Contract PO484732	
Approved Budget Authority	$500,000.00
Funding Source	Local
Competitively Bid or Sole Source	Competitive
Expenditures	$0
Purpose of Contract	HVAC Services
Name of Vendor	RSC Electrical
Contract Deliverables	HVAC Services
Contract Outcomes	HVAC Services as Needed
Corrective Action Taken or Technical Assistance Provided	None
DCPL Employee(s) Responsible for Overseeing the Contract	Jonathan Banks

Contract PO487562	
Approved Budget Authority	$120,378.00
Funding Source	Local
Competitively Bid or Sole Source	Cooperative Agreement with OCTO
Expenditures	$0
Purpose of Contract	Laptops
Name of Vendor	Dell Computer Corp.
Contract Deliverables	Laptops
Contract Outcomes	Laptops for Training Classes
Corrective Action Taken or Technical Assistance Provided	None
DCPL Employee(s) Responsible for Overseeing the Contract	Lami Aromire

Contract PO484326	
Approved Budget Authority	$142,572.00
Funding Source	Local
Competitively Bid or Sole Source	Cooperative Agreement with OCTO
Expenditures	$142,572.00
Purpose of Contract	Laptops
Name of Vendor	Dell Computer Corp.
Contract Deliverables	Laptops
Contract Outcomes	New Laptops
Corrective Action Taken or Technical Assistance Provided	None
DCPL Employee(s) Responsible for Overseeing the Contract	Lami Aromire

Contract Number DCPL-2014-C-0001	
Approved Budget Authority	$630,029.64
Funding Source	Local
Competitively Bid or Sole Source	GSA
Expenditures	$52,371.76
Purpose of Contract	Purchase of New Copiers and Printers
Name of Vendor	Xerox Corporation
Contract Deliverables	Copiers
Contract Outcomes	Delivery of new copiers and printers system-wide
Corrective Action Taken or Technical Assistance Provided	None
DCPL Employee(s) Responsible for Overseeing the Contract	Lami Aromire

Contract Number DCPL-2014-C-0001	
Approved Budget Authority	$1,495,575.21
Funding Source	Local
Competitively Bid or Sole Source	Competitive
Expenditures	$0
Purpose of Contract	Janitorial Services
Name of Vendor	National Service Contractors
Contract Deliverables	Janitorial Services
Contract Outcomes	Clean neighborhood libraries
Corrective Action Taken or Technical Assistance Provided	None
DCPL Employee(s) Responsible for Overseeing the Contract	Kim Fuller

GENERAL QUESTIONS

Question Number 19

Please provide the following information for all contract modifications made by DCPL during FY13 and to date in FY14, broken down by agency program and activity.

Contract modifications made by DCPL during FY13.

NAME OF VENDOR	PURPOSE OF CONTRACT MODIFICATION	EMPLOYEE(S) RESPONSIBLE FOR OVERSEEING CONTRACT	MODIFICATION COST (including Budgeted Amount and Actual Spent)	FUNDING SOURCE
Arent Fox	Not all aspects of the scope of work were implemented	Jeff Bonvechio.	$146,800.00 (Budgeted) -$70.493.83 (De-obligated) $76,306.17 (Revised Amount) $46,306.17 (Actual Spent)	Capital
HR General Maintenance	Mt. Pleasant Library Roof Waterproofing	Jeff Bonvechio	$169,744.00 (Budgeted) $51,437.00 (Modifications) $221,180.70 (Actual Spent)	Capital
Smoot Corporation of WDC	CM Services – Option Year 4	Chris Wright	$10,000.00 (Budgeted) $197,245.00 (Modification) $207,245.00 (Actual Spent)	Capital
Williams Scotsman	Francis Gregory Interim Library	Chris Wright	$570,688.00 (Budgeted) -$13,132.50 (De-obligated) $557,555.50 (Actual Spent)	Capital
The Freelon Group	AE Services for Various MLK Library Projects	Chris Wright	$361,500.00 (Budgeted) -$14,415.97 (De-obligated) $347,084.03 (Actual Spent)	Capital
Arent Fox	Not all aspects of the scope of work were implemented	Jeff Bonvechio	$163,000.00 (Budgeted) -$3.71 (De-obligated) $162,996.29 (Actual Spent)	Capital
Davis Brody Bond	Shaw Library CA Services	Jeff Bonvechio	$431,102.51 (Budgeted) -$6,235.00 (De-obligated) $424,867.51 (Actual Spent)	Capital
Monarc Construction	Northeast Library Renovation	Jeff Bonvechio	$1,102,173.90 (Budgeted) -$301.97 (De-obligated) $1,101,871.93 (Actual Spent)	Capital
Lynch Development Partners	Northeast Library Renovation	Jeff Bonvechio	$225,000.00 (Budgeted) -$6,149.88 (De-obligated) $218,850.12 (Actual Spent)	Capital
The Georgetown Design Group	Additional Bellevue Library Top ends and Shelving	Lisa Deanes	$216,081.00 (Budgeted) $93,985.00 (Modification) $310,066.00 (Actual Spent)	Capital
The Freelon Group	AE Services for MLK Library Business and Technology Division Renovations	Kim Fuller	$144,860.00 (Budgeted) -$10,474.61 (De-obligated) $134,385.39 (Actual Spent)	Capital

Mufti International	Mt. Pleasant Library Flooring	Chris Wright & Ameer Abdullah	$224,369.00 (Budgeted) $12,583.00 (Modification) $236,952.00 (Actual Spent)	Capital
The Freelon Group	Planning and Design Analysis of ULI Recommendations for MLK Library	Jeff Bonvechio	$280,400.00 (Budgeted) -$30,353.35 (De-obligated) $250,046.35 (Actual Spent)	Capital
The Freelon Group	MLK Library Exterior Restoration - Design Phases 1-5: Exploration and Analysis	Chris Wright	$258,000.00 (Budgeted) -$26,006.61 (De-obligated) $231,993.39 (Actual Spent)	Capital
The Freelon Group	MLK Library Exterior Restoration - Design Phases 1-5: Exploration and Analysis	Chris Wright	$145,000.00 (Budgeted) $68,000.00 (Modification) $163,260.87 (Actual Spent)	Capital
Joseph J. Magnolia	Mt. Pleasant Library BP03 -- Sitework, Site Utilities, Site Demolition, Landscaping & Site Furnishings	Chris Wright	$671,900.00 (Budgeted) $61,724.00 (Modification) $733,624.00 (Actual Spent)	Capital
RSC Electrical	Capital Mechanical Work for MLK and Various Branches	Chris Wright	$870.294.00 (Budgeted) $8,424.00 (Modification) $761,009.00 (Actual Spent)	Capital
Lynch Development Partners	Project Management Services for Washington Highlands Library and Francis A Gregory Library	Chris Wright	$683,112.00 (Budgeted) $51,741.94 (De-obligated) $631,370.06 (Actual Spent)	Capital
GCS-Sigal	Mt. Pleasant Library Millwork, Wood Windows & Salvage/Repair/Refinish/Reinstall	Chris Wright	$882,507.95 (Budgeted) $70,996.20 (Modification) $953,504.15 (Actual Spent)	Capital
Rugo Stone LLC	Mt. Pleasant Library Masonry	Chris Wright	$337,357.00 (Budgeted) $95,281.00 (Modification) $432,638.00 (Actual Spent)	Capital

Coakley & Williams Construction	CM at Risk Services for the Woodridge Library - Phase 2	Chris Wright & Diane Wooden	$146,800.00 (Budgeted) $13,413,382.00 (Actual Spent)	Capital
Xerox	Additional Supplies	Michelle Johnson	$666,843.24.00 (Budgeted) $110,000.00 (Modification) $586,554.39 (Actual Spent)	Local
Tyco Fire & Security	Additional Security System Equipment	Mark Polk	$666,843.24.00 (Budgeted) $85,632.00.00 (Modification) $638,300.72 (Actual Spent)	Local
Coard Consulting	Consulting Services	Gail Avery	$165,000.00 (Budgeted) -$15,000.00 (De-obligated) $150,000.00 (Actual Spent)	Local
Ebsco Industries	Periodicals Subscription Services Renewal 2013 Option Year 3	Elissa Miller	$126,026.66 (Budgeted) -$15,000.00 (De-obligated) $150,000.00 (Actual Spent)	Local
R&R Janitorial	Landscaping & Snow Removal	Bridgette Dasai	$154,780.25 (Budgeted) -$10,000.00 (De-obligated) $144,469.25 (Actual Spent)	Local
Tyco Fire & Security	Alarm Maintenance Agreement	Janelle Pittman	$131,601.00 (Budgeted) $2,465.00.00 (Modification) $0 (Actual Spent)	Local

Contract modifications made by DCPL during FY14 to date.

NAME OF VENDOR	PURPOSE OF CONTRACT MODIFICATION	EMPLOYEE(S) RESPONSIBLE FOR OVERSEEING CONTRACT	MODIFICATION COST (including Budgeted Amount and Actual Spent)	FUNDING SOURCE
Modular Genius	Beginning of Phase II Construction	Chris Wright	$95,000.00 (Modification $785,246.00 (Modification) $0.00 (Actual Spent)	Capital
Wiencek & Associates Architect	AE Services for Woodridge Library	Chris Wright	$1,571,497.00.00 (Budgeted) $151,723.00 (Modification) $1,314,134.03 (Actual Spent)	Capital
Hess Construction	Francis Gregory CM at Risk	Chris Wright	$14,004,148.97 (Budgeted) $13,732,974.17 (Actual Spent)	Capital
Baker & Taylor	Additional Books and Other Media	Elissa Miller	$495,000.00 (Budgeted) $300,000.00 (Modification) $245,359.63 (Actual Spent)	Local

GENERAL QUESTIONS

Question Number 20

Please provide the following information for all purchase card transactions during FY13 and to date in FY14:

- **Employee who made the transaction**
- **Transaction amount**
- **Transaction purpose**

DC Public Library's purchase card transaction report titled, "Transaction Detail with Accounting Codes and Notes", is on the included USB flash drive. The report includes each cardholder, their corresponding transaction amount and a description of the goods or services purchased in FY13 and to date in FY14, as of the close of the purchasing cycle, December 20, 2013.

GENERAL QUESTIONS

Question Number 21

Please provide copies of any investigations, reviews or program/fiscal audits completed on programs and activities within DCPL during FY13 and to date in FY14. This includes any reports of the DC Auditor or the Office of the Inspector General. In addition, please provide a narrative explanation of steps taken to address any issues raised by the program/fiscal audits.

The following audits were completed on the DC Public Library in FY13 and FY14 to date.

District of Columbia Schedule of Expenditure of Federal Awards and Reports Required by Government Auditing Standards and OMB Circular A-133

On January 28, 2013, KPMG, LLP issued the Government of the District of Columbia Schedule of Expenditure of Federal Awards and Reports Required by Government Auditing Standards and OMB Circular A-133 (A-133 Audit). This audit included two American Recovery and Reinvestment Act (ARRA) Broadband Technology Opportunities Program (BTOP) grants for which the DC Public Library received grant funding. The library was cited for three findings.

Under the BTOP Public Computer Center – DC Community Computing Resources "DC-CCR" grant, the DC Public Library was cited for a lack of documented controls and segregation of duties in the grant drawdown process. The library disagreed with the Auditor's conclusion of a ***"lack"*** of documented controls. To address the overall issue, however, the library updated its desk policies and procedures to require the Accountant/Manager to prepare the drawdown and the Agency Fiscal Officer to sign off on the drawdown request and approve the journal entry in SOAR. Adhering to this process documents the review and approval process and ensures the proper segregation of duties, thereby strengthening internal controls and resolving the audit finding. The second finding under this grant was for the library's failure to verify the suspended and debarred status of vendors for procurements between $25,000 and $100,000. In response to this matter, the library revised Title 19 DCMR, Chapter 43, Section 4376, page 57, entitled "Debarment, Suspension and Ineligibility Procedures" (effective September 20, 2013) by lowering its excluded parties listing search from $100,000 to $25,000. Lastly, the library was cited for a lack of documented controls over the review and approval of the information compiled in the ARRA1512 report. To address this finding and ensure the validation of reported data, the library: conducted a physical inventory of new PCs and laptops; required student sign-off of computer training upon completion of classes; ensured reflection of financial data that ties to the Federal Financial Report (FFR), as approved by the Agency Fiscal Officer; and maintained key indicator reporting in hard and soft copy to include SOAR screen prints, copies of purchase orders, partner correspondence and press releases.

Independent Auditors' Report on Internal Control and Compliance over Financial Reporting Fiscal Year Ended September 30, 2012

On February 8, 2013, the District, through the Office of the Inspector General, issued the Independent Auditors' Report on Internal Control and Compliance over Financial Reporting - Fiscal Year Ended September 30, 2012 (FY12 Internal Audit report). This document is a companion piece to the audit of the District's general purpose financial statements for FY12 and both were conducted by KPMG, LLP, the District's independent auditors. During the auditors' testing of purchase card (P-card) transactions and 36 monthly P-card statement reconciliations, the library was cited for one instance of non-compliance. To address this incident, the library submitted a remediation Action Plan. The Office of Contracting and Procurement (OCP), the agency with Executive oversight of the P-card program, accepted the Action Plan, and, to date, the library has remained in compliance.

Final Report on Proactive Integrity Survey of Internal Controls over the Cash Collection Process at the District of Columbia Public Library (OIO Code No. 13-05-15 DCPL)

On November 15, 2013, the Office of Integrity and Oversight (OIO), within the Office of the Chief Financial Officer (OCFO), completed a proactive integrity survey of the internal controls over the cash collection process at the DC Public Library. Prior to the survey, the library had taken a number of steps to strengthen the cash collection process: procuring a vendor to collect cash and checks from each branch; limiting cash transactions to the Martin Luther King Jr. Memorial Library; instituting fine and fee payments via credit card through the Internet; instituting iNovah (the Office of Finance and Treasury's remote check deposit software); collection of copier cash by DCPL/OCFO upon the termination of the vendor for cause; and negotiating a new copier contract which include new vending stations that properly record and report the cash deposited into the copy machines.

The Associate Chief Financial Officer for the Government Operations Cluster, under which the DC Public Library Office of the Chief Financial Officer (DCPL/OCFO) staff report, encourages the Office of Finance and Treasury (OFT) to assume responsibility for collecting and counting cash from the copy machines. OFT and DCPL are seeking another vendor to collect the cash from the vend stations.

The OIO recommended that five actions be taken by the DCPL/OCFO:

1. DC Public Library replace the existing coin boxes with vending stations to ensure that cash collected and counted by DCPL/OCFO staff is the actual cash deposited into the copy machines.
2. Reconciliation of the SIRSI (library collections tracking system) Fines and Fees reports with the Daily Cash Collection Summary reports to ensure that cash and checks received and recorded is the actual cash and checks received and counted by the DCPL/OCFO.
3. Periodic review of fines and fees forgiveness and cancellation transactions, in coordination with the library staff, to ensure the integrity of these transactions and compliance with DCPL policies and procedures.
4. Presence of two DCPL/OCFO employees while counting the cash collected from the copy machines or fines and fees.
5. Enforcement of two DCPL/OCFO employees to close the vault room door while counting the cash to ensure safeguarding of the assets.

The DCPL/OCFO and the library have begun or completed all actions except the periodic review of fines and fees forgiveness and cancellation transactions, which will begin in the coming weeks. The replacement of the coin boxes with vending stations is underway and is anticipated to be completed by mid- to late-March. Reconciliation of the SIRSI reports with the Daily Cash Collection Summaries is ongoing. Two employees are present at all times while counting the cash collected (this was always the case for copier cash and was only waived for fees and fines during a staff shortage). A fan, as needed, has been placed in the vault room to improve circulation, so that door remains closed at all times.

For copies of the above investigations, reviews or program/fiscal audits please see the following:

1. District of Columbia Schedule of Expenditure of Federal Awards and Reports Required by Government Auditing Standards and OMB Circular A-133 – Attached
2. Fiscal Year Ended September 30, 2012 – Located at http://cfo.dc.gov/node/721062
3. Final Report on Proactive Integrity Survey of Internal Controls over the Cash Collection Process at the District of Columbia Public Library (OIO Code No. 13-05-15 DCPL) – Attached

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE INSPECTOR GENERAL

DISTRICT OF COLUMBIA

Independent Auditors' Report on Internal Control and Compliance Over Financial Reporting Fiscal Year Ended September 30, 2012

CHARLES J. WILLOUGHBY
INSPECTOR GENERAL

OIG No. 13-1-06MA

February 8, 2013

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Inspector General

Inspector General

February 8, 2013

The Honorable Vincent C. Gray
Mayor
District of Columbia
Mayor's Correspondence Unit, Suite 316
1350 Pennsylvania Avenue, N.W.
Washington, D.C. 20004

The Honorable Phil Mendelson
Chairman
Council of the District of Columbia
John A. Wilson Building, Suite 504
1350 Pennsylvania Avenue, N.W.
Washington, D.C. 20004

Dear Mayor Gray and Chairman Mendelson:

In connection with the audit of the District of Columbia's general purpose financial statements for fiscal year 2012, KPMG LLP submitted the enclosed final Independent Auditors' Report on Internal Control Over Financial Reporting and on Compliance and Other Matters (OIG No. 13-1-06MA).

This report identifies four significant deficiencies. A deficiency in internal control over financial reporting exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control over financial reporting that is important enough to merit attention by those charged with governance. The significant deficiencies identified in the report are weaknesses in the following areas: (1) General Information Technology Controls; (2) Procurement and Disbursement Controls; (3) Tax Revenue Accounting and Reporting; and (4) Financial Reporting for Capital Assets.

I am pleased to report progress relative to the financial management of the District of Columbia and, for the fourth consecutive year, the audit of the City's financial statements has revealed no material weaknesses.

While the Office of the Inspector General will continue to assess District agencies in pursuing corrective actions, it is the responsibility of District government management to ensure that agencies correct the deficiencies noted in audit reports. This Office will work with managers, as appropriate, to help them monitor the implementation of recommendations.

If you have questions or need additional information, please contact Ronald W. King, Assistant Inspector General for Audits, at (202) 727-2540.

Sincerely,

Charles J. Willoughby
Inspector General

CJW/ws

Enclosure

cc: See Distribution List

DISTRIBUTION:

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The Honorable Norman D. Dicks, Ranking Member, House Committee on Appropriations, Attention: Laura Hogshead (via email)

The Honorable Jo Ann Emerson, Chairwoman, House Subcommittee on Financial Services and General Government, Attention: John Martens (via email)
The Honorable José E. Serrano, Ranking Member, House Subcommittee on Financial Services and General Government, Attention: Laura Hogshead (via email)
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KPMG

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Independent Auditors' Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

September 30, 2012

KPMG LLP
Suite 12000
1801 K Street, NW
Washington, DC 20006

Independent Auditors' Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

To the Mayor and the Council of the Government of the District of Columbia
Inspector General of the Government of the District of Columbia

We have audited the financial statements of the governmental activities, the business-type activities, the aggregate discretely presented component units, the budgetary comparison statement, each major fund, and the aggregate remaining fund information of the District of Columbia (the District) as of and for the year ended September 30, 2012, which collectively comprise the District's basic financial statements and have issued our report thereon dated January 28, 2013. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. The financial statements of the District of Columbia Water and Sewer Authority and District of Columbia Housing Financing Agency, discretely presented component units of the District, were not audited in accordance with *Government Auditing* Standards.

Internal Control over Financial Reporting

Management of the District is responsible for establishing and maintaining effective internal control over financial reporting. In planning and performing our audit, we considered the District's internal control over financial reporting as a basis for designing our auditing procedures for the purpose of expressing our opinions on the basic financial statements, but not for the purpose of expressing an opinion on the effectiveness of the District's internal control over financial reporting. Accordingly, we do not express an opinion on the effectiveness of the District's internal control over financial reporting.

A deficiency in internal control over financial reporting exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A material weakness is a deficiency, or combination of deficiencies, in internal control over financial reporting, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis.

KPMG LLP is a Delaware limited liability partnership, the U.S. member firm of KPMG International Cooperative ("KPMG International"), a Swiss entity.

Our consideration of internal control over financial reporting was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over financial reporting that might be deficiencies, significant deficiencies, or material weaknesses. We did not identify any deficiencies in internal control over financial reporting that we consider to be material weaknesses, as defined above. However, we identified certain deficiencies in internal control over financial reporting that we consider to be significant deficiencies and that are described in Appendix A to this report. A significant deficiency is a deficiency, or combination of deficiencies, in internal control over financial reporting that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the District's basic financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards* and which are described in finding 2012-02 in Appendix A to this report.

We noted certain matters that will be reported to management of the District in a separate letter.

The District's written responses to the significant deficiencies and instances of noncompliance identified in our audit are described in Appendix A. We did not audit the District's responses and, accordingly, we express no opinion on the responses.

Appendix B presents the status of prior year significant deficiencies and instances of noncompliance.

This report is intended solely for the information and use of the Mayor, the Council, the Office of the Inspector General, District management, the U.S. Government Accountability Office, the U.S. Congress, and federal awarding agencies and pass-through entities and is not intended to be and should not be used by anyone other than these specified parties.

KPMG LLP

January 28, 2013

Appendix A – Significant Deficiencies in Internal Control Over Financial Reporting

Finding 2012-01 – Weaknesses in the District's General Information Technology Controls

Background:

General Information Technology Controls (GITCs) provide the foundation for a well-controlled technology environment that supports the consistent processing and reporting of operational and financial data in accordance with management's directives. Our audit included an assessment of selected GITCs in four (4) key control areas: Access to Programs and Data, Program Changes, Program Development, and Computer Operations. During our assessment, we noted that, while the District made progress and remediated certain GITC findings identified during our prior year audit, pervasive GITC-related issues continue to exist.

The GITC environment underwent significant transition during fiscal year 2012. The District is currently in the process of modernizing its District-wide System of Accounting and Reporting. As a result, certain deficiencies previously identified will continue to exist, as they will not be remediated until the new system is implemented. Additionally, the District has already remediated other GITC deficiencies during fiscal year 2012. However, as these remediation efforts did not take place until fiscal year 2012 was well under way, the conditions continued to exist during part of the fiscal year and thus are included in this year's report.

Our fiscal year 2012 findings included the following:

Access to Programs and Data
Conditions:

1. Failure to consistently restrict privileged and general user access to key financial applications in accordance with employee job responsibilities or segregation of duties considerations.

