

Library Programming

- Q1. Provide a description of all programs offered by DCPL in FY19 and to date in FY20. In your response, include the following:
- a. A narrative description of each program;
 - b. The number of sessions of each program that were held, if applicable, broken down by library; and
 - c. The number of individuals enrolled in each program, or the number of individuals that participated in each session of a program.
- Q2. Describe the plans for returning from interim space into the modernized Martin Luther King Jr. Main Library. Include the following in the response:
- a. The location of each MLK interim space, the services currently provided, how those services will transition to the new MLK, and a timeline of the transition of those services from interim to the permanent space at MLK;
 - b. The transition of staff from branch libraries back to MLK, how that will impact branch library hours and programming, also include how new additional staff at MLK will be deployed;
 - c. Describe how the Labs at MLK will be incorporated into the new facility; and
 - d. Describe the current and future use of the Penn Center upon reopening of MLK.
- Q3. How did DCPL connect with and provide services to vulnerable populations, including seniors, in FY19 and FY20 to date?
- Q4. Provide an update on the summer challenge program at DCPL including targeted age demographics. In your response, include the number of individuals enrolled in the program in FY19, as well as the age demographic breakdown, any changes made to the program in FY19 or to date in FY20, and the results/outcomes from the 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 FY19 and to date in FY20 and the number of GED practice tests administered. Also include the attendance at Teacher Training Workshops administered by the program in FY19 and to date in FY20.
- 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 FY18, FY19, and FY20 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 FY17, FY18, FY19 and FY20 to date, and anticipated growth in the program.
- Q7. How has the usage of library meeting rooms in FY19 and in FY20 to date compared with usage in FY18? 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. Describe the Center for Accessibility, including its purpose, goals, and targeted populations. How many patrons were served by the Center for Accessibility Department in FY19 and FY20 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?
- Q9. Provide an update on DCPL's authority to raise and retain revenue. How much money was DCPL able to raise and retain in FY19 and to date in FY20? Describe how the revenue will be spent?
- Q10. Provide an update on the work of the Oral History Project at DCPL in FY19 and to date in FY20. Please include descriptions of relationships with organizational partners and objectives achieved. Also include the number of oral histories captured in FY18, FY19 and FY20 to date, and how these oral histories are made available to the public.

Circulation and Acquisition

- Q11. What are the current circulation statistics? Provide FY17, FY18, FY19 and to date in FY20, 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.
- Q12. Please provide circulation or download statistics for digital collections for FY17, FY18, FY19 and to date in FY20, broken down by category of media (e.g. books, magazines, video, periodicals, etc.) if possible.
- Q13. 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?
- Q14. Were funds adequate in the circulation budget for FY19 and to date in FY20? 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 FY19 and to date in FY20.

Technology

- Q15. Provide an update on the computer training programs offered by DCPL. How many people attended computer classes during FY19 and FY20 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?

Q16. Describe the usage and demand of DCPL's wired and wireless internet. Does DCPL have the necessary wired and wireless bandwidth to meet demand? Describe any investments to the wired and wireless infrastructure that are needed to meet demand? Describe any challenges DCPL experiences providing and meeting customer demand for wired and wireless internet access.

Facilities, Facility Planning, and Capital Projects

Q17. 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.

Q18. Describe the current status of the process to construct a free-standing Parklands-Turner branch library, and next steps to begin planning and construction. Also describe any challenges associated with land acquisitions. Include any analysis on the opportunity to construct the library as part of a mixed-use public private partnership.

Q19. 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.

- a. How will the FMP inform lifecycle planning for DCPL capital projects? Also provide any lifecycle planning for projects completed in FY19 or to date in FY20.
- b. How will the FMP address problems and challenges associated with newly renovated facilities, including chronic maintenance issues, design or construction flaws, or other defects stemming from the modernization?
- c. Describe any recommendations made in the FMP regarding upgrades to library branches that were among the first to receive modernizations.

Q20. How does DCPL budget for maintenance, both in capital and operating dollars? Was the maintenance budget (both capital and operating) sufficient in FY18 and FY19 and to date in FY20? If insufficient, please explain and include DCPL's maintenance needs, estimated costs, and appropriated capital or operating budget amount.

Q21. 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).

- Q22. 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.
- Q23. Provide an update on the implementation of the District of Columbia Public Library Lease and Permitting Authority Amendment Act of 2018.
- Q24. Provide the capital budget for DCPL and all programs under its purview during FY19 and FY20, including amount budgeted and actual dollars spent. In addition, provide:
- An update on all active capital projects in FY19 and FY20.
 - Whether active capital projects in FY19 or FY20 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 FY19 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

- Q25. How has DCPL received feedback from guests in FY19 and to date in FY20? 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.
- Q26. 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 FY19 and FY20, to date?
 - What kinds of programs have been made possible through the participation of the Friends?
- Q27. Provide an update on the implementation of the District of Columbia Public Library Partnership and Sponsorship Amendment Act of 2019. Include a list and summary of agreements between the library and partners as a result of this Act in FY19 and FY20. Include any funding associated with this agreement and for what purpose those funds were used.
- Q28. 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?

Q29. Describe any efforts undertaken by DCPL in FY19 and to date in FY20 to identify and engage corporate partners to enhance the operations and collections of DCPL.

Personnel

Q30. What is the current staffing at branch libraries? Provide the number of staff assigned to each library, including job titles.

Q31. 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 FY19 and FY20 to date. Were funds sufficient for training and employee development in FY19 and FY20 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.

Q32. 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 FY19 and to date in FY20? How has the overall staffing level changed in the last fiscal year?

Q33. 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 FY19 and FY20, to date?

