

**QUEENS LIBRARY  
BOARD OF TRUSTEES  
THURSDAY, SEPTEMBER 20, 2018**

Central Library  
89-11 Merrick Boulevard, Jamaica, NY 11432

**AGENDA**

**7:30 PM BOARD OF TRUSTEES REGULAR MEETING**

**I. Roll Call**

**II. Approval of Board Minutes - June 28, 2018**

1. Approval of Minutes of the Board of Trustees Meeting (ID # 1819)

**III. Report of the Chairman of the Board**

**IV. Committee Reports**

**A. Buildings & Grounds Committee - September 20, 2018**

1. Approval of the Building & Grounds Committee Report (ID # 1816)

**B. Executive Committee - September 20, 2018**

1. Approval of Executive Committee Report (ID # 1817)

**C. Audit Committee - September 20, 2018**

1. Approval of Audit Committee Report (ID # 1828)

**D. Finance & Investments - September 20, 2018**

1. Approval of Finance and Investments Committee Report (ID # 1818)

**V. President's Report**

1. Key Performance Indicators Report June 2018 (ID # 1807)
2. Key Performance Indicators July 2018 (ID # 1829)

3. Key Performance Indicators August 2018 (ID # 1841)

**VI. Other Business**

**VII. Adjournment**

1. Motion to Adjourn (ID # 1815)

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1819

*AGENDA:* Approval of Minutes of the Board of Trustees Meeting

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### **Recommended Motion for Consideration:**

*I move that the Minutes of the Board of Trustees meeting of June 28, 2018 be approved as submitted.*

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1816

*AGENDA:* Approval of the Building & Grounds Committee Report

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### **Recommended Motion for Consideration:**

*I move that the report item(s) of the committee meeting be accepted and the action item(s) be approved as presented.*

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1817

*AGENDA:* Approval of Executive Committee Report

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### **Recommended Motion for Consideration:**

*I move that the report item(s) of the committee meeting be accepted and the action item(s) be approved as presented.*

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1828

*AGENDA:* Approval of Audit Committee Report

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**Recommended Motion for Consideration:**

*I move that the action item(s) of the Audit Committee be approved as presented.*

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1818

*AGENDA:* Approval of Finance and Investments Committee Report

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**Recommended Motion for Consideration:**

*I move that the report item(s) of the committee meeting be accepted and the action item(s) be approved as presented.*

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1807

*AGENDA:* Key Performance Indicators Report June 2018

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### Attachments:

Key Performance Report - June 2018(DOC)



Agency	Circulation	% Change from last year	In person visits	% Change from last year	Program Attendance	% Change from last year	Reference	% Change from last year	Notes
Arverne	212,611	-6.12 %	102,041	-7.54%	14,217	-0.64%	19,836	15.27%	
Astoria	83,032	0.50 %	86,967	4.85%	19,219	78.15%	12,393	-22.65%	
Auburndale	158,820	-5.83 %	75,592	-7.72%	11,927	-8.63%	34,264	3.69%	
Baisley Park	59,890	-1.57 %	79,670	3.82%	18,663	58.66%	26,172	-7.75%	
Bayside	311,331	-10.97 %	159,792	-8.73%	16,867	31.36%	53,844	17.30%	
Bay Terrace	100,670	-2.33 %	82,551	-7.74%	7,195	-28.62%	13,255	-13.01%	
Bellerose	123,614	-11.16 %	98,952	-13.25%	8,513	-21.93%	35,587	-11.73%	
Briarwood	146,198	6.86 %	125,160	12.55%	32,677	21.85%	69,760	4.55%	2
Broadway	187,204	-10.20 %	234,711	-3.66%	62,467	1.44%	94,310	20.90%	
Broad Channel	66,202	-8.49 %	20,677	-0.48%	960	47.47%	653	-35.28%	
Cambria Heights	68,145	-10.43 %	162,210	-3.35%	41,154	3.98%	7,345	-37.57%	
Corona	188,198	0.01 %	248,958	0.45%	43,800	16.29%	48,055	188.45%	
Court Square	76,215	-6.18 %	97,448	-3.48%	15,270	0.88%	12,443	-31.11%	
Douglaston	117,961	-14.68 %	93,885	-8.74%	4,333	-20.03%	13,430	-30.90%	
East Elmhurst	41,566	14.04 %	53,616	4.30%	6,788	0.22%	6,240	1.17%	2
East Flushing	111,982	-8.13 %	77,922	-3.86%	12,427	47.24%	15,857	13.62%	
Elmhurst	659,384	33.96 %	494,628	74.16%	27,345	86.01%	125,140	97.22%	2
Far Rockaway	89,726	-15.77 %	143,690	-8.30%	17,225	15.48%	31,668	-18.42%	
Forest Hills	351,776	4.95 %	293,838	13.33%	40,267	7.60%	192,095	16.34%	
Fresh Meadows	495,435	-9.07 %	208,000	-4.66%	18,708	27.65%	79,672	0.07%	
Glen Oaks	291,276	-4.95 %	166,723	2.63%	53,384	15.72%	90,912	40.67%	

