

PUBLIC LIBRARIES

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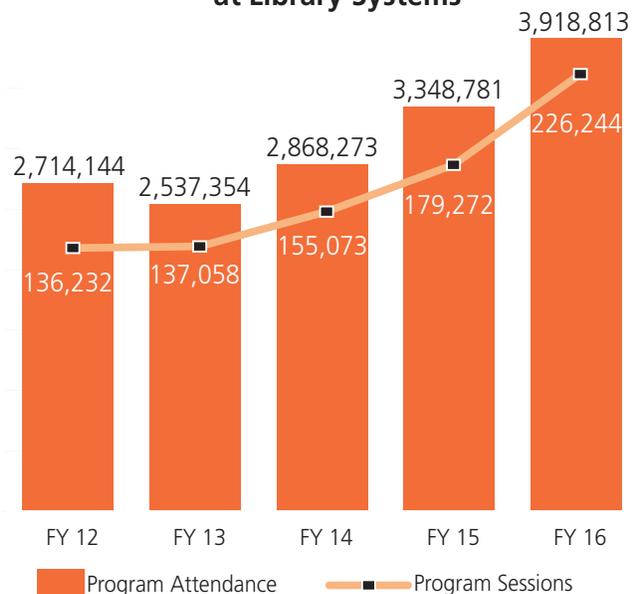
WHAT WE DO

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 217 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, and in Fiscal 2016, they continued 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. The libraries also provided offerings aligned with the Mayor and Chancellor's Equity and Excellence initiatives, including collections that support Pre-K for All and literacy provider training. 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, along with numerous temporary IDNYC locations.

Program Attendance and Program Sessions at Library Systems



BROOKLYN PUBLIC LIBRARY

| Performance Indicators | Actual | | | | | Target | | Desired Direction | 5yr Trend |
|--|---------|---------|---------|---------|---------|---------|-----------|-------------------|-----------|
| | FY12 | FY13 | FY14 | FY15 | FY16 | FY16 | FY17 | | |
| ★Average weekly scheduled hours | 43.5 | 43.5 | 42.0 | 45.0 | 49.3 | 45.3 | 49.7 | Up | Up |
| Libraries open seven days per week (%) | 3% | 3% | 3% | 3% | 8% | 3% | 3% | Up | Up |
| ★Libraries open six days per week (%) | 52% | 47% | 38% | 65% | 100% | 100% | 100% | Up | Up |
| ★Circulation (000) | 19,579 | 17,461 | 15,731 | 15,205 | 14,933 | 15,661 | 15,661 | Up | Down |
| Reference queries (000) | 3,190 | 3,525 | 4,053 | 4,406 | 4,008 | 4,759 | 4,806 | Up | Up |
| Electronic visits to website (000) | 6,123 | 11,098 | 10,748 | 11,391 | 11,161 | 11,000 | 11,900 | Up | Up |
| Computers for public use | 1,353 | 1,413 | 1,436 | 1,436 | 1,633 | 1,488 | 1,488 | Up | Up |
| Computer sessions (000) | 2,288 | 2,270 | 2,152 | 2,188 | 2,164 | 2,167 | 2,188 | Up | Neutral |
| Wireless sessions | 149,304 | 297,661 | 412,437 | 424,463 | 510,172 | 428,708 | 441,569 | Up | Up |
| Program sessions | 43,375 | 38,247 | 41,094 | 47,100 | 64,539 | 49,982 | 51,481 | Up | Up |
| ★Program attendance | 833,168 | 664,449 | 782,805 | 928,740 | 994,279 | 988,532 | 1,018,188 | Up | Up |
| ★Library card holders (000) | 915 | 1,062 | 1,243 | 1,362 | 1,523 | 1,436 | 1,473 | Up | Up |
| Active library cards (000) | 684 | 681 | 761 | 696 | 630 | * | * | Neutral | Neutral |
| New library card registrations | 137,670 | 167,467 | 205,089 | 192,156 | 126,082 | * | * | Neutral | Neutral |
| ★Total library attendance (000) | 12,024 | 10,067 | 8,432 | 8,699 | 8,686 | 9,296 | 9,774 | 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 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------------|-----------|
| | FY12 | FY13 | FY14 | FY15 | FY16 | FY16 | FY17 | | |
| ★Average weekly scheduled hours | 46.6 | 46.6 | 46.6 | 46.6 | 50.0 | 50.0 | 50.0 | Up | Neutral |
| Libraries open seven days per week (%) | 4% | 4% | 4% | 4% | 8% | 8% | 8% | Up | Up |
| ★Libraries open six days per week (%) | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Up | Neutral |
| ★Circulation (000) | 28,278 | 25,949 | 24,722 | 23,296 | 22,723 | 23,300 | 22,007 | Up | Down |
| Reference queries (000) | 8,844 | 8,777 | 8,446 | 9,047 | 9,141 | 9,140 | 8,960 | Up | Neutral |
| Electronic visits to website (000) | 32,307 | 32,844 | 32,722 | 30,852 | 29,849 | 30,850 | 30,100 | Up | Neutral |
| Computers for public use | 4,026 | 4,026 | 4,180 | 4,530 | 4,647 | 4,530 | 4,660 | Up | Up |
| Computer sessions (000) | 3,052 | 3,093 | 3,306 | 3,287 | 3,214 | 3,290 | 3,180 | Up | Neutral |
| Wireless sessions | 1,690,842 | 2,792,196 | 2,424,966 | 1,644,366 | 2,650,115 | 2,450,000 | 2,600,000 | Up | Up |
| Program sessions | 53,157 | 59,030 | 65,842 | 77,823 | 91,281 | 80,200 | 93,000 | Up | Up |
| ★Program attendance | 1,058,899 | 1,120,064 | 1,209,148 | 1,443,213 | 1,713,362 | 1,486,500 | 1,750,000 | Up | Up |
| ★Library card holders (000) | 1,985 | 2,210 | 2,302 | 2,230 | 2,060 | 2,350 | 2,100 | Up | Neutral |
| Active library cards (000) | 580 | 967 | 902 | 1,320 | 729 | * | * | Neutral | Up |
| New library card registrations | 364,848 | 355,034 | 366,357 | 483,103 | 277,641 | * | * | Neutral | Neutral |
| ★Total library attendance (000) | 14,836 | 14,185 | 13,971 | 14,014 | 13,867 | 14,150 | 13,800 | Up | Neutral |