2. Inconsistent performance and documentation of both physical and logical user access administration activities, including the approval of new user access and access changes, periodic review of user access rights, including whether user access is commensurate with job responsibilities, and timely removal of user access upon employee termination.

3. Use of generic accounts to perform system administration or end user functions within key applications without adequate monitoring controls over such activities.

4. Failure to update the policy that defines the minimum password configuration requirements for the District's Information Technology (IT) systems in approximately seven years. Further, inquiry and inspection procedures performed indicate that the policy was not effectively communicated to responsible personnel. Specifically, we determined:

    a. The Office of the Chief Technology Officer (OCTO) Password Management Policy, last revised in November 2004, does not require that systems be configured to

automatically lock out user accounts after a predefined number of invalid log-on attempts.

b. There were various inconsistencies between the requirements outlined in the OCTO Password Management Policy and configurations set within certain applications and their supporting databases and operating systems.

c. There is potentially confusing language around the scope of the policy, which indicates it is to include "all District Government agencies and all users of DC Government computing equipment" when, in fact, the Office of the Chief Financial Officer (OCFO) is not under the direction of this policy.

As this was a finding in both FY2010 and FY2011, OCTO management implemented a revised Password Management Policy, effective August 31, 2012, which included a requirement for account lockout settings and clearly defines the scope of the policy in remediation of the issues noted above. However, a deficiency in the control environment existed for the period during the year under audit of October 1, 2011 through August 31, 2012.

Program Changes
Conditions:

1. Failure to institute well-designed program change policies that establish procedural and documentation requirements for authorizing, developing, testing, and approving changes to key financial applications and related infrastructure software[1] in the production environment.

2. Inconsistent adherence to established program change management procedures, including instances in which changes made to the system were not approved, tested or documented appropriately per the established procedures.

3. Failure to consistently restrict developer access to the production environments of key financial applications in accordance with segregation of duties considerations or, if not feasible, implement independent monitoring controls to help ensure changes applied to the production environment are authorized.

Program Development
Conditions[2]:

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[1] Infrastructure changes refer to software changes and updates applied to underlying operating systems and databases supporting the key financial applications.

[2] Systems Development findings are specific to the Banner application at the University of the District of Columbia in FY 2012.

1. Failure to consistently follow and provide documentation for system development life cycle policies for authorizing, developing, testing, and approving system developments to key financial systems. KPMG noted that formal testing and approval documentation was maintained during FY2012 to support the testing and approval for production migration of program changes; however, the prior year finding (FY2011) was determined to be only partially remediated because the following conditions still existed at the time of our audit:
   - Policies and procedures related to generic account management originally defined by management during FY2012 did not include requirements for logging and monitoring of actions taken under generic accounts. As a result, a series of generic accounts with the ability make changes, including 9 at the database layer, 19 at the operating system layer, and 33 at the application layer, held active access to the environment through FY2012. Of these accounts, a subset were tied to system processes and not procedurally logged into by end users while others were no longer necessary to exist within the environment.
   - While a complete list of patches applied to the application could be provided, changes impacting the functionality of the application made directly through the database during the period could not be produced in order to assess effectiveness of program change controls.

2. Failure to consistently restrict developer access to the production environments of key financial applications in accordance with segregation of duties considerations or, if not feasible, implement independent monitoring controls to help ensure changes applied to the production environment are authorized.

   As part of our review in FY2012, Management implemented a policy requiring that the individual responsible for developing the change would not be the same individual responsible for migrating the change; however, the two developers with access to production remain able to circumvent this policy without detective controls to identify if such instances were to occur.

3. Usage of generic accounts during the implementation to apply changes to the application, operating system, and underlying database with no evidence of monitoring of these generic accounts.

   As part of our assessment for FY2012, KPMG determined that new policies and procedures were implemented to:
   - Govern the use of generic accounts within the environment only when absolutely necessary to support a business or application function, and
   - Govern the change management process and the nature and extent of testing and approvals to be documented for program changes made to the application.

Computer Operations
Conditions:

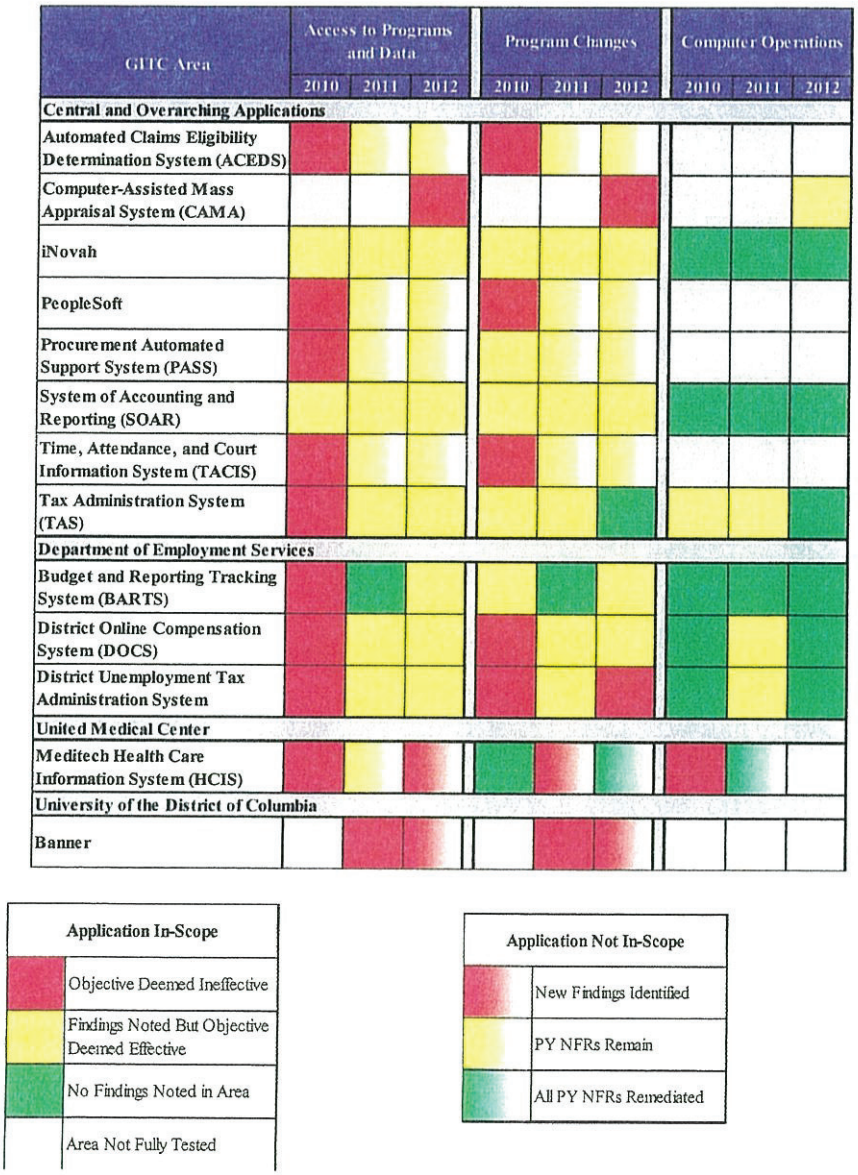
1. Failure to establish a monitoring process for identifying and addressing production job failures in several systems.

2. Failure to retain system-generated documentation from the scheduling and processing utility to evidence the completion status of system jobs scheduled through the applications' utilities.

3. Failure to perform official testing to confirm that several system backup tapes can be successfully recovered and restored.

The table below summarizes the key financial applications that were impacted by the findings noted above.

Table 1: Summary of Applications Impacted by the Findings



Criteria:

1. The Federal Information Security Management Act (FISMA), passed as part of the Electronic Government Act of 2002, mandates that Federal entities maintain IT security programs in accordance with National Institute of Standards and Technology (NIST). The following NIST criteria were considered:
   a. NIST SP 800-12, An Introduction to Computer Security: The NIST Handbook, October 1995;
   b. NIST SP 800-53, Revision 3, Recommended Security Controls for Federal Information Systems and Organizations, August 2009;
   c. NIST SP 800-64, Security Considerations in the System Development Life Cycle, October 2008; and
   d. NIST SP 800-14, Generally Accepted Principles and Practices for Securing Information Technology, September 1996.
2. The Information Systems Audit Control Association (ISACA) Control Objectives for Information and related Technology (COBIT®) 4.1, 2007.

Cause/Effect:

The findings highlighted above include weaknesses in both the design and operating effectiveness of controls considered relevant to the access to programs and data, program changes, program development, and computer operations areas. Although management has made progress remediating previous findings, additional improvements in formalizing key GITC processes and creating an effective monitoring function are needed. The existence of these findings increases the risk that unauthorized changes applied to key financial applications and the data they process adversely affect application processing and data integrity and, as a result, may impact the financial statements. Additionally, the existence of these findings impacts the reliability of key application reports and the ability to rely upon automated, configurable controls embedded within key financial applications.

Recommendations:

We noted that management did remediate several control deficiencies from the prior year. There were 36 NFRs documented in FY2011. Of them:

- 10 represented findings that had been remediated during FY2011 (as part of remediation efforts for FY2010 NFRs);
- 8 were remediated during FY2012; and,
- 9 were partially remediated during FY2012.

We recommend that management continue to perform the remediated control activities put in place. Further, we recommend that management monitor the effectiveness of these controls on a regular and periodic basis going-forward.

To the extent the following findings are not remediated, we recommend the following:

1. Related to Access to Programs and Data controls, we recommend that management:

    a. Assess and update or, as applicable, develop and document access management policies and procedures for production applications and underlying infrastructure systems. These policies and procedures should address requirements for clearly documenting user access requests and supervisory authorizations, periodic reviews of the appropriateness of user access by agency business management, timely communication of employee separations/transfers, and disablement/removal of the related user access. Management should formally communicate policies and procedures to control owners and performers. Further, management should institute a formalized process to monitor adherence to policies and procedures related to key controls and, as performance deviations are identified, follow up as appropriate.

    b. Develop and implement controls that establish organizational and logical segregation between program development roles, production administration roles, and business end user roles among different individuals or, independently performed monitoring of the activities of users provided with conflicting system access over the activities of the developers (and other individuals) with administrative access that require the documentation of monitoring activities as well as follow up on any suspicious behavior within the system.

    c. Restrict the use of generic IDs or, if such access is required, implement independent monitoring of the activities performed using generic IDs.

    d. Develop and formally document the physical access management policy and procedures for all server rooms. We recommend that these include, at a minimum, procedural and documentary requirements for:

        i. Requesting and approving physical access;
        ii. Timely disablement/removal of physical access rights during instances of employee separations; and
        iii. Performing periodic reviews of access in consideration of users' ongoing need to retain physical access, and the modification of any updates required as a result of inappropriate access identified during the review process.

2. Related to Program Change controls, we recommend that management:

    a. Develop and implement change management processes and controls that establish one or more of the following:

        i. Organizational and logical segregation of program development roles from production system and database administration roles among different individuals; and

ii. Implementation of one or more independently operated monitoring controls over the activities of the developers (and other individuals) with administrative access that require the documentation of monitoring activities as well as follow up on any suspicious behavior within the system. Documentation of these monitoring controls should be maintained and include sign-off of the review as well as notations as to the appropriateness of the actions taken by the developers within the database. Further, any suspicious activity, such as modifications to functionality or data without corresponding change request approvals, should be followed-up upon, as necessary.

iii. Additionally, management should continue to document the performance of User Acceptance Testing (UAT).

b. Configure settings or implement monitoring tools to log changes made to application functionality, including all configuration changes.

3. Related to Program Development Controls, we recommend that management:

a. Develop and implement program development processes and controls that establish one or more of the following:

i. An evaluation of the generic accounts that exist and documentation of the purpose of each generic account required to remain active, if any. Furthermore, for generic accounts that are required to remain active, we recommend management implement a formal process to approve and document each access request to generic accounts and perform a documented periodic review of generic account activity.

ii. The implementation of procedural and documentary requirements for:
   - Recording the nature of each change being applied;
   - Evaluating the impact and risk of each change relative to objective rating criteria;
   - Approving (and documenting such approvals of) changes; and
   - Validating the functionality/system impact of each change via pre-production testing in a model environment.

4. Related to Computer Operations controls, we recommend that management:

a. Implement any required changes to support an extended retention of job processing logs in support of audit requirements. Additionally, we recommend that management continue to save daily Excel reports produced by systems to limit the impact of any future archival issues.

b. Document the completion of the new process put in place to monitor open application incidents reported to the OCFO Help Desk that are forwarded to the TSG, and also to ensure that they are remediated within a defined time period that is acceptable to application owners.

c. Implement policies and procedures to ensure that backup tapes are officially tested on a semi-annual basis to confirm successful recovery and restoration of data.

These procedures should be provided to and discussed with the personnel responsible for enforcing the control activity. Further, management should monitor the personnel responsible for enforcing the control activity periodically.

Management Response:

The District concurs with the auditor's findings and agrees that there are weaknesses in its general information technology controls. Over the last several years, the District has engaged in an extensive remediation process to address and resolve the reported findings and to strengthen internal controls related to information technology. While much improvement has been made as a result of that effort, we recognize that there are areas in which improvement is still needed. Therefore, the District will continue its remediation activities and will, as part of that process, incorporate the recommendations made by the auditor as we work to improve controls related to: Access to Programs and Data, Program Changes, Program Development, and Computer Operations.

Finding 2012-02 – Weaknesses in the District's Procurement and Disbursement Controls and Non-compliance with Laws and Regulations

Conditions:

During our FY 2012 testwork, we noted that in order to be as efficient and effective as possible, the District has established District-wide policies and procedures to procure goods and services and to make payments for those goods and services at the Office of Contracts and Procurement (OCP), as well as at those agencies that have independent procurement authority. Further, these policies and procedures serve to ensure the District's compliance with various laws and regulations governing procurements and payments, such as the Procurement Practices Act and the Quick Payment Act.

OCP has implemented a comprehensive, multi-year remediation plan to address previously identified deficiencies and has completed the steps scheduled for FY 2012. While these remediation efforts resulted in improvements within the Procurement process, we still noted deficiencies that continue to be repeated from previous years during FY 2012. Specifically, we noted the following:

For our sample of sole-source procurements we noted:

a. For 10 of 38 sole source procurements, we noted that there was not sufficient documentation to validate the sole source method was justified.

b. For 1 of 38 sole source procurements tested, the Council approval was not available for review.

c. For 1 of 38 sole source procurements, the Determination and Findings was not available for review.

d. For 1 of 38 sole source procurements, the purchase order amount is greater than the contract amount by $150,000.

e. For 1 of 38 sole source procurements, the contract did not cover the period of the purchase order.

Pursuant to Section 201 (b) of the PPRA, the Department of General Services (DGS) is an Independent Agency and is authorized to exercise procurement authority to carry out its procurement independent of the Office of Contracting and Procurement (OCP). However, these procurements are still classified under OCP in the general ledger and as such were included in our testing. Of the 38 sole-source procurements tested, 2 of them related to DGS. Of the 2 we noted the following:

a. For 1 of 2 sole source procurements, the procurement file was not available for review.

b. For 1 of 2 sole source procurements, the contractor's delegation of authority was not available for review.

For our sample of emergency procurements tested, we noted:

a. For 5 of 13 emergency procurements we noted that there was not sufficient documentation to validate the emergency procurement method was justified.

b. For 1 of 13 emergency procurements, the determination and finding (D&F) was not made available for review.

c. For 3 of 13 emergency procurements, the period of performance exceeded the 120 day maximum duration requirement for an emergency procurement.

Pursuant to Section 201 (b) of the PPRA, the Department of General Services (DGS) is authorized to exercise procurement authority to carry out its procurement independent of OCP. However, these procurements are still classified under OCP in the general ledger and as such were included in our testing. Of the 13 procurements tested, we noted 1 of them related to DGS. Specifically, we noted:

a. For the 1 DGS emergency procurement, the contracting officer's delegation of authority was not available for review.

For our sample over competitive procurements executed during the year:

a. For 30 of 131 competitive procurements, there was no evidence that the procurement went through the competitive process.

b. For 2 of 131 competitive procurements, the Council approval was not available for review.

c. For 15 of 131 competitive procurements, the evidence of the excluded party list was not available for review.

d. For 1 of 131 competitive procurements, evidence of the contractor compliance with the District tax code was not available for review.

e. For 1 of 131 competitive procurements, there were insufficient quotes available for review for small purchases.

f. For 1 of 131 competitive procurements, the contract was missing the authorizing signature.

g. For 2 of 131 competitive procurements, the contract was not available for review.

h. For 1 of 131 competitive procurements, the contract was not available for review.

As noted in DC ST 7-3005.01, we noted that the Director of the Department of Health is authorized to exercise procurement authority to carry out its procurement independent of OCP. However, these procurements are still classified under OCP in the general ledger and as such were included in our testing. Of the 131 competitive procurements tested, we noted 9 of them related to Human Care Contracts. Of these 9 we noted the following:

a. For 7 of 9 agreements, the determination and finding was not available for review.

b. For 3 of 9 agreements, the period of performance noted in the agreement did not cover the period being audited.

c. For 1 of 9 agreements, the agreement was not available for review.

d. For 1 of 9 agreements, the Attorney General legal review/approval was not available for review.

e. For 2 of 9 agreements, evidence of the excluded party list was not available for review.

f. For 4 of 9 agreements, evidence of the contractor compliance with the District tax code was not available for review.

Pursuant to Section 201 (b) of the PPRA, the Department of General Services (DGS) is authorized to exercise procurement authority to carry out its procurement independent of OCP. However, these procurements are still classified under OCP in the general ledger and as such were included in our testing. Of the 131 competitive procurements tested, we noted 2 of them related to DGS. Specifically we noted:

a. For 2 of 2 competitive procurements, there were insufficient quotes available for review for the small purchases.

During our testing over the District's three Independent Agency's procurement transactions, we tested over 100 procurements and noted exceptions related to the Department of General Services (DGS) and Office of the Chief Financial Officer. Specifically, we noted the following:

For sole-source procurements, we noted that:

a. For 6 of 25 sole source procurements, there was no delegation of authority available for review. All 6 exceptions related to the Department of General Services.

b. For 2 of 25 sole source procurements, all relating to the Department of General Services, the contract was not available for review.

c. For 2 of 25 sole source procurements, all relating to the Department of General Services, there was no evidence of compliance with the District's tax code.

d. For 2 of 25 sole source procurements, the method for use of sole-source procurement was not justified. Both exceptions related to the Office of the Chief Financial Officer.

For emergency procurements we noted that:

a. For 16 of 16 DGS emergency procurements, the contracting officer's delegation authority was not available for review.

b. For 6 of 16 DGS emergency procurements, the length of procurement is greater than 90 days.

c. For 3 of 16 DGS emergency procurements, there is no evidence as to whether the Agency verified whether or not the vendor was suspended or debarred.

d. For 3 of 16 DGS emergency procurements, there is no evidence of compliance with the District's tax code.

For competitive procurements we noted that:

a. For 78 of 78 DGS competitive procurements, the contracting officer's delegation of authority was not available for review.

b. For 2 of 78 DGS competitive procurements, the legal sufficiency reviews were not available for review.

c. For 9 of 78 DGS competitive procurements, the evidence to support that the procurement went through a competitive process were not available for review.

d. For 8 of 78 DGS competitive procurements, the number of quotes available for review was not sufficient per DGS policy.

e. For 4 of 78 DGS competitive procurements, the evidence supporting that the search for the excluded and debarred was performed was not available for review.

f. For 8 of 78 DGS competitive procurements, the signed contract document was not available for review.

g. For 4 of 78 DGS competitive procurements, the evidence supporting that the vendor was compliant with the District tax compliance was not available for review.

During our testing over purchase card (P-card) transactions and monthly P-card statement reconciliations, we noted the following deficiencies:

a. For 22 of the monthly reconciliations totaling $3,304,205 of the 36 monthly reconciliations tested totaling $4,349,614, we noted that the reconciliations were not reviewed and approved by the approving official in a timely manner in accordance with OCP Policy No.2009-01. Of the 22 exceptions we noted the following Agencies did not comply with the policy:
    - Fire and Emergency Medical Services (7)
    - Metropolitan Police Department (3)
    - Office of Tenant Advocate (3)
    - Office of the Mayor (4)
    - Office of the Secretary (1)
    - DC Public Library 1)
    - Office of Contracting & Procurement (3)

b. For 5 individual transactions totaling $15,090 out of 40 transactions tested totaling $252,456, there was not sufficient documentation to support the purchase or validate that it was for an approved transaction. All 5 exceptions were from the Office of Tenant Advocate.

c. For 2 individual transactions totaling $11,850 out of 40 transactions tested totaling $252,456, we noted that the authorizer approved purchases exceeding the $2,500 single and $10,000 cycle transaction limit, these exceptions related to the Office of the Mayor and the Metropolitan Police Department.

d. For 3 monthly statements totaling $134,343 of 36 monthly statements totaling $4,349,614, we noted that 2 cardholders exceeded their approved cycle limit for the months reviewed. These exceptions related to Fire and Emergency Services and the Office of Tenant Advocate.

e. For 1 transaction totaling $100,411 out of 40 transactions tested totaling $252,456, the cardholder exceeded the small purchase limit of $100,000 per PPRA Sec. 407 small purchase procurements. This exception related to the Office of Contracting and Procurement.

In our testing of procurement and disbursement transactions at the District of Columbia Public Schools (DCPS), we noted the following:

a. For 3 of 180 purchase order files for payments totaling $13,673, the files did not originally include a search for federal debarment. DCPS subsequently provided a note stating that the system was down on that day, but since the document was not originally in the file, we cannot verify that a search was performed during the procurement process.

b. For 1 of 64 contract files for a payment totaling $11,492, the file did not include the required Determination and Findings.

c. For 1 purchase order and contract file for payment totaling $382, the purchase order file and contract file was not provided by DCPS.

In our testing of compliance with the District of Columbia Quick Payment Act, we noted that:

a. 1 of 67 District payments (i.e. non-DCPS) selected for testing were not paid timely in accordance with the Quick Payment Act.

b. 100 of 426 DCPS payments selected for testing were not paid timely in accordance with the Quick Payment Act.

