



PUBLIC LIBRARIES

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WHAT WE DO

The City's three independent Library systems (the Libraries): Brooklyn Public Library (BPL), the New York Public Library (NYPL), and the Queens Public Library (QPL) provide free, quality library services for all New Yorkers. The Libraries oversee 219 local library branches across the five boroughs, including four research library centers, along with the Thomas Yoseloff Business Center at the Stavros Niarchos Foundation Library in Manhattan. The Libraries offer free and open access to books, periodicals, non-print materials, electronic resources, mobile and streaming technology, and the internet. Reference and career services, professional development, 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. After COVID-19 pandemic associated closings, the Libraries have resumed providing all of these services in person while maintaining their digital and remote offerings.

FOCUS ON EQUITY

As part of the City's social infrastructure, the Brooklyn Public Library, New York Public Library, and Queens Public Library prioritize equitable access to resources for patrons across the City.

The Libraries' commitment to equity starts with collections. Books are not available equally across New York City and children in low-income neighborhoods are less likely to read at grade level, an equity issue. The City's libraries accordingly invest in book giveaways that target children in low-income neighborhoods and book deserts. There is also a focus on collections reflecting the interests and background of the communities they serve. To reinforce equity of access to collections the Libraries eliminated late fines in 2021, ensuring the ability to pay was not a barrier to using the library. At the time of this decision, approximately 400,000 library cards could have been blocked because of fine accruals.

The Libraries' focus on equity is further reflected within their programs and services, particularly those centered around education. Through programs like storytimes, family literacy workshops, and Pre-K for All partnerships, the Libraries have established themselves as the leading providers of early literacy programs and services in the City. All three systems conduct vital after-school programs which aim to help students in historically marginalized communities keep pace with their more affluent peers, a dire need given COVID-19 pandemic-related learning loss. Young adult patrons have access to Teen Centers (spaces created just for teens), college and career readiness counseling, one-on-one tutoring, and other innovative programs to promote learning and development in safe and inclusive spaces. In October 2022, the City allocated \$15 million, and an additional \$5 million from private partners, to the Brooklyn, New York, and Queens Public Libraries for dedicated Teen Centers and programming across the five boroughs.

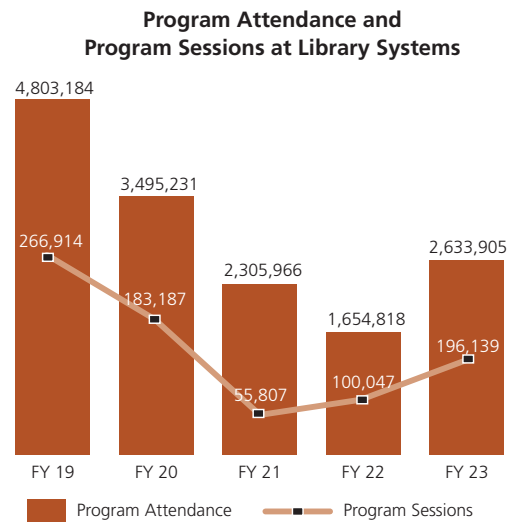
Equity is integral to the Libraries' adult offerings as well. This includes financial literacy resources, one-on-one career services, and technology classes that help patrons develop professional competencies, such as coding or website development, among others. These services are particularly valuable to those New Yorkers on the wrong side of the digital divide, job-seekers, and those who seek to develop their professional skill sets. The City's public libraries also provide vital resources for immigrants and undocumented New Yorkers such as English for Speakers of Other Languages (ESOL) and civics classes. Between the three library systems, programs such as digital literacy classes, book discussions, storytimes, financial literacy, computer classes, "Know Your Rights" forums, health and wellness programs, and music and arts events are offered in as many as 20 languages, depending on the service and location. Programs are offered in Arabic, American Sign Language (ASL), Bengali, Cantonese, English, French, Haitian Creole, Hebrew, Japanese, Korean, Mandarin, Nepali, Portuguese, Russian, Spanish, Tagalog, and Yiddish.

The Libraries' existing services for immigrants and native New Yorkers alike have made them natural hubs for the tens of thousands of asylum seekers arriving in the City. These patrons have received free and unfettered access to IDNYC locations in branches. IDNYC, a municipal identification card for New York City residents that provides access to a wide variety of services and programs offered by the City, can be used as a library card, the only card usable across all three systems. Queens, Brooklyn, and New York public libraries are also providing targeted services to address this crisis, working with a wide range of community partners to distribute resources and information to asylees directly. The three systems have partnered with the Mayor's Office of Immigrant Affairs (MOIA) to supply this information to the City's new Asylum Seeker Navigation Center.

