increase the number of public access computers	594	644	679	105.43%	LIBRARY SERVICES
●	3.2	Increase in the number of sessions on public access computers by children	148749	163624	139626	85.33%	LIBRARY SERVICES
●	3.3	Increase in the number of sessions on public access computers by teens and adults	363935	400328	530733	132.57%	LIBRARY SERVICES
●	3.4	Increase in the number of sessions of remote access to Library's electronic resources	125444	137988	182021	131.91%	BOOKS AND MEDIA



3.5	Percent computers are available to the public	91	90	123.85%	137.61%	LIBRARY MATERIALS AND THEIR USE
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