



Queens Library
Enrich your life®

FACTS

The Queens Library serves 2.3 million people from 62 locations plus seven Adult Learning Centers and two Family Literacy Centers. It has circulated among the highest numbers of books and other library materials in the country since 1994, and is one of the largest public libraries in the U.S. in terms of size of collections.



GOVERNANCE

The Queens Library is an autonomous library system, guided by a 19-member Board of Trustees alternately appointed by the Mayor of the City of New York and the Queens Borough President. The Mayor, the Public Advocate, the Comptroller, the Speaker of the City Council and the Borough President are ex-officio members.



ADMINISTRATION

Thomas W. Galante is the President and CEO. A senior management team, comprised of specialists in a variety of areas, including Community Library Services, Information Technology, Marketing and Communications, Technical Services, Finance, and Human Resources, provide expertise in their respective fields.

FUNDING

Queens Library receives the majority of its operating expenses from the City of New York. In Fiscal Year 2013, total support was \$128.1 million: City of New York (85%); New York State and Federal governments, as well as contributions from private sources (15%).



AT A GLANCE

- In Fiscal Year 2014, more than 15.7 million items were circulated.
- In Fiscal Year 2014, in-person attendance was nearly 11.2 million people.
- About 806,000 people attended 46,600 free programs in FY 14.
- Staff answered 4.4 million reference inquiries in FY 14.
- Queens Library has more than 7.5 million items in its collections.
- There were 929,000 active borrowers in FY 2014.
- Friends of the Queens Library consisted of 2,000 members. Friends are instrumental in volunteering, promoting and advocating for the Library. For information, call 718-990-8585.
- More than 3,000 students attended structured classes in English for Speakers of Other Languages. Thousands more used the Adult Learning Centers for self-study and English conversation practice.



Queens Library is an independent, not-for-profit corporation and is not affiliated with any other library system.

What Queens Library Offers Its Customers

REMOTE ACCESS TO QUEENS LIBRARY

Queens Library Telephone Reference (718-990-0714; TTY 718-990-0809) can give you quick answers to factual questions.

E-mail and chat reference questions may be answered in English, Spanish or Chinese by going to the library's web site at www.queenslibrary.org and clicking "Ask a Librarian." If your question requires a longer response, Facts by Fax (718-658-8342) will fax you excerpts from standard reference texts, text of periodical articles and more, usually within 24 hours. Queens Library's web site (www.queenslibrary.org) is accessible around the clock. From it, you can research the library's catalog, many of its databases, download digital movies, music or e-books. WorldLinQ™ (www.worldlinq.org) is Queens Library's multi-lingual electronic information system, for easy access to information from outside the U.S., particularly newspapers and other timely sources in English and other languages.

Items may be borrowed from any Queens Library location, or many other libraries in the U.S. through Interloan. Fill out a request at the Queens Library most convenient to you.

Many library items may be renewed, and other account information obtained, via touch-tone phone (718-990-8508) or via the Internet by logging onto www.queenslibrary.org and signing in to "My Account."

CENTRAL LIBRARY

The Central Library in Jamaica is the largest unit of the Queens Library. It is open seven days a week year round. Central Library circulated 2 million items in Fiscal Year 2013. A staff of librarians, many of whom have advanced degrees in various subject areas, select materials from a wide variety of American and international sources.

