

**Library Programming**

- Q1. Provide a description of all programs offered by DCPL in FY18 and to date in FY19. In your response, include the following:
- A narrative description of each program;
  - The number of sessions of each program that were held, if applicable, broken down by library;
  - The number of individuals enrolled in each program, or the number of individuals that took part in each session of a program; and
- Q2. Upon the closure of the Martin Luther King Jr. Central Library for modernization, DCPL disbursed staff to branch libraries to expand operations hours by 3.5 hours each week. Describe the impact of the increased hours. How has the increase in hours changed programming, circulation, computer usage, and general library visits? Provide measurable data where possible comparing pre-expansion to post-expansion, by location. Such data may include visitor counts, circulation statistics, computer usage, or other measurements deemed appropriate.
- Q3. How did DCPL connect with and provide services to vulnerable populations, including seniors, in FY18 and FY19 to-date?
- Q4. Provide an update on the summer reading program run by DCPL. In your response, include the number of individuals enrolled in the program in FY18, any changes made to the program in FY18 or to date in FY19, and the results/outcomes from the program. In particular, note the number of participants in the adult summer reading program.
- Q5. Provide an update on the Adult Literacy Resource Center run by DCPL. In your response, include the number of individuals enrolled in the program in FY18 and to date in FY19 and the number of GED practice tests administered. Also include the attendance at Teacher Training Workshops administered by the program in FY18 and to date in FY19.
- Q6. Provide an update on DCPL's early childhood literacy campaign, Sing Talk and Read (STAR) and Books from Birth. Include the number of caregivers reached in FY17, FY18, and FY19 to date; how DCPL promotes STAR and Books from Birth; the number of participants in both programs; and plans for the future. For Books from Birth, include statistics on the program including the number of children enrolled, the number of books distributed in FY16, FY17, FY18 and FY19 to-date, and anticipated growth in the program.
- Q7. How has the usage of library meeting rooms in FY18 and in FY19 to date compared with usage in FY17? How does DCPL measure attendance for programming and community meetings? How frequently are meeting rooms used after library hours? How many community groups use meeting rooms after hours?
- Q8. Provide an update on the renovation of MLK and services that continue in interim spaces. Where is Center for Accessibility located during renovation? Please list all services and collections that have continued in interim space, with a crosswalk of staff and associated cost for each location. Provide an update on the relocation of the Washingtoniana Collection to the former Cleveland Park Library interim space.

- Q9. Describe the Labs at the Martin Luther King Jr. Central Library (MLK), and any associated programming. Who are the target populations for use of the Labs at MLK? How do the Labs support workforce development and adult continuing education? Provide an update on the relocation of the Labs interim-space, including the location, the number dedicated staff, and any changes to programming. Describe any challenges to reopening the Labs in interim space.
- Q10. Describe the Center for Accessibility, including its purpose, goals, and targeted populations. How many patrons were served by the Center for Accessibility Department in FY18 and FY19 to date? Has DCPL conducted computer classes for seniors in the last fiscal year? If so, how many participants were there? How has the closure of MLK for modernization impacted the Center for Accessibility?
- Q11. Provide an update on the partnership between DCPL and D.C. Public Schools (DCPS) for the two agencies to conduct shared technical services with DCPL providing library services to individual schools within DCPS. Describe any challenges associated with implementing the program. Please provide an update on how DCPL has explored working with D.C. Charter Schools to provide these services.
- Q12. Provide an update on DCPL's authority to raise and retain revenue. How much money was DCPL able to raise and retain in FY18 and to-date in FY19? Describe how the revenue will be spent?
- Q13. Provide an update on the work of the Oral History Project at DCPL in FY18 and to-date in FY19. Please include descriptions of relationships with organizational partners and objectives achieved. Also include the number of oral histories captured in FY17, FY18 and FY19 to-date, and how these oral histories are made available to the public.