The Libraries' commitment to equity yields a credibility and trust that make them strong partners to the public, the City, and community-based organizations on a wide range of initiatives. In Fiscal 2021-2023, in partnership with the City, library branches served as COVID-19 vaccination and testing sites. Libraries continue to serve as COVID test-kit distribution hubs, cooling centers, and voting locations. Their reputation, along with their reach, is also why libraries are a valuable partner for civic engagement and voter education initiatives, including trainings and panel discussions for low-turnout segments of the population, such as formerly incarcerated citizens, older adults, and voters of color. Libraries are additionally a critical partner to the NYC Civic Engagement Commission and City Council's Participatory Budgeting initiatives. Branches serve as spaces where a diverse range of New Yorkers can participate in valuable idea generation sessions and cast their votes for projects.

Key to patrons' engagement with these programs and services is providing trusted, safe and reliable spaces for all New Yorkers. All three systems work diligently, with limited resources, to renovate existing branches and build new locations when possible, balancing the needs of each neighborhood and prioritizing urgent building repairs. The three library systems assess the conditions and needs of every branch, particularly regarding critical infrastructure, to ensure buildings are properly cooled, heated, and accessible.

The City's libraries continue to be spaces that are uniquely equipped to advance equity in New York City. Whether as a student taking advantage of a new Teen Center, an adult building a new professional skill set, a toddler participating in a storytime, or an asylee seeking vital resources, every New Yorker can count on their libraries for access to the tools, resources, and development opportunities they need to find success in their lives.



BROOKLYN PUBLIC LIBRARY

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Average weekly scheduled hours	49.3	49.3	47.0	47.0	47.0	*	*	Neutral	*
Libraries open seven days per week (%)	8%	8%	11%	11%	11%	*	*	Up	Up
★ Libraries open six days per week (%)	100%	100%	100%	100%	100%	*	*	Neutral	*
★ Circulation (000)	12,911	8,745	5,004	9,318	9,867	10,300	10,300	Down	Up
Reference queries (000)	4,242	2,081	17	446	71	*	*	Down	Up
Electronic visits to website (000)	2,422	2,382	1,702	3,008	3,859	4,000	4,000	Up	Up
Computers for public use	2,911	2,911	2,586	2,586	2,600	*	*	Down	Up
Computer sessions (000)	1,598	1,046	13	331	602	*	*	Down	Up
Wireless sessions	1,539,252	1,280,827	431,804	NA	NA	*	*	NA	Up
Program sessions	72,840	49,339	15,823	25,383	55,767	*	*	Down	Up
★ Program attendance	1,124,229	1,184,160	749,651	387,494	596,753	*	*	Down	*
★ Library card holders (000)	1,905	1,310	1,364	1,472	1,409	1,500	1,500	Down	Up
Active library cards (000)	784	802	846	494	591	*	*	Down	*
New library card registrations	134,257	115,908	70,391	143,441	180,069	*	*	Up	*
★ Total library attendance (000)	7,874	5,290	812	2,979	4,064	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

NEW YORK PUBLIC LIBRARY—BRANCH

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Average weekly scheduled hours	49.0	49.9	48.0	48.4	48.4	*	*	Neutral	*
Libraries open seven days per week (%)	8%	8%	0%	8%	8%	*	*	Neutral	Up
★ Libraries open six days per week (%)	100%	100%	64%	100%	100%	*	*	Neutral	*
★ Circulation (000)	21,330	15,333	9,958	14,310	16,530	15,000	15,000	Down	Up
Reference queries (000)	8,024	5,577	1,023	3,801	4,231	*	*	Down	Up
Electronic visits to website (000)	29,158	27,300	20,212	26,015	23,449	20,000	20,000	Down	Up
Computers for public use	5,027	4,796	4,173	3,748	4,409	*	*	Down	Up
Computer sessions (000)	2,619	1,653	2	929	1,222	*	*	Down	Up
Wireless sessions	3,048,042	2,043,409	232,185	591,454	1,353,853	*	*	Down	Up
Program sessions	103,402	73,564	24,745	43,103	84,154	*	*	Down	Up
★ Program attendance	1,901,180	1,354,537	445,185	505,595	1,031,424	*	*	Down	*
★ Library card holders (000)	2,458	2,430	2,420	2,111	2,075	2,000	2,000	Down	Up
Active library cards (000)	912	730	522	722	867	*	*	Neutral	*
New library card registrations	357,107	273,175	157,253	295,448	407,167	*	*	Up	*
★ Total library attendance (000)	11,799	7,843	1,439	5,346	7,341	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

