

PUBLIC LIBRARIES

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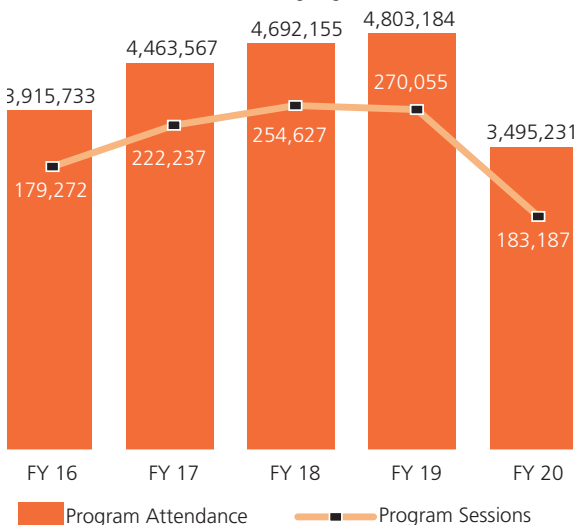
WHAT WE DO

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 216 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 and streaming 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 Borough Public 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 locations throughout the five boroughs. The City's continued capital investment in libraries has allowed the three systems to address some of the critical capital needs facing many local branches, for which the average age is 63 years. The three systems maintain robust and diverse collections in multiple languages and provide computers and other technology for the public, serving as a critical link for disconnected or low-income households. In response to the changing technology needs of their patrons, the three library systems promote equitable access to mobile technology with widespread Wi-Fi and lending of tablets and laptops. They have also expanded their offerings of educational programs and services in nearly every branch, with early child literacy development and after school initiatives, English for Speakers of Other Language classes, High School Equivalency test preparation, computer skills training, workforce development 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 City's vision to serve communities most in need of the valuable services libraries provide, the City's public libraries continued to expand their services offered to incarcerated New Yorkers and to the homeless in each borough. Services expanded include Video Visitation, allowing incarcerated people to communicate with their loved ones at the library through video conferencing, and the opening of a second permanent library space with the Department of Correction. The libraries have expanded literacy programs in shelters and continue to partner with the Department of Homeless Services to better serve the homeless community. The three systems also collaborate with the City on Culture Pass, a citywide initiative that eliminates financial barriers and provides library cardholders with free access to myriad cultural institutions across the five boroughs. In addition, the three library systems will partner with the City on its Census 2020 outreach efforts in historically undercounted communities. As part of the outreach and engagement campaign, the library systems will conduct census outreach and provide technological support, both critical components of the NYC Census 2020 campaign.

Program Attendance and Program Sessions at Library Systems



BROOKLYN PUBLIC LIBRARY

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|---------|-----------------------|-----------|-----------|-----------|-----------|---------|-------------------|
| | FY16 | FY17 | FY18 | FY19 | FY20 | FY20 | FY21 | 5-Year | Desired Direction |
| ★ Average weekly scheduled hours | 49.3 | 49.3 | 49.3 | 49.3 | 49.3 | 49.3 | 49.3 | Neutral | Up |
| Libraries open seven days per week (%) | 8% | 8% | 8% | 8% | 8% | 8% | 8% | Neutral | Up |
| ★ Libraries open six days per week (%) | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Neutral | Up |
| ★ Circulation (000) | 14,585 | 14,109 | 13,733 | 12,911 | 8,745 | 13,870 | 13,870 | Down | Up |
| Reference queries (000) | 4,008 | 4,106 | 3,801 | 4,242 | 2,081 | 3,880 | 3,880 | Down | Up |
| Electronic visits to website (000) | 11,161 | 10,567 | 9,346 | 10,972 | 9,046 | 9,534 | 9,534 | Down | Up |
| Computers for public use | 1,633 | 1,772 | 2,602 | 2,911 | 2,911 | 2,991 | 2,991 | Up | Up |
| Computer sessions (000) | 2,164 | 1,920 | 1,763 | 1,598 | 2,037 | 1,764 | 1,764 | Down | Up |
| Wireless sessions | NA | NA | NA | 1,539,252 | 1,280,827 | 1,525,000 | 1,525,000 | NA | Up |
| Program sessions | 60,532 | 63,246 | 69,248 | 72,840 | 49,339 | 71,346 | 71,346 | Neutral | Up |
| ★ Program attendance | 991,199 | 977,147 | 1,097,001 | 1,124,229 | 815,756 | 1,206,701 | 1,206,701 | Neutral | Up |
| ★ Library card holders (000) | 1,523 | 1,631 | 1,687 | 1,905 | 1,310 | 1,721 | 1,721 | Neutral | Up |
| Active library cards (000) | 630 | 646 | 638 | 784 | 802 | * | * | Up | * |
| New library card registrations | 126,082 | 122,670 | 127,222 | 134,257 | 115,908 | * | * | Neutral | * |
| ★ Total library attendance (000) | 8,686 | 8,382 | 7,943 | 7,874 | 5,290 | 8,022 | 8,022 | Down | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | * None | | | | | |