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NEW YORK PUBLIC LIBRARY - RESEARCH

| Performance Indicators | Actual | | | | | Target | | Desired Direction | 5yr Trend |
|--|---------|--------|--------|--------|---------|--------|---------|-------------------|-----------|
| | FY12 | FY13 | FY14 | FY15 | FY16 | FY16 | FY17 | | |
| ★Average weekly scheduled hours | 46.8 | 46.8 | 46.8 | 46.8 | 51.3 | 51.3 | 513.0 | 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% | 100% | 100% | 100% | 100% | Up | Up |
| Reference queries (000) | 348 | 406 | 467 | 506 | 514 | 510 | 515 | Up | Up |
| ★Program attendance | 109,228 | 87,990 | 70,192 | 92,206 | 100,330 | 95,000 | 100,330 | Up | Neutral |
| ★Total library attendance (000) | 3,375 | 3,451 | 3,630 | 3,679 | 3,744 | 3,720 | 3,800 | Up | Up |
| Program sessions | 1,983 | 1,741 | 1,501 | 1,953 | 2,060 | 2,010 | 2,100 | Up | Neutral |

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QUEENS BOROUGH PUBLIC LIBRARY

| Performance Indicators | Actual | | | | | Target | | Desired Direction | 5yr Trend |
|--|---------|---------|---------|---------|-----------|---------|-----------|-------------------|-----------|
| | FY12 | FY13 | FY14 | FY15 | FY16 | FY16 | FY17 | | |
| ★Average weekly scheduled hours | 39.6 | 39.6 | 39.6 | 40.2 | 46.3 | 44.0 | 45.6 | Up | Up |
| Libraries open seven days per week (%) | 3% | 5% | 5% | 3% | 3% | 5% | 3% | Up | Down |
| ★Libraries open six days per week (%) | 32% | 33% | 33% | 33% | 100% | 100% | 100% | Up | Up |
| ★Circulation (000) | 18,632 | 17,470 | 15,759 | 13,587 | 13,091 | 16,000 | 16,500 | Up | Down |
| Reference queries (000) | 4,720 | 4,360 | 4,351 | 2,955 | 3,443 | 4,000 | 4,000 | Up | Down |
| Electronic visits to website (000) | 5,191 | 6,667 | 6,926 | 7,854 | 7,725 | 7,000 | 8,000 | Up | Up |
| Computers for public use | 1,706 | 1,869 | 1,904 | 1,963 | 1,967 | 1,900 | 7,500 | Up | Up |
| Computer sessions (000) | 3,277 | 3,111 | 3,211 | 2,985 | 3,040 | 3,300 | 3,500 | Up | Neutral |
| Wireless sessions | 119,606 | 112,621 | 346,782 | 453,555 | 477,230 | 475,000 | 500,000 | Up | Up |
| Program sessions | 37,717 | 38,040 | 46,636 | 52,396 | 68,364 | 42,000 | 58,000 | Up | Up |
| ★Program attendance | 712,849 | 664,851 | 806,128 | 884,622 | 1,110,842 | 900,000 | 1,000,000 | Up | Up |
| ★Library card holders (000) | 1,152 | 1,275 | 929 | 972 | 841 | 900 | 1,400 | Up | Down |
| Active library cards (000) | 884 | 866 | 929 | 972 | 841 | * | * | Neutral | Neutral |
| New library card registrations | 97,761 | 100,327 | 198,626 | 171,677 | 103,457 | * | * | Neutral | Up |
| ★Total library attendance (000) | 12,681 | 11,888 | 11,191 | 11,287 | 11,247 | 11,880 | 12,000 | Up | Down |

