

PUBLIC LIBRARIES



WHAT WE DO

Library services are provided through three independent systems: the Brooklyn Public Library (BPL), the New York Public Library (NYPL), and the Queens Public Library (QPL). 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 and streaming technology, and non-print materials. Reference and career services, internet access, 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. During the throes of the COVID-19 pandemic, New York City's libraries offered these programs, services, and resources virtually as the systems quickly shifted to an expanded online presence. Since full-service restoration in July 2021, the Libraries have resumed providing many of these services in person while maintaining aspects of their digital and remote services.

FOCUS ON EQUITY

Whether amid system-wide physical closure during the pandemic, or the city's current, early recovery stage, the Brooklyn Public Library, New York Public Library, and Queens Public Library prioritize equitable service delivery to patrons. During the COVID-19 pandemic the Libraries expanded their online presence to ensure access to information, resources, and programs for all New Yorkers through webinars, classes, book clubs, live tutoring, and career and financial counseling that supported schools, job-seekers, and students, among others. But Brooklyn Public Library, New York Public Library, and Queens Public Library know that many of our patrons on the wrong side of the digital divide can only access our services in person. This is why the Libraries supplemented these offerings with limited in-person services, maintenance of WiFi networks, and the distribution of thousands of reading materials as part of the 2020 summer reading programs. The high volume of patrons who exclusively engage with their libraries in person is the primary reason full-service restoration was prioritized as soon as it was safely possible. All of the City's library systems reopened at full capacity in July 2021 (following a phased reopening that began in July 2020), which included the full complement of services such as general space use, programs, and classes incrementally reinstated as quickly as circumstances allowed.

In the fall 2021, the Libraries took another critical step by eliminating late fines on books and other circulating materials, removing a barrier to access and ensuring that all New Yorkers could freely take advantage of the services and resources libraries have to offer. Looking ahead, the Libraries will maintain our focus on equity in all aspects of programming and services because of the integral role this plays in the City's recovery. Maintaining a commitment to equity during this critical stage of recovery and beyond means adjusting to a "new normal", applying the lessons learned during the pandemic to new initiatives like outdoor programming, the continued offering of digital and remote services, and additional activation of outdoor spaces. The Libraries are balancing these lessons learned with the priority to reconnect with those New Yorkers we lost touch with during closure. Many of these patrons were adversely impacted by COVID-19. The Brooklyn, New York, and Queens public library systems are committed to restoring these citizens to a place of security with the space to learn and find opportunities.

BROOKLYN PUBLIC LIBRARY

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average weekly scheduled hours	49.3	49.3	48.0	*	*	34.5	48.0
Libraries open seven days per week (%)	8%	8%	0%	*	*	0%	8%
★ Libraries open six days per week (%)	100%	100%	55%	*	*	60%	100%
★ Circulation (000)	12,911	8,745	5,002	6,200	6,200	1,265	3,052
Reference queries (000)	4,242	2,081	17	*	*	5	4
Electronic visits to website (000)	10,972	9,046	3,274	6,600	6,600	2,385	2,260
Computers for public use	2,911	2,911	2,911	*	*	NA	2,602
Computer sessions (000)	1,598	2,037	12	*	*	0	96
Wireless sessions	1,539,252	1,280,827	431,804	*	*	164,271	328,631
Program sessions	72,840	49,339	16,879	*	*	3,292	6,309
★ Program attendance	1,124,229	1,184,160	762,187	*	*	351,510	123,825
★ Library card holders (000)	1,905	1,310	1,364	1,500	1,500	NA	NA
Active library cards (000)	784	802	879	*	*	825	911
New library card registrations	134,257	115,908	70,391	*	*	22,706	42,262
★ Total library attendance (000)	7,874	5,290	892	*	*	206	972
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

NEW YORK PUBLIC LIBRARY — BRANCH

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average weekly scheduled hours	49.0	49.9	48.0	*	*	40.1	48.5
Libraries open seven days per week (%)	8%	8%	0%	*	*	0%	7%
★ Libraries open six days per week (%)	100%	100%	64%	*	*	60%	90%
★ Circulation (000)	21,330	15,333	9,958	12,000	12,000	3,016	4,576
Reference queries (000)	8,024	5,577	1,023	*	*	0	1,067
Electronic visits to website (000)	29,158	27,300	20,212	22,000	22,000	6,527	8,161
Computers for public use	5,027	4,796	4,173	*	*	4,340	4,173
Computer sessions (000)	2,619	1,653	2	*	*	0	257
Wireless sessions	3,048,042	2,043,409	232,185	*	*	89,152	263,032
Program sessions	103,402	73,564	24,745	*	*	4,863	10,798
★ Program attendance	1,901,180	1,354,537	445,185	*	*	88,440	116,998
★ Library card holders (000)	2,458	2,430	2,420	2,100	2,100	NA	NA
Active library cards (000)	912	730	522	*	*	1,020	586
New library card registrations	357,107	273,175	157,253	*	*	58,730	142,671
★ Total library attendance (000)	11,799	7,843	1,439	*	*	395	1,502
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

