

PUBLIC LIBRARIES

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| 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. |
| Indicator name: | Computer sessions (000) |
| Description: | The number of session used on library system computers available to the public. 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. |
| Indicator name: | Wireless sessions (000) |
| Description: | The number of wireless sessions on the libraries' websites during the reporting period. Figures reported for the 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 Libraries branch library card holders. |
| Source: | Library staff reports from each library system. |
| Indicator name: | Active library cards (000) |
| Description: | The number of library cards or library card accounts demonstrating activity in the library system during the reporting period. |
| Source: | Library staff reports from each library system. |
| Indicator name: | New library card registrations |
| Description: | The number of new library cards or library card accounts created during the reporting period. |
| Source: | Library staff reports from each library system. |
| 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. |