Attachment: Key Performance Report - June 2018 (1807 : Key Performance Indicators Report - June 2018)

Agency	Circulation	% Change from last year	In person visits	% Change from last year	Program Attendance	% Change from last year	Reference	% Change from last year	Notes
Glendale	71,026	-23.97 %	54,294	-11.07%	10,752	-16.48%	7,961	209.17%	1
Hillcrest	156,541	-15.79 %	105,470	-6.48%	7,231	-27.33%	22,050	-43.43%	
Hollis	75,639	-10.15 %	84,858	6.42%	8,813	20.54%	14,725	6.70%	
Howard Beach	101,567	-20.01 %	74,657	-14.24%	4,257	13.64%	39,781	86.14%	
Jackson Heights	359,145	-7.72 %	385,677	-2.66%	27,931	-47.62%	58,956	-20.57%	
Kew Gardens Hills	303,416	160.40 %	172,374	62.08%	9,128	573.16%	31,816	-20.30%	1,2
Langston Hughes	67,860	-17.10 %	130,134	-11.15%	14,391	20.12%	17,967	55.30%	
Laurelton	69,770	-3.85 %	103,961	-17.01%	22,719	-1.36%	23,415	-38.54%	
Lefferts	117,300	-33.82 %	143,988	-12.37%	15,325	-18.65%	67,572	-6.88%	
Lefrak City	86,752	-17.72 %	138,431	-6.47%	11,031	-34.85%	43,346	39.35%	
Long Island City	99,270	-22.42 %	133,044	-9.09%	42,368	-34.70%	69,660	5.07%	
Maspeth	183,604	-11.83 %	121,467	-11.00%	12,240	-6.64%	32,217	-12.36%	
McGoldrick	107,666	276.23 %	82,555	405.70%	10,377	304.09%	21,285	916.48%	1,2
Middle Village	70,384	2.99 %	45,049	2.08%	5,728	51.65%	10,677	138.81%	
Mitchell-Linden	227,066	-9.25 %	155,509	-4.02%	17,452	-6.78%	41,008	13.76%	
North Forest Park	143,144	-2.74 %	94,479	-7.80%	5,507	32.76%	22,782	-16.93%	
North Hills	112,383	-6.16 %	93,570	17.94%	8,762	28.64%	16,711	-33.52%	
Ozone Park	103,905	659.87 %	115,160	607.68%	8,479	846.32%	9,024	602.26%	2
Peninsula	191,455	-13.27 %	150,327	8.63%	15,401	9.87%	15,073	27.26%	
Pomonok	86,412	-13.99 %	85,217	-8.72%	23,043	5.22%	12,794	-13.77%	
Poppenhusen	85,880	-11.11 %	69,847	-11.22%	8,413	51.69%	14,591	-0.43%	

Attachment: Key Performance Report - June 2018 (1807 : Key Performance Indicators Report - June 2018)