Q34. Has the agency adhered to all non-discrimination policies in regard to hiring and employment?

Q35. Have there been any allegations that the agency has violated hiring and employment nondiscrimination policies in FY19 or to date in FY20? If so, what steps were taken to remedy the situation or ensure that the violation does not occur in the future?

Q36. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY19 or FY20, 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.).

Q37. 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 FY19 and FY20, to date, whether or not those allegations were resolved.

Q38. Please list the administrative complaints or grievances that the agency received in FY19 and FY20, 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 FY19 or FY20, to date, describe the resolution.

- Q39. 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:
- a. The number of library security guards currently employed by DCPL;
 - b. The number of vehicles currently associated with DCPL security;
 - c. New security initiatives or technologies instituted in FY19 and to date in FY20; and
 - d. Any areas of concern as it relates to Library security.

Government Management and Oversight

- Q40. Provide an update on the implementation of DCPL's strategic plan.
- Q41. 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.
- Q42. Provide an updated list of each branch library within DCPL that includes the following, if available:
- a. Name of the library;
 - b. Head librarian;
 - c. Hours of operation;
 - d. Unique programs, offers, or collections;
 - e. Contact information; and,
 - f. President of the Friends Group.
- Q43. 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:
- a. DC Public Schools;
 - b. DC Public Charter Schools;
 - c. DC Department of Parks and Recreation;
 - d. DC Department of Employment Services;
 - e. DC Office on Aging;
 - f. DC Department of Human Services;
 - g. Department of Health;
 - h. Department of Behavioral Health;
 - i. Office of the Chief Technology Officer; and
 - j. University of the District of Columbia and UDC Community College.

- Q44. Provide an update on DCPL's offering of library services at the D.C. Jail including staffing and the state of the collection.
- Q45. Describe how the DCPL Foundation supports programming, operations, capital projects, collections, and general library activity.
- Q46. What existing bequests, trusts, or other gifts does Library have? Provide details about the creation, status, and use of such monies.
- Q47. Identify all legislative requirements (both local and federal) that the agency lacks sufficient resources to implement properly.
- Q48. Identify any statutory or regulatory impediments to your agency's operations.

Board of Trustees

- Q49. Provide a list of the Board of Library Trustees' current members. For each member, provide the following:
- The member's name;
 - When the member's term began;
 - When the member's term expires; and
 - Number of Board meetings missed in FY19 and to date in FY20.
- Q50. Are there any vacancies on the Board? If yes, how long has the position or positions been vacant?
- Q51. Provide a list of the Board's meeting dates, times, and locations for FY19 and FY20 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.
- Q52. Describe the Board's practices for soliciting feedback from residents. How has resident feedback assisted or impacted the Board's decision-making process in FY19 or FY20 to date?

General Questions

- Q53. Please provide the number of visitors to DCPL, broken down by quarter and location in FY18, FY19 and to date in FY20.
- Q54. 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 FY19 or to date in FY20.

- Q55. Provide the agency's performance plan for FY19. Did DCPL meet the objectives set forth in the FY19 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.
- Q56. Provide the agency's performance plan for FY20. What steps has the agency taken to date in FY20 to meet the objectives set forth in the FY20 performance plan?
- Q57. Provide the following budget information for DCPL, including the approved budget, revised budget, and expenditures, for FY19 and to date in FY20:
- At the agency level, provide the information broken out by source of funds and by Comptroller Source Group and Comptroller Object;
 - At the program level, provide the information broken out by source of funds and by Comptroller Source Group and Comptroller Object.
 - 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)]
- Q58. Provide a complete accounting of all intra-district transfers received by or transferred from DCPL during FY19 and to date in FY20. For each, provide a narrative description as to the purpose of the transfer and which programs, activities, and services within DCPL the transfer affected.
- Q59. Provide a complete accounting of all reprogrammings received by or transferred from DCPL during FY19 and to date in FY20. 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.
- Q60. Provide a list of all DCPL's fixed costs budget and actual dollars spent for FY19 and to date in FY20. 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.
- Q61. Describe any spending pressures that existed in FY19. In your response provide a narrative description of the spending pressure, how the spending pressure was identified, and how the spending pressure was remedied.
- Q62. Identify potential areas where spending pressures may exist in FY20. Provide a detailed narrative of the spending pressure, including any steps that are being taken to minimize the impact on the FY20 budget.

- Q63. Provide a list of all FY19 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.).
- Q64. How many vacancies were posted for DCPL during FY19? To date in FY20? 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.
- Q65. How many employee performance evaluations were completed in FY19 and how was performance measured against position descriptions? To date in FY20? What steps are taken to correct poor performance and how long does an employee have to correct their performance?
- Q66. 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 FY19 and to date in FY20, and the amount;
 - c. A list of the total overtime and workman's compensation payments paid in FY19 & FY20 to date; and
 - d. A list of travel expenses for FY19 and to date in FY20, 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.
- Q67. Provide the following information for all grants awarded to or accepted by DCPL during FY19 and to date in FY20:
- 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.
- Q68. Provide the following information for all grants/subgrants awarded by DCPL during FY19 and to date in FY20:
- 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.
- Q69. Provide the following information for all contracts awarded by DCPL during FY19 and to date in FY20:
- 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.
- Q70. Provide the following information for all contract modifications made by DCPL during FY19 and to date in FY20, 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.
- Q71. Provide the following information for all purchase card transactions during FY19 and to date in FY20:
- a. Employee that made the transaction;
 - b. Transaction amount; and
 - c. Transaction purpose.
- Q72. Provide copies of any investigations, reviews or program/fiscal audits completed on programs and activities within DCPL during FY19 and to date in FY20. 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.