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 217 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 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 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 library and literacy locations throughout the five boroughs. The three systems maintain robust and diverse collections in multiple languages and provide free Wi-Fi, computers and other technology for the public, serving as a critical link for disconnected and low-income households. In Fiscal 2015, the three library systems promoted equitable access to mobile technology by beginning to lend mobile internet access devices. In Fiscal 2016, they will continue to expand their offerings of educational programs and services, with early child literacy development and after school initiatives, English as a Second Language classes, High School Equivalency test preparation, computer skills training and job seeker services. As part of the Mayor's vision to connect communities to vital government services, the libraries are helping to implement the IDNYC program through five library-based intake centers.

BROOKLYN PUBLIC LIBRARY

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Average weekly scheduled hours	43.5	42.0	45.0	45.3	49.7	45.0	49.7
Libraries open seven days/week (%)	3%	3%	3%	3%	8%	3%	8%
★Libraries open six days/week (%)	47%	38%	65%	100%	100%	65%	92%
★Circulation (000)	17,461	15,731	15,205	15,661	15,661	5,381	5,194
Reference queries (000)	3,525	4,053	4,406	4,759	4,806	1,187	1,084
Electronic visits to website (000)	11,098	10,748	11,391	11,000	11,900	3,825	3,941
Computers for public use	1,413	1,436	1,436	1,488	1,488	1,436	1,510
Computer sessions (000)	2,270	2,152	2,188	2,167	2,188	769	767
Wireless sessions	297,661	412,437	424,463	428,708	441,569	140,520	156,545
Program sessions	38,247	41,094	47,100	49,982	51,481	15,536	16,931
★Program attendance	664,449	782,805	928,740	988,532	1,018,188	307,794	320,834
★Library card holders (000)	1,062	1,243	1,362	1,436	1,473	NA	NA
Active library cards (000)	681	761	696	*	*	780	697
New library card registrations	167,467	205,089	192,156	*	*	55,340	48,716
★Total library attendance (000)	10,067	8,432	8,699	9,296	9,774	3,207	3,038

★ Critical Indicator   "NA" - means Not Available in this report   * No Target   ⇩⇧ shows desired direction

NEW YORK PUBLIC LIBRARY - BRANCH

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Average weekly scheduled hours	46.6	46.6	46.6	50.0	47.0	46.6	47.6
Libraries open seven days per week (%)	4%	4%	4%	8%	7%	4%	8%
★Libraries open six days per week (%)	100%	100%	100%	100%	100%	100%	100%
★Circulation (000)	25,949	24,722	23,296	23,300	21,000	8,329	7,697
Reference queries (000)	8,777	8,446	9,047	9,140	8,100	3,534	3,477
Electronic visits to website (000)	32,844	32,722	30,852	30,850	37,000	10,551	13,381
Computers for public use	4,026	4,180	4,530	4,530	4,361	4,180	5,146
Computer sessions (000)	3,093	3,306	3,287	3,290	2,915	1,195	1,108
Wireless sessions	2,792,196	2,424,966	1,644,366	2,450,000	2,065,260	550,000	841,264
Program sessions	59,030	65,842	77,823	80,200	73,400	24,986	24,501
★Program attendance	1,120,064	1,209,148	1,443,213	1,486,500	1,371,000	468,826	470,194
★Library card holders (000)	2,210	2,302	2,230	2,350	2,500	NA	NA
Active library cards (000)	967	902	1,320	*	*	580	712
New library card registrations	355,034	366,357	483,103	*	*	267,679	107,426
★Total library attendance (000)	14,185	13,971	14,014	14,150	12,354	5,071	4,779

★ Critical Indicator   "NA" - means Not Available in this report   * No Target   ⇩⇧ shows desired direction

