



PUBLIC LIBRARIES

Anthony W. Crowell, Chair — Brooklyn Public Library System

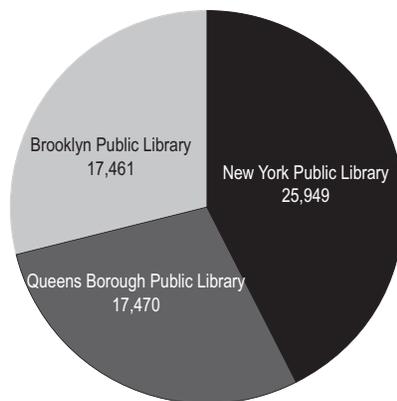
Neil L. Rudenstine, Chair — New York Public Library System

Jacqueline Arrington, Chair — Queens Borough Public Library System

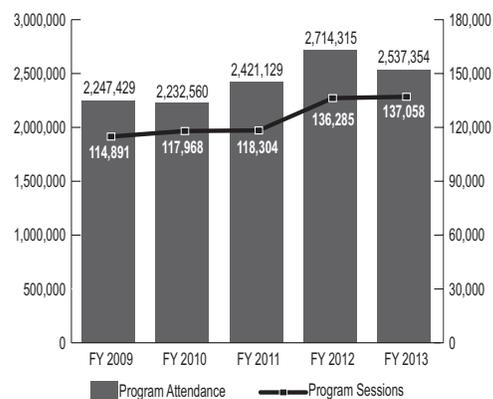
What We Do

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 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.

**Library Circulation (000)
Fiscal 2013**



**Program Attendance and Program Sessions
at Library Systems (Branches)**



Brooklyn Public Library

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average weekly scheduled hours	46.0	44.3	35.5	43.5	43.5	43.5	41.2	Up	Neutral
Libraries open seven days/week (%)	10%	10%	10%	3%	3%	3%	3%	Up	Down
★ Libraries open six days/week (%)	100%	100%	28%	52%	47%	52%	35%	Up	Down
★ Circulation (000)	17,273	19,474	20,280	19,579	17,461	21,000	18,500	Up	Neutral
Reference queries (000)	3,436	3,380	3,401	3,190	3,525	3,500	3,600	Up	Neutral
Electronic visits to website (000)	4,836	5,337	5,807	4,999	5,998	*	6,200	Up	Up
Computers for public use	1,108	1,207	1,305	1,353	1,413	1,111	1,410	Up	Up
Computer sessions (000)	NA	2,369	2,185	2,288	2,270	2,300	2,300	Up	NA
Wireless sessions	NA	102,960	109,481	149,304	297,397	220,000	300,000	Up	NA
Program sessions	46,091	49,398	43,757	43,428	38,247	40,425	40,425	Up	Down
★ Program attendance	868,616	924,700	855,996	833,339	664,449	788,000	700,000	Up	Down
★ Library card holders (000)	1,154	1,306	741	915	1,062	900	1,200	Up	Down
Active library cards (000)	NA	NA	741	684	681	*	*	Neutral	NA
New library card registrations	NA	NA	NA	137,670	167,467	*	*	Neutral	NA
★ Total library attendance (000)	13,225	12,036	12,341	12,024	10,067	14,000	10,500	Up	Down

New York Public Library - Branch

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average weekly scheduled hours	51.9	47.0	46.6	46.6	46.6	46.0	46.0	Up	Neutral
Libraries open seven days per week (%)	11%	4%	4%	4%	4%	4%	4%	Up	Down
★ Libraries open six days per week (%)	100%	100%	100%	100%	100%	100%	100%	Up	Neutral
★ Circulation (000)	22,104	24,085	27,908	28,278	25,949	25,500	25,500	Up	Up
Reference queries (000)	8,058	7,503	7,909	8,844	8,777	8,800	8,800	Up	Up
Electronic visits to website (000)	24,637	25,369	31,248	32,307	32,844	32,000	32,000	Up	Up
Computers for public use	3,525	3,627	3,704	4,026	4,026	4,000	4,000	Up	Up
Program sessions	38,613	42,024	43,270	53,157	59,030	53,000	53,000	Up	Up
★ Program attendance	781,899	758,685	864,669	1,058,899	1,120,064	1,057,000	1,057,000	Up	Up
★ Library card holders (000)	2,654	3,120	2,215	1,985	2,210	2,000	2,000	Up	Down
★ Total library attendance (000)	15,608	15,248	15,063	14,836	14,185	14,800	14,800	Up	Neutral