### **Circulation and Acquisition**

- Q14. What are the current circulation statistics? Provide FY16, FY17, FY18 and to date in FY19, in a comparison chart, by type and by location. In locations where circulation has trended downwards, indicate what new measures have been taken to encourage community engagement and usage of library resources.
- Q15. Please provide circulation or download statistics for digital collections for FY16, FY17, FY18 and to date in FY19, broken down by category of media (e.g. books, magazines, video, periodicals, etc.) if possible.
- Q16. What future trends in circulation does DCPL expect? How is DCPL adapting to meet any expected changes? What additional funding may be required to meet future circulation trends?
- Q17. Were funds adequate in the circulation budget for FY18 and to-date in FY19? If not, please explain. Does the circulation budget change to account for inflation year-over-year? What is the expected annual increase in cost for both digital and physical collections? Include aggregate wait lists broken down by type of media. To the extent possible, describe the demand for various types of media, DCPL's ability to meet that demand, and estimate the additional cost required to meet demand in FY18 and to-date in FY19.

**Technology**

- Q18. Provide an update on the computer training programs offered by DCPL. How many people attended computer classes during FY18 and FY19 to date? How many public access computers are offered by DCPL? Does the number of public access computers meet demand? Does the number of training programs offered by DCPL meet demand?
- Q19. Describe the usage and demand of DCPL's wired and wireless internet. Does DCPL have the necessary wired and wireless bandwidth to meet demand? Are upgrades to the wired and wireless infrastructure support needed to meet demand? Describe any challenges DCPL experiences providing and meeting customer demand for wired and wireless internet access.
- Q20. Provide an update on the mobile Wi-Fi lending program, including usage, circulation statistics, customer experiences, and any plans to expand the program.

**Facilities, Facility Planning, and Capital Projects**

- Q21. List the branch libraries that have not yet been renovated or modernized. What are the current capital plans regarding the remaining branch libraries? Provide updates on branch libraries currently in the Capital Improvement Plan. Include updates on planning, community engagement, estimated construction timelines, and approximate completion dates.
- Q22. Does DCPL have any plans for future expansion, or the addition of new branches? Would new branches be similar to current branch libraries, or modeled differently?
- Q23. Provide an update on the Facilities Master Plan development process, estimated completion of the FMP, how the FMP will inform decisions of future renovations, opening new branches, and how public private partnerships could be utilized for DCPL locations.
- Q24. Discuss any lifecycle planning that has occurred for DCPL capital projects to inform maintenance and return on investment calculations. Are lifecycle plans developed for new capital projects? Please provide summaries of any completed lifecycle plans for capital projects completed in FY18 or scheduled for completion in FY19.
- Q25. Describe problems or challenges presented with newly renovated facilities, including any chronic maintenance issues, design or construction flaws, or other defects stemming from the modernization, including the Tenley-Friendship Library. How has DCPL addressed these challenges, changed processes, or altered agreements to prevent these issues from arising on future projects?
- Q26. How does DCPL budget for maintenance, both in capital and operating dollars? Was the maintenance budget (both capital and operating) sufficient in FY17 and FY18 and to date in FY19? If insufficient, please explain and include DCPL's maintenance needs, estimated costs, and appropriated capital or operating budget amount.

- Q27. Provide a current list of all properties supported by the DCPL budget. Indicate whether the property is owned by the District or leased and which agency program utilizes the space. If the property is leased, provide the terms of the lease. For all properties provide an accounting of annual fixed costs (i.e. rent, security, janitorial services, and utilities).
- Q28. Do the facilities owned or operated by DCPL meet current Americans with Disabilities Act requirements? If not, describe the facilities and situations that do not comply.
- Q29. Provide an update on the implementation of the District of Columbia Public Library Lease and Permitting Authority Amendment Act of 2018.
- Q30. Provide the capital budget for DCPL and all programs under its purview during FY18 and FY19, including amount budgeted and actual dollars spent. In addition, provide:
- An update on all active capital projects in FY18 and FY19.
  - Whether active capital projects in FY18 or FY19 had an impact on the operating budget of the agency? If so, provide an accounting of such impact.
  - A description regarding how the agency decided the FY18 proposed capital budget and the sequencing of projects.
  - Specifically for Martin Luther King Jr. Central Library, provide all anticipated Operating Impact on Capital costs upon the reopening of the facility, including FTE's, collections, maintenance, etc.