Criteria:

The Procurement Practices Act indicates the following:

27 DCMR chapter 17, states that: **"***In each instance where the sole source procurement procedures are used, the contracting officer shall prepare a written determination and findings ("D&F") justifying the procurement which specifically demonstrates that procurement by competitive sealed bids or competitive sealed proposals is not required."*

27 DCMR chapter 17, states that: **"***Each sole source D&F for a procurement in an amount greater than twenty-five thousand dollars ($25,000) shall be reviewed by the Director before solicitation and shall be approved by the Director before contract execution."*

DC Code 1-204.51, states that: "*prior to the award of a multiyear contract or a contract in excess of $1,000,000 during a 12-month period, the Mayor or executive independent agency or instrumentality shall submit the proposed contract to the Council for review and approval.*"

DCMR chapter 17 states that "*An "emergency condition" is a situation (such as a flood, epidemic, riot, equipment failure, or other reason set forth in a proclamation issued by the Mayor) which creates an immediate threat to the public health, welfare, or safety. The emergency procurement of services shall be limited to a period of not more than one hundred twenty (120) days. If a long-term requirement for the supplies, services, or construction is anticipated, the contracting officer shall initiate a separate non-emergency procurement action at the same time that the emergency procurement is made. The contracting officer shall attempt to solicit offers or proposals from as many potential contractors as possible under the emergency condition. An emergency procurement shall not be made on a sole source basis unless the emergency D&F includes justification for the sole source procurement. When an emergency*

procurement is proposed, the contracting officer shall prepare a written determination and findings (D&F) that sets forth the justification for the emergency procurement."

Financial Management and Control Order 07-004A states that *"Direct Voucher payment requests that are not explicitly identified in Financial Management and Control Order 07-004A, shall be submitted to the Deputy Chief Financial Officer for the Office of Financial Operations and Systems (OFOS) for consideration and approval in accordance with policy and procedures set forth for direct voucher payment review and consideration by OFOS."*

According to the District Purchase Card program policies and procedures:

- **Purchase limit:** An individual who is issued a P-Card under the DC Purchase Card Program shall use the purchase card to buy commercially available goods and services, for *Official Government Business only*, with a value that does not exceed $2,500 per single transaction and a total amount of $2,500 per card per day and $10,000 per card account per monthly cycle, **unless otherwise specified by the Chief Procurement Officer in the delegation of contracting authority.**

- **Reconciliation:** Each approving official will have a queue of all P-card statements waiting for them in the PaymentNet system. By the 27th of each month, the Approving Official should obtain original receipts from cardholders under their jurisdiction and ensures that the cardholders have reviewed all transactions in PaymentNet. The Approving Official should review each transaction to verify that the good or service were received, that the nature of the purchase was within programmatic guidelines, and that the receipts match the amount listed in PaymentNet. The Approving Official should mark each transaction as Approved in PaymentNet **by the 3rd day of the subsequent month.**

According to **DC Code 1-204.51**, *"prior to the award of a multiyear contract or a contract in excess of $1,000,000 during a 12-month period, the Mayor or executive independent agency or instrumentality shall submit the proposed contract to the Council for review and approval"*

Also, **DC Code 2-301.05(G)** states that *"All contracts over a million dollars must go to the Office of the Attorney General (OAG) for a legal sufficiency review."*

27 DCMR chapter 15
1511.3 Prospective bidders that have been debarred or suspended from District contracts or otherwise determined to be ineligible to receive awards shall be removed from solicitation mailing lists to the extent required by the debarment, suspension, or other determination of ineligibility

The requirements for allowable costs/cost principles are contained in the A-102 Common Rule (§___.22), OMB Circular A-110 (2 CFR section 215.27), OMB Circular A-87, "Cost Principles for State, Local, and Indian Tribal Governments" (2 CFR part 225), program legislation, Federal awarding agency regulations, and the terms and conditions of the grant award. Management is required to maintain adequate internal controls to prevent and detect instances of noncompliance.

The District's Quick Payment Act indicates the following: *If a contract specifies the date on which payment is due, the required payment date is the date specified in the contract. If a contract does not specify a payment date, the required payment date will be one of the following:*

(a) Meat and meat food products - the seventh (7th) day after the date of delivery of the meat or meat product;
(b) Perishable agricultural commodities - the tenth (10th) day after the date of delivery of the perishable agricultural commodity; or
(c) All other goods and services - the thirtieth (30th) day after the receipt of a proper invoice by the designated payment officer.

Cause/Effect:

District agencies are not adhering to the established policies and procedures governing creation and maintenance of procurement documentation and the payment of vendor obligations, which may cause noncompliance with the Procurement Practices Act and the Quick Payment Act. Additionally, internal controls need to be improved to ensure compliance with all procurement laws and regulations.

Recommendation:

We recommend that the District continue to strengthen its internal controls over procurement through the implementation of its deficiency remediation plan. These implementation efforts should continue to be led by the OCP Procurement Integrity and Compliance Office (PICO), and sufficient resources should be provided to this office to ensure it can successfully implement the remediation plan. The performance measurement statistics monitored by PICO should be provided to both the Mayor and the Chief Financial Officer at least semi-annually so that senior District management is apprised of progress on the remediation plan.

Management Response:

Consistent with the Independent Auditor's view of measurable improvements in procurement practices at the Office of Contracting and Procurement (OCP), for the fifth consecutive year, OCP recorded a year-to-year decline (**7%**) in its total number of audit findings. While one audit finding is ***one too many***, this administration is encouraged by data showing a sustained reduction in the ***prevalence*** and ***severity*** of noncompliance issues across the many thousands of requisitions processed yearly by OCP's procurement staff.

As noted by the Independent Auditor, a considerable number of audit findings were from contracts awarded in prior years. In fact, a review of the audit sample shows that contracts awarded before calendar year (CY) 2011 (**58 percent** of deficient contracts) accounted for **70 percent** of OCP's FY 2012 audit findings.

The Independent Auditor also cited several instances where Sole Source and Emergency Procurements were "not justified". While it might appear that OCP did not comply with established regulations, the root cause for selecting the sole source and emergency procurement methods was to avoid disruptions to critical government operations. The regulations allow for

this, and to the extent that this was a factor, it should be viewed that affected contracting officers were reasonably exercising their professional judgment.

What is at issue here is when the emergency or sole source methods are repeatedly exercised, with the same vendor, over an extended period. This scenario is not unique to OCP and highlights the concern around the effectiveness of procurement planning in general, and how poor planning could hinder competitive practices, give the appearance of unfair advantages to select vendors, or result in missed opportunities to obtain the best value and price for services rendered beyond the final option year of a contract.

The Independent Auditor noted the shared responsibility of acquisition planning efforts. The District agrees with this assessment and will take measures to foster collaboration between agencies and their respective contracting offices to improve the procurement process – with regards to forecasting and fulfilling needs - and to better mitigate associated risks.

Finally, OCP has been responsive to the Independent Auditor's recommendation in the FY 2011 Yellow Book Report to continue to implement, monitor, and report on the results of its deficiency remediation plan to both the Mayor and the Chief Financial Officer. In FY 2012, OCP's Office of Procurement Integrity and Compliance (OCP-OPIC) coordinated District-wide remediation activities, and performed limited testing of transactions at 8 independent agencies cited in the prior year report.

As noted in last year's management response, although the percentage share of OCP's CAFR deficiencies was down (**41%** in FY11 as compared to **68%** in FY10), District-wide totals were trending upwards, requiring cooperation between OCP and independent agencies. Consequently, the objectives of OCP-OPIC activities were to raise awareness, and provide those charged with governance the data needed to make operational adjustments as needed.

This year's results are no different. OCP's share of District-wide deficiencies has fallen (**29%** in FY 2012 as compared to **41%** in FY 2011); while the total number of procurement audit findings for the District has risen. Coordination of remediation actions and the sharing of best practices must continue to improve results across the entire procurement continuum.

Finding 2012-03- Weaknesses in the District's Internal Controls Surrounding Tax Revenue Accounting and Reporting

Conditions:

During our testing over the District's Tax Revenue, which is under the jurisdiction of the Office of Tax and Revenue (OTR), we noted the following:

a. The Office of Financial Operations and Systems (OFOS) relies upon the District Office of the Attorney General (OAG) to provide estimates of the amounts to be considered for accrual related to all outstanding claims and judgments in the District's financial statements. This review historically only covers those claims and judgments in excess of $200,000. Individual settlements associated with Superior Court Appeals are usually less

than the $200,000 threshold used. As a result, most outstanding Superior Court Appeals related to property tax assessments are not being assessed for inclusion in the District's fiscal year end claims and judgment accrual. This resulted in an understatement of the accrual due to property tax assessments of approximately $58 million as of September 30, 2012. District management subsequently recorded an adjustment to correct for this understatement in its 2012 government-wide financial statements.

b. OTR records accounts receivables for Sales & Use and Personal Income taxes at the fully realizable amount instead of applying the one-year availability criteria to the balances. This resulted in an understatement of deferred revenue of approximately $5.5 million and $17.4 million for Sales & Use and Personal Income taxes, respectively.

c. OTR's Real Property Tax Administration (RPTA) tracks information related to real property assessment appeals with the exception of those appeals that are remanded to District Superior Court in FoxPro system. RPTA loads FoxPro information into the Integrated Tax System (ITS) through a process whereby RPTA personnel export a database file from FoxPro and upload the file. ITS is programmed to automatically transfer the FoxPro database file from the network folder to ITS. We noted that there is no formal review process in place to check the completeness and accuracy of the information uploaded into ITS from FoxPro.

d. During our internal control testwork over real property assessment appeals, 2 adjustments out of 40 adjustments tested were not approved by the Chief Assessor as required by the Appeals Divisions policies and procedures.

e. Monthly reconciliations between certain tax revenue subsidiary records and the general ledger contained un-reconciled differences that were not identified during the supervisory review of the reconciliation. Of 15 reconciliations tested, we noted 2 reconciliations with combined unreconciled differences of $10,865. In addition, we noted that for 1 of the reconciliations, the supervisory review was not performed timely.

Criteria:

Yellow Book, Appendix I, section A1.08 d., states that management at a State and Local government entity is responsible for "*establishing and maintaining effective internal control to help ensure that appropriate goals and objectives are met; following laws and regulations; and ensuring that management and financial information is reliable and properly reported;*"

District of Columbia- Office of the CFO, Policies and Procedures, Section 35303003.40 states that the Refund Control Unit (RCU) of RAA is responsible for *"tracking, reviewing, qualifying, approving, and recording refund disbursement requests. The RCU manager has the overall responsibility for managing the staff and the process related to refund disbursements. The Office of Finance and Treasury (OFT) produces and disburses check and/or direct deposits in response to RAA/RCU requests.*

District of Columbia- Office of the CFO, Policies and Procedures, Section 35301009.40 states that RAA is responsible for *"having the refund reconciliation completed and for journaling all outstanding items that are on the final reconciliation of the quarter."*

The Assessment Division within the Real Property Tax Administration has established requirements as follows:

- For all changes from the current to proposed (new) Estimated Market Values (EMV) on property between 10% and 39% or between $1 million and $4 million, manual approval of the Hearing Officer is required in addition to approval by the Appraiser and Unit Supervisor.
- For changes from the current to proposed (new) EMV on property for amounts that exceed
  40% and $4 million, manual approval of the Chief Assessor is required in addition to approval by the Appraiser, Unit Supervisor, and Hearing Officer.

GASB Statement No. 33 *Accounting and Financial Reporting for Nonexchange Transactions* states that

"When the modified accrual basis of accounting is used, revenues resulting from nonexchange transactions should be recognized as follows:*Derived tax revenues*. Recipients should recognize revenues in the period when the underlying exchange transaction has occurred *and* the resources are available."

The Committee of Sponsoring Organizations of the Treadway Commission- Internal Control Integrated Framework states that, *"The Internal control systems need to be monitored--a process that assesses the quality of the system's performance over time. This is accomplished through ongoing monitoring activities, separate evaluations or a combination of the two. Ongoing monitoring occurs in the course of operations. It includes regular management and supervisory activities, and other actions personnel take in performing their duties. The scope and frequency of separate evaluations will depend primarily on an assessment of risks and the effectiveness of ongoing monitoring procedures. Internal control deficiencies should be reported upstream, with serious matters reported to top management and the board."*

Cause/Effect:

Policies, procedures and controls need to be improved to address the noted deficiencies. Failure to address these noted deficiencies could result in misstatements in the fund and government-wide financial statements.

Recommendations:

We recommend that OTR strengthen its policies, procedures and controls to ensure that the above noted deficiencies are addressed.

Management Response:

The Office of Tax and Revenue (OTR) continues to build an internal control program that is based on risk identification and self-assessment, with an awareness of the value of implementing certain controls while delaying the implementation of others.

Management concurs with the reported findings, and will revise procedures and reinforce them with staff as appropriate. For those findings that relate directly to the District's annual financial statements, OTR will make the recommended changes to the accounting treatment to be applied. OTR has already begun to improve the methodology and data used to estimate the government-wide financial statement liability, even though relatively few Superior Court real property tax appeal cases are decided each year outside of those for which the District participates in a settlement agreement. With regard to the treatment of accounts receivable, although OTR has consistently applied the same methodology from year-to-year, it has developed a procedure for determining Sales & Use and Personal Income tax receivables expected to be recognized as deferred revenue.

In October 2012, OTR implemented new processes and controls surrounding the upload of data from FoxPro into the Integrated Tax System and automation to enforce tiered approvals for assessment changes resulting from first level appeals. OTR also implemented an automated tiered approval process within the First Level Appeals Tracking Systems, which significantly reduces the risk that a valuation change could be made without proper authorization.

OTR will reinforce requirements for supervisory review and periodic reconciliation of subsidiary ledgers and tracking systems to SOAR entries to prevent and detect data entry errors.

Finding 2012-04- Weaknesses in the District's Financial Reporting for Capital Assets

Conditions:

During our FY 2012 testwork, we noted that the District does not have uniform, District-wide policies and procedures for the identification of completed capital projects to ensure that projects are transferred from Construction-in-Progress (CIP) to capital assets in service in the period in which the assets are placed in operation consistently across District agencies. We noted that the methods currently used by agencies to account for CIP varies widely throughout the District, which results in a highly decentralized and inconsistently applied capital assets financial reporting process. We also noted that the District does not have a formal procedure in place to monitor CIP balances to ensure timely transfer of costs to capital assets upon project completion. Additionally, a detail of current capital expenditures and costs associated with completed projects transferred to capital assets by project is not available at the Office of Financial Operations and Systems (OFOS), although District agencies transfer CIP based on the completion of a project.

As a result of these deficiencies, during our testwork over a sample of 25 projects totaling approximately $966 million transferred to CIP during FY 2012, and a sample of 25 projects

totaling approximately $729 million remaining in CIP at September 30, 2012, we identified the following errors in capital assets and CIP balances:

a. $365.4 million reported in CIP as of September 30, 2012 related to projects that were completed in prior fiscal years and should have been transferred to capital assets prior to FY 2012. We also noted that accumulated depreciation for these assets was understated by approximately $17.8 million, as depreciation should have started accruing in prior years when the related assets were placed in operation. We proposed an audit adjustment to management, who corrected the error in the 2012 governmental activities financial statements.

b. $311 million transferred to capital assets in the current year that related to projects completed in prior fiscal years. We noted that accumulated depreciation for these capital assets was understated by approximately $12.9 million, as depreciation should have started accruing in prior years when the related assets were placed in operation. We proposed an audit adjustment to management, who corrected the error in the 2012 government wide financial statements.

c. Additionally, we noted that the internal controls in place over the review of Agency submitted Closing Packages, performed by OFOS, are not operating effectively to ensure timely and accurate reporting of District capital asset additions for financial reporting. Specifically, we noted:

    - For 4 of 8 agency Closing Packages, the Closing Package review checklist was signed by the OFOS reviewer prior to the review being completed,

    - For 2 of 7 Agency Closing Packages, Closing Package was prepared and reviewed by the same individual in OFOS,

d. Of a sample of 42 capital expenditures totaling $103.8 million, we noted for 2 sample items tested totaling $7.5 million, supporting documentation for the expenditure was not provided for $2,322 of the sampled amount.

Criteria:

GASB Statement No. 34 - *Basic Financial Statements-and Management's Discussion and Analysis-for State and Local Governments:* According to Governmental Accounting Standards Board (GASB) Statement No. 34, paragraph 19, capital assets include land, improvements to land, easements, buildings, building improvements, vehicles, machinery, equipment, works of art and historical treasures, infrastructure, and all other tangible or intangible assets that are used in operations and that have initial useful lives extending beyond a single reporting period. In compliance with GASB No. 34, Governments should report all capital assets, including infrastructure assets, in the government-wide statement of net assets and generally should report depreciation expense in the statement of activities.

Cause/Effect:

The District has not developed sufficient policies and procedures to ensure costs transferred from CIP are tracked on a project level and that the amounts transferred are properly supported. Furthermore, the District lacks a complete and formalized capital asset financial reporting policy that includes requirements for proper identification, tracking and recording of capital expenditures and capital asset additions and disposals, including transfers from CIP to fixed assets, to ensure complete and accurate recording of capital assets in the government-wide financial statements.

Without effectively designed and implemented internal controls over the financial reporting process for capital assets, misstatements in capital asset balances may not be prevented or detected in a timely manner.

Recommendations:

We recommend that the District strengthen their internal controls over the financial reporting process for capital assets to ensure that capital asset balances are complete and accurate as of the fiscal year end. This should include the following:

- Implementing a centralized project accounting system that is fully integrated with the general ledger that allows capital asset transactions to be tracked at an invoice and project level.

- Developing District-wide policies and procedures for identifying completed capital projects to ensure that projects are transferred from CIP to capital assets in the period in which the assets are placed in operation.

- Developing District-wide policies and procedures for identifying capital project expenditures that are non-capital in nature and ensuring such expenditures are expensed in the period incurred.

- Providing training to District agencies regarding policies and procedures for determining proper classification of capital expenditures and timely transfer of completed projects to fixed assets to reinforce that such procedures are uniformly applied across the District.

- Reconciliation of agency fixed asset activity to the general ledger on a periodic basis, rather than only at year-end.

- Adherence to existing internal control procedures for the review and approval of agency-reported closing package information to ensure that the closing packages are submitted timely and that the reported capital asset data is complete and accurate.

Management Response:

The District concurs with the findings as noted and will implement measures to mitigate the reported deficiencies. The OCFO's Office of Financial Operations and Systems is in the process of developing policies and procedures for closing out capital projects. It is anticipated that such policies and procedures will be finalized and implemented during fiscal year 2013. To the extent deemed to be necessary, training will also be held to ensure that responsible parties are knowledgeable of the required procedures. Implementation of the procedures for capital projects along with training should result in improved standardization of practices among District agencies. Other measures will be implemented as needed to improve the District's processes for: reconciling agency capital asset activity to the general ledger; and reviewing and approving agencies' capital assets closing packages.

Appendix B – Status of Prior Year Significant Deficiencies in Internal Control Over Financial Reporting

Prior Year Finding #	Prior Year Finding Title	Prior Year Finding Classification	Current Status
2011-01	Weaknesses in the District's General Information Technology Controls related to: -Access to Programs and Data -Program Changes -Program Development -Computer Operations	Significant Deficiency	Repeated as a significant deficiency in fiscal year 2012
2011-02	Weaknesses in the District's Procurement and Disbursement Controls related to: -Lack of supporting Documentation -Inadequate approvals -Non-compliance with emergency criteria -Pcard reconciliations -Quick Payment Act	Significant Deficiency	Repeated as a significant deficiency in fiscal year 2012

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

OFFICE OF INTEGRITY AND OVERSIGHT

OIO No. 13-03-15 DCPL

November 15, 2013

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Financial Officer

Office of Integrity and Oversight

MEMORANDUM

TO: Mohamed Mohamed, Associated Chief Financial Officer
Government Operations Cluster

Jeffrey Barnette, Deputy Chief Financial Officer and Treasurer
Office of Finance and Treasury

FROM: Mohamad K. Yusuff, Interim Executive Director
Office of Integrity and Oversight

DATE: November 15, 2013

SUBJECT: Final Report on Proactive Integrity Survey of Internal Controls over the Cash Collection Process at the District of Columbia Public Library **(OIO Code No. 13–03-15 DCPL).**

Attached is our final report summarizing the results of the Proactive Integrity Survey of internal controls over the cash collection process at the District of Columbia Public Library (DCPL). The objectives of the survey were to determine whether DCPL complied with applicable laws and regulations and implemented effective internal control procedures over the cash collection function to safeguard assets from fraud, waste and abuse.

OIO directed seven corrective actions needed to DCPL/OCFO and OFT senior finance officials to address findings cited in the report. We received written responses from OFT on November 4, 2013, and from DCPL/OCFO on November 7, 2013. OFT and DCPL/OCFO concurred with the corrective actions needed and provided target timeline for implementation. In general, we consider the actions planned and taken by OFT and DCPL/OCFO to be sufficient and reasonable to address the findings.

However, DCPL/OCFO disagreed with the corrective action needed on recommendation Number 3, related to conducting periodic review of fines and fees forgiveness and cancellation. DCPL/OCFO stated that it is a programmatic issue and the review should be conducted by the DCPL Risk Manager or the Office of the Inspector General. It is OIO's position that, even though fines and fees forgiveness and cancellation is a programmatic issue, to safeguard District's assets, DCPL/OCFO should officially alert the DCPL senior management of the findings of this survey to ensure integrity of these transactions and compliance with DCPL Policies and Procedures.

We appreciate the assistance and cooperation that you and your staff provided to OIO during this proactive survey. Should you have any questions or need additional information, please call me at (202) 442-8240, or your staff can contact Khaled Abdel Ghany, Senior Auditor, at (202) 442-8277.

Attachments

cc: Natwar M. Gandhi, Chief Financial Officer, Government of the District of Columbia
Angell Jacobs, Deputy Chief Financial Officer and Chief of Staff, OCFO
Kathy Crader, Chief Risk Officer, OCFO
Belete Sitota, Controller, Government Operations Cluster, OCFO
Clarice Wood, Associate Treasurer, Office of Finance and Treasury
Tammie Robinson, Agency Fiscal Officer, DCPL
James Glymph, Director, Internal Security, OIO

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

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PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

ACRONYMS

ACFO	Associate Chief Financial Officer
AFO	Agency Fiscal Officer
DCCS	Daily Cash Collection Summary
DCPL	District of Columbia Public Library
MLK	Martin Luther King Jr. Memorial Library
OCFO	Office of the Chief Financial Officer
OFT	Office of Finance and Treasury
OIO	Office of Integrity and Oversight

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

ABSTRACT

The Office of the Chief Financial Officer (OCFO), Office of Integrity and Oversight (OIO) has completed a proactive integrity survey of the internal controls over the cash collection process at the District of Columbia Public Library (DCPL). The survey was initiated based on a referral from the OIO's Internal Security Division.

