



# PUBLIC LIBRARIES

Anthony W. Crowell, Chair — *Brooklyn Public Library System*

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## Scope of Agency Operations

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 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.

### Brooklyn Public Library

	Actual			Target		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
<i>Performance Statistics</i>				FY12	FY13		
★ <i>Average weekly scheduled hours</i>	46.0	44.3	35.5	44.3	44.3	35.5	43.5
<i>Libraries open seven days per week (%)</i>	10%	10%	10%	10%	10%	5%	3%
★ <i>Libraries open six days per week (%)</i>	100%	100%	28%	59%	59%	32%	50%
★ <i>Circulation (000)</i>	17,273	19,474	20,280	21,000	21,000	7,256	6,626
<i>Reference queries (000)</i>	3,436	3,380	3,401	3,500	3,500	1,134	1,063
<i>Electronic visits to website (000)</i>	4,836	5,337	5,807	*	*	2,014	1,901
<i>Computers for public use</i>	1,108	1,108	1,108	1,128	1,128	1,111	1,111
<i>Program sessions</i>	46,091	49,398	43,748	38,500	38,500	15,290	13,527
★ <i>Program attendance</i>	868,616	924,700	855,713	750,000	750,000	302,893	245,792
★ <i>Library card holders (000)</i>	1,154	1,306	741	750	750	NA	NA
★ <i>Total library attendance (000)</i>	13,225	12,036	12,341	14,000	14,000	4,512	4,008

★ Critical Indicator "NA" - means Not Available in this report

### 311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of BPL Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of BPL Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<i>Top BPL-related Inquiries</i>						
<i>Find a Library - Brooklyn</i>	1,865	85%	1	1,201	81%	1
<i>General Information - Brooklyn Public Library</i>	173	8%	2	139	9%	2
<i>Elementary School Student After School Program - Enrolled</i>	NA	NA	NA	56	4%	3
<i>Library Complaint - Brooklyn</i>	46	2%	4	42	3%	4
<i>Elementary School Student After School Program - Drop-In</i>	63	3%	3	17	1%	5



## New York Public Library - Branch

	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
<i>Performance Statistics</i>							
★ Average weekly scheduled hours	51.9	47.0	46.6	46.0	46.0	46.6	46.6
Libraries open seven days per week (%)	11%	4%	4%	4%	4%	4%	4%
★ Libraries open six days per week (%)	100%	100%	100%	100%	100%	100%	100%
★ Circulation (000)	22,104	24,085	27,908	24,200	24,200	9,476	9,397
Reference queries (000)	8,058	7,503	7,909	8,000	8,000	2,676	3,049
Electronic visits to website (000)	24,637	25,369	31,248	27,400	27,400	10,160	10,081
Computers for public use	3,525	3,627	3,704	3,627	3,627	3,627	3,877
Program sessions	38,613	42,024	43,270	30,900	30,900	12,763	15,169
★ Program attendance	781,899	758,685	864,669	630,000	630,000	252,207	302,612
★ Library card holders (000)	2,654	3,120	2,215	2,400	2,400	NA	NA
★ Total library attendance (000)	15,608	15,248	15,063	15,600	15,600	5,478	5,001

★ Critical Indicator "NA" - means Not Available in this report

## New York Public Library - Research

	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
<i>Performance Statistics</i>							
★ Average weekly scheduled hours	49.0	48.8	46.8	48.0	48.0	46.8	46.8
Libraries open seven days per week (%)	25%	0%	25%	25%	25%	25%	25%
★ Libraries open six days per week (%)	100%	100%	75%	100%	100%	75%	75%
Reference queries (000)	453	402	375	625	625	128	107
Program sessions	1,187	1,041	1,639	1,600	1,600	454	592
★ Program attendance	70,038	67,220	101,533	60,000	60,000	20,467	28,238
★ Total library attendance (000)	2,381	2,363	2,475	2,000	2,000	784	1,080

★ Critical Indicator "NA" - means Not Available in this report

## 311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of NYPL Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of NYPL Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<i>Top NYPL-related Inquiries</i>						
Find a Library - Bronx - Manhattan - Staten Island	2,812	85%	1	1,646	85%	1
General Information - New York Public Library	262	8%	2	157	8%	2
Library Complaint - Bronx - Manhattan - Staten Island	76	2%	4	63	3%	3
Elementary School Student After School Program - Enrolled	1	0%	9	37	2%	4
Elementary School Student After School Program - Drop- In	100	3%	3	18	1%	5



## Queens Borough Public Library

	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13					
<i>Performance Statistics</i>							
★ <i>Average weekly scheduled hours</i>	43.2	42.7	39.3	38.9	38.9	40.2	39.4
<i>Libraries open seven days per week (%)</i>	6%	2%	2%	3%	3%	2%	3%
★ <i>Libraries open six days per week (%)</i>	100%	76%	38%	32%	32%	53%	32%
★ <i>Circulation (000)</i>	23,073	23,064	20,609	21,200	21,200	7,400	6,562
<i>Reference queries (000)</i>	3,841	3,612	3,177	3,177	3,177	986	1,015
<i>Electronic visits to website (000)</i>	4,119	4,809	7,030	7,030	7,030	2,277	1,889
<i>Computers for public use</i>	1,150	1,245	1,551	1,554	1,554	1,269	1,554
<i>Program sessions</i>	30,187	26,592	29,638	30,000	30,000	8,868	11,052
★ <i>Program attendance</i>	596,914	550,355	598,931	600,000	600,000	207,400	244,765
★ <i>Library card holders (000)</i>	874	889	902	889	889	897	900
★ <i>Total library attendance (000)</i>	14,499	14,127	12,966	13,950	13,950	4,818	4,384

★ Critical Indicator "NA" - means Not Available in this report

## 311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of QPL Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of QPL Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<i>Top QPL-related Inquiries</i>						
<i>Find a Library - Queens</i>	901	77%	1	648	72%	1
<i>Find a Summer Meal Program</i>	56	5%	4	61	7%	2
<i>General Information - Queens Public Library</i>	94	8%	2	61	7%	3
<i>Library Complaint - Queens</i>	38	3%	5	45	5%	4
<i>Elementary School Student After School Program - Enrolled</i>	8	1%	6	43	5%	5

## Agency Resources

	A c t u a l			September 2011 MMR	Updated		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	FY12	FY12 <sup>1</sup>	FY13 <sup>1</sup>		
<i>Agency Resources</i>								
<i>Expenditures (\$ millions)<sup>2</sup></i>	\$366.3	\$210.5	\$296.6	\$142.4	\$136.4	\$208.5	\$1.8	\$1.2
<i>Personnel</i>	4,557	4,382	3,946	4,428	3,640	2,187	4,020	3,774
<i>Capital commitments (\$ millions)</i>	\$103.8	\$73.7	\$21.2	\$50.5	\$331.3	\$48.8	\$4.2	\$5.0

<sup>1</sup> January 2012 Financial Plan "NA" - Not Available in this report

<sup>2</sup> Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.



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## **Noteworthy Changes, Additions or Deletions**

None

For more information please visit the websites at:

**Brooklyn Public Library:**

[www.brooklynpubliclibrary.org](http://www.brooklynpubliclibrary.org)

**New York Public Library:**

[www.nypl.org](http://www.nypl.org)

**Queens Borough Public Library:**

[www.queenslibrary.org](http://www.queenslibrary.org)