### **Community Engagement and Outreach**

- Q31. How has DCPL received feedback from guests in FY18 and to date in FY19? Has DCPL adopted any new ways to solicit feedback from guests in the last fiscal year? In your response, include the most frequently received feedback and how that feedback facilitated a change in programs or practices.
- Q32. The following questions are related to "Friends of the Library" organizations:
- Have any new "Friends of the Library" organizations been formed in the last fiscal year?
  - How much funding did DCPL receive from the support of the Friends in FY18 and FY19, to date?
  - What kinds of programs have been made possible through the participation of the Friends?
- Q33. How much funding from the DCPL Foundation did DCPL receive in FY18 and FY19, to date? For what purpose were those funds used?
- Q34. Outline the structure and management of the DCPL Foundation.
- Q35. How many volunteers does the DCPL currently have? Have there been any changes in the last fiscal year to the selection and training process for volunteers?
- Q36. Describe any efforts undertaken by DCPL in FY18 and to date in FY19 to identify and engage corporate partners to enhance the operations and collections of DCPL. In your response, identify if any new corporate partnerships were established in the last fiscal year and any new efforts to reach out to corporations. Also identify any corporations that DCPL believes could or should be approached in the next fiscal year for potential partnerships.

**Personnel**

- Q37. What is the current staffing at branch libraries? Provide the number of staff assigned to each library, including job titles.
- Q38. Is staff adequately supported with sufficient training and employee development programming? Please describe the existing training and employee development program, the number of staff who have went through training and employee development in FY18 and FY19 to date. Were funds sufficient for training and employee development in FY18 and FY19 to date? If not, please describe how much funding is needed for DCPL to sufficiently provide training and employee development, and how it would be used.
- Q39. How has staff from MLK been distributed during the MLK modernization? After the MLK modernization is complete, how will DCPL have sufficient staff to operate full programming at all Library locations?
- Q40. Are all branch libraries currently sufficiently staffed to accommodate staff absences due to illness, vacation, or extended leaves of absence? Have such absences resulted in reduced service or unplanned closures in the last fiscal year? How have staff absences affected DCPL's budget in FY18 and to date in FY19? How has the overall staffing level changed in the last fiscal year?
- Q41. Has DCPL changed their policies with regard to hiring District residents in the last fiscal year? What is DCPL's compliance rate for the *First Source* and *Apprenticeship* program requirements? How was this compliance monitored and evaluated in FY18 and FY19, to date?
- Q42. Has the agency adhered to all non-discrimination policies in regards to hiring and employment?
- Q43. Have there been any allegations that the agency has violated hiring and employment nondiscrimination policies in FY18 or to date in FY19? If so, what steps were taken to remedy the situation or ensure that the violation does not occur in the future?
- Q44. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY19, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).
- Q45. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY18 and FY19, to date, whether or not those allegations were resolved.
- Q46. Please list the administrative complaints or grievances that the agency received in FY18 and FY19, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY18 or FY19, to date, describe the resolution.

- Q47. Provide a narrative description of the security personnel and procedures currently utilized by DCPL. Emphasize any changes in the security situation that have occurred within the last fiscal year. At a minimum, include:
- The number of library security guards currently employed by DCPL;
  - The number of vehicles currently associated with DCPL security;
  - New security initiatives or technologies instituted in FY18 and to date in FY19; and
  - Any areas of concern as it relates to Library security.