The survey covered the cash collection process for the period October 1, 2012 to July 31, 2013, and identified management issues that require immediate corrective actions. These corrective actions center on the need for:

1. Reinforcing to DCPL management the importance of replacing the coin boxes with vending stations in order to ensure that cash collected and counted by DCPL/OCFO employees is the actual cash deposited into the copy machines.

2. Reconciling the SIRSI[1] Fines and Fees reports with the Daily Cash Collection Summary reports to ensure that cash and checks received and recorded in the library system is the exact cash and checks sent to the OCFO for eventual deposit.

3. Periodically, reviewing the fines and fees forgiveness and cancellation transactions, in coordination with the DCPL staff to ensure integrity of these transactions and compliance with DCPL Policies and Procedures.

We received written response from OFT on November 4, 2013, and from DCPL/OCFO on November 7, 2013. OFT and DCPL/OCFO concurred with the corrective actions needed and provided target timeline for implementation. In general, we consider the actions planned and taken by OFT and DCPL/OCFO to be sufficient and reasonable. However, DCPL/OCFO disagreed with the corrective action needed on recommendation Number 3, related to conducting periodic review of fines and fees forgiveness and cancellation. DCPL/OCFO stated that this is a programmatic issue and the review should be conducted by the DCPL Risk Manager or the Office of the Inspector General. It is OIO's position that even though fines and fees forgiveness and cancellation is a programmatic issue, to safeguard District's assets, DCPL/OCFO should officially alert the DCPL senior management of the findings of this survey to ensure integrity of these transactions and compliance with DCPL Policies and Procedures.

A copy of OFT and DCPL/OCFO responses are included as Appendix 1 and 2.

[1] SIRSI is the DCPL's computer system and database.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

PURPOSE

The proactive integrity survey was designed to identify management issues and internal control deficiencies that may require immediate management corrective actions or further audit or investigation. The survey is based primarily on inquiries, observation, examining and reviewing documents, and sampling.

The objectives of the survey were to determine whether DCPL had complied with applicable laws and regulations and implemented effective internal control procedures regarding the cash collection functions to safeguard District assets from fraud, waste and abuse.

SCOPE AND METHODOLOGY

The Proactive Integrity Survey covered the cash collections from copy machines and fines and fees for a 10-month period from October 1, 2012 to July 31, 2013.

We obtained and reviewed DCPL – Government Operation Cluster's Standard Desk Procedures, and DCPL Circulation Manual. We obtained and examined the monthly reconciliation reports prepared by DCPL/OCFO employees, daily fines and fees collection/cancellation reports generated by DCPL's Computer System "SIRSI", and the Daily Cash Collection Summaries for the period covered by the survey. In conjunction with DCPL/OCFO employees and a DCPL Police Officer, we visited 7 library branches to observe the cash collection process. Additionally, we interviewed DCPL Agency Fiscal Officer (AFO), Accounting Manager, Accounts Payable Supervisor, and DCPL Financial Specialist. We also met with DCPL Watch Commander, and the Circulation Services Manager at Martin Luther King Jr. Memorial Library (MLK).

BACKGROUND

DCPL is a vibrant center of activity for residents and visitors in the nation's capital. The library provides environments that invite reading, learning and community discussion and equips people to continue learning throughout their lives. DCPL provides its services in the main library (MLK) and 25 branches.

DCPL collects cash on average $300,000 a year. This cash comes from two sources: a) copy machines; and b) fines and fees.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

a) Cash collection from copy machines

Every Tuesday, the DCPL/OCFO employee sends emails to branch managers scheduled for cash pick up for that week. The branches scheduled for cash pick up are rotated so that each branch is visited once a month. Two of the OCFO employees along with a DCPL Police Officer go to the scheduled library branches on Wednesday to collect the cash (coins and dollar bills) from the Coin Box attached to the copy machines. The team prints a Summary Report for the number of copies made, and receives a By Pass report for the free copies made by the library staff. They secure the cash in sealed bags, which are carried by the DCPL Police Officer for delivery to MLK library's Safe Wall attached to the vault room.

b) Fines and Fees

MLK library is the only branch, which collects cash, plus checks for fines and fees; the other DCPL branches collect checks only. Both cash and checks are delivered on a daily basis to the OCFO staff in sealed Blue Bags. The library branch prepares a *Daily Cash Collection Summary* report for the amount of cash and checks sent to the OCFO in the Blue Bag.

DCPL's Computer System *(SIRSI)* generates and sends to the OCFO, a daily summary report on cash and checks collected by each branch. This summary report also includes information about fines and fees canceled and forgiven by DCPL staff. The DCPL Circulation Manual stated that canceling fines and fees are permitted only if it is established that the fault or cause of the fine/fee lies with the library. An example of such a scenario is when a customer has been charged for an overdue or assumed lost item that he/she actually returned to the library.

Additionally, DCPL Circulation Manual stated that DCPL staff members have the discretion to forgive fines and fees up to $30 per transaction and forgiving fines and fees should be an exception, and not an expectation. Forgiving fines/fees is an appropriate option for any trained staff member as a one-time exception when a customer was unaware of the fine/fee policy or has had an extenuating circumstance such as hospitalization, or death in the family.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

MANAGEMENT ISSUES

Verification and Reconciliation of Cash Collections from Copy Machines

We obtained reconciliation reports for the 9-month period (October 1, 2012 to June 30, 2013) for the cash collected from the copy machines. We found that all of these reports are incomplete, not balanced and do not provide any support or evidence on whether the cash actually collected and counted by the DCPL/OCFO employees matched the cash that should have been collected.

The cause of this ongoing deficiency is due to missing By Pass reports from some branches for several months, and the copy machines' summary reports which were not available every month.

The Office of Finance and Treasury (OFT) has overall responsibilities of managing and monitoring the District's cashiering sites. We are not aware that OFT perform any assessment or monitoring of the cashiering operations and internal controls over this non-OFT cashiering site at DCPL.

Prior to October 1, 2012, the DCPL contractor, who used to collect the cash from the copy machines, had an Electronic Device that can be plugged into the copy machines to read how much cash was deposited into the Coin Box. After that contract was terminated on October 1, 2012, the DCPL/OCFO management did not find an alternative mechanism or procedure to ensure that the cash collected and counted by the OCFO employees matched the actual cash deposited into the copy machines.

DCPL Agency Fiscal Officer (AFO) stated the library is in the process of replacing the Coin Boxes with Vending Stations that can be connected to laptop computer and generate financial reports on the amount of cash deposited into the copy machines.

Management of Cash Collections from Fines and Fees

We selected a non-statistical sample of 50 SIRSI Fines and Fees Reports out of 271 daily reports received by the OCFO for the period October 1, 2012 to July 31, 2013.

We tested these SIRSI Reports against the Daily Cash Collection Summary (DCCS) Reports sent to the OCFO with the cash registry tapes and cash and checks for fines and fees collected. The purpose of this test was to verify whether the cash and checks recorded as received in the library system matched the actual cash and checks sent to the OCFO.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

We found 10 transactions with cash shortage for the amount of $166 (cash recorded in SIRIS reports was higher than the actual cash sent to the OCFO), and 18 transactions with cash overage for the amount of $54 (cash recorded in SIRSI reports was less than the actual cash sent to the OCFO).

Additionally, we found 7 checks were recorded in SIRSI reports which were not shown in the DCCS reports for the same days; and 10 checks were recorded in DCCS reports but not shown in SIRSI reports for the same days.

While examining and extracting the sample, we found 5 checks (total $70) that were never processed through iNovah. Of these 5 checks, 3 checks were dated December 2012, January 2013, and February 2013, and 2 checks were dated April 2013.

The DCPL/OCFO employees stated that they only verify the cash registry tapes with the DCCS reports and never reviewed, used, or reconciled SIRSI reports against the actual cash and checks sent to the OCFO for fines and fees collected by DCPL branches.

We believe that reviewing, reconciling, and testing SIRSI Fines and Fees reports against the actual cash sent to the OCFO will improve the internal controls over cash collection process for fines and fees, allow DCPL/OCFO employees to detect any discrepancies or unprocessed checks, and enforce the DCPL employees to ensure that the cash recorded by the library system is the exact cash sent to the OCFO.

Furthermore, for the 10-month period (October 1, 2012 – July 31, 2013), 271 library days, we calculated total fines and fees forgiven and cancelled by DCPL staff, and total cash and check collected for fines and fees, as summarized in Table 1 below.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

Table 1
Summary of Fines and Fees Forgiven, Cancelled, and Collected for the Period October 1, 2012, to July 31, 2013

	Forgiven/Cancelled Amount	Cash and Checks Amount
Forgiveness for fines and fees	$17,000	-
Cancellation of fines and fees	$39,000	-
Total forgiveness and cancellation	$56,000	-
Total cash and checks collected from fines and fees	-	$23,000
Percentage of total forgiveness and cancellation to total cash and checks collected	240%	

Based on the figures in Table 1, fines and fees forgiven and cancelled appeared significant versus cash collected. DCPL/OCFO, in coordination with DCPL staff, should periodically review these transactions to assure integrity and compliance with DCPL Policies and Procedures. Periodic review of forgiveness and cancellation transactions will safeguard the District's assets from waste and abuse, and ensure better services to DCPL customers.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

Other Matters

The Vault Room

Our review of DCPL – Government Operations Cluster's Standard Desk Procedures showed that this manual was updated in May 2013, to permit one employee (Financial Specialist or Accounting Technician) to count the cash in the vault room by him/herself. We believe that, to maintain effective internal controls over cash, two employees should be present in the vault room while counting the cash, especially when there is no supporting evidence/document of the cash deposited into the copy machines and collected by the DCPL/OCFO employees. DCPL AFO stated that the update of the Policies and Procedures was made due largely to staff shortage and to ensure that cash is counted and deposited to the bank in reasonable time after collection.

Additionally, when we observed the monitor of the two security cameras in the vault room, we noted that DCPL/OCFO employees had the vault room door open during cash count. The DCPL Watch Commander confirmed that the vault room door was repeatedly opened during cash count. The DCPL/OCFO employees stated that they leave the vault room door open for air circulation.

We believe that leaving the vault room door open while counting the cash is considered a risk factor, especially when the main door to DCPL Budget and Finance Office is not locked and open all the time.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

CORRECTIVE ACTIONS NEEDED

We recommend that the Associate Chief Financial Officer (ACFO), Government Operations Cluster:

1. Reinforce to DCPL management the importance of replacing the coin boxes with vending stations, in order to ensure that cash collected and counted by DCPL/OCFO employees is the actual cash deposited into the copy machines.

2. Reconcile the SIRSI Fines and Fees reports with the Daily Cash Collection Summary reports to ensure that cash and checks received and recorded in the library system is the actual cash and checks received and counted by the OCFO.

3. Periodically, review the fines and fees forgiveness and cancellation transactions, in coordination with the DCPL staff, to ensure integrity of these transactions and compliance with DCPL Policies and Procedures.

4. Ensure that two DCPL/OCFO employees are present while counting the cash collected from the copy machines or fines and fees.

5. Enforce DCPL/OCFO employees to close the vault room door while counting the cash to ensure safeguarding of the District's assets.

In addition, we recommend that the Deputy Chief Financial Officer and Treasurer:

6. Perform periodic review of the cash collections from the copy machines to ensure that cash collected by DCPL/OCFO employees matches the actual cash deposited into the coin boxes and the cash deposited into the District's bank account.

7. Obtain access to SIRSI daily fines and fees reports and periodically reconcile these reports with iNovah summary cash reports for DCPL and bank statements.

MANAGEMENT RESPONSES AND OIO COMMENTS

Management Response (Corrective Action Needed No. 1)

DCPL/OCFO concurred with the corrective action needed and stated that because the existing copier contract expired at the end of FY 2013, DCPL management determined that it was best to include replacement vend machines and a new reporting mechanism in the contract renewal for FY 2014. In addition, DCPL is seeking another vendor or copier vendor subcontractor to collect the cash from the vend station. The implementation of the new copiers and vend stations are scheduled during the two to three week period starting the week of November 11, 2013.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

OIO Comment

DCPL/OCFO planned actions are sufficient and reasonable.

Management Response (Corrective Action Needed No. 2)

DCPL/OCFO concurred with the corrective action needed and stated that the recommended review of the SIRSI reports has been included in the DCPL/OCFO revised policies and procedures. The new procedures include maintaining a daily SIRSI logbook for use by personnel to reconcile the SIRSI reports, Daily Cash Collection Summary, and funds collected. DCPL/OCFO provided the OIO with a copy of the updated policies and procedure dated November 6, 2013.

OIO Comment

DCPL/OCFO planned and taken actions are sufficient and reasonable.

Management Response (Corrective Action Needed No. 3)

DCPL/OCFO management disagreed with the corrective action needed and stated that reviewing fines and fees forgiveness and cancellations is a programmatic function and such review should be conducted by the DCPL Risk Manager, DCPL Public Services and the Office of the Inspector General (OIG).

OIO Comment

We agree that reviewing fines and fees forgiveness and cancellation is a programmatic function. However, we believe that DCPL/OCFO has a responsibility to officially alert DCPL senior management of the findings of this survey to determine whether DCPL's Policies and Procedures regarding fines and fees forgiveness and cancellation are being administrated evenly and fairly as intended.

Management Response (Corrective Action Needed No. 4)

DCPL/OCFO partially concurred with the corrective action needed and stated one employee was allowed to count fines and fees due to a staff shortage. The ACFO, Government Operations Cluster, encouraged OFT to assume responsibility for collecting and counting cash from the copy machines and fines and fees. Additionally, DCPL/OCFO updated its policies and procedures to require that there must be two employees counting at all times.

PROACTIVE INTEGRITY SURVEY OF INTERNAL CONTROLS OVER THE CASH COLLECTION PROCESS AT THE DISTRICT OF COLUMBIA PUBLIC LIBRARY

OIO Comment

DCPL/OCFO taken actions are sufficient and reasonable.

Management Response (Corrective Action Needed No. 5)

DCPL/OCFO concurred with the corrective action needed and stated that ventilation issue in the vault room was rectified by providing fans, as necessary, to increase circulation in the vault room. The vault room door is now always closed during the counting of funds.

OIO Comment

DCPL/OCFO taken actions are sufficient and reasonable.

Management Response (Corrective Action Needed No. 6)

OFT concurred with the corrective action needed and stated that a manual agreed upon procedures can be established for reconciliation and OFT can periodically review the reconciliation to ensure compliance.

OIO Comment

OFT planned actions are sufficient and reasonable.

Management Response (Corrective Action Needed No. 7)

OFT concurred with the corrective action needed and stated that OFT will work with the DCPL/OCFO staff to implement stronger oversight methods. OFT provided anticipated timeline to perform research and obtain understanding of what reports and systems are available at DCPL. This timeline starts at the week of November 7, 2013, and ends by the week of December 13, 2013.

OIO Comment

OFT planned actions are sufficient and reasonable.

APPENDICES

AGENCIES RESPONSES:

APPENDIX 1: OFFICE OF FINANCE AND TREASURY (OFT)
(November 4, 2013)

APPENDIX 2: DISTRICT OF COLUMBIA PUBLIC LIBRARY (DCPL)
(November 7, 2013)

APPENDIX 1: OFFICE OF FINANCE AND TREASURY 'S RESPONSE

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER

Office of Finance and Treasury

MEMORANDUM

TO: Mohamad K. Yusuff, Interim Executive Director,
Office of Integrity and Oversight (OIO)

FROM: Clarice Wood, Associate Treasurer,
Office of Finance and Treasury (OFT)

DATE: November 4, 2013

SUBJECT: Response to Proactive Integrity Survey of Internal Controls over the Cash Collection Process at the District of Columbia Public Library (DCPL) - (OIO Order Number: 13-03-15)

Mohamad,

This memo is in response to the OIO Integrity Survey Report dated October 24, 2013. Below please find OFT's response to the management issue and corrective actions recommended:

Management Issue: OFT has overall responsibility for managing and monitoring the District's cashiering sites. We are not aware that OFT performed any assessment or monitoring of the cashiering operations and internal controls over this non-OFT cashiering site at DCPL.

OFT Response:

OFT did review and assess the cashiering operations of DCPL in 2011, when prior concerns over internal controls were reported. OFT continues to monitor revenue collections as it is entered into the iNovah cashiering system.

In 2011, OFT determined the following: each of the 26 libraries collected cash and the librarians shared cash drawers; the SIRSI database system was used by the librarians to determine collection of fines and fees but librarians were not responsible for reconcilement of the daily cash collected; librarians shared their SIRSI sign-on and passwords; the copies made by staff for the office were free but sometimes undocumented; the coins and currency from each library were transported by library staff in personal vehicles without security to the main Martin Luther King branch (MLK) for reconcilement by OCFO personnel; and, the currency bags delivered were not secured and arrived opened or sometimes missing funds.

OFT recommended and implemented the following changes in 2011: iNovah was installed at the central library location (MLK) to become the system of record for - revenue collections, accounting, and remote deposit of checks to the Bank; OFT's accounting department continues to review batch deposits submitted by DCPL to ensure they are closed properly and interface to post to SOAR; each librarian was

1101 4th Street, SW, ste 800 West, Washington, DC 20024

APPENDIX 1: OFFICE OF FINANCE AND TREASURY'S RESPONSE

assigned a unique sign-on and password for SIRSI to track revenue collected and forgiven; cash paid by citizens for fines and fees was centralized to MLK only; start-up banks were eliminated with the exception of MLK and a limit of $20 per librarian was set; and, OCFO/DCPL personnel drafted policies and procedures for the centralized cash collections and reconcilement.

DCPL secured a vendor, Boscop, to collect coins and cash from each library copier. Boscop delivered a check for the proceeds with a reconcilement report to the OCFO. OFT was told that the Boscop contract was not renewed in 2012 but that a RFP for a new vendor was imminent. Locked cash bags were recommended until a new contractor was hired to insure cash was secured until arrival at MLK.

Corrective Actions Recommended: Perform periodic reviews of cash collections from the copy machines to ensure cash collected by DCPL/OCFO employees matches the actual cash deposited into the coin boxes and the District's bank account.

OFT Response:

OFT could perform periodic reviews of cash collections from the DCPL copiers. However, the copier hardware that provides the volume and copy types (black/white vs. color) needs to be purchased so that an accurate reconcilement of the copies to the funds collected can be made. As indicated in the survey, there is no accurate reporting method in place to determine the number of copies. OFT will need to evaluate the cost of the required hardware and/or assess another method (kiosk) to account for the funds or copies. Upon determination of the reporting methods, a mutually agreed upon procedure can be established for reconciliation and OFT can periodically review the reconciliation to ensure compliance. Additional financial resources may be required by DCPL to purchase the hardware or other methods needed to track the copy volumes.

Corrective Actions Recommended: Obtain access to daily SIRSI fines and fees report and periodically reconcile them to the iNovah summary cash reports and bank statements.

OFT Response:

This three-way reconcilement is a function performed by the DCPL/OCFO personnel. OFT can work with OCFO/DCPL personnel to develop an agreed upon procedure for a three-way reconcilement between SIRSI, iNovah, and the Bank. Periodically, OFT can request copies of the reconcilements to review and ensure compliance with the agreed upon procedure.

Based on the results of the Office of Integrity and Oversight's (OIO) survey (OIO code no: 13-03-15 DCPL), OFT is in concurrence to work with the OCFO/DCPL staff to implement stronger oversight methods. In order to do this, OFT needs to review and understand what reports and systems are available, determine their adequacy, and possibly recommend additional resource requirements. The timeline anticipated to perform the research to insure collections at DCPL are handled and reconciled properly are attached (A).

cc: Jeffrey Barnette
Mohamed Mohamed
Donna McKenzie

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APPENDIX 1: OFFICE OF FINANCE AND TREASURY'S RESPONSE

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER

Office of Finance and Treasury

ATTACHMENT A

MEMORANDUM

TO: Mohamed A. Mohamed
Deputy Chief Financial Officer
Office of Finance and Resource Management (OFRM)

FROM: Donna McKenzie
Revenue Operations Officer
Office of Finance and Treasury (OFT)

DATE: November 4, 2013

SUBJECT: Research Timeline for OFT Recommendations on District of Columbia Public Library's (DCPL) Revenue Collections

Mohamed,

Based on the results of the Office of Integrity and Oversight's (OIO) survey (OIO code no: 13-03-15 DCPL) regarding DCPL's internal controls around revenue collections, OFT is in concurrence to work with the DCPL staff to implement stronger oversight methods. In order to do this, OFT needs to review and understand what reports and systems are available, determine their adequacy, and possibly recommend additional resource requirements. The timeline anticipated to perform the research to insure collections at DCPL are handled and reconciled properly is as follows:

1. November 7-12, 2013 - Benchmark local library jurisdictions (Prince George's County, Baltimore City, and Montgomery County) for methods of collections from copy machines.

2. November 18-20, 2013 - Work with OCFO/DCPL to develop the best reconciliation practices for fines and fees collection with supporting documents.

3. November 18-20, 2013 - Meet with OCFO/DCPL and Chief Librarian for demo of proposed copier equipment to be purchased to account for number of copies made and funds collected.

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APPENDIX 1: OFFICE OF FINANCE AND TREASURY'S RESPONSE

4. **November 21-22, 2013 – Perform market research on possible kiosks and/or Armored Car collections at all 26 Libraries.**

5. **December 2- 4, 2013 – Perform market research for vendors who may collect copier revenue from the 26 libraries for potential RFP.**

6. **December13, 2013 - Finalize recommendations and complete report to OFT and OFRM management.**

cc: **Jeffrey Barnette**
Clarice Wood

APPENDIX 2: DISTRICT OF COLUMBIA PUBLIC LIBRARY'S RESPONSE

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
GOVERNMENT OPERATIONS CLUSTER
OFFICE OF FINANCE AND RESOURCE MANAGEMENT

★ ★ ★

MEMORANDUM

TO: Mohamad K. Yusuff, Interim Executive Director
Office of Integrity and Oversight (OIO)

THROUGH: Mohamed A. Mohamed, Associate Chief Financial Officer
Government Operations Cluster (GOC)

FROM: Tammie Robinson, Agency Fiscal Officer (AFO)
District of Columbia Public Library (DCPL)

DATE: November 7, 2013

SUBJECT: Response to Draft Report on Proactive Integrity Survey of Internal Controls over the Cash Collection Process at the District of Columbia Public Library (OIO Code No. 13-03-15 DCPL)

Attached is the DCPL/Office of the Chief Financial Officer (OCFO) response to the OIO Proactive Integrity Survey of Internal Controls over the Cash Collection Process at the District of Columbia Public Library (OIO Code No. 13-03-15 DCPL). We have reviewed the report and have provided comments, as requested. We also have included actions taken and planned, along with target dates for completion of planned actions and reasons for any disagreements with matters in the report.

