



# **DISTRICT OF COLUMBIA PUBLIC LIBRARY**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

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# 1 DISTRICT OF COLUMBIA PUBLIC LIBRARY

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*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.

*Services:* The District of Columbia Public Library (DCPL) is a dynamic source of information, programs, books and other library materials and services that improve the quality of life for District residents of all ages that, when combined with expert staff, helps build a thriving city. The Library provides environments that invite reading, community conversation, creative inspiration and exploration, lectures, films, computer access and use, workforce and economic development, story times for children and much more. DC Public Library includes a central library and 25 neighborhood libraries and also provides services in non-traditional settings outside of the library buildings. DCPL enriches and nourishes the lives and minds of all DC residents, provides them with the services and tools needed to transform lives, and builds and supports community throughout the District of Columbia.

## 2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>Open New Lamond-Riggs/Lillian J. Huff Neighborhood Library</p>	<p>NA</p>	<p>The new Lamond-Riggs/Lillian J. Huff Neighborhood Library opened on June 27th, becoming the 22nd location that DCPL has rebuilt or fully renovated since 2009. The 23,500 square foot, \$20 million, two-story library includes a discovery zone for children and infants, more space for gathering and collaborating including several meeting and study rooms, and outdoor spaces with seating on each floor. The library is now proudly named after Lillian Huff, a prominent Ward 5 resident, organizer and activist, who fought to secure funding for the original Lamond-Riggs Library.</p>
<p>Purpose and Core Values / Workplace Culture Initiative</p>	<p>Building on goals identified through an extensive talent management review, DCPL developed and launched a Purpose Statement and set of Core Values to unify, guide, and inspire staff. The values support the achievement of individual and agency goals and provide a framework for rewarding and recognizing DCPL staff. Developed by a dedicated team of colleagues from across the agency, this work lays the foundation for an improved workplace culture - which will allow us to better serve our customers. DCPL's purpose is: "to be a cornerstone of community progress by activating dreams with knowledge, access, and hope." DCPL's values are: give and get respect; be a "we"; invest in us; welcome everyone; and stay rooted.</p>	<p>NA</p>

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Accomplishment	Impact on Agency	Impact on Residents
Launch Devices for Residents Program	NA	DCPL collaborated with the Office of the Chief Technology Officer to develop and launch the Devices for Residents Program. Using funding from the FCC's Emergency Connectivity Fund with supplemental funding from the DC Public Library Foundation and the Institute of Museum and Library Services, DCPL coordinated the purchase of internet-enabled Chromebooks for residents unable to access such devices at schools or libraries. Starting in August and continuing through the Spring, 10,000 devices will be distributed through partner agencies including the Mayor's Office on Returning Citizen Affairs, the Department of Aging and Community Living, the Department of Human Services, and the Child and Family Services Agency among residents engaged in their programs. Before distribution, DCPL loaded the devices with an introductory video and Library services content. This program, conceptualized as part of DC's Tech Together partnership, supports the District's pandemic recovery efforts and reaches residents that may have barriers to accessing Library services.

### 3 2022 OBJECTIVES

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Strategic Objective	Number of Measures	Number of Operations
Strengthen communities through services, programs, outreach, and increased utilization of the Library's physical campus.	3	3
Provide services and programs that build and cultivate literacy and a love of reading.	6	5
Connect residents to the city's past and future by providing access to, experiences in, and support for local history and culture.	1	1
Support digital citizenship through technology and internet access and training.	3	2
Create and maintain a highly efficient, transparent, and responsive District government.	0	11

## 4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Strengthen communities through services, programs, outreach, and increased utilization of the Library's physical campus.</b>		
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
<b>Provide services and programs that build and cultivate literacy and a love of reading.</b>		
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
<b>Connect residents to the city's past and future by providing access to, experiences in, and support for local history and culture.</b>		
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
<b>Support digital citizenship through technology and internet access and training.</b>		
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
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>		
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

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Operation Title	Operation Description	Type of Operation
Maintain library facilities (Capital)	General Improvements in the Capital Budget.	Key Project
Operate neighborhood libraries	Operate neighborhood library locations throughout the District.	Daily Service
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