NEW YORK PUBLIC LIBRARY - RESEARCH

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Average weekly scheduled hours	46.8	46.8	46.8	51.3	53.0	46.8	52.8
Libraries open seven days per week (%)	25%	25%	25%	25%	25%	25%	25%
★Libraries open six days per week (%)	75%	75%	100%	100%	100%	75%	100%
Reference queries (000)	406	467	506	510	511	90	91
★Program attendance	87,990	70,192	92,206	95,000	121,600	27,399	31,488
★Total library attendance (000)	3,451	3,630	3,679	3,720	3,800	1,269	1,327
Program sessions	1,741	1,501	1,953	2,010	2,300	564	621

★ Critical Indicator   "NA" - means Not Available in this report   * No Target   ⇩⇧ shows desired direction

QUEENS BOROUGH PUBLIC LIBRARY

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Average weekly scheduled hours	39.6	39.6	40.2	44.0	45.6	40.0	41.6
Libraries open seven days per week (%)	5%	5%	3%	5%	3%	3%	3%
★Libraries open six days per week (%)	33%	33%	33%	100%	100%	33%	33%
★Circulation (000)	17,470	15,759	13,587	16,000	16,500	4,997	4,673
Reference queries (000)	4,360	4,351	2,955	4,000	4,000	1,056	1,207
Electronic visits to website (000)	6,667	6,926	7,854	7,000	8,000	2,480	2,704
Computers for public use	1,869	1,904	1,963	1,900	7,500	1,963	1,967
Computer sessions (000)	3,111	3,211	2,985	3,300	3,500	1,091	1,043
Wireless sessions	112,621	346,782	453,555	475,000	500,000	147,702	158,306
Program sessions	38,040	46,636	52,396	42,000	58,000	16,497	20,170
★Program attendance	664,851	806,128	884,622	900,000	1,000,000	308,368	347,802
★Library card holders (000)	1,275	929	972	900	1,400	NA	NA
Active library cards (000)	866	929	972	*	*	990	973
New library card registrations	100,327	198,626	171,677	*	*	33,422	39,540
★Total library attendance (000)	11,888	11,191	11,287	11,880	12,000	4,048	3,857

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AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16[1]	FY17[1]	FY15	FY16
Expenditures ($000,000)[2]	$304.3	$241.9	$326.3	$357.7	$363.6	$342.5	$209.7	$239.3
Personnel	3,830	3,709	3,705	3,832	4,308	4,068	3,727	3,880
Capital commitments ($000,000)	$26.6	$42.2	$39.9	$176.9	$485.5	$148.1	$6.2	$10.6

[1]January 2016 Financial Plan   [2]Expenditures include all funds   "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS 🖉

BROOKLYN PUBLIC LIBRARY

- The Brooklyn Public Library (BPL) revised its Fiscal 2016 performance targets for six indicators. These changes are based on the Library's analysis of preceding data trends as well as contributing factors, such as staffing and hours of service. Four indicators are increased for Fiscal 2016: 'Reference queries (000)', 'Computer sessions (000)', 'Program sessions' and 'Program attendance'. The two for which Fiscal 2016 BPL targets are decreased are 'Circulation (000)' and 'Wireless sessions'.

- BPL set Fiscal 2017 performance targets for most of its indicators based on the Library's increases in public service hours and staffing levels during Fiscal 2016. BPL expects to see upward trends in 'Average weekly scheduled hours', 'Libraries open seven days/week (%)', 'Reference queries (000)', 'Library card holders (000)', 'Electronic visits to website (000)', 'Computer sessions (000)', 'Wireless sessions', 'Program sessions', 'Program attendance' and 'Total library attendance (000)'.

- After further review of its data, Brooklyn Public Library updated its totals for 'program sessions' and 'program attendance' for Fiscal 2015, to include programs that were not captured in its submission for the Fiscal 2015 MMR. Beginning in Fiscal 2016, BPL is using a new data collection tool designed to enable staff to record figures related to its programs more efficiently.

NEW YORK PUBLIC LIBRARY

- During the first four months of Fiscal 2016, NYPL focused its efforts on strategic initiatives including early literacy programming and partnerships, growing its essential educational programs, and increasing digital access to its collections. It was able to make significant progress on these strategic initiatives with additional funding provided by the City. NYPL was already at six-day service systemwide, but further increased hours of service and hired new librarians across its system to support programmatic growth.