We appreciate the opportunity to respond to your review. If you or your staff have any questions, please feel free to contact Belete Sitota, GOC Controller, on 202/727-3437, Tammie Robinson, DCPL AFO on 202/727-5520 or Mohamed Mohamed, GOC ACFO, on 202/727-8178.

cc: Jeffrey Barnette, Deputy Chief Financial Officer and Treasurer,
Office of Finance and Treasury (OFT)
Clarice Wood, Associate Treasurer, OFT
Dennis Gill, Financial Manager, GOC
Belete Sitota, Controller, GOC

APPENDIX 2: DISTRICT OF COLUMBIA PUBLIC LIBRARY'S RESPONSE

DCPL/OCFO Response to the Draft Report on Proactive Integrity Survey of Internal Controls over the Cash Collection Process at the District of Columbia Public Library (OIO Code No. 13-03-15 DCPL)

Pursuant to the OIO's request, we have structured our response as follows. For each of the five corrective issues identified, we have provided:

- Comments
- Actions Taken and Planned
- Target Dates for Completion of Planned Actions
- Reason for Any Disagreements with identified Management Issues and the Corrective Actions needed
- Proposed Alternative Solutions that Will Efficiently and Effectively Correct the Noted Deficiencies.

Summary - Five corrective issues are identified:

1) Verification and Reconciliation of Cash Collections from Copy Machines – Replacement of the coin boxes in order to ensure that cash collected and counted is the actual cash deposited into the copy machines.
2) Management of Cash Collections from Fines and Fees - Reconciling the SIRSI Fines and Fees reports with the Daily Cash Collection Summary reports to ensure that cash and checks received and recorded is the exact ash and checks sent to the OCFO for eventual deposit.
3) Periodically Reviewing Fines and Fees Forgiveness and Cancellation Transactions – In coordination with the DCPL staff to ensure integrity of these transactions and compliance with DCPL Policies and Procedures.
4) Ensure that two DCPL/OCFO employees are present while counting the cash collected from the copy machines or fines and fees.
5) Enforce DCPL/OCFO employees to close the vault room door while counting the cash to ensure safeguarding of the District's assets.

MANAGEMENT (DCPL/OCFO) RESPONSE

1) **Verification and Reconciliation of Cash Collections from Copy Machines – Replacement of the coin boxes in order to ensure that cash collected and counted is the actual cash deposited into the copy machines.**

   - *Comments* – Management concurs. The OIO survey notes that this deficiency is due to missing By-Pass reports and the unavailability of an electronic device used by the former cash collection contractor to report how much cash had been deposited into each coin box. (Note: This contractor's services were not renewed for FY 2013 for cause.) DCPL/OCFO management did explore alternative methods to ensure that the cash collected and counted by OCFO employees matched the actual cash deposited into the

APPENDIX 2: DISTRICT OF COLUMBIA PUBLIC LIBRARY'S RESPONSE

copy machines. However, the Library's Chief Information Officer (CIO) determined that he could not replicate or reproduce the proprietary plug-in device for access to the cash transactions. The only option, the CIO concluded, was to replace the coin boxes and establish a new cash reporting mechanism. Because the existing copier contract expired at the end of FY 2013, management determined that it was best to include replacement vend machines and a new reporting mechanism in the contract renewal for FY 2014. The OIO acknowledges that the Library is in the process of replacing the coin boxes with vend stations that can be connected to laptop computers to generate financial reports regarding the amount of cash deposited into the copy machines. These reports will be used for reconciliation purpose. The OIO notes that these actions will remedy the issue.

- *Actions Taken and Planned* – In addition to the replacement of existing coin boxes, DCPL is seeking another vendor or copier vendor subcontractor to collect the cash from the vend stations. The DCPL/OCFO is a staff of only seven and one DCPL WAE employee. The two budget employees do not participate and the Agency Fiscal Officer (AFO) is seldom available to partake in the rotation. Pick-up of cash by staff has created a significant burden further exacerbated by the necessity to appropriately segregate duties.
- *Target Dates for Completion of Planned Actions* – The three-week Federal government shut-down prohibited the Library from moving forward with the new copier contract. The revised implementation schedule calls for set up of the new copiers and vend stations during the two to three week period starting the week of November 11, 2013. Samples of the new reports have been shared with the OIO auditor and deemed sufficient in addressing this issue.
- *Reason for Any Disagreements with identified Management Issues/Corrective Actions Needed* – None.
- *Proposed Alternative Solutions that Will Efficiently and Effectively Correct the Noted Deficiencies* – The Associate Chief Financial Officer (ACFO) for the Government Operations Cluster (GOC) has asked that the Office of Finance and Treasury assume its responsibility for the collection and handling of DCPL cash receipts. In the meantime and as an alternative to the Library seeking a vendor or subcontractor for cash collections, the DCPL/OCFO requests that the Office of Finance and Treasury (OFT) ascertain whether Library copier cash can be picked up the vendor or personnel responsible for parking meter cash/coin collections.

APPENDIX 2: DISTRICT OF COLUMBIA PUBLIC LIBRARY'S RESPONSE

2) **Management of Cash Collections from Fines and Fees - Reconciling the SIRSI Fines and Fees reports with the Daily Cash Collection Summary reports to ensure that cash and checks received and recorded is the exact cash and checks sent to the OCFO for eventual deposit.**

- *Comments* – Management concurs. The recommended review of the SIRSI reports has been included in the DCPL/OCFO revised policies and procedures (See red print on pp. 16 and 17).
- *Actions Taken and Planned* – New procedures include maintaining a daily SIRSI logbook for use by personnel to reconcile the SIRSI report, Daily Cash Collection Summary Sheet, and funds collected.

Desk Procedures_updated

- *Target Dates for Completion of Planned Actions* –
  - As of October 15, 2013, DCPL/OCFO has begun reconciling the SIRSI reports to the Daily Cash Collection Summary Sheet and actual cash collected. This reconciliation includes retroactive dates from October 1, 2013 to present. All discrepancies have been noted on the SIRSI report, and branch managers have been notified via email beginning Tuesday, November 5, 2013.
  - Draft Revised Policies and Procedures – Monday, November 4, 2013.
  - Review of Draft Policies and Procedures w/ Government Operations Cluster (GOC) Controller – Tuesday, November 5, 2013.
  - Distribution and Implementation of Revised Policies and Procedures – Thursday, November 7, 2013.
- *Reason for Any Disagreements with identified Management Issues/Corrective Actions Needed* – The DCPL/OCFO disagrees that SIRSI reports were "never reviewed, used or reconciled" against the Daily Cash Collection Summary. It was the DCPL/OCFO that requested that the DCPL Office of Information Technology (IT) send daily the SIRSI reports to Library management. An email informing the then CIO that the SIRSI reports had not been provided is attached. Also attached are other emails where activity identified by the SIRSI report is brought to Library management's attention by the DCPL/OCFO. The DCPL/OCFO acknowledges that the changeover in staff resulted in little use of the SIRSI reports. The daily reconciliation has been included in the revised policies and procedures (see attached).

RE credit card fine payments to date.ms | INovah and BOSCOP Status and Follow-up | RE SIRSI Detail for Georgetown.msg | RE SIRSI Report as of Aug 8-10 2011.ms

- *Proposed Alternative Solutions that Will Efficiently and Effectively Correct the Noted Deficiencies* – None.

APPENDIX 2: DISTRICT OF COLUMBIA PUBLIC LIBRARY'S RESPONSE

3) **Periodically Reviewing Fines and Fees Forgiveness and Cancellation Transactions – DCPL/OCFO, in coordination with the DCPL staff, to ensure integrity of these transactions and compliance with DCPL Policies and Procedures.**

- *Comments* – Management disagrees. The review of fines and fees forgiveness and cancellations to ensure the integrity of the transactions and compliance with DCPL Policies and Procedures is a programmatic function. Such review should be conducted by the DCPL Risk Manager, DCPL Public Services and the Office of the Inspector General.
- *Actions Taken and Planned* – None.
- *Target Dates for Completion of Planned Actions* – N/A.
- *Reason for Any Disagreements with identified Management Issues/Corrective Actions Needed* – See Comments above.
- *Proposed Alternative Solutions that Will Efficiently and Effectively Correct the Noted Deficiencies* – None.

OTHER MATTERS

4) **Ensure that two DCPL/OCFO employees are present while counting the cash collected from the copy machines or fines and fees.**

- *Comments* – Management concurs, in part. The GOC and DCPL/OCFO are keenly aware of the internal control requirement of dual custody when handling cash. In this case, one employee was allowed to count fees and fines due to a staff shortage. However, when handling the copier funds there have always been two counters. The DCPL/OCFO staff shortage, no cost benefit to hiring additional employees in relation to the rather low volume of cash collected and the lack of overall expertise in this area are the chief reasons that the GOC ACFO encourages OFT to assume this responsibility as quickly as possible. In the interim, we have updated our Policy and Procedures to read that there must be two employees counting at all times.
- *Actions Taken and Planned* – Recommended actions complete.
- *Target Dates for Completion of Planned Actions* – N/A.
- *Reason for Any Disagreements with identified Management Issues/Corrective Actions Needed* – N/A.
- *Proposed Alternative Solutions that Will Efficiently and Effectively Correct the Noted Deficiencies* – None.

APPENDIX 2: DISTRICT OF COLUMBIA PUBLIC LIBRARY'S RESPONSE

5) Enforce DCPL/OCFO employees to close the vault room door while counting the cash to ensure safeguarding of the District's assets.

- *Comments* – Management concurs. The vault room door was previously left open during the counting of funds, due to the lack of ventilation in the room. We have currently rectified the ventilation issue by providing fans, as necessary, to increase the circulation in the room. The door is now always closed during the counting of funds.
- *Actions Taken and Planned* – Recommended actions complete.
- *Target Dates for Completion of Planned Actions* – N/A.
- *Reason for Any Disagreements with identified Management Issues/Corrective Actions Needed* –N/A.
- *Proposed Alternative Solutions that Will Efficiently and Effectively Correct the Noted Deficiencies* – None.

PERSONNEL

Question Number 22

What is the typical staffing at a branch library?

- **Please provide the number of staff assigned to each library, including job title;**
- **Please provide a description of the type of duties assigned to each position.**

Location	Job Title	FTE
Anacostia	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	3.5
	Library Technician	4.5
	Teen Aide	0.6
	Anacostia Total	**13.6**
Capitol View	Supervisory Librarian	1.0
	Librarian	3.0
	Library Associate	2.0
	Library Technician	3.0
	Capitol View Total	**9.0**
Chevy Chase	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	3.5
	Library Technician	6.0
	Teen Aide	0.6
	Chevy Chase Total	**15.1**
Cleveland Park	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	4.0
	Library Technician	6.0
	Teen Aide	0.6
	Cleveland Park Total	**15.6**
Deanwood *Mixed Use Facility*	Supervisory Librarian	1.0
	Librarian	2.0
	Library Associate	2.0

	Library Technician	2.5
	Deanwood Total	**7.5**
Dorothy I. Height/ Benning	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	4.0
	Library Technician	5.0
	Teen Aide	0.6
	Benning Total	**14.6**
Francis A. Gregory	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	3.0
	Library Technician	5.0
	Teen Aide	0.3
	Francis A. Gregory Total	**13.3**
Georgetown	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	5.0
	Library Technician	5.0
	Teen Aide	0.3
	Georgetown Total	**15.3**
Juanita Thornton/ Shepherd Park	Supervisory Librarian	1.0
	Librarian	2.0
	Library Associate	2.0
	Library Technician	4.0
	Teen Aide	0.3
	Shepard Park Total	**9.3**
Lamond-Riggs	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	1.5
	Library Technician	3.0
	Teen Aide	0.3
	Lamond-Riggs Total	**9.8**
Mt. Pleasant	Supervisory Librarian	1.0
	Librarian	5.0
	Library Associate	3.0

	Library Technician	5.0
	Teen Aide	0.6
	Mt. Pleasant Total	**14.6**
Northeast Opens Feb. 3, 2014	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	4.5
	Library Technician	4.0
	Teen Aide	0.3
	Northeast Total	**13.8**
Northwest One *Mixed Use Facility*	Supervisory Librarian	1.0
	Librarian	1.0
	Library Associate	2.5
	Library Technician	3.0
	Northwest One Total	**7.5**
Palisades	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	2.5
	Library Technician	3.5
	Teen Aide	0.3
	Palisades Total	**11.3**
Parklands-Turner *Store Front Facility*	Supervisory Librarian	1.0
	Librarian	2.0
	Library Associate	0.5
	Library Technician	3.5
	Teen Aide	0.3
	Parklands-Turner Total	**7.3**
Petworth	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	4.0
	Library Technician	5.0
	Teen Aide	0.6
	Petworth Total	**14.6**
Rosedale	Supervisory Librarian	1.0
	Librarian	1.0
	Library Associate	3.0

	Library Technician	2.5
	Rosedale Total	**7.5**
Southeast	Supervisory Librarian	1.0
	Librarian	3.0
	Library Associate	4.0
	Library Technician	4.0
	Teen Aide	0.3
	Southeast Total	**12.3**
Southwest	Supervisory Librarian	1.0
	Librarian	3.0
	Library Associate	3.0
	Library Technician	3.0
	Teen Aide	0.3
	Southwest Total	**10.3**
Takoma Park	Supervisory Librarian	1.0
	Librarian	2.0
	Library Associate	2.0
	Library Technician	4.0
	Teen Aide	0.3
	Takoma Park Total	**9.3**
Tenley-Friendship	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	3.0
	Library Technician	7.0
	Teen Aide	0.6
	Tenley-Friendship Total	**15.6**
Watha T. Daniel/Shaw	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	4.5
	Library Technician	4.5
	Teen Aide	0.6
	Shaw Total	**14.6**
West End	Supervisory Librarian	1.0
	Librarian	3.0
	Library Associate	1.0

	Library Technician	4.0
	Teen Aide	0.3
	West End Total Staff	**9.3**
William O. Lockridge/Bellevue	Supervisory Librarian	1.0
	Librarian	4.0
	Library Associate	4.5
	Library Technician	5.5
	Teen Aide	0.3
	William O. Lockridge/ Bellevue Staff	**15.3**
Woodridge	Supervisory Librarian	1.0
	Librarian	3.0
	Library Associate	1.0
	Library Technician	2.5
	Teen Aide	0.3
	Woodridge Total Staff	**7.8**
	Total Neighborhood Library Staff	**294.2**
Martin Luther King Jr. Memorial Library	Supervisory Librarian	6.0
	Librarian	33.0
	Library Associate	24.5
	Library Technician	21.0
	Circulation Services Supervisor	2.0
	Teen Aide	1.5
	Archivist	2.0
	Supervisory Education Specialist	1.0
	Administrative Assistant	1.0
	Educational Specialist	2.0
	Computer Lab Coordinator	1.0
	Computer Lab Outreach Specialist	1.0
	Customer Training Coordinator	1.0
	MLK Library Total Staff	**97.0**
	Total Direct Public Services Staff	**391.2**

Supervisory Librarian:

Responsible for the efficient and customer service oriented operation of a neighborhood library or central library service area; plays a leadership role in system-wide projects; interprets and assists with the development of DC Public Library policies in managing a branch or service area; supervises, trains, develops and evaluates staff; builds community partnerships; develops services and programs; maintains a reference and circulating collection of books and other materials to meet the needs and interests of customers; evaluates community use of services; and submits reports on services.

Archivist:

Surveys, appraises, and describes archival collections; prepares finding aids and special guides to the collections; assists customers in the use of archival collections, and is responsible for seeking new donations to the DC Community Archives through community contacts. Assists in forming preservation and access plans for the archives and Washington Star photo collection. Serves as the records manager for the DC Public Library Archives. Provides direct reference service in Washingtoniana.

Librarian:

Provides reference and advisory services to customers; guides customers in the use of online catalog, reference and circulation collections, etc.; provides assistance in study-oriented activities and in developing children's reading interests; assists customers in locating library resources; locates and selects appropriate material to answer a wide range of general reference questions. Compiles reading lists on subjects assigned; merchandises the collection. Works with community groups and/or schools to plan programs, plans and conducts programs such as computer training classes, class visits, book discussions etc. Assists in developing the book and other library materials collections; recommends titles for purchase.

Library Associate:

Provides basic reference and reader's advisory services to customers in the area of children, teen, and/or adult literature using both print and electronic resources; plans and presents library programs and events; arranges programs and schedules class visits; assists customers with directional inquiries and instruction in the use of the library; instructs customers in the use of computers; assists in monitoring and troubleshooting on-line systems; assists the Librarian with overall maintenance of library collections.

Library Technician:

Delivers direct customer service by greeting customers, answering their questions, checking in and out library materials, registering customers, resolving account issues, etc. Performs a variety of duties to ensure the smooth operation of the library, such as searching, shelving, shelf-reading, and sorting of library materials; performs a variety of other detailed, non-routine or clerical duties.

Teen Aide:

Responsible for welcoming library users; sorting, organizing and shelving books, magazines and other materials; assisting library users by checking in and checking out books; answering telephones and providing basic information to library users; assisting with library programs and events by helping with registration, crafts and activities and distribution of handouts and materials; and participating in special projects or focus group discussion designed to explore such areas as library service to teens.

PERSONNEL

Question Number 23

Are all branch libraries currently sufficiently staffed to accommodate staff absences due to illness, vacation, or extended leave of absence? Have such absences resulted in reduced service or unplanned closures in the last fiscal year? How has the overall staffing level changed in the last fiscal year?

As of FY14, the neighborhood libraries are staffed at an appropriate level to meet the customer service needs. When staff members are out due to illness, vacation, or extended leaves of absence, potential impacts to service are mitigated through schedule changes. Staff is moved amongst locations whenever necessary to ensure that, at a minimum, locations are able to remain open for service when staff shortages are experienced.

There were two occasions in FY13 when two libraries opened late due to staff shortages. Parklands-Turner and Northwest One libraries opened one hour late. In both cases, staff were reassigned to ensure the libraries could open.

In FY14, DC Public Library received a budget increase to support a 27 percent increase in open hours across the 26 locations. This increase supported 132 FTE in the FY14 budget, most of which were added as direct public service positions (Librarians, Library Associates and Library Technicians).

PERSONNEL

Question Number 24

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 checked in FY13 and FY14, to date?

The DC Public Library maintains its current policy of hiring District residents. The library's goal aligns with the District's, with 51 percent of new hires on capital project contracts residing in the District.

The library's compliance, procurement and capital projects areas work closely with contractors and the Department of Employment Services to ensure conformity with *First Source* and *Apprenticeship* program requirements. The library monitors *First Source* compliance to confirm that contractors are meeting the applicable hiring rules for D.C. residents. Exceptions to the law are scrutinized for conformity as well.

For FY13 and to date in FY14, the DC Public Library's *First Source* and *Apprenticeship* programs compliance rates in hiring District residents are 100 percent. The compliance rates for both requirements are determined and verified through conducting construction site visits, reviewing monthly certified payroll records, and regular consultation with staff located at offices within the Department of Employment Services: Office of First Source and the Office of Apprenticeship Information and Training.

PERSONNEL

Question Number 25

Please provide a narrative description of the security personnel and procedures currently utilized by the Library. Please emphasize any changes in the security situation that have occurred within the last fiscal year. At a minimum, please 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 FY13 and to date in FY14; and,**
- **Any continuing areas of concern as it relates to Library security.**

The DC Public Library provides security at all 26 library locations through security personnel dedicated to locations as well as those who travel to multiple locations. Currently, there are 26 FTEs responsible for the safety and security of 26 libraries. This represents an increase of 7 FTEs from FY12 due to expanded library hours which took effect on October 1, 2013. The officers provide a high visibility presence to aid library customers and to deter inappropriate activity at the Martin Luther King Jr. Memorial Library and the neighborhood libraries.

Number of Library Security Guards

	Title	Name	FTE Count
1	Interim Director	Brian K. Jordan	1
2	Lieutenant	Janelle Pittman	1
3	Sergeant	Latione Wallace	1
4	Sergeant	Garrett Scott	1
5	Sergeant	Darrell Murray	1
6	Special Police Officer	Anthony Mickens	1
7	Special Police Officer	Alan Martin	1
8	Special Police Officer	Regina Mobley	1
9	Special Police Officer	Terry Hicks	1
10	Special Police Officer	Melba Barnes	1
11	Special Police Officer	Jurgen Chaney	1
12	Special Police Officer	Thomas Anderson	1
13	Special Police Officer	Karen Edmonds-Leach	1
14	Special Police Officer	John Smith	1
15	Special Police Officer	Ervin Drew	1
16	Special Police Officer	Esther Catoe	1
17	Special Police Officer	Ancel Carter	1
18	Special Police Officer	Vernon Smith	1
19	Special Police Officer	Nuehy Newell	.5
20	Special Police Officer	Stephen Alsbrooks	.5
21	Special Police Officer	Robert Acty	1
22	Special Police Officer	James Dyson	1
23	Special Police Officer	Elizabeth Fitzpatrick	1
24	Special Police Officer	Brian Glover	1
25	Special Police Officer	Bonita Simpkins	1
26	Special Police Officer	Christopher Vincent	1
27	Program Analyst	Lyndon Watkins	1

Number of Vehicles Currently Associated with DCPL Security

There are a total of two vehicles used by officers who are deployed at various locations.

New Security Initiatives or Technologies Instituted in FY13 and To-Date in FY14

The library has hired a program analyst to analyze current and past trends to determine most effective and efficient deployment of resources at all library locations. Further, the library has completed the upgrade of the its security technology at all locations. The technology uses a perimeter-based, real time video surveillance system that allows security staff to monitor all libraries from a central location. Additionally, the system is supported by Digital Video Recorders (DVRs) to capture and store video for several weeks. The system can capture, record and download video of incidents in and around the library. This video can be shared with Metropolitan Police Department (MPD) to assist them with investigations.

Any Continuing Areas of Concern as it relates to Library Security

There are no areas of concern.

