

PUBLIC LIBRARIES

- Indicator name: Average weekly scheduled hours
Description: The total amount of scheduled public service hours at all libraries/branches divided by the number of locations.
Source: Brooklyn Public Library -Government Affairs; New York Public Library-Office of The Branch Libraries and Research Libraries Administration; Queens Public Library - Information Technology Services.
- Indicator name: Libraries open seven days per week (%)
Description: Libraries/branches open 7 days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source: Brooklyn Public Library (BPL) - Government Affairs; New York Public Library (NYPL) - Office of The Branch Libraries and Research Libraries Administration; Queens Public Library (QPL) - Community Library Services.
- Indicator name: Libraries open six days per week (%)
Description: Libraries/branches open 6 days per week as a percent of the total locations.
Source: Brooklyn Public Library -Government Affairs; New York Public Library-Office of The Branch Libraries and Research Libraries Administration; Queens Public Library - Community Library Services.
- Indicator name: Circulation (000)
Description: The total number of library materials, e.g., books, periodicals, and other materials, checked out or renewed at all library locations.
Source: BPL - Information Technology Department; NYPL - Office of The Branch Libraries; QPL - Community Library Services.
- Indicator name: Reference queries (000)
Description: The total number of reference questions asked of library staff by patrons in person, telephone, e-mail, and chat room.
Source: Brooklyn Public Library: annual reference survey; New York Public Library: quarterly reader service statistics report; and Queens Borough Public Library: quarterly reference sample report.
- Indicator name: Electronic visits to website (000)
Description: The total number of visits to the library website. The numbers reported for New York Public branch libraries include activity for both branch and research facilities.
Source: BPL - Information Technology Dept; NYPL - Information Technology Group; QPL - Information Technology Services.
- Indicator name: Computers for public use
Description: Computers used by the public in public areas. The numbers reported for New York Public branch libraries include activity for both branch and research facilities.
Source: Information technology departments of each library system.

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- Indicator name: Program sessions
Description: The total number of programs conducted by library staff for the public.
Source: BPL – Government Affairs; NYPL - Office of The Branch Libraries and Research Libraries Administration; QPL - Community Library Services.
- Indicator name: Program attendance
Description: The number of people attending programs conducted by library staff for the public.
Source: BPL – Government Affairs; NYPL - Office of The Branch Libraries and Research Libraries Administration; QPL - Community Library Services.
- Indicator name: Library card holders (000)
Description: The total number of people registered as New York Public branch libraries card holders.
Source: Library staff reports.
- Indicator name: Total library attendance (000)
Description: The total number of people visiting all library/branch locations.
Source: Turnstile figures for patrons entering the library/branch, gathered from all library systems' locations. BPL – staff reports; NYPL - Office of The Branch Libraries and Research Libraries; QPL - Community Library Services