NEW YORK PUBLIC LIBRARY—BRANCH

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|-----------|-----------------------|-----------|-----------|-----------|-----------|---------|-------------------|
| | FY16 | FY17 | FY18 | FY19 | FY20 | FY20 | FY21 | 5-Year | Desired Direction |
| ★ Average weekly scheduled hours | 50.0 | 50.0 | 50.0 | 49.0 | 49.9 | 49.0 | 49.0 | Neutral | Up |
| Libraries open seven days per week (%) | 8% | 8% | 8% | 8% | 8% | 8% | 8% | Neutral | Up |
| ★ Libraries open six days per week (%) | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Neutral | Up |
| ★ Circulation (000) | 22,723 | 23,778 | 23,984 | 21,330 | 15,333 | 17,000 | 17,000 | Down | Up |
| Reference queries (000) | 9,141 | 9,023 | 8,661 | 8,024 | 5,577 | 7,200 | 7,200 | Down | Up |
| Electronic visits to website (000) | 29,849 | 28,015 | 26,948 | 29,158 | 27,300 | 27,000 | 27,000 | Neutral | Up |
| Computers for public use | 4,647 | 4,660 | 4,875 | 5,027 | 4,796 | 4,700 | 4,700 | Neutral | Up |
| Computer sessions (000) | 3,214 | 3,141 | 2,862 | 2,619 | 1,653 | 2,000 | 2,000 | Down | Up |
| Wireless sessions | 2,650,115 | 3,045,409 | 3,248,300 | 3,048,042 | 2,043,409 | 2,600,000 | 2,600,000 | Down | Up |
| Program sessions | 91,281 | 108,291 | 110,390 | 103,402 | 73,564 | 91,000 | 91,000 | Down | Up |
| ★ Program attendance | 1,713,362 | 1,983,369 | 1,976,390 | 1,901,180 | 1,354,537 | 1,700,000 | 1,700,000 | Down | Up |
| ★ Library card holders (000) | 2,060 | 2,031 | 2,229 | 2,458 | 2,430 | 1,900 | 1,900 | Up | Up |
| Active library cards (000) | 729 | 706 | 1,289 | 912 | 730 | * | * | Neutral | * |
| New library card registrations | 277,641 | 315,137 | 296,419 | 357,107 | 273,175 | * | * | Neutral | * |
| ★ Total library attendance (000) | 13,867 | 13,666 | 12,736 | 11,799 | 7,843 | 10,600 | 10,600 | Down | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | * None | | | | | |

NEW YORK PUBLIC LIBRARY—RESEARCH

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|---------|-----------------------|---------|---------|--------|--------|---------|-------------------|
| | FY16 | FY17 | FY18 | FY19 | FY20 | FY20 | FY21 | 5-Year | Desired Direction |
| ★ Average weekly scheduled hours | 51.3 | 51.3 | 53.3 | 52.3 | 52.3 | 51.4 | 51.4 | Neutral | Up |
| Libraries open seven days per week (%) | 25% | 25% | 25% | 25% | 25% | 25% | 25% | Neutral | Up |
| ★ Libraries open six days per week (%) | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Neutral | Up |
| Reference queries (000) | 514 | 517 | 521 | 521 | 298 | 465 | 465 | Down | Up |
| ★ Program attendance | 100,330 | 101,554 | 102,481 | 127,131 | 184,897 | 94,000 | 94,000 | Up | Up |
| ★ Total library attendance (000) | 3,744 | 3,637 | 4,146 | 4,594 | 3,338 | 4,200 | 4,200 | Neutral | Up |
| Program sessions | 2,060 | 2,209 | 2,885 | 3,037 | 2,128 | 2,100 | 2,100 | Up | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | | * None | | | | |

QUEENS BOROUGH PUBLIC LIBRARY

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|-----------|-----------------------|-----------|-----------|-----------|-----------|---------|-------------------|
| | FY16 | FY17 | FY18 | FY19 | FY20 | FY20 | FY21 | 5-Year | Desired Direction |
| ★ Average weekly scheduled hours | 46.3 | 44.8 | 46.0 | 45.1 | 45.1 | 44.8 | 44.8 | Neutral | Up |
| Libraries open seven days per week (%) | 3% | 3% | 3% | 3% | 3% | 3% | 3% | Neutral | Up |
| ★ Libraries open six days per week (%) | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Neutral | Up |
| ★ Circulation (000) | 13,091 | 12,784 | 12,413 | 11,545 | 8,351 | 13,500 | 13,500 | Down | Up |
| Reference queries (000) | 3,443 | 2,808 | 2,894 | 2,923 | 2,085 | 3,500 | 3,500 | Down | Up |
| Electronic visits to website (000) | 7,725 | 7,297 | 7,347 | 6,144 | 4,441 | 8,500 | 8,500 | Down | Up |
| Computers for public use | 1,967 | 9,494 | 7,741 | 6,879 | 6,522 | 8,000 | 8,000 | Up | Up |
| Computer sessions (000) | 3,040 | 2,957 | 2,908 | 2,730 | 1,873 | 3,500 | 3,500 | Down | Up |
| Wireless sessions | 477,230 | NA | 480,078 | 459,014 | 509,978 | 555,000 | 555,000 | NA | Up |
| Program sessions | 68,364 | 80,881 | 87,532 | 87,599 | 58,156 | 90,000 | 90,000 | Neutral | Up |
| ★ Program attendance | 1,110,842 | 1,401,497 | 1,516,283 | 1,650,644 | 1,140,041 | 1,600,000 | 1,600,000 | Neutral | Up |
| ★ Library card holders (000) | 841 | 1,400 | 1,484 | 1,573 | 1,475 | 1,500 | 1,500 | Up | Up |
| Active library cards (000) | 841 | 806 | 795 | 778 | 929 | * | * | Neutral | * |
| New library card registrations | 103,457 | 101,914 | 110,070 | 90,052 | 64,555 | * | * | Down | * |
| ★ Total library attendance (000) | 11,247 | 11,223 | 11,411 | 10,875 | 7,414 | 12,360 | 12,360 | Down | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | | * None | | | | |

