



PUBLIC LIBRARIES

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.

Brooklyn Public Library

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average weekly scheduled hours	35.5	43.5	43.5	41.2	42.0	43.6	42.0
Libraries open seven days/week (%)	10%	3%	3%	3%	3%	3%	3%
★ Libraries open six days/week (%)	28%	52%	47%	35%	38%	45%	38%
★ Circulation (000)	20,280	19,579	17,461	18,500	18,870	6,436	5,542
Reference queries (000)	3,401	3,190	3,525	3,600	3,672	1,098	1,029
Electronic visits to website (000)	5,807	4,999	5,998	6,200	6,324	2,096	2,487
Computers for public use	1,305	1,353	1,413	1,413	1,413	1,111	1,413
Computer sessions (000)	2,185	2,288	2,270	2,300	2,346	841	807
Wireless sessions	109,481	149,304	297,397	300,000	306,000	132,574	136,986
Program sessions	43,233	43,375	38,247	40,425	41,324	9,509	11,606
★ Program attendance	848,613	833,168	664,449	700,000	525,000	180,606	224,011
★ Library card holders (000)	741	915	1,062	1,200	1,224	NA	NA
Active library cards (000)	741	684	681	*	*	676	700
New library card registrations	NA	137,670	167,467	*	*	59,217	59,513
★ Total library attendance (000)	12,341	12,024	10,067	10,500	10,500	5,674	3,053

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

New York Public Library - Branch

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average weekly scheduled hours	46.6	46.6	46.6	46.0	46.0	46.6	46.6
Libraries open seven days per week (%)	4%	4%	4%	4%	4%	4%	4%
★ Libraries open six days per week (%)	100%	100%	100%	100%	100%	100%	100%
★ Circulation (000)	27,908	28,278	25,949	25,500	25,500	8,748	9,151
Reference queries (000)	7,909	8,844	8,777	8,800	8,800	3,499	3,465
Electronic visits to website (000)	31,248	32,307	32,844	32,000	32,000	10,904	11,304
Computers for public use	3,704	4,026	4,026	4,000	4,000	3,981	4,026
Program sessions	43,270	53,157	59,030	53,000	53,000	17,737	20,967
★ Program attendance	864,669	1,058,899	1,120,064	1,057,000	1,057,000	343,775	396,330
★ Library card holders (000)	2,215	1,985	2,210	2,000	2,000	NA	NA
★ Total library attendance (000)	15,063	14,836	14,185	14,800	14,800	5,049	5,001

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

New York Public Library - Research

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Computer sessions (000)	3,037	3,052	3,093	*	*	1,058	1,123
Wireless sessions	1,380,500	1,690,842	2,792,196	*	*	658,616	936,071
Active library cards (000)	508	580	967	*	*	830	994
New library card registrations	252,022	364,848	355,034	*	*	130,102	125,546
★ Average weekly scheduled hours	46.8	46.8	46.8	46.8	46.8	46.8	46.8
Libraries open seven days per week (%)	25%	25%	25%	25%	25%	25%	25%
★ Libraries open six days per week (%)	75%	75%	75%	75%	75%	75%	75%
Reference queries (000)	375	348	406	340	340	97	87
★ Program attendance	101,533	109,228	87,990	109,000	109,000	30,048	20,836
★ Total library attendance (000)	2,475	3,375	3,451	3,300	3,300	1,215	1,274
Program sessions	1,639	1,983	1,741	1,900	1,900	551	492

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

Queens Borough Public Library

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average weekly scheduled hours	39.3	39.6	39.6	39.2	39.2	39.9	39.3
Libraries open seven days per week (%)	3%	3%	5%	5%	5%	2%	5%
★ Libraries open six days per week (%)	38%	32%	33%	33%	33%	31%	33%
★ Circulation (000)	20,609	18,632	17,470	17,000	17,000	6,070	5,850
Reference queries (000)	5,117	4,720	4,360	4,000	4,000	1,808	1,937
Electronic visits to website (000)	7,030	5,191	6,667	6,700	6,700	2,290	2,431
Computers for public use	1,551	1,706	1,869	2,385	3,200	1,813	2,383
Computer sessions (000)	3,336	3,277	3,111	3,150	3,300	1,111	1,111
Wireless sessions	81,480	119,606	112,621	150,000	180,000	46,826	92,133
Program sessions	29,638	37,717	38,040	38,100	39,000	12,136	13,274
★ Program attendance	598,931	712,849	664,851	675,850	700,000	219,065	257,143
★ Library card holders (000)	1,054	1,152	1,275	1,275	1,275	NA	NA
Active library cards (000)	902	884	866	*	*	875	864
New library card registrations	98,113	97,761	100,327	*	*	41,180	44,483
★ Total library attendance (000)	12,966	12,681	11,888	11,880	11,880	4,212	4,108

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$296.6	\$202.9	\$304.3	\$236.9	\$239.1	\$301.2	\$107.7	\$70.7
Personnel	3,946	3,811	3,830	3,975	3,790	3,790	3,769	3,550
Capital commitments (\$000,000)	\$21.2	\$54.6	\$26.6	\$144.8	\$516.6	\$47.4	\$0.0	\$5.5

¹February 2014 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

- In October 2013, Queens Library, with the support of the New York Department of State and Google, began a large-scale digital device lending program. This fiscal year, 5,000 tablets will be deployed for loan to residents in storm-affected areas to bridge technology access gaps in the wake of Hurricane Sandy.

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.

