

PUBLIC LIBRARIES

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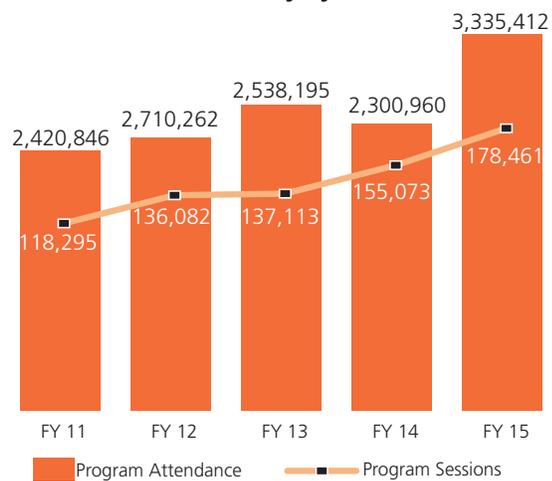
WHAT WE DO

Library services are provided through three independent systems: the Brooklyn Public Library, the New York Public Library and the Queens Borough Public Library. These systems operate 214 local library branches throughout the City and four research library centers in Manhattan. The libraries offer free and open access to books, periodicals, electronic resources, mobile technology and non-print materials. Reference and career services, Internet access, and educational, cultural and recreational programming for adults, young adults and children are also provided. The libraries' collections include 377 electronic databases and more than 65 million books, periodicals and other circulating and reference items.

FOCUS ON EQUITY

New York City's public libraries (Brooklyn Public Library, New York Public Library and Queens Library) focus on equitable service delivery by ensuring that all New Yorkers have fair and unfettered access to information, resources and programs at over 200 community-based library and literacy locations throughout the five boroughs. The three systems maintain robust and diverse collections in multiple languages and provide free Wi-Fi, computers and other technology for the public, serving as a critical link for disconnected and low-income households. In Fiscal 2015, the three library systems promoted equitable access to mobile technology by beginning to lend mobile internet access devices. In Fiscal 2016, they will continue to expand their offerings of educational programs and services, with early child literacy development and after school initiatives, English as a Second Language classes, High School Equivalency test preparation, computer skills training and job seeker services. As part of the Mayor's vision to connect communities to vital government services, the libraries are helping to implement the IDNYC program through five library-based intake centers.

Program Attendance and Program Sessions at Library Systems



BROOKLYN PUBLIC LIBRARY

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average weekly scheduled hours	35.5	43.5	43.5	42.0	45.0	45.3	45.3	Up	Up
Libraries open seven days/week (%)	10%	3%	3%	3%	3%	3%	3%	Up	Down
★Libraries open six days/week (%)	28%	52%	47%	38%	65%	67%	67%	Up	Up
★Circulation (000)	20,280	19,579	17,461	15,731	15,205	16,000	16,000	Up	Down
Reference queries (000)	3,401	3,190	3,525	4,053	4,406	4,459	4,459	Up	Up
Electronic visits to website (000)	5,807	6,123	11,098	10,748	11,391	11,000	11,000	Up	Up
Computers for public use	1,305	1,353	1,413	1,436	1,436	1,488	1,488	Up	Up
Computer sessions (000)	2,185	2,288	2,270	2,152	2,188	2,100	2,100	Up	Neutral
Wireless sessions	109,481	149,304	297,661	412,437	424,463	453,700	462,750	Up	Up
Program sessions	43,233	43,375	38,247	41,094	46,289	43,116	45,272	Up	Neutral
★Program attendance	848,613	833,168	664,449	782,805	915,371	821,000	862,100	Up	Neutral
★Library card holders (000)	741	915	1,062	1,243	1,362	1,368	1,436	Up	Up
Active library cards (000)	741	684	681	761	696	*	*	Neutral	Neutral
New library card registrations	NA	137,670	167,467	205,089	192,156	*	*	Neutral	NA
★Total library attendance (000)	12,341	12,024	10,067	8,432	8,699	8,850	9,296	Up	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ ↑ shows desired direction