Agency	Circulation	% Change from last year	In person visits	% Change from last year	Program Attendance	% Change from last year	Reference	% Change from last year	Notes
Queensboro Hill	97,761	206.43 %	142,208	357.36%	18,447	770.55%	17,202	558.83%	2
Queens Village	87,411	-16.65 %	89,702	-6.22%	24,080	16.75%	19,640	-14.71%	
Rego Park	184,633	-7.98 %	182,219	-4.92%	12,861	13.53%	20,110	13.78%	
Richmond Hill	134,249	-18.67 %	124,808	-22.57%	63,895	-3.97%	53,833	-20.06%	
Ridgewood	154,144	-2.16 %	260,233	-2.67%	45,789	-12.12%	82,344	-49.10%	
Rochdale Village	71,954	6.23 %	124,801	-2.66%	12,318	-16.31%	26,012	22.47%	
Rosedale	58,120	-10.67 %	94,748	-9.62%	8,554	-25.31%	35,490	-10.08%	
Seaside	90,606	-11.62 %	78,133	-2.83%	12,503	54.43%	24,898	406.06%	
South Hollis	55,894	-7.02 %	99,118	-7.98%	12,243	-58.94%	50,224	-12.55%	
South Jamaica	38,667	-30.90 %	62,501	-42.55%	8,205	-59.62%	14,870	-61.64%	1
South Ozone Park	63,978	-8.79 %	67,992	-10.08%	3,845	-54.58%	13,910	-5.98%	
St. Albans	61,606	-9.91 %	93,781	-12.87%	7,646	5.36%	6,756	29.82%	
Steinway	217,513	-3.99 %	198,968	1.42%	21,261	4.06%	76,557	63.82%	
Sunnyside	208,036	0.69 %	222,022	0.87%	22,322	29.40%	58,544	10.33%	
Whitestone	129,763	-20.21 %	89,541	-4.84%	20,625	2.32%	60,630	-3.22%	
Windsor Park	160,040	-8.00 %	124,003	-1.50%	17,858	41.63%	29,251	13.27%	
Woodhaven	129,295	-11.20 %	125,265	-4.98%	26,276	5.45%	13,449	-20.73%	
Woodside	127,056	-14.29 %	144,269	-11.00%	33,407	17.45%	38,037	-0.81%	1
<b>Community Libraries Total</b>	<b>8,832,147</b>	<b>-1.91 %</b>	<b>7,971,411</b>	<b>2.59%</b>	<b>1,134,889</b>	<b>2.61%</b>	<b>2,218,099</b>	<b>4.51%</b>	

Attachment: Key Performance Report - June 2018 (1807 : Key Performance Indicators Report - June 2018)

Agency	Circulation	% Change from last year	In person visits	% Change from last year	Program Attendance	% Change from last year	Reference	% Change from last year	Notes
Central Library Adult Learning	2,377	18.44 %	0	0.00%	2,896	-22.28%	0	0.00%	6
Elmezzi LIC Adult Learning Center	2,530	-2.95 %	69,563	0.18%	7,987	-19.21%	0	0.00%	
Elmhurst Adult Learning Center	3,403	152.82 %	0	0.00%	10,490	15.48%	0	0.00%	6
Flushing Adult Learning Center	6,285	-22.95 %	99,390	-7.99%	24,506	1.13%	11,941	-0.77%	
Jackson Heights Adult Learning Center					16,137	22.52%	420	X	8
Peninsula Adult Learning Center	667	-10.59 %	0	0.00%	21,748	28.53%	0	0.00%	6
Rochdale Adult Learning Center	1,516	2.09 %	0	0.00%	10,260	-4.95%	568	-23.45%	6
Steinway Adult Learning Center	113	-82.23 %	0	0.00%	118	-88.14%	0	0.00%	6,8
<b>Adult Learning Center Total</b>	<b>16,891</b>	<b>-0.55 %</b>	<b>168,953</b>	<b>-4.79%</b>	<b>94,142</b>	<b>6.01%</b>	<b>12,929</b>	<b>0.94%</b>	
Central Adult Fiction	79,530	-6.23 %							
Central Adult Fiction – Ask at	33,569	8.10 %							
Central Adult Non-Fiction	179,187	1.10 %							
Central Adult Non-Fiction – Ask	93,535	-3.48 %							
Central International	14,622	-0.90 %							
Central International	2,642	-10.62 %							