## 5 2022 STRATEGIC INITIATIVES

In FY 2022, District of Columbia Public Library had 8 Strategic Initiatives and completed 75%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Complete construction and open the new Lamond Riggs Neighborhood Library	DCPL will complete construction and reopen the new Lamond Riggs Neighborhood Library.	Complete	The Library opened to the community on June 27, 2022. The 23,500 square foot, \$20 million, two-story library includes a discovery zone for children and infants, more space for gathering and collaborating including several meeting and study rooms, and outdoor spaces with seating on each floor. The library is now proudly named after Lillian Huff, a prominent Ward 5 resident, organizer and activist, who fought to secure funding for the original Lamond-Riggs Library.	
Select design-build team and start concept design for new Congress Heights/Parklands-Turner Neighborhood Library	DCPL will issue solicitation, select a design-build team and start the community engagement and design process for the new Congress Heights library to replace Parklands-Turner Library.	Complete	The design-build team selection process is complete.	
Connect families of developing readers to library services and programs	Develop and distribute specialized resources and collateral that supports new readers in Kindergarten through second grade. Develop a series of programs for students transitioning to Kindergarten and implement 4 - 8 programs in Wards 1,5,7, and 8.	Complete	Program launched in February 2022. During FY22, 6,600 books and 28,000 pieces of collateral material were distributed and 1,495 participants were registered. It's anticipated that an additional 2,200 books will be distributed and 200 participants will be registered by the end of calendar year 2022. Featured books in FY22 included The Snowy Day, Last Stop on Market Street, Lion and the Mouse; When You Begin will be featured starting in October. Programs around the featured titles were launched at MLK and neighborhood branches throughout the city.	

Initiate Functional Improvements work for the Shaw (Watha T. Daniel) Neighborhood Library	DCPL will issue a scope of work to qualified firms and onboard a firm to make significant functional improvements required to improve the Shaw Library building sightlines and to expand spaces for pre-school children and their caregivers.	Complete	A design-build team has been onboarded.	
Launch the new DCPL content management system and public-facing website	DCPL will upgrade its existing Drupal 7 content management system and website to Drupal 9 and redesign its website. This upgrade and revamp will result in a new customer-facing website with a mobile responsive design, an enhanced search experience, and the integration of DCPL's meeting and event software with Drupal 9 for a seamless events search and calendar experience.	75-99%	The website content management system upgrade and website redesign is at 90%. User experience (UX) design and content staging is complete. Development of Drupal environment is complete. The taxonomy for the website is complete. Three out of seven content types is complete.	Development work was slowed significantly by multiple unforeseen compliance reviews requiring web team members to focus on work outside of the web design project, and the loss of developer staff on the DCPL side.
Introduce a corps of Digital Navigators to support District residents in growing their digital skills	DCPL will introduce a corps of digital navigators who will provide responsive support to library customers in increasing their digital skills and achieving personal goals tied to digital tasks (i.e. job applications, benefit applications, social connectedness). DCPL will onboard approximately 10 part-time navigators who will provide on-the-spot support to library customers at select DCPL locations, as well as appointment-based services and training classes.	Complete	Since June 2022 the digital navigators have been offering regular services at the Anacostia, Benning, MLK, Mount Pleasant, Petworth, and Shaw neighborhood libraries.	

Pilot Families First DC services at DCPL	Families First DC is an initiative led by the DC Children and Family Services Agency focused on families in Wards 7 and 8. Key to the initiative's success is the ability to connect with families in trusted locations. DCPL and CFSA will be piloting Families First services in several library locations across Wards 7 and 8. Families First grantees will have an area for specific programs on a given date and time, with the goal of having a regular "pop-up" presence at the library. We will establish a MOU and, if feasible in the current health climate, launch programing and review initial participation.	25-49%	FY22 MOU executed. DCPL suspended in-person programming in Winter of FY22 due to Covid. Participating libraries include Benning, Anacostia, Capitol View and Bellevue Neighborhood Libraries. Managers of these locations have met with CFSA's participating CBOs who will be providing services at library locations and connecting participants with library programs and services. Fall and Winter FY23 plans are forming.	Waiting for CFSA grantees (Community Based Organizations) to finalize program plans. MOU with CFSA in place until 3/31/2023.
Advance design for a renovated Southeast Neighborhood Library	DCPL will advance into design to bid documents for the renovation and expansion of the Southeast Library.	Complete	A final design meeting was held with the community on September 29, 2022 and the project was well received. Bid documents are underway for issuance to sub-contractors.	