- **COLLECTIONS** - More than 1.3 million books; 1,200 periodical subscriptions in print format, plus periodical databases and an online periodical index; 40,000 government documents; 40,000 videos, DVDs and VCDs; 517 16mm film titles; 45,000 music scores; 500 libretti; 50,000 music CDs; 3,500 music cassettes; 4,000 books-on-tape/ books on CD titles; 500 titles of language study materials on cassettes/CDs; and 2,000 phonorecords. 20,000 microfilms, including newspapers such as the *Financial Times*, *New York Times* from 1851 to present, *Wall Street Journal* and more. Maps for all major U.S. and world cities; topographic maps for New York State and Eastern U.S., nautical charts and historical atlases.
- **REFERENCE** - Databases on health, business, literature, music, science, government information and public and private grant information; automobile/factory shop manuals; the Carter G. Woodson and Augusta Baker collections of African-American materials; law collections.
- **BUSINESS** - More than 50,000 print items, including financial service and investor guides, government documents, directories and journals.
- **LANGUAGES OTHER THAN ENGLISH** - Fiction and non-fiction books in more than 40 languages; language instruction materials in over 60 languages.
- **THE ARCHIVES** - Books, maps, photographs, manuscripts, census records and clipping files pertaining to Queens and Long Island history.
- **CYBER CENTER** - The Cyber Center provides state-of-the-art electronic access to the resources of the library. Workstations offer access to the library's catalog, licensed commercial databases and Internet software, and popular word processing and spreadsheet software. Workshops are held on basic computer skills and software usage.
- **JOB INFORMATION RESOURCES** - Provides individualized reference to adults regarding career focus, job search strategies, training and education.
- **CONSUMER HEALTH INFORMATION** - Provides resources to help patients and their families make informed healthcare choices.



COMMUNITY LIBRARIES

Sixty-one community libraries feature collections, programs, resources and services that are relevant to the individual community needs and interests, and provide easy access to library service across Queens – virtually no one in Queens is more than a mile from a public library. Community libraries have more than 5 million items covering all subject areas including books, audio books, newspapers, periodicals, CDs, and DVDs. All community libraries offer free PC use with Internet access, wireless Internet access, and an extensive selection of online reference databases.

Special multi-lingual collections in more than 25 languages meet community demand. They include the largest collections in the U.S. for general readers in Spanish (153,000 items) and Chinese (254,000), extensive fiction and non-fiction collections in Korean (50,000 items), Russian (53,000), South Asian Languages (46,000 items in Bengali, Gujarati, Hindi, Malayalam, Urdu and Punjabi).

SPECIAL COMMUNITY LIBRARIES

- **The recently opened Children's Library Discovery Center**, located at 89-11 Merrick Boulevard in Jamaica, covers 14,000 square feet of exciting, stimulating space for children. This state-of-the-art, interactive, two-level library features a collection of 80,000 books, as well as interactive exhibits, a Cyber Center just for kids, special programs and more.
- **The flagship Queens Library at Flushing** at 41-17 Main Street is the largest and busiest community library in New York State. This four-level, 76,000-square foot facility hosts 1.8 million visitors per year. It houses more than 365,000 library items, state-of-the-art electronic information resources, a Job Information Center, a 223-seat auditorium, multiple meeting rooms and an Adult Learning Center.
- **The top level of Queens Library at Flushing** is home to the *International Resource Center*, which provides resources, information and referrals to customers who wish to know more about the cultures and languages of the world. It is located on the 3rd floor of the Flushing Community Library. It houses international books, newspapers and magazines and includes special collections. Special collections include the C.Y. Han collection on Chinese culture which contains books in English and Chinese, as well as difficult to find reference books relating to traditional Chinese civilization, classical and modern literature and history and philosophy. Other special collections include the Window of Shanghai and the Window on Dynamic Korea. Over 90 percent of the Center's materials can be borrowed.
- **The Langston Hughes Community Library and Cultural Center**, located at 100-01 Northern Boulevard in Corona houses the Black Heritage Reference Center of Queens County, New York City's largest circulating collection on Black Culture. Noteworthy resources include more than 1,000 volumes of master theses and doctoral dissertations concerning Africans and African Americans in the Diaspora; and the Adele Cohen Music Collection of original works by Langston Hughes set to music.
- **The Far Rockaway Small Business Resource Center** at 1637 Central Avenue, has books, periodicals, CD-ROMs, 10 personal computers loaded with business software and laser printers for public use, aimed at developing entrepreneurial and small businesses.