### **Government Management and Oversight**

- Q48. Provide an update on the implementation of DCPL's strategic plan.
- Q49. Discuss any changes made in the last fiscal year to DCPL's emergency management process or its receipt of information about emergencies from the District and/or the Homeland Security and Federal Emergency Management Agency.
- Q50. Provide an updated list of each branch library within DCPL that includes the following, if available:
- Name of the library;
  - Head librarian;
  - Hours of operation;
  - Unique programs, offers, or collections;
  - Contact information; and,
  - President of the Friends Group.
- Q51. Describe any partnerships or collaborations currently underway between DCPL and other District government agencies, including the target populations to service. In particular, describe any new partnerships or collaborations developed, planned, or implemented over the last fiscal year. Include the following agencies:
- DC Public Schools;
  - DC Public Charter Schools;
  - DC Department of Parks and Recreation;
  - DC Department of Employment Services;
  - DC Office on Aging;
  - DC Department of Human Services;
  - Department of Health;
  - Department of Behavioral Health;
  - Office of the Chief Technology Officer; and
  - University of the District of Columbia and UDC Community College.
- Q52. Provide an update on DCPL's offering of library services at the D.C. Jail including staffing and the state of the collection.
- Q53. Describe how the DCPL Foundation supports programming, operations, capital projects, collections, and general library activity.
- Q54. What existing bequests, trusts, or other gifts does Library have? Provide details about the creation, status, and use of such monies.



Q55. Identify all legislative requirements (both local and federal) that the agency lacks sufficient resources to implement properly.

Q56. Identify any statutory or regulatory impediments to your agency's operations.

### **Board of Trustees**

Q57. Provide a list of the Board of Library Trustees' current members. For each member, provide the following:

- a. The member's name;
- b. When the member's term began;
- c. When the member's term expires; and
- d. Number of Board meetings missed in FY18 and to date in FY19.

Q58. Are there any vacancies on the Board? If yes, how long has the position or positions been vacant?

Q59. Provide a list of the Board's meeting dates, times, and locations for FY18 and FY19 to date. If accessible, provide a copy of the minutes from each meeting, any presentations or documents that were presented and discussed, and any current pending action items.

Q60. Describe the Board's practices for soliciting feedback from residents. How has resident feedback assisted or impacted the Board's decision-making process in FY18 or FY19 to date?

### **General Questions**

Q61. Please provide the number of visitors to DCPL, broken down by quarter and location in FY17, FY18 and to date in FY19.

Q62. Provide a current organizational chart for DCPL and the name of the employee responsible for the management of each office/program. If applicable, provide a narrative explanation of any organizational changes made during FY18 or to date in FY19.

Q63. Provide the agency's performance plan for FY18. Did DCPL meet the objectives set forth in the FY18 performance plan? Provide a narrative description of what actions the agency undertook to meet the key performance indicators, including an explanation as to why any indicators were not met.

Q64. Provide the agency's performance plan for FY19. What steps has the agency taken to date in FY19 to meet the objectives set forth in the FY19 performance plan?

Q65. Provide the following budget information for DCPL, including the approved budget, revised budget, and expenditures, for FY18 and to date in FY19:

- a. At the agency level, provide the information broken out by source of funds and by Comptroller Source Group and Comptroller Object;
- b. At the program level, provide the information broken out by source of funds and by Comptroller Source Group and Comptroller Object.

- c. At the activity level, provide the information broken out by source of funds and by Comptroller Source Group.

[NOTE: for electronic submission submit raw data - (i.e. CFO data dump)]