## 6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Strengthen communities through services, programs, outreach, and increased utilization of the Library's physical campus.</b>											
Number of attendees at Library sponsored outreach sessions	Up is Better	47,395	11,108	57,323	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37,001	Unmet	Library hours remained limited and services continued to fluctuate (but expanded as the year progressed). Target setting has been challenging with changing services and operations.
Library Visits	Up is Better	1,852,701	901,705	2,437,005	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2,537,013	Met	
Number of attendees at Library sponsored programs	Up is Better	189,978	68,516	158,221	Annual Measure	Annual Measure	Annual Measure	Annual Measure	85,018	Unmet	Library hours remained limited and services continued to fluctuate (but expanded as the year progressed). Target setting has been challenging with changing services and operations.
<b>Provide services and programs that build and cultivate literacy and a love of reading.</b>											
Circulation of books and other library materials	Up is Better	4,067,352	4,953,224	4,590,945	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6,304,703	Met	
Circulation per capita	Up is Better	5.8	7.2	6.5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9.4	Met	
Attendance at programs for children in their first five years	Up is Better	123,735	31,677	97,687	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35,069	Unmet	Library hours remained limited and services continued to fluctuate (but expanded as the year progressed). Target setting has been challenging with changing services and operations.

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of eligible children enrolled in Books from Birth in targeted communities	Up is Better	94.7%	86.3%	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Number of active library accounts	Up is Better	414,610	324,803	407,565	Annual Measure	Annual Measure	Annual Measure	Annual Measure	336,716	Unmet	Number of active accounts is holding fairly steady with Library hours remaining limited and services continuing to fluctuate (but expanded as the year progressed). Target setting has been challenging with changing services and operations.
Library accounts as a percent of total population	Up is Better	58.7%	47.1%	57.7%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50.25%	Unmet	Number of active accounts is holding fairly steady with Library hours remaining limited and services continuing to fluctuate (but expanded as the year progressed). Target setting has been challenging with changing services and operations.
<b>Connect residents to the city's past and future by providing access to, experiences in, and support for local history and culture.</b>											
"Dig DC" Visits	Up is Better	21,333	48,278	24,106	Annual Measure	Annual Measure	Annual Measure	Annual Measure	63,143	Met	
<b>Support digital citizenship through technology and internet access and training.</b>											
Public access computer utilization (as a percent of availability)	Up is Better	Not Available	Not Available	49.9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Wi-Fi Connections	Up is Better	353,076	223,140	331,341	Annual Measure	Annual Measure	Annual Measure	Annual Measure	419,352	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Number of people receiving technology training	Up is Better	3300	3548	6570	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6338	Nearly Met	Library hours remained limited and services continued to fluctuate (but expanded as the year progressed). Target setting has been challenging with changing services and operations.

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
<b>Community Outreach</b>							
Number of outreach sessions	1291	363	Annual Measure	Annual Measure	Annual Measure	Annual Measure	814
<b>Programs and services</b>							
Library programs offered	6255	2428	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5576
<b>Serve as a community hub:meeting and study spaces</b>							
Study room use	21,872	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35,272
number of community sponsored meetings systemwide	10,057	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11,047
<b>Acquire books and other library materials</b>							
Local Book Budget	5,485,431.8	6,530,432	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6,280,432
Digital Library	2,025,903	2,249,239	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2,421,476
Database Usage	1,494,107	1,581,890	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,720,317
<b>Early Literacy Programs</b>							
Number of programs for children in their first five years	2401	426	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1208
<b>Provide access to local history and culture.</b>							
Number of Studio and Fabrication Lab Sessions	324	82	Annual Measure	Annual Measure	Annual Measure	Annual Measure	308
<b>Provide computer and technology access</b>							
number of sessions on public access computers	466,968	129,990	Annual Measure	Annual Measure	Annual Measure	Annual Measure	447,996
<b>Provide computer and technology training and assistance</b>							
Number of computer and technology training programs and sessions systemwide	436	355	Annual Measure	Annual Measure	Annual Measure	Annual Measure	878
<b>Inform residents of library programs, services and projects</b>							
Social media engagement rate	1.7	1.6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2.5
<b>Operate neighborhood libraries</b>							
Number of hours of unplanned closures at locations systemwide	152	261	Annual Measure	Annual Measure	Annual Measure	Annual Measure	809.5