NEW YORK PUBLIC LIBRARY — RESEARCH

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average weekly scheduled hours	52.3	52.3	48.0	*	*	0.0	47.7
Libraries open seven days per week (%)	25%	25%	0%	*	*	0%	33%
★ Libraries open six days per week (%)	100%	100%	100%	*	*	0%	100%
Reference queries (000)	521	298	67	*	*	19	62
★ Program attendance	127,131	184,897	291,539	*	*	98,453	26,357
★ Total library attendance (000)	4,594	3,338	4	*	*	0	637
Program sessions	3,037	2,128	3,775	*	*	1,422	975
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

QUEENS BOROUGH PUBLIC LIBRARY

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average weekly scheduled hours	45.1	45.1	33.5	*	*	32.3	38.3
Libraries open seven days per week (%)	3%	3%	0%	*	*	0%	1%
★ Libraries open six days per week (%)	100%	100%	55%	*	*	35%	58%
★ Circulation (000)	11,545	8,351	3,685	6,500	6,500	926	2,215
Reference queries (000)	2,923	2,085	199	*	*	54	226
Electronic visits to website (000)	6,144	4,441	2,787	3,500	3,500	822	1,203
Computers for public use	6,879	6,522	4,054	*	*	NA	4,198
Computer sessions (000)	2,730	1,873	15	*	*	0	138
Wireless sessions	459,014	509,978	378,799	*	*	152,603	102,951
Program sessions	87,599	58,156	14,183	*	*	3,433	6,825
★ Program attendance	1,650,644	1,140,041	807,055	*	*	254,258	165,667
★ Library card holders (000)	1,573	1,475	1,491	1,500	1,500	NA	NA
Active library cards (000)	778	929	948	*	*	934	968
New library card registrations	90,052	64,555	16,107	*	*	4,578	17,408
★ Total library attendance (000)	10,875	7,414	1,563	*	*	278	1,203
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 ¹	FY23 ¹	FY21	FY22
Expenditures (\$000,000) ²	\$402.0	\$431.4	\$429.9	\$431.9	\$427.5	\$418.1	\$269.6	\$256.6
Personnel	3,888	3,900	3,721	4,092	3,972	4,105	3,875	3,751
Capital commitments (\$000,000)	\$146.5	\$33.6	\$45.8	\$219.1	\$205.2	\$212.6	\$7.6	\$41.4
¹ February 2022 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

SPENDING AND BUDGET INFORMATION

Agency expenditures and planned resources by budgetary unit of appropriation.

Unit of Appropriation	Expenditures FY21 ¹ (\$000,000)	February 2022 Financial Plan FY22 ² (\$000,000)
Brooklyn Public Library, 001 - Lump Sum Appropriation (OTPS) ¹	\$118.2	\$116.6
New York Public Library - Branch, Agency Total ¹	\$158.5	\$159.1
003 - Lump Sum - Borough of Manhattan (OTPS)	\$25.2	\$25.7
004 - Lump Sum - Borough of the Bronx (OTPS)	\$23.9	\$24.2
005 - Lump Sum - Borough of Staten Island (OTPS)	\$10.0	\$10.8
006 - Systemwide Services (OTPS)	\$98.1	\$97.0
007 - Consultant and Advisory Services (OTPS)	\$1.4	\$1.4
New York Public Library - Research, 001 - Lump Sum Appropriation (OTPS) ¹	\$30.7	\$30.6
Queens Public Library, 001 - Lump Sum Appropriation (OTPS) ¹	\$122.4	\$121.2

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, 2021. Includes all funds. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The change in 'Libraries open seven days a week (%)' for NYPL-Research from 25 percent in Fiscal 2020 to 33 percent in the Fiscal 2022 PMMR period, is in part due to the movement of staff and resources from the Science, Industry, Business Library (SIBL) to the Thomas Yoseloff Business Center at the Stavros Niarchos Foundation Library (SNFL).
- NYPL—Branch increased previously published Fiscal 2022 targets for 'Circulation (000)', 'Electronic visits to website (000)' due to reopening of branches and services after COVID-19 restrictions. Previously published Fiscal 2022 target for 'Library card holders (000)' was decreased due to a scheduled removal of inactive patrons from the database.
- BPL increased previously published Fiscal 2022 targets for 'Circulation (000)' and 'Electronic visits to website (000)', due to the reopening of branches after COVID-19 restrictions.

ADDITIONAL RESOURCES

For more information on these libraries, please visit:

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