NEW YORK PUBLIC LIBRARY - BRANCH

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average weekly scheduled hours	46.6	46.6	46.6	46.6	46.6	46.6	50.0	Up	Neutral
Libraries open seven days per week (%)	4%	4%	4%	4%	4%	4%	8%	Up	Neutral
★Libraries open six days per week (%)	100%	100%	100%	100%	100%	100%	100%	Up	Neutral
★Circulation (000)	27,908	28,278	25,949	24,722	23,296	25,000	23,300	Up	Down
Reference queries (000)	7,909	8,844	8,777	8,446	9,047	8,500	9,140	Up	Neutral
Electronic visits to website (000)	31,248	32,307	32,844	32,722	30,852	32,800	30,850	Up	Neutral
Computers for public use	3,704	4,026	4,026	4,180	4,530	4,180	4,530	Up	Up
Computer sessions (000)	3,037	3,052	3,093	3,306	3,287	3,350	3,290	Up	Up
Wireless sessions	1,380,500	1,690,842	2,792,196	2,424,966	1,644,366	2,450,000	1,644,400	Up	Up
Program sessions	43,270	53,157	59,030	65,842	77,823	66,000	80,200	Up	Up
★Program attendance	864,669	1,058,899	1,120,064	1,209,148	1,443,213	1,214,000	1,486,500	Up	Up
★Library card holders (000)	2,215	1,985	2,210	2,302	2,230	2,350	2,350	Up	Neutral
Active library cards (000)	508	580	967	902	1,320	*	*	Neutral	Up
New library card registrations	252,022	364,848	355,034	366,357	483,103	*	*	Neutral	Up
★Total library attendance (000)	15,063	14,836	14,185	13,971	14,014	14,500	14,150	Up	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↕ ↑ shows desired direction

NEW YORK PUBLIC LIBRARY - RESEARCH

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average weekly scheduled hours	46.8	46.8	46.8	46.8	46.8	46.8	51.3	Up	Neutral
Libraries open seven days per week (%)	25%	25%	25%	25%	25%	25%	25%	Up	Neutral
★Libraries open six days per week (%)	75%	75%	75%	75%	100%	75%	100%	Up	Up
Reference queries (000)	375	348	406	467	506	467	510	Up	Up
★Program attendance	101,533	109,228	87,990	70,192	92,206	72,000	95,000	Up	Down
★Total library attendance (000)	2,475	3,375	3,451	3,630	3,679	3,650	3,720	Up	Up
Program sessions	1,639	1,983	1,741	1,501	1,953	1,550	2,010	Up	Neutral

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QUEENS BOROUGH PUBLIC LIBRARY

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average weekly scheduled hours	39.3	39.6	39.6	39.6	40.2	39.6	44.0	Up	Neutral
Libraries open seven days per week (%)	3%	3%	5%	5%	3%	5%	5%	Up	Up
★Libraries open six days per week (%)	38%	32%	33%	33%	33%	33%	100%	Up	Neutral
★Circulation (000)	20,609	18,632	17,470	15,759	13,587	16,000	16,000	Up	Down
Reference queries (000)	5,117	4,720	4,360	4,351	2,955	4,000	4,000	Up	Down
Electronic visits to website (000)	7,030	5,191	6,667	6,926	7,854	6,700	7,000	Up	Up
Computers for public use	1,551	1,706	1,869	1,904	1,963	1,900	1,900	Up	Up
Computer sessions (000)	3,336	3,277	3,111	3,211	2,985	3,300	3,300	Up	Neutral
Wireless sessions	81,480	119,606	112,621	346,782	453,555	340,000	475,000	Up	Up
Program sessions	29,638	37,717	38,040	46,636	52,396	42,000	42,000	Up	Up
★Program attendance	598,931	712,849	664,851	806,128	884,622	750,000	900,000	Up	Up
★Library card holders (000)	1,054	1,152	1,275	929	972	900	900	Up	Down
Active library cards (000)	902	884	866	929	972	*	*	Neutral	Neutral
New library card registrations	98,113	97,761	100,327	198,626	171,677	*	*	Neutral	Up
★Total library attendance (000)	12,966	12,681	11,888	11,191	11,287	11,880	11,880	Up	Down

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AGENCY RESOURCES

Resource Indicators	Actual					Plan1		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) ²	\$296.6	\$202.9	\$304.3	\$241.9	\$327.4	\$326.1	\$357.7	Up
Personnel	3,946	3,811	3,830	3,709	3,705	3,926	3,832	Neutral
Capital commitments (\$000,000)	\$21.2	\$54.6	\$26.6	\$42.2	\$40.4	\$534.7	\$176.9	Up

1Authorized Budget Level "NA" - Not Available in this report 2Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

BROOKLYN PUBLIC LIBRARY

None.

NEW YORK PUBLIC LIBRARY

None.

QUEENS BOROUGH PUBLIC LIBRARY

- Queens Library had 2,955 reference queries in Fiscal 2015, 32 percent fewer than the 4,351 reported the previous year. This was due mainly to the Library changing its method of calculating this indicator to reflect real time tallies instead of the estimate method used previously. The Library is continuing to investigate the data anomaly to ensure the most accurate method going forward.
- Queens Library has increased its Fiscal 2016 target for the percentage of its libraries open six days per week. By January 2016 all of its branches will offer at least six-day service, including weekend hours. This increase is in accordance with the ongoing citywide plan to provide such library service and additional funding provided to enable it.

ADDITIONAL RESOURCES

For more information on these libraries, please visit:

- Brooklyn Public Library: www.brooklynpubliclibrary.org.
- New York Public Library: www.nypl.org.
- Queens Borough Public Library: www.queenslibrary.org.