New York Public Library - Research

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Computer sessions (000)	NA	3,030	3,037	3,052	3,093	*	*	Up	NA
Wireless sessions	NA	1,370,250	1,380,500	1,690,842	2,792,196	*	*	Up	NA
Active library cards (000)	NA	NA	508	580	967	*	*	Neutral	NA
New library card registrations	NA	255,335	252,022	364,848	355,034	*	*	Neutral	NA
★ Average weekly scheduled hours	49.0	48.8	46.8	46.8	46.8	46.8	46.8	Up	Neutral
Libraries open seven days per week (%)	25%	0%	25%	25%	25%	25%	25%	Up	Up
★ Libraries open six days per week (%)	100%	100%	75%	75%	75%	75%	75%	Up	Down
Reference queries (000)	453	402	375	348	406	340	340	Up	Down
★ Program attendance	70,038	67,220	101,533	109,228	87,990	109,000	109,000	Up	Up
★ Total library attendance (000)	2,381	2,363	2,475	3,375	3,451	3,300	3,300	Up	Up
Program sessions	1,187	1,041	1,639	1,983	1,741	1,900	1,900	Up	Up

Queens Borough Public Library

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average weekly scheduled hours	43.2	42.7	39.3	39.6	39.6	38.9	38.0	Up	Neutral
Libraries open seven days per week (%)	6%	2%	3%	3%	5%	3%	3%	Up	Neutral
★ Libraries open six days per week (%)	100%	76%	38%	32%	33%	32%	32%	Up	Down
★ Circulation (000)	23,073	23,064	20,609	18,632	17,470	18,632	17,500	Up	Down
Reference queries (000)	5,999	5,769	5,117	4,720	4,360	2,929	4,000	Up	Down
Electronic visits to website (000)	4,119	4,809	7,030	5,191	6,667	5,200	5,700	Up	Up
Computers for public use	1,150	1,245	1,551	1,706	1,869	1,706	1,870	Up	Up
Computer sessions (000)	NA	3,426	3,336	3,277	3,111	3,300	3,000	Up	NA
Wireless sessions	NA	NA	81,480	119,606	112,621	130,000	110,000	Up	NA
Program sessions	30,187	26,592	29,638	37,717	38,040	37,800	37,800	Up	Up
★ Program attendance	596,914	550,355	598,931	712,849	664,851	713,000	664,850	Up	Up
★ Library card holders (000)	842	954	1,054	1,152	1,275	884	1,275	Up	Up
Active library cards (000)	NA	889	902	884	866	*	*	Neutral	NA
New library card registrations	NA	111,223	98,113	97,761	100,327	*	*	Neutral	NA
★ Total library attendance (000)	14,499	14,127	12,966	12,681	11,888	12,681	11,880	Up	Down

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$366.3	\$210.5	\$296.6	\$202.9	\$305.1	\$237.3	\$236.9	Down
Personnel	4,557	4,382	3,946	3,811	3,830	3,871	3,975	Down
Capital commitments (\$000,000)	\$103.8	\$73.7	\$21.2	\$54.6	\$26.4	\$414.7	\$144.8	Down

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

Noteworthy Changes, Additions or Deletions

Brooklyn Public Library

- BPL identified errors in past figures reported for 'Wireless sessions' for Fiscal 2012, 'Computers for public use' for Fiscal 2010-2012, and 'Program sessions' and 'Program attendance' for Fiscal 2011-2012. These errors have been corrected as of the 2013 Mayor's Management Report.
- In Fiscal 2013, BPL implemented a new technology to track patron attendance, replacing its past methodology of estimating attendance based on annual samples.

Queens Public Library

- The Queens Public Library revised previously published data for two indicators, 'reference queries' and 'library card holders'. QPL changed its calculation method for 'reference queries' to include all reference desk inquiries and transactions, not all of which were previously included. It revised the methodology it uses to count 'library card holders' to be more consistent with the City's other public library systems.

New York Public Library

None

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.