BOARD OF TRUSTEES

Question Number 26

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

- **The member's name;**
- **When the member's term expires; and,**
- **Attendance record.**

Current Members of the Board of Library Trustees and Terms:

Board Member	Term Expires(d)
John Hill, President	January 5, 2009
Myrna Peralta	January 5, 2009
Donald Richardson	January 5, 2010
Bonnie Cohen, Vice-President	January 5, 2011
Brenda Richardson	January 5, 2011
Valerie Mallett	January 5, 2015
Gregory McCarthy	January 5, 2016
Neil O. Albert	January 5, 2014
Faith G. Hubbard	January 5, 2015

Library Board members attend board meetings and board committee meetings regularly.

BOARD OF TRUSTEES

Question Number 27

Are there any vacancies on the Board? If yes, how long have the positions been vacant?

There are no vacancies on the Board.

BOARD OF TRUSTEES

Question Number 28

Please provide a list of the Board's meeting dates, times and locations for FY13 and FY14 to date. If accessible, please provide a copy of the minutes from each meeting, any presentations or documents that were presented and discussed, and any current pending action items.

By its bylaws, the Board of Library Trustees meets six times per year.

DISTRICT OF COLUMBIA PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES

Meeting Schedule 2014 to Date

Month	Meeting	Date	Time	Location
January 2014	Board of Library Trustees Meeting	Wednesday, January 22	6:00 p.m.	Martin Luther King Jr. Memorial Library

Meeting Schedule 2013

Month	Meeting	Date	Time	Location
January 2013	Board of Library Trustees Meeting	Wednesday, January 16	6:00 p.m.	Mount Pleasant Library
March 2013	Board of Library Trustees Meeting	Wednesday, March 20	6:00 p.m.	Rosedale Library
May 2013	Board of Library Trustees Meeting	Wednesday, May 22	6:00 p.m.	Watha T. Daniel/Shaw Library
July 2013	Board of Library Trustees Meeting	Wednesday, July 24	6:00 p.m.	Martin Luther King Jr. Memorial Library
September 2013	Board of Library Trustees Meeting	Wednesday, September 25	6:00 p.m.	Anacostia Library
November 2013	Board of Library Trustees Meeting	Wednesday, November 20	6:00 p.m.	Georgetown Library

Minutes from each Board of Library Trustees meeting in 2013 follow.

The Public Library of the District of Columbia
Board of Library Trustees Meeting
Minutes
Mt. Pleasant Neighborhood Library
Wednesday, January 16, 2013

The regular meeting of the Board of Library Trustees was held at 6:00 p.m., Wednesday, January 16, 2013 at the Mt. Pleasant Neighborhood Library, 3160 16th Street NW, John W. Hill, Jr., President, presiding.

Present: John W. Hill, Jr., President, Donald F. Richardson, Vice-President, Bonnie R. Cohen, Valerie G. Mallet, Gregory M. McCarthy, Myrna Yvette Peralta, Kelley J. Smith, Brenda L. Richardson, Ginnie Cooper, Chief Librarian and Secretary-Treasurer. Not in attendance: Richard Levy.

Guests at the Board Table: Susan Haight, President, Federation of Friends.

The meeting was called to order at 6:01 p.m.

Adoption of the Agenda
The motion to adopt the agenda was approved.

Approval of Minutes
The motion to approve the minutes of the November 28, 2012 Board Meeting was approved.

Nominating Committee Report
Donald Richardson presented the officer candidates for the DC Public Library Board of Trustees for 2013. Mr. Richardson presented Mr. John W. Hill, Jr. for the office of President and Mr. Gregory M. McCarthy for the office of Vice-President. Both candidates accepted the nomination and the Board of Trustees approved their posts for 2013. Mr. Hill noted that in the case that the President and Vice-President were unable to preside over a meeting that that role fell to the Board Member with the longest tenure. That member is Myrna Yvette Peralta.

Public Comments
Mr. Hill stated the practice of the Board of Library Trustees to entertain public comments at this time. He explained that people who signed their names to the sign-in sheet would have three minutes to address the Board. One member of the public came forward to make comments. He expressed concern over the lack of the browser Google Chrome on Public PCs and the lack of outlets for use with mobile devices. Jeff Bonvechio, Director of Capital Projects and Facilities Management stated that he would look into increasing the capacity for outlets. Ginnie Cooper, Chief Librarian, stated that she would work with IT to ensure software continuity from library to library.

President's Report
Mr. Hill centered his remarks on the upcoming FY2014 budget process and expressed that the library can use everyone's support during this time. His focus is on completing the renovations for all public libraries and creating a strong working relationship with Councilmember Catania, Chair of the Committee on Education.

Chief Librarian's Report

Ms. Cooper discussed the items in her Chief Librarian's report focusing on Universal Class, DC Public Library's new online database of online classes, holiday programming, programming related to the Presidential Elections, Clerc-Galludet Week, and Southeast Neighborhood Library's 90th birthday.

Ms. Cooper welcomed and introduced Odulami Aromire, DC Public Library's new IT Director.

Ms. Cooper then introduced Robin Imperial, Manager, Mt. Pleasant Neighborhood Library. Robin talked about how pleased she was to be given the chance to work in such a beautiful building and how happy the staff has been to see library use increase so much.

Library Performance Report

Jennifer Giltrop, Director of Public Services presented the Library Performance Report. In her report she emphasized DC Public Library's role in offering job seekers support to district residents. She talked about circulation at each library and how different factors affect library circulation. Ms. Cooper stated that circulation is a good way to measure library use but does not give us the whole picture. Ms. Cohen suggested counting users and Ms. Cooper said that the library was looking into that possibility. Ms. Giltrop also talked about the decrease in visits to dclibrary.org noting that in Q1 of FY2011 the library held its amnesty campaign which drove many visits to the site. She also mentioned that many visitors will now go directly to Overdrive to start checking out items online. Mr. McCarthy asked what kind of feedback would be helpful for assessing the library's performance and the library's needs. Ms. Giltrop said the Library will continue to find the best method to report performance measures to the Board.

Finance Committee Report

Bonnie Cohen, Finance Committee Chair asked Tammie Robinson, Agency Fiscal Officer to report on FY2012 and FY2013 Year-to-date. She said that we spent all but $39,000 of a $200,000 DC Public Library Foundation donation and that that amount had been inserted in to FY2013's budget. Ms. Cohen discussed the possible effects of sequestration on the district and the library. Sequestration would result in an 8% cut in federal grants received for FY2014. It would also impact local budgets across the city but details regarding local impact have not been given.

Mr. Bonvechio delivered the budget report for Capital Projects. He highlighted the Library's requests for project funding. Mr. Hill asked when the library would know where the Mayor stood on the Capital Budget requests and Ms. Cooper advised the end of March 2013. Several Board Members briefly discussed the schedule for renovations and how libraries were originally prioritized for renovation or rebuilding. They stated that the Mayor wants to prioritize finishing this process and that what we need to do is show him that we can get it done.

Facilities Committee Report

Mr. Bonvechio moved to the Capital Construction and Facilities Management report. He presented the conceptual drawings for the exterior design for the Woodridge Neighborhood Library. He also discussed the ongoing process of keeping our newest libraries in good working order and his work with facilities and vendors to ensure that they are able to address problems quickly. The West End project was discussed next. Ms. Richardson asked about the potential timeline for the project. Mr. Bonvechio

stressed that as the project is being managed by a third party that we had little say on the timeline but that they would push for efficiency.

Public Service Report

Floyd Council, Assistant Director of Public Services discussed the programs DC Public Library planned for the annual Martin Luther King Jr. Celebration and Black History Month including black history trivia for teens, the national day of service, an author talk with Annette Gordon-Reed on her title *The Hemingses of Monticello: An American Family* and live jazz for families.

Federation of Friends' Report

Susan Haight, President of the Federation of Friends gave her report on Friends activities since the last Board of Trustees Meeting. Ms. Haight said that she had an opportunity to meet Councilmember Catania with Linnea Hegarty, Executive Director of the DC Public Library Foundation. They were able to have a very productive meeting and discussed their hopes for the future of the library. The Friends scheduled their annual budget review meeting for February 21, 2013 at 8:00AM. She also discussed the Federation's continual work to increase membership. They were very pleased to see Friends groups form at Shepherd Park, Takoma Park, Rosedale and Mt. Pleasant Neighborhood Libraries as well as at the Martin Luther King Jr. Memorial Library. They are hopeful to bring other locations into the fold this coming year.

Library Foundation Report

Ms. Haight gave the Foundation report for Ms. Hegarty who was unable to attend the meeting. The Foundation was able to exceed their goal of $75,000 in funds raised for FY2012 by $10,000. The Kitty Kelly event held at Georgetown was very successful. Ms. Haight shared that a fund has been created in Ms. Cohen's name the "Bonnie Fund" which will be used to help purchase books for the library's youngest readers.

New Business

Mr. Hill asked to recognize Ms. Cooper on her award with the American Institute of Architecture. It is the first time a librarian has been honored in this way. Ms. Cohen asked if there was a way to get copies of the awards that have been won to display for the public. Mr. Bonvechio said that was indeed possible.

There being no more new business, the meeting was adjourned at 7:40PM.

The Public Library of the District of Columbia
Board of Library Trustees Meeting
Minutes
Rosedale Neighborhood Library
Wednesday, March 20, 2013

The regular meeting of the Board of Library Trustees was held at 6:00 p.m., Wednesday, March 20, 2013 at the Rosedale Neighborhood Library,1701 Gales Street NE, John W. Hill, Jr., President, presiding.

Present: John W. Hill, Jr., President, Gregory M. McCarthy, Vice-President, Bonnie R. Cohen, Valerie G. Mallet, Myrna Yvette Peralta, Ginnie Cooper, Chief Librarian and Secretary-Treasurer. Not in attendance: Brenda L. Richardson, Richard Levy, and Kelley J. Smith.

Guests at the Board Table: Susan Haight, President, Federation of Friends.

The meeting was called to order 6:04 p.m.

Adoption of the Agenda
The motion to adopt the agenda was approved.

Approval of Minutes
The motion to approve the minutes of the January 16, 2012 Board Meeting was approved.

Public Comments
Mr. Hill stated the practice of the Board of Library Trustees to entertain public comments at this time. He explained that people who signed their names to the sign-in sheet would have three minutes to address the Board. Three members of the public came forward to make comments. Dana Wyckoff, President of the Friends of Rosedale Library welcomed the Board of Trustees to the Rosedale neighborhood and introduced the other Friends officers saying that they were excited to start their work as advocates of the Rosedale Library and DC Public Library as a whole. ANC Commissioner for the Rosedale community, Sandra Phillips-Gilbert, also welcomed the Board and thanked them and Ginnie for not only making the library such a welcoming place, but for recruiting such talented staff who in many ways help the library reach its full potential every day. Brandon Todd from the Friends of Petworth Library introduced himself and said that he was happy that the Friends were able to attend meetings to keep abreast of library issues.

President's Report
Mr. Hill began his report by talking about the upcoming FY2014 budget process and expressed that the library can use everyone's support during this time.

Mr. Hill introduced an update to the Resolution on the Future of Martin Luther King Jr. Memorial Library that had originally been approved at the November 28, 2012 meeting. The updated resolution contains a new section stating that the Board supports the District looking for further funding options for the building, but that it would not necessarily include adding additional floors to produce revenue to offset the cost of construction. During discussion Mr. McCarthy clarified that the Board would be recommending that the library system should benefit from any savings found during the search for additional funding possibilities. Ms. Cohen added that the Board continues to be committed to the preservation of the historical Mies van der Rohe design. The resolution was adopted by the Board.

Chief Librarian's Report

Ms. Cooper discussed the items in her Chief Librarian's report focusing on the upcoming Prom Expo which will give teens across the District help in planning for their big night.

Mr. Hill made a special mention of Ms. Cooper's newest award, the AIA 2013 Thomas Jefferson Award for Public Architecture. She was awarded the Thomas Jefferson Cup at a ceremony held near the Capitol Building earlier in the day. Ginnie said she was most pleased by the award because it calls attention to libraries as a vital part of the urban landscape.

Ms. Cooper introduced Deena-Marie Beresford.Ms. Beresford was manager of the Rosedale Neighborhood Library through the opening process and was recently transferred to the Tenley-Friendship Neighborhood Library. Ms. Beresford talked about the Rosedale community and introduced library staff. She talked about what a pleasure it was to work in the Rosedale Neighborhood Library and to be able to get to know the community there, and how pleased she was with the use of the library since its opening in October of 2012. Mr. McCarthy asked if there was a lot of back and forth between the library and the recreation center. Ms. Beresford responded that yes, at least once a week a new customer would discover their library while using the recreation center. Ms. Cohen asked about children's programming and program attendance. Ms. Beresford responded that children's programs for young readers were well attended. Mr. Richardson asked Ms. Beresford if there was anything that would have been helpful during the opening process in the lead up to October 15th. Ms. Beresford said that she believed the library could use a larger, more prominently placed sign as the library is set back from the road. Ms. Cooper said that a larger sign was a possibility. Mr. Hill praised the library for its high circulation numbers. Ms. Beresford said she attributes them to the beautiful new collection and the growth of reading families in the community.

Finance Committee Report

Tammie Robinson, Agency Fiscal Officer presented the Finance Committee Report. She highlighted that the current FY2013 budget is on a continuing resolution, that the current yearly expenditures were hitting the correct benchmarks, and that we will see the addition of a further $500,000 reprogrammed funding for the upcoming early literacy campaign. She said that the library has no current spending pressures and that they are anticipating the approval of the FY2014 budget by the end of March. Mr. Hill inquired about the impact of sequestration. Ms. Robinson said that they do not currently anticipate any cuts to library funding, but noted that the library may see less federal grant opportunities in the future.

Capital Budget Report and Capital Projects and Facilities Management Report

Jeff Bonvechio, Director of Capital Projects and Facilities Management presented the Capital Budget Report and the Capital Projects and Facilities Management Report. Starting with the Capital Budget report, he explained to the Board that the report laid out several things regarding Capital Project funding: FY2012 actual funds awarded, FY2013 funds requested, FY2013 actual funds awarded, and cost projections for finishing capital projects for the remainder of the library system. Mr. Hill noted that there were many zeros in the FY2013 actual funds awarded section. Mr. Bonvechio responded that yes, unfortunatelythere were many zeroes.

Mr. Bonvechio continued his presentation with the Capital Projects and Facilities Management Report. He highlighted several projects including the Northeast Neighborhood Library interior renovation, the Woodridge Neighborhood Library pricing exercises and interim library planning, and the Martin Luther King Jr. Digital Commons and Great Hall renovation. He said that all three projects were operating

according to schedule. He also highlighted three small capital projects related to HVAC issues at Chevy Chase, Cleveland Park, and Palisades Neighborhood Libraries. Mr. Richardson asked about the significance of the colors on the document. Mr. Bonvechio explained that the rows highlighted in green indicated that the project was underway. Rows highlighted in red indicate a finished project.

Public Service Highlights

Stacey Lucas, Volunteer Coordinatorgave a report on DC Public Library Volunteer Services. She talked about her first year with the library and described the program, as well as some of the successes that the program has had, including recruiting 80 volunteers to serve at the Martin Luther King Jr. Memorial Library on the National Day of Service in January. Ms. Cohen asked about the goals Ms. Lucas had for the program. Ms. Lucas said that a couple of her key goals include volunteer recruitment, establishing more opportunities for volunteers in the library, and creating a system for recognizing outstanding volunteers. Ms. Mallet asked about outreach to schools, particularly school newsletters to help recruit teens who need to perform community service. Ms. Lucas said that was something that she would look into for the future. Ms. Lucas then invited two outstanding volunteers to talk about their experiences: Teresa Stithwho works with the Washingtoniana department, and Ji Sun Youn, a South Korean foreign exchange student who works with Information and Adaptive Services at the Martin Luther King Jr. Memorial Library. Ms. Stiff said that she enjoyed working with the Washington Star photo collection and she has become a strong advocate for the library and all of the services it has to offer. Ms. Ji-Sung Yu said that her favorite task has been to act as the host for programs in the Adaptive Services department. She said that her experiences there have helped her mature as both a person and as a professional.

Kim Zablud, Special Collections Manager at the Martin Luther King Jr. Memorial Library presented the new DC by the Book Project. Ms. Zablud explained how the project works, that those who visit the website will be able to both search and create content about literary passages describing specific locations in Washington DC. Ms. Zablud said that this is a ground breaking project, that DC Public Library is the first library to take on something like this and that it showcases the impact that technology has on how we experience our lives and our environment. Ms. Zablud said that the project perfectly intertwines what the DC Public Library is about, it celebrates community engagement, it celebrates Washington DC and all of its diverse communities, and it celebrates reading. Ms. Mallet asked if the site would be available through www.dclibrary.org. Ms. Zablud said that yes it would. Ms. Mallet followed up by asking if the site would be appropriate for children. Ms. Zablud said that the pilot project focused on fiction written for adults and older teens but that children's titles could be easily added in the future. Ms. Cohen asked about project promotion. Ms. Zablud said that it would be promoted by the library and by all of the community partners involved in the project. Ms. Cohen asked about quality control of data entered by the public. Ms. Zablud said that the content will be moderated. Ms. Haight asked about community specific workshops. Ms. Zablud said that would be a great program and a good way to tie a map-a-thon event back into the community.

Library Foundation Report

Ms. Cooper gave the Foundation report for Ms. Hegarty who was unable to attend the meeting. Ms. Cooper said that the report for the Foundation was very short, as Ms. Hegarty was home with her newly adopted infant son and that Ms. Hegarty was thrilled to increase in a very real sense the number of library supporters in the community by one!

Federation of Friends' Report

Susan Haight, President of the Federation of Friends gave her report on Friends activities since the last Board of Library Trustees meeting. The Friends have been doing outreach to Councilmembers including advocating for funding to extend the hours, funding for staff training, a larger collections budget, and a larger facilities and maintenance budget. The next Federation of Friends meeting will be held on April 18 at 8:00AM where they will discuss Summer Reading, DC Reads, an upcoming Membership Drive, and a "Did You Know" day which will be held in September.

New Business

Joi Mecks, Director of Communications presented the Early Literacy Public Awareness Campaign. She described the content of the campaign which will endeavor to connect parents and caregivers with resources in the community that can help them sing, talk, and read to their children. The library will be working with several partners including a PR firm, government agencies and non-profits to reach the community where they are including television, radio, and metro ads, street teams, a website, a blog, and text tips over the next six months. Mr. McCarthy asked what performance measurements had been set for the campaign. Ms. Mecks responded saying that the measurements will be set through conversations with the PR firm. Mr. Hill asked what would happen after the six month campaign. Ms. Mecks said that ads would no longer be paid for, but that the information would continue to be available.

There being no more new business, the meeting was adjourned at 7:34PM.

The Public Library of the District of Columbia
Board of Library Trustees Meeting
Minutes
Watha T. Daniel/Shaw Library
Wednesday, May 22, 2013

The regular meeting of the Board of Library Trustees was held at 6:00 p.m., Wednesday, May 22, 2013 at the Watha T. Daniel/Shaw Library, 1630 7th Street NW, John W. Hill, Jr., President, presiding.

Present: John W. Hill, Jr., President, Gregory M. McCarthy, Vice-President, Bonnie R. Cohen, Valerie G. Mallet, Donald F. Richardson, Brenda L. Richardson, Myrna Yvette Peralta, Ginnie Cooper, Chief Librarian and Secretary-Treasurer. Not in attendance: Richard Levy, Kelley J. Smith.

Guests at the Board Table: Susan Haight, President, Federation of Friends, Linnea Hegarty, Executive Director, DC Public Library Foundation

The meeting was called to order at 6:01 p.m.

Adoption of the Agenda
The motion to adopt the agenda was approved.

Approval of Minutes
The minutes were updated to add Donald Richardson as being present at the March 22, 2013 meeting. The minutes were also updated to alter the title of the Chair of the Friends of Rosedale Library from President to Chair. The motion to approve the minutes of the March 20, 2013 Board Meeting was approved.

Public Comments
Mr. Hill stated the practice of the Board of Library Trustees to entertain public comments at this time. He explained that people who signed their names to the sign-in sheet would have three minutes to address the Board. No members of the public came forward to make comments at this time.

President's Report
Mr. Hill centered his remarks on the Innovation Summit that took place the day of the Board Meeting. The summit consisted of library leaders from around the country offering up their expertise to DC Public Library staff. Mr. Hill also confirmed that the budget for increased library hours and an increased capital budget had been approved. Mr. Hill also talked about the responsibility that the library has to manage this increased budget effectively.

Chief Librarian's Report
Ms. Cooper focused on the Innovation Summit and the FY2014 Budget in her report. Ms. Cooper talked about the additional $8 million that was added to the budget to extend library hours to ensure locations are open seven days a week. She also talked about the $2 million for library materials that were maintained from FY2013. She thanked the library staff, the board, the community, the council, and the mayor for their support and their belief in the library.

Ms. Cooper talked about the Innovation Summit that took place before the Board Meeting. She talked about the speakers (Sari Feldman, Executive Director of Cuyahoga County Public Library, Susan Hildreth,

Director of IMLS, Nate Hill, Assistant Director of the Chattanooga Public Library, and Raymond Santiago, Director of the Miami-Dade Public Library) and their role throughout the afternoon. Each speaker talked about the importance of keeping libraries current and talked about where libraries will be going as technology changes and library users change. Library staff of all levels were able to listen to and engage with the presenters throughout the afternoon. Ms. Cooper then invited staff members and Board of Library Trustee members to share their experiences from the day and what they learned with the group.

Ms. Cooper then invited Eric Riley, Manager of Watha T. Daniel/Shaw Neighborhood Library to talk about the location. Mr. Riley introduced his staff and talked about the demographics of the Shaw community and how the community has changed drastically in the past decade. He talked about how pleased he is to see how busy and well used the library is day to day from computer and meeting room use to program attendance. Mr. Riley also thanked the Friends of Watha T. Daniel/Shaw Library for their continued support and generosity. Members of the Board were particularly impressed with the location's high attendance for children's programs.