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AGENCY RESOURCES

| Resource Indicators | Actual ¹ | | | | | Plan ² | | 5yr Trend |
|---------------------------------------|---------------------|---------|---------|---------|---------|-------------------|---------|-----------|
| | FY12 | FY13 | FY14 | FY15 | FY16 | FY16 | FY17 | |
| Expenditures (\$000,000) ³ | \$202.9 | \$304.3 | \$241.9 | \$326.3 | \$364.5 | \$363.6 | \$365.1 | Up |
| Personnel | 3,811 | 3,830 | 3,709 | 3,705 | 4,142 | 4,308 | 4,269 | Neutral |
| Capital commitments (\$000,000) | \$54.6 | \$26.6 | \$42.2 | \$39.9 | \$28.7 | \$485.5 | \$243.1 | Down |

¹Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds
 "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

BROOKLYN PUBLIC LIBRARY

- In Fiscal 2016, Brooklyn Public Library (BPL) hosted library collections in nearly 200 locations and provided services in 552 outreach sites (including schools, senior centers, homeless shelters and community centers) throughout the borough.
- BPL increased its measurement of libraries open six days a week to 100 percent for Fiscal 2016, reflecting citywide policy and correcting its communication of how it monitors this figure.
- Computers for public use increased from 1,436 in Fiscal 2015 to 1,633 in Fiscal 2016, including the iPads used by BPL customers. This is consistent with NYPL and Queens libraries.
- Fiscal 2015 program sessions and program attendance were revised to include late data that BPL obtained.
- In Fiscal 2017 the definition for active library cardholders will change at BPL. Until now, BPL and NYPL were using the same definition to capture this data. They are now able to capture much more patron activity than in previous fiscal years. This should mean that each library system will ultimately have a different definition for this metric.

NEW YORK PUBLIC LIBRARY

- The 17 percent growth in program sessions and 19 percent growth in program attendance in Fiscal 2016 reflect NYPL strategic investment of City funds in programming, particularly in early literacy programming and partnerships with schools. From Fiscal 2015 to Fiscal 2016, children's program attendance grew 21 percent, young adult program attendance by 20 percent, and adult program attendance by 14 percent.
- In Fiscal 2016, there was a 61 percent increase in wireless sessions, reflecting the vendor-driven under-reporting of wireless sessions that occurred in Fiscal 2015.
- While registrations for regular (non-MyLibraryNYC) library cards increased by 16 percent during Fiscal 2016, there were declines of 43 percent in new library card registrations and 45 percent in active library cards from Fiscal 2015 to Fiscal 2016. These decreases were driven by the large-scale, automatic registrations of students and educators in MyLibraryNYC in prior years, a practice that was not repeated in Fiscal 2016.

QUEENS BOROUGH PUBLIC LIBRARY

- The Queens Public Library (QPL) had a 13 percent decrease in library card holders in Fiscal 2016 because it purged inactive cards that had been registered automatically through the MyLibraryNYC program.
- QPL had 40 percent fewer new library card registrations in Fiscal 2016 than in Fiscal 2015, which was the second of a two-year effort to automatically register new card holders through the MyLibraryNYC program. Automatic registrations through MyLibraryNYC were not continued in Fiscal 2016.

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.