NEW YORK PUBLIC LIBRARY—RESEARCH

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Average weekly scheduled hours	52.3	52.3	48.0	49.4	51.0	*	*	Neutral	*
Libraries open seven days per week (%)	25%	25%	0%	33%	33%	*	*	Up	Up
★ Libraries open six days per week (%)	100%	100%	100%	100%	100%	*	*	Neutral	*
Reference queries (000)	521	298	67	112	180	*	*	Down	Up
★ Program attendance	127,131	184,897	291,539	101,663	126,555	*	*	Down	*
★ Total library attendance (000)	4,594	3,338	4	1,796	3,456	*	*	Down	*
Program sessions	3,037	2,128	3,775	2,623	3,062	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

QUEENS PUBLIC LIBRARY

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Average weekly scheduled hours	45.1	45.1	33.5	37.8	44.3	*	*	Neutral	*
Libraries open seven days per week (%)	3%	3%	0%	1%	3%	*	*	Down	Up
★ Libraries open six days per week (%)	100%	100%	55%	55%	86%	*	*	Down	*
★ Circulation (000)	11,545	8,351	3,685	6,738	7,719	7,500	7,500	Down	Up
Reference queries (000)	2,923	2,085	199	714	1,028	*	*	Down	Up
Electronic visits to website (000)	6,144	4,441	2,787	3,354	3,248	3,500	3,500	Down	Up
Computers for public use	6,879	6,522	4,054	6,095	5,174	*	*	Down	Up
Computer sessions (000)	2,730	1,873	15	495	732	*	*	Down	Up
Wireless sessions	459,014	509,978	378,799	466,572	583,803	*	*	Up	Up
Program sessions	87,599	58,156	14,183	28,735	53,156	*	*	Down	Up
★ Program attendance	1,650,644	1,140,041	807,055	540,604	879,173	*	*	Down	*
★ Library card holders (000)	1,573	1,475	1,491	1,457	1,548	1,500	1,500	Neutral	Up
Active library cards (000)	778	929	948	869	726	*	*	Neutral	*
New library card registrations	90,052	64,555	16,107	55,286	92,854	*	*	Neutral	*
★ Total library attendance (000)	10,875	7,414	1,563	3,945	5,676	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$402.0	\$431.4	\$429.9	\$431.0	\$475.1	\$448.3	\$471.9	Up
Personnel	3,888	3,900	3,721	3,889	4,108	4,177	4,301	Neutral
Capital commitments (\$000,000)	\$146.5	\$33.6	\$45.8	\$142.1	\$71.2	\$170.3	\$198.5	Down

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 FY22 ² (\$000,000)	Modified Budget FY23 ³ (\$000,000)
Brooklyn Public Library, 001 - Lump Sum Appropriation (OTPS) ¹	\$118.4	\$130.9
New York Public Library - Branch, Agency Total ¹	\$159.9	\$176.3
003 - Lump Sum - Borough of Manhattan (OTPS)	\$25.8	\$26.3
004 - Lump Sum - Borough of the Bronx (OTPS)	\$24.2	\$24.6
005 - Lump Sum - Borough of Staten Island (OTPS)	\$10.8	\$11.1
006 - Systemwide Services (OTPS)	\$97.7	\$112.9
007 - Consultant and Advisory Services (OTPS)	\$1.4	\$1.4
New York Public Library - Research, 001 - Lump Sum Appropriation (OTPS) ¹	\$30.7	\$33.1
Queens Public Library, 001 - Lump Sum Appropriation (OTPS) ¹	\$122.1	\$134.7

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, 2022. Includes all funds. ³City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. "NA" Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Previously published Fiscal 2022 data for New York Public Library – Research ‘Program sessions’ and ‘Program attendance’ were corrected due to a reporting error. ‘Program sessions’ was adjusted from 2,826 to 2,623, and ‘Program attendance’ from 221,125 to 101,663.
- Views of recorded programs were added to regular ‘Program attendance’ for the Libraries during the COVID-19 pandemic, to reflect online activity while in-person programs were suspended. Fiscal 2021 and Fiscal 2022 data includes views of recorded programs for all three library systems. In Fiscal 2023, NYPL stopped including views of recorded programs.

ADDITIONAL RESOURCES

For more information on these libraries, please visit:

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