PROGRAMS

Queens Library presented more than 46,600 free educational, cultural and literary programs in Fiscal Year 2014. They included author talks; cultural arts, theatrical and musical performances; ethnic cultural celebrations; informational programs on health, business, financial and career counseling topics; and children's and young adult programs. Coping skills programs, given in the major immigrant languages of Queens, deal with basic information newcomers need to adjust to life in the U.S.: how to get a mortgage, immigration law, financing a child's college education and more. Workshops are given on basic computer usage skills. Video teleconferencing in several locations allows programs to be shared among them, and from remote locations (recent children's programs included presentations from ZooAtlanta and NASA).

ADULT LEARNING SERVICES

Queens Library maintains seven Adult Learning Centers and two Family Literacy Centers where adults can attend small group tutoring to improve basic literacy skills and/or English conversation skills. Students can also use the facilities for self-study. In addition, the largest library-managed program in English for Speakers of Other Languages serves more than 3,000 students annually from 26 library locations.

NEW AMERICANS PROGRAM

The New Americans Program was established in 1977 to provide special services to the area's many immigrants, some of whom are unfamiliar with public library service as we know it. In order to provide informational and recreational materials to them, as well as to help them acculturate, the New Americans Program purchases and maintains community library collections in the most widely spoken immigrant languages; presents free lectures and workshops in the most widely spoken languages on essential topics such as job training, citizenship, how to get a home mortgage, etc.; and presents literary, performing and folk arts programs from the newcomers' homelands.

CHILDREN'S AND YOUNG ADULT SERVICES

Queens Library aims to develop a lifelong love of reading in children by reaching out to them from infancy onward, and also to support academic success by providing materials and reference services that support school curricula. All library locations have books for children, ranging from board books and nursery rhymes to a wide variety of fiction and non-fiction for elementary school children.

Story programs for children from 18 months to seven years are given in small, age-appropriate groups to stimulate an early love for the library and to reinforce emerging literacy. *Toddler Learning Centers* combine a five-session children's play group with a learning opportunity for parents or caregivers. Professionals from such fields as nutrition, physical fitness, speech and child psychology speak with adults, make simple referrals and give advice while children play.

After school programs, such as films, arts and crafts, storytelling and more, are scheduled for school-aged children.

- **BOOST (Best Out of School Time) PROGRAM** - After-school homework help and recreation for children ages 5 to 12 is given at all library locations. These programs are funded by private, organizational and institutional donors.
- **SUMMER READING** - Every library location holds Summer Reading for children and young adults. Games, prizes, recreational programs and other incentives encourage reading and keep literacy skills sharp during the school hiatus.
- **YOUNG ADULT SERVICES** - Special outreach efforts help to bring teens into Queens Library. Programs that are popular with this age group include Open Mic Nights, Poetry Slams, drama and chess clubs. A Teen Advisory Board gives teens a leadership role in planning.
- **CHILDREN'S LIBRARY DISCOVERY CENTER** - A hands-on learning environment specializing in science, technology, engineering, and math plus a traditional children's library located in Jamaica.

OUTREACH AND SPECIAL SERVICES

Mail-A-Book service is provided to the homebound, including Mail-A-Book in languages other than English. Interactive programs are held via telephone and video conferencing. Large print collections are provided on a rotating basis to nursing and adult homes. Library orientation is provided for inmates at the Queensboro Correctional Facility.

REFERRAL SERVICES

A Community Services Database is compiled and maintained in print and electronic formats. It details the health and human services available to Queens residents. The Directory of Immigrant-Serving Agencies indexes health, human and social services with the various languages in which they are available to serve the particular needs of newcomers.

ADAPTIVE SERVICES FOR THE PHYSICALLY CHALLENGED

Queens Library attempts to provide service to all library customers. Assistive hearing devices are available at many locations. Customers may borrow TTYs (keyboard device facilitating communication over phone lines for speech- and hearing-impaired) on their library cards. Sign-language interpretation is available by request for Library programs.

For the visually-impaired, CCTV devices are available to enlarge type at 21 community libraries plus the Central Library and all seven Adult Learning Centers. Kurzweil Personal Readers and Kurzweil 1.000 computer workstations can be found in select locations. Volunteer Readers' Service provides cassettes of print materials to supplement the "Talking Books" service by request. Classes are periodically given in American Sign Language.



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