Library Performance Report

Jennifer Giltrop, Director of Public Services presented the Library Performance Report. In her report she emphasized DC Public Library's extensive digital materials and the exponential growth in its use. She talked about customer access to databases through the library's website, downloadable library materials, and other e-resources like online classes through Universal Class and downloadable music through Freegal. Ms. Giltrop then moved on to the 2nd Quarter statistics. She focused on system-wide circulation citing the closure of Northeast neighborhood library as a partial cause in a system-wide drop in print circulation and the growth of digital circulation. Ms. Cohen remarked that she understands the drop in circulation does not necessarily correlate to a drop in library use and asked about the possibility for counting individuals in locations. Ms. Giltrop said that the library hopes to be able to do just that soon. Mr. McCarthy asked about neighborhood specific use. Ms. Giltrop said that she would look into providing the Board with a more clear use of how the libraries are used across the city. Ms. Richardson asked about outreach to the community. Micki Freeny, Youth Services Coordinator and Ms. Giltrop talked about an upcoming outreach campaign regarding Early Literacy. Ms. Giltrop also highlighted a new statistic regarding social media use. Mr. Richardson asked about the consistent computer use and if that was because the computers are being fully utilized. Ms. Cooper confirmed that that was the case. Mr. McCarthy asked about a change in goals in FY2014 with the extended hours. Ms. Cooper said that that would be addressed. Ms. Giltrop completed her report by briefly introducing the Digital Commons where the July Board Meeting will be held.

Finance Committee Report

Bonnie Cohen, Finance Committee Chair asked Tammie Robinson, Agency Fiscal Officer to report on FY2012 and FY2013 year-to-date. Ms. Robinson said that the library is on track for spending for FY2013. She noted some large ticket items that required reprogramming including IT hardware and software purchases and needed duct cleaning at the Martin Luther King Jr. Memorial Library. She also said that the library is on track to spend the balance of the BTOP Federal Grant awarded to the IT Department and OCTO by the grant expiration date in July 2013. She concluded her report by talking about the additional funds allocated for hiring and that the library anticipates to be able to fill the open positions and spend the funds by October 1, 2013. Ms. Peralta asked if the library participated in the Federal E-rate program. Ms. Cooper and Ms. Robinson confirmed that we do and that the funds are included in the Gross Budget. Mr. McCarthy asked about the open positions. Ms. Cooper confirmed that the library would ensure the positions were filled by October 1.

Facilities Committee Report

Jeff Bonvechio discussed the FY2013 and Capital Budget. He said that the FY2014 Budget includes new funding for projects at Palisades, Cleveland Park, Lamond-Riggs, Southwest, and the schematic design for the Martin Luther King Jr. Memorial Library. Mr. Bonvechio then moved to the Capital Construction and Facilities Management report. He said that the current projects including Woodridge and the Digital Commons at the Martin Luther King Jr. Memorial Library were on track. The West End project is on hold until the legal problems with the development have been solved. Mr. Bonvechio also highlighted the small capital projects that are currently underway, including the duct cleaning project at the Martin Luther King Jr. Memorial Library. Ms. Richardson asked if there were lessons to be learned from the West End project. Mr. Bonvechio said that we have learned that it is important to maintain as much control of the project as possible to ensure that the design and the construction meets the needs of the library. Ms. Cohen asked about the funding for the projects for FY2014. Mr. Bonvechio said that the money would be spent as it is allocated for each individual project.

Library Foundation Report

Linnea Hegarty, Executive Director of the DC Public Library Foundation gave her Library Foundation Report. Ms. Hegarty focused on the summer reading program, specifically the fact that the Foundation and Friends have been able to raise more than ever before to fund the system-wide program. She also expressed gratitude to Gregory McCarthy, Vice-President for his help in securing a partnership with the Washington Nationals as well as the organizers of the City Open, Comcast, Chipotle, Google, Politics and Prose, and the Junior League for their generous support.

Federation of Friends' Report

Susan Haight, President of the Federation of Friends gave her report on Friends activities since the last Board of Library Trustees Meeting. Ms. Haight thanked the Friends for advocating for the library at the Council Budget Hearings. She expressed excitement for two new potential Friends groups at Dorothy I. Height/Benning and Lamond-Riggs Neighborhood Libraries. She highlighted an upcoming program, "Tour de DCPL" that the Friends were planning to support.

New Business

There being no more new business, the meeting was adjourned at 8:05PM.

The Public Library of the District of Columbia
Board of Library Trustees Meeting
Minutes
Martin Luther King Jr. Memorial Library
Wednesday, July 24, 2013

The regular meeting of the Board of Library Trustees was held at 6:00 p.m., Wednesday, July 24, 2013 at the Martin Luther King Jr. Memorial Library, 901 G Street, NW, John W. Hill Jr. President, presiding.

Present: John W. Hill, Jr., President, Gregory M. McCarthy, Vice-President, Ginnie Cooper, Chief Librarian and Secretary-Treasurer, Neil O. Albert, Faith Gibson Hubbard, Valerie G. Mallett, Myrna Yvette Peralta, and Brenda L. Richardson. Not in attendance: Bonnie Cohen and Donald F. Richardson.

Guests at the Board Table: Carol Herwig, Federation of Friends and Linnea Hegarty, Executive Director, DC Public Library Foundation.

The meeting was called to order at 6:06 p.m.

Mr. John Hill introduced the two new Board of Library Trustee members, Neil O. Albert and Faith Gibson Hubbard. Mr. Albert and Ms. Hubbard expressed their gratitude at being given the experience to help benefit the library and their excitement to be on the Board of Library Trustees.

Adoption of the Agenda
The motion to adopt the agenda was approved.

Approval of Minutes
The motion to approve the minutes of the May 22, 2013 Board Meeting was approved.

Public Comments
Mr. John Hill stated the practice of the Board of Library Trustees to entertain public comments at this time. He explained that people who signed their names to the sign-in sheet would have three minutes to address the Board. Six members of the public came forward to address the Board. Mr. Micha Weinblatt, Founder of Betterific wanted to praise the library for their work to create the Dream Lab, a co-working space for entrepreneurs in the Digital Commons at the Martin Luther King Jr. Memorial Library. Ms. Robin Diener, a representative of the Library Renaissance Project, expressed concern over the discussion surrounding a public-private partnership to help fund the renovation of the Martin Luther King Jr. Memorial Library and the potential for library space to shrink in a renovated building. Mr. Chris Otten welcomed the new Board of Library Trustees members. He expressed concern that the Board of Library Trustees meetings are not well advertised and suggested the possibility of live-streaming the meetings for those who would like to attend but may not be able to. Ms. Toni White-Richardson, ASMI Local-1808 Union President for the DC Public Library came forward to introduce herself and the other Union Presidents within the library system and express that she and the other Presidents are very interested in the Chief Librarian search and that they hope the Board of Library Trustees

takes into consideration the staff in their search. Ms. Dana Whikoff, Chair of the Friends of Rosedale Library wanted to address the roll-out of the new health-care plan. She was hoping that the library would play an integral role assisting the public through this transition process and that libraries would be given the tools to play this role. Mr. Ibrahim Mumim came forward to thank the library for being willing to partner with his organization for the Muslim Journeys Project.

President's Report

Mr. John Hill first discussed the increase in the library budget for FY2014. He expressed excitement over the upcoming new hours and the hiring of new staff. He talked about Ginnie Cooper, Chief Librarian and her retirement. He said that Ms. Cooper plans on staying through the opening of the new hours at the start of the new fiscal year. Mr. Hill said the Board of Library Trustees had formed a search committee, chaired by Ms. Myrna Yvette Peralta. Mr. Hill wanted to respond directly to Ms. White-Richardson's public comments about the search for the new Chief Librarian. He said that he was impressed with the letter delivered to the Board and thought that it echoed many of the sentiments of the committee members. Mr. Hill said he is hopeful that a new Chief Librarian will be in place by the end of the calendar year. Mr. Hill wanted to discuss the upcoming renovation of the Martin Luther King Jr. Memorial Library. Mr. Hill said that the Board will need to present their ideas for moving forward to Council Members at the end of the Fiscal Year which will include the library's strategy for working with the public to help make plans. At that point the Board will be able to let the public know what to expect moving forward. Mr. Hill said that the one decision that has already been made is the funding to help start exploring the issues of a new or renovated Martin Luther King Jr. Memorial Library building. Mr. Hill also discussed the expired terms of the Board of Library Trustee members and that they have been working with the Mayor to ensure that there is continuity throughout the search for a new Chief Librarian. Mr. Hill concluded by thanking Ms. Cooper again for all of her hard work with DC Public Library.

Chief Librarian's Report

Ms. Ginnie Cooper started her report by thanking Ms. Eva Poole, Chief of Staff for her work at DC Public Library. Ms. Poole will be leaving the library to be the Director of the Virginia Beach Public Library. Ms. Cooper introduced Ms. Jennifer Giltrop, Director of Public Services to explain how the library has been working to get ready for the new hours starting on October 1st. Ms. Giltrop discussed the hiring process and thanked all those who are involved in the process. Mr. Gregory McCarthy asked if all of the staff will be hired by the October 1st deadline. Ms. Giltrop said they would. Ms. Valerie Mallett asked how many new hires were expected to be DC Residents. Ms. Giltrop said that the majority of Library Technicians and Library Associates are local.

Ms. Cooper introduced Mr. Jeff Bonvechio, Director of Capital Projects and Facilities Management. Mr. Bonvechio discussed the increased need for Capital Projects and Facilities to address issues at buildings that would be open more hours including additional cleaning and maintenance needs. He expressed confidence that they would be able to hire enough staff to meet these needs.

Ms. Cooper then asked Ms. Giltrop back up to the podium to present the Library Performance Report for FY2013 Q3. Ms. Cooper introduced the new report format which looks at individual Wards and then system wide totals. Ms. Cooper said that the new report format was in response to Board questions about how to better look at library performance. She said that this report is a work in progress and that feedback is welcome. Ms. Giltrop

walked the Board Members through the individual Wards and talked about the specific demographics and statistics that make each Ward and their library use unique. Broad themes of her report included creating a circulation strategy to combat dropping circulation, connection with Children, Youth, and Teens throughout the District. She discussed utilizing local strengths to assist other Wards where they may be struggling. The Board thanked Ms. Giltrop for answering their call for more localized information about library performance.

Ms. Cooper returned to her report. She highlighted three news items including DC Public Library's Adaptive Services Division being named a Network Library of the Year by the National Library Service for the Blind and Physically Handicapped, the newsletters sent out to parents and caregivers in partnership with DC Public Schools and DC Public Charter Schools, and the Summer Reading Kickoff at the Martin Luther King Jr. Memorial Library.

Ms. Cooper reintroduced Ms. Giltrop to discuss the Digital Commons at the Martin Luther King Kr. Memorial Library as Nick Kerelchuk, Popular Services Manager was unavailable for the meeting. Ms. Giltrop talked about the Dream Lab, the co-working space available to entrepreneurs and small business owners. She also highlighted the creative stations complete with the full Adobe Creative Suite, the 3D Printer, the Espresso Book Machine, and the Digital Bar. Ms. Mallett asked about the staffing levels of the room. Ms. Giltrop said that the room is fully staffed with well-trained Library Associates who are always available for one-on-one assistance.

Mr. Bonvechio came to the microphone to discuss the design and construction of the space. The renovation cost $3.5 million. The renovation included completely rewiring the Digital Commons, removing, cleaning, and replacing each ceiling tile, and installing a fully functioning AV system in the Great Hall for large scale programming.

Finance Committee Report

Ms. Tammie Robinson, Agency Fiscal Officer reported on FY2013 year-to-date. Ms. Robinson said that the Library is on track for spending for FY2013. To prepare for the new hours in FY2014 money was reprogrammed to fund information technology infrastructure improvements, new delivery trucks to move library materials, recruitment efforts, updated signage, and costs associated with new hires like id badges. She said they expect less than $1,000 left at the end of FY2013 to be unspent.

Capital Budget Report

Mr. Bonvechio discussed the Capital Budget Report. He noted the $189 million increase in capital spending over the next 6 years. He said that the presence of funding for four more projects is in place. Mr. Albert asked about the potential for new libraries in new locations. Mr. Hill said the decision to create new locations was not something that was possible in years past but that now they would perhaps be able to make that decision.

Facilities Committee Report

Mr. Albert discussed the first meeting he attended as the Chair. Mr. Bonvechio covered the active capital projects including the Northeast Neighborhood Library project, the West End Library project, and the Woodridge Library project. Northeast is currently on time and on budget for a winter open. West End is still on hold as litigation continues but the library is close to a lease agreement for an interim location. The Woodridge Library received the conceptual drawings and hopes to begin work on the space in late Fall. Mr. Bonvechio discussed

the facilities issues that occurred during the heat wave. Mr. Bonvechio said that repairs have been made to the HVAC systems at Tenley and at Anacostia. A temporary fix is in place at Rosedale. At Mt. Pleasant the contractor will be visiting the site to fix issues. There have been elevator issues at Chevy Chase, Petworth, Shepherd Park, and at Capitol View. The windows at MLK Library are being looked at after a broken window incident last week.

Early Literacy Campaign Report

Ms. Joi Mecks, Director of Communications discussed the Early Literacy Campaign. She explained that the campaign is a partnership between DC Public Library and other organizations. She said that the focus of the campaign is to reach parents who don't know about or do not currently utilize the library and the resources that we have available. The campaign targets parents of children ages birth to eight. Another main focus of the program is to make sure parents know that they can incorporate these early learning techniques in every part of their life, all day every day. Ms. Hubbard asked how people can volunteer. Ms. Mecks directed her to the campaign website learndc.org. Ms. Mallett asked how long the program would run. Ms. Mecks said that the program is three months but that many of the items will continue past the three months.

Library Foundation Report

Ms. Linnea Hegarty, Executive Director of the Library Foundation discussed Foundation events. Ms. Hegarty welcomed the new Board of Library Trustees members and thanked Neil for his common work on the Foundation Board. Ms. Hegarty said that they continue to be very happy with the Summer Reading Program. Ms. Hegarty also thanked Chipotle for holding a fundraising campaign for the Foundation. On the 20th of August half the proceeds of meals at DC Chipotle locations will be donated to the library foundation.

Federation of Friends Report

Ms. Carol Herwig, Treasurer of the Federation of Friends reported on the happenings with the Federation of Friends. Currently the Friends are trying to develop their own brand to have a system wide Friends logo. They have been talking about supporting programming with the expanded hours and the new Digital Commons. The Friends are also eager to continue their work with the Foundation for DC Reads and other programs.

New Business

There being no new business the meeting was concluded at 8:45PM

The Public Library of the District of Columbia
Board of Library Trustees Meeting
Minutes
Anacostia Neighborhood Library
Wednesday, September 25, 2013

The regular meeting of the Board of Library Trustees was held at 6:00 p.m., Wednesday, September 25, 2013 at the Anacostia Library, 1800 Good Hope Road SE, John W. Hill Jr. President, presiding.

Present: John W. Hill, Jr., President, Gregory M. McCarthy, Vice-President, Ginnie Cooper, Chief Librarian and Secretary-Treasurer, Neil O. Albert, Faith Gibson Hubbard, Valerie G. Mallett, Brenda L. Richardson, Donald F. Richardson. Not in attendance: Bonnie Cohen and Myrna Yvette Peralta.

Guests at the Board Table: Susan Haight, President, Federation of Friends and Linnea Hegarty, Executive Director, DC Public Library Foundation.

The meeting was called to order at 6:05 p.m.

Adoption of the Agenda
The motion to adopt the agenda was approved.

Approval of Minutes
The motion to approve the minutes of the July 24, 2013 Board Meeting was approved.

Approval of 2014 Meeting Schedule
The motion to approve the 2014 meeting schedule was approved.

Public Comments
Mr. John W. Hill Jr. stated the practice of the Board of Library Trustees to entertain public comments at this time. He explained that people who signed their names to the sign-in sheet would have three minutes to address the Board. Ms. Yvonne Stewart asked about library support for single mothers, teen mothers, and teens that need guidance. Ms. Jennifer Giltrop, Director of Public Services responded to the question saying that we do offer those services and that if Ms. Stewart saw a need in the community that the library would be happy to address it. Ms. Pamela Lewis, Friends of Rosedale Library asked about the Capital Construction Report and why Rosedale Neighborhood Library was not included. Ms. Ginnie Cooper explained that Rosedale Neighborhood Library was a Parks and Recreation Project so the library construction does not get included in the Capital Construction Report. Mr. Miles Steele III, Chair of the Friends of Francis A. Gregory Neighborhood Library asked if the library could display the many awards that the buildings have won. Mr. Jeff Bonvechio, Director of Capital Projects and Facilities Management responded that yes that could be done. Ms. Robin Diener, Dupont Circle Association thanked the library for the great DC Reads brochures and programming.

President's Report

Mr. John W. Hill Jr. began his report by talking about the search for the new Chief Librarian of DC Public Library. The search committee will hold final interviews in the next couple of weeks and they are hopeful to be able to conclude the search in the near future.

Chief Librarian's Report

Ms. Ginnie Cooper started her report by highlighting the Summer Reading Program at the Washington Nationals game which was generously facilitated by Mr. Gregory McCarthy, Vice-President. She also highlighted DC Public Library's inclusion in the American Libraries 2013 Design Showcase. Mr. Hill asked for an update on the DC By The Book program. Mr. Tony Ross, Administrative Librarian said that the library has completed year one of the program and they are starting year two by launching a mobile app version of the site. Ms. Brenda Richardson asked about the process for using the Department of Corrections video visitation program. Ms. Giltrop explained the rules for using the service.

Ms. Cooper then introduced Ms. Yvette Davis, Manager, Anacostia Neighborhood Library. Ms. Davis welcomed everyone to the Anacostia Neighborhood Library. She introduced the library staff. Ms. Davis discussed the variety of roles that Anacostia Neighborhood Library plays in the community including as a place for learning, for meeting, and for growing with Story Times, Job Seekers, Fitness Classes, Free Summer Meals, and other programs that make the library a neighborhood hub. Ms. Davis also thanked the Friends of Anacostia Neighborhood Library for their continual support of the library.

Finance Committee Report

Ms. Ginnie Cooper introduced Mr. Jonathan Butler the new Director of Business Services. Ms. Tammie Robinson, Agency Fiscal Officer then came forward to report on FY2013 year-to-date. Ms. Robinson said that the library is on track for spending for FY2013. Ms. Robinson said that the library has requested two local budget reprogrammings to support increased costs associated with program and equipment needs that will be incurred with the new library hours that start October 1, the Early Literacy Campaign, and the technology and equipment for the new Digital Commons at the Martin Luther King Jr. Memorial Library. Mr. Neil Albert and Mr. Gregory McCarthy asked about the library's expected expenditures for the remainder of FY2013. Ms. Robinson said that the library expects to expend 98-99% of the overall budget. Mr. Albert asked about the increases in FY2014. Ms. Robinson outlined increases in personnel, collections, and capital budgets. Mr. McCarthy asked about the library's plan for the potential government shutdown. Mr. Butler said that the library has submitted a plan in the event of a shutdown. A total of eleven staff related to security and maintenance would be considered essential.

Mr. Jeff Bonvechio then discussed the Capital Budget Report. Mr. Bonvechio highlighted the increase in capital funding in order to continue to keep up the eight facilities that have not yet seen capital improvement work and the funds allocated for starting the design process for the Martin Luther King Jr. Memorial Library renovation.

Facilities Committee Report

Mr. Jeff Bonvechio discussed the Capital Projects Report and the Martin Luther King Jr. Memorial Library Pre-Proposal Conference. Since the conference the library has received 26 proposals. Mr. Albert added that he and Ms. Cooper and Mr. Bonvechio have continued discussion about a potential co-use central library. Mr. Bonvechio continued with his report and said that the library is on track for the opening of the interim locations for both Woodridge Neighborhood Library and West End Neighborhood Library.

Mr. Jeff Bonvechio then gave the Facilities Management Report. Mr. Bonvechio said that Facilities is getting ready for the season change preparing for snow removal, heating, etc. He also said that they are preparing for additional cleaning and maintenance needs related to the increased library hours. Ms. Faith Gibson Hubbard asked about the facilities difficulties at the Lamond-Riggs Neighborhood Library. Mr. Bonvechio said that they would look into the issues.

Public Services Report

Ms. Jennifer Giltrop, Director of Public Services discussed Summer Reading Program 2013. Ms. Giltrop highlighted the new age groups included in Summer Reading. Birth-5 and Adult Summer Reading were added to the Summer Reading Program this year. Ms. Giltrop highlighted the Super Spelunker program where children who went above and beyond in completing the summer reading requirement were given an opportunity to attend a luncheon with authors and an illustrator where children could meet and talk with their favorite authors. Ms. Giltrop thanked the Federation of Friends and the Foundation for their support. Mr. McCarthy asked about a deeper partnership with DC Public Schools for Summer Reading. Ms. Cooper said that is something the library has been hoping to do. Mr. Albert asked about the library's efforts to reach teens. Ms. Giltrop said that the SYEPs and the Teens of Distinction play an important role in trying to help the library offer innovative programming. Ms. Giltrop said that the library also understands that teens today are very busy and it may require the library going to where they are in order to reach them.

Ms. Giltrop moved on to discuss the library's preparations for increased hours on October 1. Ms. Giltrop said that 111 employees began work on Monday, September 23. The employees have gone through a three day orientation and will be starting at their locations. Ms. Giltrop touched on programs that highlight the new hours. There will be celebrations at every library location through January 2014. Ms. Giltrop also highlighted the upcoming Storytelling Festival on October 5 at the Martin Luther King Jr. Memorial Library and DC Reads. Ms. Giltrop finished her report by highlighting the library's partnership with the DC Health Benefit Exchange to ensure District residents understand the upcoming enrollment process and help them fill out the applications.

Early Literacy Campaign Report

Ms. Joi Mecks, Director of Communications discussed the Early Literacy Campaign. She explained that the campaign is a partnership between DC Public Library and other organizations. She said that the real focus of the campaign is to reach parents who don't know about or do not currently utilize the library and the resources that we have available. Ms. Mecks said that the campaign has been successful. The

paid advertisements end on Monday, September 30 but the online portion and the grassroots portion will continue into October and beyond. Ms. Mecks said that the advertising campaign had 20 million audience impressions. Advertisements were posted online, in metro buses, on TV, and on both broadcast and streaming radio stations. Ms. Mecks also thanked Stacey Lucas for her coordination of volunteer street teams who led a grassroots effort to meet parents in the community to talk about Sing, Talk, and Read.

Language Access Annual Public Meeting/Report

Ms. Mecks gave the annual report for the Language Access Program. She explained that the program is managed by the Mayor's Office of Human Rights and allows the library to offer a full spectrum of services to customers who cannot communicate in English. Through Q3 FY2013 DC Public Library had 44,000 encounters with customers who required services in a language other than English.