AGENCY RESOURCES

| Resource Indicators | Actual ¹ | | | | | Plan ² | | 5yr Trend |
|---------------------------------------|---------------------|---------|---------|---------|---------|-------------------|---------|-----------|
| | FY16 | FY17 | FY18 | FY19 | FY20 | FY20 | FY21 | |
| Expenditures (\$000,000) ³ | \$364.3 | \$374.7 | \$382.4 | \$402.0 | \$431.3 | \$428.0 | \$426.6 | Up |
| Personnel | 4,142 | 4,141 | 4,002 | 3,888 | 3,900 | 4,264 | 4,252 | Neutral |
| Capital commitments (\$000,000) | \$42.4 | \$18.5 | \$236.0 | \$146.5 | \$33.6 | \$208.7 | \$178.1 | Up |

¹Actual financial amounts for the 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
* None

SPENDING AND BUDGET INFORMATION

Agency expenditures and planned resources by budgetary unit of appropriation.

| Unit of Appropriation | Expenditures FY19 ² (\$000,000) | Modified Budget FY20 ³ (\$000,000) |
|--|--|---|
| Brooklyn Public Library, 001 - Lump Sum Appropriation (OTPS) ¹ | \$111.7 | \$119.4 |
| New York Public Library - Branch, Agency Total ¹ | \$146.0 | \$157.5 |
| 003 - Lump Sum - Borough of Manhattan (OTPS) | \$25.5 | \$25.5 |
| 004 - Lump Sum - Borough of the Bronx (OTPS) | \$24.0 | \$24.0 |
| 005 - Lump Sum - Borough of Staten Island (OTPS) | \$10.1 | \$10.1 |
| 006 - Systemwide Services (OTPS) | \$85.0 | \$96.5 |
| 007 - Consultant and Advisory Services (OTPS) | \$1.4 | \$1.4 |
| New York Public Library - Research, 001 - Lump Sum Appropriation (OTPS) ¹ | \$28.5 | \$31.0 |
| Queens Public Library, 001 - Lump Sum Appropriation (OTPS) ¹ | \$115.8 | \$123.4 |

¹These figures are limited to the City's contribution and planned contribution respectively. ²Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. ³City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- For the indicators of 'Average weekly scheduled hours', 'Libraries open six days per week (%)' and 'Libraries open seven days per week (%)', for Fiscal 2020 the Public Library systems reported their pre-COVID figures to provide their results during times of normal operations. Other library indicators provide actual Fiscal 2020 results as impacted by COVID-19, which caused the closing of library branches from mid-March to the end of Fiscal 2020. The Fiscal 2021 Targets for Public Libraries have remained constant in this report, and are subject to revision in the Fiscal 2021 Preliminary Mayor's Management Report, by which time there should be a better sense of the anticipated effect of the pandemic on Fiscal 2021 library operations. The Fiscal 2021 targets published in this report were developed by the Public Library systems at the end of Calendar 2019 for the Fiscal 2020 Preliminary Mayor's Management Report and thus did not contemplate the effects of the ongoing COVID-19 pandemic.
- The Public Libraries temporarily closed all of their branch and research center locations beginning on Saturday, March 14 to mitigate the spread of COVID-19. All in-person operations were ceased temporarily, including all physical book lending, programs and classes, and public computer and Wi-Fi sessions. The systems maintained and expanded digital services (such as e-book lending, virtual programs, research database use and remote reference services) but did not offer any in-person services through the end of Fiscal 2020, when they began to reopen some library branches for limited, grab-and-go service. The number of branches offering this limited service are expected to expand in early Fiscal 2021. As of the end of Fiscal 2020, in-person programs and classes and public computer and Wi-Fi sessions were still on temporary hiatus.
- The libraries did not offer any in-person programs during closure (after 3/14/20), but instead transitioned to offering virtual programs for their patrons. The total program attendance figures include live online program attendance during closure, as well as views of recorded programs. As the libraries moved their programming to the virtual environment, they were careful about which platforms to use, keeping in mind a variety of issues including patron privacy, which also affected Fiscal 2020 program attendance figures.

ADDITIONAL RESOURCES

For more information on these libraries, please visit:

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