- Q66. Provide a complete accounting of all intra-district transfers received by or transferred from DCPL during FY18 and to date in FY19. For each, provide a narrative description as to the purpose of the transfer and which programs, activities, and services within DCPL the transfer affected.
- Q67. Provide a complete accounting of all reprogrammings received by or transferred from DCPL during FY18 and to date in FY19. For each, provide a narrative description as to the purpose and reason of the transfer and which programs, activities, and services within the agency the reprogramming affected. In addition, provide an accounting of all reprogrammings made within the agency that exceeded \$100,000 and provide a narrative description as to the purpose and reason of the transfer and which programs, activities, and services within the agency the reprogramming affected.
- Q68. Provide a list of all DCPL's fixed costs budget and actual dollars spent for FY18 and to date in FY19. Include the source of funding and the percentage of these costs assigned to each DCPL program. Provide the percentage change between DCPL's fixed costs budget for these years and a narrative explanation for any changes.
- Q69. Describe any spending pressures that existed in FY18. In your response provide a narrative description of the spending pressure, how the spending pressure was identified, and how the spending pressure was remedied.
- Q70. Identify potential areas where spending pressures may exist in FY19. Provide a detailed narrative of the spending pressure, including any steps that are being taken to minimize the impact on the FY19 budget.
- Q71. Provide a list of all FY18 full-time equivalent positions for DCPL, broken down by program and activity. In addition, for each position note whether the position is filled (and if filled, the name of the employee) or whether it is vacant. Finally, indicate the source of funds for each FTE (local, federal, special purpose, etc.).
- Q72. How many vacancies were posted for DCPL during FY18? To date in FY19? Which positions? Why was the position vacated? In addition, note how long the position was vacant, what steps have been taken to fill the position, whether or not the position has been filled, and the source of funding for the position.
- Q73. How many employee performance evaluations were completed in FY18 and how was performance measured against position descriptions? To date in FY19? What steps are taken to correct poor performance and how long does an employee have to correct their performance?
- Q74. Provide the Committee with the following:
  - a. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned;



- b. A list of employee receiving bonuses, special pay, additional compensation, or hiring incentives in FY18 and to date in FY19, and the amount;
- c. A list of the total overtime and workman's compensation payments paid in FY18 & FY19 to date; and
- d. A list of travel expenses for FY18 and to date in FY19, arranged by employee. Include the travel schedule (location and purpose of travel) and budget for each member in the agency's executive team, including the agency director.

Q75. Provide the following information for all grants awarded to or accepted by DCPL during FY18 and to date in FY19:

- a. Grant Number/Title;
- b. Approved Budget Authority;
- c. Expenditures (including encumbrances and pre-encumbrances);
- d. Purpose of the grant;
- e. Grant deliverables;
- f. Grant outcomes, including grantee performance;
- g. Any corrective actions taken or technical assistance provided;
- h. DCPL program and activity supported by the grant;
- i. DCPL employee(s) responsible for grant deliverables; and
- j. Source of funds.

Q76. Provide the following information for all grants/subgrants awarded by DCPL during FY18 and to date in FY19:

- a. Grant Number/Title;
- b. Approved Budget Authority;
- c. Expenditures (including encumbrances and pre-encumbrances);
- d. Purpose of the grant;
- e. Grant deliverables;
- f. Grant outcomes, including grantee/subgrantee performance;
- g. Any corrective actions taken or technical assistance provided;
- h. DCPL employee/s responsible for overseeing the grant; and
- i. Source of funds.

Q77. Provide the following information for all contracts awarded by DCPL during FY18 and to date in FY19:

- a. Contract number;
- b. Approved Budget Authority;
- c. Funding Source;
- d. Whether it was competitively bid or sole sourced;
- e. Expenditures (including encumbrances and pre-encumbrances);
- f. Purpose of the contract;
- g. Name of the vendor;
- h. Contract deliverables;
- i. Contract outcomes;
- j. Any corrective actions taken or technical assistance provided; and
- k. DCPL employee/s responsible for overseeing the contract.

Q78. Provide the following information for all contract modifications made by DCPL during FY18 and to date in FY19, broken down by agency program and activity:

- a. Name of the vendor;
- b. Purpose and reason of the contract modification;
- c. Employee/s responsible for overseeing the contract;
- d. Modification cost, including budgeted amount and actual spent; and
- e. Funding source.

Q79. Provide the following information for all purchase card transactions during FY18 and to date in FY19:

- a. Employee that made the transaction;
- b. Transaction amount; and
- c. Transaction purpose

Q80. Provide copies of any investigations, reviews or program/fiscal audits completed on programs and activities within DCPL during FY18 and to date in FY19. This includes any reports of the DC Auditor or the Office of the Inspector General. In addition, provide a narrative explanation of steps taken to address any issues raised by the program/fiscal audits.