Library Foundation Report

Linnea Hegarty, Executive Director of the Library Foundation discussed Foundation events since the July 24, 2013 Board Meeting. Ms. Hegarty expressed her excitement that she is now attending Board Meetings as a full DC Public Library staff member. Ms. Hegarty talked about the growth of the Foundation Board and how they are working to create a more in depth strategic plan. Ms. Hegarty also discussed the year-end fundraising efforts.

Federation of Friends Report

Susan Haight, President of the Federation of Friends said that the Federation is working to create an MOU between DC Public Library and the Federation of Friends. Ms. Haight also discussed the Friend's support of the expanded library hours. She presented a list of programs that the Friends are sponsoring at library locations throughout the District to celebrate the new hours. Ms. Haight invited the Board Members to attend the Federation of Friend's meetings to show the Board Members how the Friends interact with the library and how the library interacts with the Friends.

New Business

Mr. Hill had one item for new business. Mr. Hill requested annual or biannual review of library policies that the Board would act on in order to ensure policies were maintained and updated as needed.

Ms. Richardson had one item for new business. Ms. Richardson thanked Ms. Cooper for her incredible work at DC Public Library.

There being no new business the meeting was concluded at 8:18PM.

The Public Library of the District of Columbia
Board of Library Trustees Meeting
Minutes
Georgetown Neighborhood Library
Wednesday, November 20, 2013

The regular meeting of the Board of Library Trustees was held at 6:00 p.m., Wednesday, November 20, 2013 at the Georgetown Neighborhood Library, 3260 R Street, NW, John W. Hill Jr. President, presiding.

Present: John W. Hill, Jr., President; Joi Mecks, Interim Chief Librarian and Secretary-Treasurer; Neil O. Albert; Bonnie Cohen; Valerie G. Mallett and Myrna Yvette Peralta. Not in attendance: Gregory M. McCarthy, Vice-President; Faith Gibson Hubbard; Brenda L. Richardson and Donald F. Richardson.

Guests at the Board Table: Susan Haight, President, Federation of Friends and Linnea Hegarty, Executive Director, DC Public Library Foundation.

The meeting was called to order at 6:18 p.m.

Adoption of the Agenda
The motion to adopt the agenda was approved.

Mr. John W. Hill, Jr. acknowledged former board member Richard Levy for his years of service to the District as one of the most active and committed board members and for chairing the Facilities Committee. Mr. Hill thanked Mr. Levy for his insistence on building new libraries with the best architects and designs that could withstand the test of time in providing library services to the public. As a parting gift, Mr. Hill presented him with an engraved glass book.

Approval of Minutes
The motion to approve the minutes of the September 25, 2013 Board Meeting was approved.

Public Comments
Mr. John W. Hill Jr. stated the practice of the Board of Library Trustees to entertain public comments at this time. He explained that people who signed their names to the sign-in sheet would have three minutes to address the Board. Ms. Patricia DeFerrari, Academy of Hope and a lifelong resident of the District, urged the Board members to keep adult literacy in mind as they search for a new chief librarian. Mr. Hill offered to help facilitate a meeting between the future Chief Librarian and Ms. DeFerrari.

President's Report
Mr. John W. Hill Jr. began his report by talking about the search for the new Chief Librarian of DC Public Library. Mr. Hill stated the Board is near the end of the search. An offer has been made, and the candidate is very seriously considering the offer. The person has not said yes so he is unable to release the name. It is hoped a decision will be made before the next board meeting.

Interim Chief Librarian's Report

Ms. Joi Mecks started her report by highlighting how DC Public Library is working with the DC Health Benefit Exchange to help District residents with the Affordable Care Act. Ms. Mecks also talked about how the Martin Luther King Jr. Memorial Library (MLKML) is an enrollment center for the Affordable Care Act. Ms. Mecks then talked about the new Early Childhood Play Area at MLKML and that it was designed for infants and toddlers. Lastly, she talked about an initiative called Opportunities 50+. It is an initiative that provides services and programs to older adults. Mr. Hill asked about DC Tech Meet-Up. Ms. Jennifer Giltrop, Director of Public Services, said it is a group of about 1,000 technology-focused entrepreneurs which recently held its monthly meeting in the Great Hall at MLKML. During these monthly meetings members get 10-15 minutes to talk about a technology-related product. Four to five hundred people came to the MLKML event, and DC Public Library is working to host future monthly meetings.

Mr. Hill then said several board members have been busy with other activities, and he wanted them to have time to report on their recent activities.

Ms. Valerie Mallett talked about her trip to the Urban Libraries Council conference in Seattle, WA. She attended the meeting with fellow board member Neil Albert. Ms. Mallett said the conference provided the board members with an opportunity to see the spectacular downtown central library. She received a tour from Jennifer Giltrop who was formerly from Seattle Public Library. The conference was about how libraries can partner with other entities and how these partnerships help young people, schools, key stake-holders like non-profits and health agencies. Ms. Mallett said the challenges we face are similar to those in other cities. Ms. Mallett also talked about the importance of data and the sharing of data between schools, libraries and other agencies. Mr. Albert mentioned the important role trustees play across the nation as voices of advocacy and the opportunities coming up in Washington DC as they relate to advocacy for the new Martin Luther King Jr. Memorial Library and future neighborhood libraries.

Ms. Bonnie Cohen talked about a "friend raiser" she held the night before to help with ideas and support. She invited 14 people to talk about all the library has done the last several years plus provided them dinner and a tour of the new Digital Commons at MLKML. Ms. Cohen said this is the first of other "friend raisers" that might eventually lead to "fundraising" opportunities.

Library Performance Report

Jennifer Giltrop, Director of Public Services, presented the 4th quarter Library Performance Report. She mentioned that this was the 2nd report where the Library provided information grouped by Ward. Ms. Giltrop proceeded to discuss system-wide highlights and how the Library's Early Literacy Campaign impacted program, program attendance and circulation for Children, Youth and Teens as a group. She also said that teen circulation is actually trending downward, and the Library is trying to determine how best to change that trend. Ms. Giltrop talked about how Byte Back computer class funding ended in July

but the Library has received a $300,000 boost in the budget for adult computer classes. New classes will start in late January or early February. Ms. Giltrop noted that the number of library materials circulated was actually 91% of the FY2013 goal and not the 67% reported. She also mentioned how the Library's digital collections increased 40% in FY2013. Ms. Giltrop mentioned that GED testing is going on-line in the future and the Library has received an IMLS Sparks Grant to help the Library invest in a broader way with regard to adult learners and adult basic education. Ms. Cohen asked about Tutoring Room reservations. Ms. Giltrop mentioned that more people are using neighborhood libraries for tutoring now that we have new buildings. Ms. Giltrop then talked about how the Early Literacy Campaign, the Library's Careers page and the change in hours set the stage for a huge increase in the web site hits during the 4th quarter. Ms. Giltrop concluded her report by mentioning that in October the Library hired staff and expanded hours by 27%. The library is now seeing increases in program attendance, community meetings and computer sessions. The change in hours will be reflected in the full performance report to the Board after the 1st quarter.

Ms. Mecks then introduced Ms. Lucy Thrasher, Manager, Georgetown Neighborhood Library. Ms. Thrasher welcomed everyone to the Georgetown Neighborhood Library and discussed the history of the Georgetown Library. Ms. Thrasher discussed the variety of roles that Georgetown Neighborhood Library plays in the community, including how the library works with schools and surrounding neighborhoods. Ms. Thrasher talked about how well-attended Story Times, Book Clubs, Writers Workshops, and other programs make the library a neighborhood hub. Ms. Thrasher thanked the Friends of Georgetown Neighborhood Library for their continual support of the library, and she introduced staff.

Finance Committee Report

Ms. Bonnie Cohen, Finance Committee Chair, asked Tammie Robinson, Agency Fiscal Officer to report on the FY2013 budget. Ms. Robinson said that the Library's spending reached 96.1% of the FY2013 gross budget at year's end. The Intra-District budget adjustments are expected to allow spending to reach at least 97.6% of the FY2013 gross budget. Local personal services expenditures are expected to be no lower than 98.6%. Local non-personal services are anticipated to exceed 99.5%. Spending for the Broadband Technology Opportunities Program was at 100%. Ms. Robinson reported on the FY2014 budget and how the sequestration impacted the Library's LSTA grant. As an independent agency, the Library is not subject to the Mayoral Order that restricts FY2014 hiring, certain pay increases and promotions and travel and training for subordinate executive branch agencies. Ms. Mecks mentioned the Mayor is going to provide $275,000 for the Library to continue the Sing, Talk and Read campaign.

Mr. Neil Albert, Facilities Committee Chair introduced Mr. Jeff Bonvechio and asked him to provide a Capital Budget Report and Facilities Committee Report. Mr. Bonvechio highlighted the FY2014 Capital Budget and the allotment of $12.95 million dollars which continues to fund the Woodridge Library, general improvements and the initial design work for the new Martin Luther King Jr. Memorial Library. The Library has also submitted its FY2015 Capital Budget. The Library is trying to complete the remaining neighborhood libraries that have not been renovated or replaced.

Facilities Committee Report

Mr. Jeff Bonvechio then discussed the Capital Projects Report. The Library has received the next round of submissions from 10 firms for the new Martin Luther King Jr. Memorial Library. Broader community involvement in the process will occur when the final three architects are selected. Part of the process will include public presentations of the design ideas concepts. During the month of December the Library will share with the public and the Board how the Library plans to roll out the public aspects of the selection process. The proposals will be reviewed and the final three firms will be selected by a seven person panel of in-house staff and industry experts.

Mr. Bonvechio then discussed active capital projects. He indicated the Northeast Library is scheduled to open in late January or early February. The West End project has been delayed due to asbestos abatement at the Interim. The landlord has finished that work. Within the coming weeks the Library can formally announce when the West End Interim will open which will allow the main project to get underway. The Woodridge Interim should open in January which will allow groundbreaking of the main Woodridge Library.

Mr. Bonvechio then gave the Facilities Management Report. Mr. Bonvechio said that Facilities is working with Library Services to plan a series of spruce up projects for libraries that do not have capital funding. This would be similar to the work done at Southwest Neighborhood Library a few years ago.

Library Foundation Report

Linnea Hegarty, Executive Director of the Library Foundation, talked about how several Foundation board members have offered to do small dinners with friends and colleagues. Last night's dinner by Bonnie Cohen was a good test run on how to tell the Library's story, especially to potential funders. Last night was a great opportunity to receive feedback on how to do future dinners and tours. She also explained how the Digital Commons has provided a great opportunity to showcase the library to donors and corporations. Mr. Hill thanked the Foundation for sponsoring the sendoff celebration at the Shakespeare Theatre for Ginnie Cooper.

Federation of Friends Report

Susan Haight, President of the Federation of Friends, said that the Federation had its annual meeting on October 15. Ms. Haight shared with the Library Board the Federation's goals that they adopted and will share with its membership on December 5.

New Business

There being no new business the meeting was concluded at 8:14PM.

BOARD OF TRUSTEES

Question Number 29

Has the Board changed its practices for soliciting feedback from residents in the last fiscal year? How has resident feedback assisted or impacted the Board's decision-making process in FY13 or FY14 to date?

The Board of Library Trustees has not changed its practices for soliciting feedback from residents in the last fiscal year.

The Board receives feedback from residents in the following ways.

- At every board meeting, there is time set aside for public comments where members of the public can either sign up in advance to speak and ask questions, or can sign up to speak and ask questions at the time of the meeting.
- Library customers can also provide feedback through the library board page of the library's website (dclibrary.org/about/boardoftrustees) and via email at boardoflibrarytrustees@dc.gov.
- In the months between board meetings, there are regularly scheduled board committee meetings that are posted on the library's website and are open to the public. While there is no formal time for comments or questions by attendees at these meetings, board committee chairs and board committee members often ask those present if they have questions.

The Board of Library Trustees most often receives feedback from residents regarding the new library buildings. That feedback has been incorporated into the design and library program at each new building.

GOVERNMENT, MANAGEMENT & OVERSIGHT

Question Number 30

Please 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.**

ANACOSTIA	**Branch Manager:** Yvette Davis **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F, Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 715-7707 **President of the Friends Group:** Pat Jones
CAPITOL VIEW	**Branch Manager:** Paul Mills **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 645-0755 **President of the Friends Group:** Kirk Adair
CHEVY CHASE	**Branch Manager:** Tracy Myers **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 282-0021 **President of the Friends Group:** Ellen Epstein
CLEVELAND PARK	**Branch Manager:** Barbara Gauntt **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 282-3080 **President of the Friends Group:** Jill Bogard
DEANWOOD	**Branch Manager:** Maria Escher (Acting) **Hours of Operation:** M,W,F,Sa: 9:30 a.m.-5:30 p.m., Tu, Th: 1 p.m. -9 p.m., Sun: 1 p.m. -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 698-1175 **President of the Friends Group:** N/A

DOROTHY I. HEIGHT/BENNING	**Branch Manager:** Winnell Montague **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 281-2583 **President of the Friends Group:** N/A
FRANCIS A. GREGORY	**Branch Manager:** Bettye Smith **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 698-6373 **President of the Friends Group:** Miles Steele III
GEORGETOWN	**Branch Manager:** Lucy Thrasher **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 727-0232 **President of the Friends Group:** Amy Anderson
JUANITA E. THORNTON/ SHEPHERD PARK	**Branch Manager:** Michele Sellars **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 541-6100 **President of the Friends Group:** Mark Pattison
LAMOND-RIGGS	**Branch Manager:** Angelisa Hawes **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1 -9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 541-6255 **President of the Friends Group:** Lillian Huff
MARTIN LUTHER KING JR. MEMORIAL LIBRARY	**Department Managers** **Adaptive Services:** Rachel Meit **Adult Literacy:** Marcia Harrington **Children and Teen Services Manager:** Brijin Boddy **Circulation Services Manager:** Andrea Akiti **Information Services Manager:** LeoNard Thompson **Popular Services Manager:** Nicholas Kerelchuk **Special Collections:** Kim Zablud **Hours of Operation:** M,T,W,Th: 9:30 a.m.-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 - 5 p.m. **Unique Programs, Offers, or Collections:** Black Studies Collection, Washingtoniana, Adaptive Services, Adult Literacy, College Information Center, Digital Commons **Contact Information:** (202) 727-0321 **President of the Adaptive Services Friends Group:** Freddie Peaco **President of the MLKML Friends Group:** Robin Diener **President of Special Collections Friends Group**: Matthew Gilmore

MT. PLEASANT	**Branch Manager:** Robin Imperial **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5p.m. **Unique Programs, Offers, or Collections:** Spanish Language Collection **Contact Information:** (202) 671-3122 **President of the Friends Group:** Lucy Barber
NORTHEAST **CLOSED FOR RENOVATION** **Opens February 3, 2014**	**Branch Manager:** Elizabeth Lang **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 698-3320 **President of the Friends Group:** Vincent Morris
NORTHWEST ONE	**Branch Manager:** Kathy Jenkins **Hours of Operation:** M,W,F,Sa: 9:30 a.m.-5:30 p.m., Tu, Th: 1-9 p.m., Sun: 1-5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 939-5946 **President of the Friends Group:** NA
PALISADES	**Branch Manager:** Kimberly Knight **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 282-3139 **President of the Friends Group:** Peter Lynch
PARKLANDS-TURNER	**Branch Manager:** Margaret Dorsey-Jones **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 645-4532 **President of the Friends Group:** Mitchell Hawkins
PETWORTH	**Branch Manager:** Jeffrey Neher **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** Spanish Language Collection **Contact Information:** (202) 243-1188 **President of the Friends Group:** Carol Herwig
ROSEDALE	**Branch Manager:** Eboni Henry **Hours of Operation:** M,W,F,Sa: 9:30 a.m.-5:30 p.m., Tu, Th, F: 1 p.m. - 9 p.m., Sun: 1 p.m. -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 727-5012 **President of the Friends Group:** Dana Wyckoff

SOUTHEAST	**Branch Manager:** Laura Gonzales **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 698-3377 **President of the Friends Group:** Neal Gregory
SOUTHWEST	**Branch Manager:** Karen Quash **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 724-4752 **President of the Friends Group:** Elizabeth Lindsey
TAKOMA PARK	**Branch Manager:** Heather Petsche **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** Spanish Language Collection **Contact Information:** (202) 576-7252 **President of the Friends Group:** Catherine Stratton-Treadway
TENLEY-FRIENDSHIP	**Branch Manager:** Deena-Marie Beresford **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 727-1488 **President of the Friends Group:** Jeneva Craig
WATHA T. DANIEL/SHAW	**Branch Manager:** Leslie Griffin **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** Spanish Language Collection **Contact Information:** (202) 727-1288 **President of the Friends Group:** Alexander M. Padro
WEST END	**Branch Manager:** Karen Blackman-Mills **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 724-8707 **President of the Friends Group:** Susan B. Haight
WILLIAM O. LOCKRIDGE/ BELLEVUE	**Branch Manager:** Maria Perry **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 243-1185 **President of the Friends Group:** Vera Abbott

WOODRIDGE	**Branch Manager:** Janette Graham **Hours of Operation:** M,T,W: 9:30 a.m.-9 p.m., Th: 1-9 p.m., F,Sa: 9:30 a.m.-5:30 p.m., Sun: 1 -5 p.m. **Unique Programs, Offers, or Collections:** NA **Contact Information:** (202) 541-6226 **President of the Friends Group:** Sharon Turner

GOVERNMENT, MANAGEMENT & OVERSIGHT

Question Number 31

Please describe any partnerships or collaborations currently underway between DCPL and other District government agencies. In particular, point out any new partnerships or collaborations developed, planned, or implemented over the last fiscal year. Please 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; and**
- **DC Department of Human Services.**

The DC Public Library partners with many D.C. agencies, community organizations and non-profits to provide important services to District residents. We continue to seek additional partnerships to support library programs and services.

Here is an overview of current partnerships.

DC Public Schools/DC Public Charter Schools

Every library is assigned to a D.C. public school to provide ongoing support to teachers, principals and students. Throughout the school year, classrooms visit libraries and public librarians visit schools to showcase library services and resources, and sign up students and educators for library cards. Additional initiatives include:

- **Walker Jones Education Campus** – Librarians lead book clubs and discussions with students.
- **Murch Elementary** – Students will attend an author talk in the spring with author John Boyne.
- **Thurgood Marshall High School** – The robotics team meets weekly at Digital Commons at the Martin Luther King Jr. Library to use the specialized software and hardware to support their work.
- **DCEduFest** – The DC Public Library showcased its Sing, Talk and Read early literacy program at DCEduFest, an initiative of the D.C. Association of Chartered Public Schools and DC Public Charter School Board.
- **Summer Reading** – Library staff work with **D.C. public and public charter schools** to sign up students for Summer Reading. In FY13, Chancellor Kaya Henderson encouraged all students to sign up for summer reading through a robo call message, and Maury Elementary School made summer reading the standard program for all of their students.
- **Tuesday Bulletin** – The library has a monthly feature in the **D.C. Public Charter Schools** Tuesday Bulletin that is distributed to all charter school teachers, principals and administrators. The library regularly shares information about available library resources. The partnership with Thurgood Marshall High School resulted from information about Digital Commons in the Tuesday Bulletin.
- **Professional Development** – The library partnered with the **DC Public Schools** to offer a training for DCPS educators and library staff on "Visual Thinking Strategies". Additionally, the library presents at DCPS' teacher professional development days.

Office of the State Superintendent of Education/Office of the Deputy Mayor for Education

- **My School DC** – The library partnered with the **Office of the Deputy Mayor for Education** to help raise awareness about the new, unified school application and lottery. Library staff are receiving training on the new web-based application to assist parents, libraries are hosting enrollment information sessions and MySchoolDC.org will be promoted through the library.
- **Learndc.org** – The library partnered with the **Office of the State Superintendent** on the early childhood development portion of the learndc.org website. The Library is highlighted as a resource for parents and offers early literacy tips to parents and caregivers as part of the website.
- **Summer Meals** – The library partners with the **Office of the State Superintendent as well as DC Hunger Solutions and D.C. Department of Parks and Recreation** on the summer meals program. Libraries across the city provide lunch to students over the summer and signs up students for summer reading. In summer 2013, 9,253 lunches were served at 13 libraries.

D.C. Office on Aging

The DC Public Library partners with the **D.C. Office on Aging** on a program that includes poetry readings, film screenings and discussions for seniors at the Woodridge Library. The program is run by staff and volunteers from the Washington Center on Aging.

DC Health Benefit Exchange

The library plays a key role in helping District residents learn about the healthcare options made available through the Affordable Care Act, and access the information and technology to help them enroll in a health insurance plan. To date, 20 information and enrollment sessions were held in libraries across the city. The Martin Luther King Jr. Memorial Library played host to an enrollment fair in November 2013 where 530 District residents participated and more than 75 people enrolled, and serves as an enrollment center through March 31, 2014, the end of the enrollment period.

Department of Corrections

In partnership with the **Department of Corrections**, the library offers dedicated space for families of the incarcerated to have video visitations with their loved ones. Since the program launched in mid-September 2013, 215 visits were scheduled.

Department of Employment Services

- **JobSeekers** - The library continues its work with **DC Department of Employment Services** to support job seekers. The library hosts Jobseeker Drop-In Clinics where library staff and volunteers assist District residents with interviewing skills, resume writing, and other job readiness skills. The library, with support from the **D.C. Department of Employment Services**, developed an online job portal that houses information for job seekers including popular job search sites, resume writing exercises and templates, interviewing tips and resources available in the library that can assist residents with their job search.
- **Summer Youth Employment** – In 2013, the library hosted 68 SYEP students, and augmented their experience with work- and life-skills workshops, with topics ranging from business etiquette, professional dress, and timeliness. The library intends to participate in the FY14 program.

Other Partnerships

DC General Shelter - In partnership with **DC General Shelter**, the library sponsored storyteller programs at the shelter and registered students for Summer Reading.

Department of Human Services – the library provides access to government information and employment information for residents receiving Temporary Assistance for Needy Families (TANF) and SNAP benefits.

New Heights Teen Parent Program – The Library leads Sing, Talk and Read early literacy workshops with teen parents and expectant teen parents at **Coolidge High School** and **Wilson High School**.

DC Child and Family Services Agency - The library is in discussions with D.C. Child and Family Services Agency on an initiative to raise awareness about the need for foster families, and the process to become a foster home.