- New library card registrations for NYPL were 60 percent lower in the first four months of Fiscal 2016 than in the same period of the previous year. This was due to the large-scale automatic library card registration of students and educators by the MyLibraryNYC program during July to October of Fiscal 2015, which was not repeated this fiscal year. However, new registrations for non-MyLibraryNYC cards increased 16 percent at NYPL in the first four months of Fiscal 2016 from the comparable period of Fiscal 2015.

- The Fiscal 2016 target for 'Wireless sessions' has been corrected to its previous target level of 2,450,000, after it was mistakenly reduced to 1,644,400 in the Fiscal 2015 MMR.

- NYPL Fiscal 2017 targets for 'Average weekly scheduled hours', 'Libraries open 7 days/week (%)', 'Reference queries (000)', 'Computers for public use', 'Computer sessions (000)', 'Wireless sessions', 'Program sessions', 'Program attendance' and 'Total library attendance (000)' at the branch libraries take into account planned increased investments in capital improvements across the NYPL system that will entail a significant increase in temporary location closures throughout Fiscal 2017 and in some cases beyond. Even as NYPL works to minimize the impact on service, it is expected that scheduled hours, attendance and usage will decrease temporarily. NYPL expects that as these capital improvements are completed they will result in revitalized spaces that better meet users' evolving needs, as well as in increased use of all library services. Historical data from Fiscal 2006 though Fiscal 2015 indicates that when branches reopen following renovation, visits, circulation and program attendance increase by up to 60 percent in the first year of reopening compared to pre-closure usage figures.

- NYPL set its Fiscal 2017 target for 'Circulation (000)' to be consistent with decreases in its circulation as currently measured and the five-year downward trend in NYPL circulation figures through Fiscal 2015. This trend reflects ongoing downward pressure on circulation for libraries locally and nationwide, driven by users' changing patterns of materials usage and access. NYPL has formed an internal working group to analyze circulation from previous periods and to pilot interventions to improve circulation and its measurement for its system.

- NYPL set its Fiscal 2017 target for 'Electronic visits to website (000)' based on increases expected with the continuation of its strategy focused on its website and mobile applications and intended to increase engagement and better serve NYPL users' needs. The Fiscal 2017 target for 'Library card holders (000)' at NYPL reflects a library card outreach campaign focusing on the benefits of library membership.

- For its research libraries, NYPL has adjusted the Fiscal 2017 target for 'Average weekly scheduled hours'. These hours are being increased in Fiscal 2016, but as some of the increases will be after the start of this fiscal year, the full impact of the increases won't take effect until Fiscal 2017.

- NYPL set its Fiscal 2017 targets for 'Reference queries (000)', 'Program attendance', 'Total library attendance (000)' and 'Program sessions' for its research libraries based on expected increases in accordance with recent positive trends, along with NYPL's strategic emphasis on programming and other service to better meet Research Library users' needs.

QUEENS BOROUGH PUBLIC LIBRARY

- The Queens Public Library (QPL) set its Fiscal 2017 performance target for 'Average weekly scheduled hours' based on all QPL locations being open at least six days a week beginning in November of Fiscal 2016. The Fiscal 2017 targets for six other indicators—'Circulation (000)', 'Computer sessions (000)', 'Wireless sessions', 'Program sessions', 'Program Attendance' and 'Total library attendance (000)'— are based on the increase in service days and hours.

- QPL set its Fiscal 2017 target for 'Library card holders (000)' based on a priority initiative to increase library card holders, and for 'Electronic visits to website (000)' based on enhanced content and more digital content that it anticipates will increase website visits.

- QPL set its Fiscal 2017 target for 'Computers for public use' to reflect changes to the metric to include laptops, tablets and other mobile devices it has available for use by the public.

- The Fiscal 2017 target for 'Libraries open seven days/week (%)' takes into account the fact that private funding to keep one QPL location open seven days will no longer be available.

ADDITIONAL RESOURCES

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.