Attachment: Key Performance Report - June 2018 (1807 : Key Performance Indicators Report - June 2018)

Agency	Circulation	% Change from last year	In person visits	% Change from last year	Program Attendance	% Change from last year	Reference	% Change from last year	Notes
Central Library Current	46,168	-13.66 %							
Central Library Fine Arts/Media	423,782	-13.71 %							
Central Library Others	76,688	39.74 %							
Central Library Hot Picks	64,637	6.44 %							
Central Library Interloan	1,054	22.70 %							
Central Library Job Info Center	1,889	-3.57 %							
Central Library Young Adult	59,522	-15.77 %							
Children's Library Discovery Center	279,167	-11.22 %	332,230	-13.24%	33,902	-11.78%	215,261	356.16%	
<b>Central Total</b>	<b>1,319,885</b>	<b>-7.18 %</b>	<b>1,439,544</b>	<b>-8.45%</b>	<b>131,089</b>	<b>-4.04%</b>	<b>319,998</b>	<b>-1.35%</b>	<b>3</b>
Flushing	864,093	-11.00 %							
Flushing IRC	15,165	-27.97 %							
Flushing Job Info Center (JIC)	496	-16.22 %							
Flushing Media Center	167,424	29.83 %							
<b>Flushing Total</b>	<b>1,096,228</b>	<b>-6.98 %</b>	<b>1,742,740</b>	<b>6.52%</b>	<b>144,888</b>	<b>158.23%</b>	<b>355,697</b>	<b>-1.60%</b>	<b>7</b>
E-book and E-Magazines	593,527	-5.03 %							

Attachment: Key Performance Report - June 2018 (1807 : Key Performance Indicators Report - June 2018)

Agency	Circulation	% Change from last year	In person visits	% Change from last year	Program Attendance	% Change from last year	Reference	% Change from last year	Notes
Virtual Music and Movies	483,127	8.21 %							
Virtual Library Total	1,076,654	0.49 %							5
Langston Hughes Black Heritage	7,696	-8.39 %							
Queens Village Mail-A-Book	49,628	-1.04 %			6,884	23.99%			
Mobile Library	10,696	-55.90 %			6,001	107.86%			
Correctional Outreach	N/A	N/A			2,480	-34.03%			
Miscellaneous Other	11,491	-54.73 %							
Miscellaneous Total	662,342	-6.56 %							
<b>System Total</b>	<b>12,413,013</b>	<b>-2.90 %</b>	<b>11,410,789</b>	<b>1.68%</b>	<b>1,516,283</b>	<b>8.78%</b>	<b>2,894,058</b>	<b>3.05%</b>	
Website Visits	<b>7,346,937</b>	0.69%							
Wireless Use	<b>480,078</b>	2.46%							
Computer Sessions	<b>2,908,163</b>	-1.65%							

Notes:

- 1 -- Library closed for renovation during a portion of the current fiscal year.
- 2 -- Library closed for renovation during a portion of last fiscal year.
- 3 -- Central Library partially closed during renovation in current fiscal year.
- 4 - Formerly called All E-Content; Streaming e-content metrics started 2/2014
- 5 - ALCs are not in separate area - accurate gate count not possible
- 6 - Flushing Library partially closed for renovation last fiscal year
- 7 - Steinway ALC moved to Jackson Heights ALC

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1829

*AGENDA:* Key Performance Indicators July 2018

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### Attachments:

Key Performance Indicators Report - July 2018 (PDF)

President's Report: July 2018

Agency	Circulation	% Change from same month last year	In person visits	% Change from same month last year	Program attendance	% Change from same month last year	Reference	% Change from same month last year	Notes
Arverne	19,352	-1.52%	7,502	-23.34%	720	-38.83%	1,763	55.19%	
Astoria	6,303	-12.03%	3,571	-41.77%	878	-22.98%	700	-36.25%	
Auburndale	13,404	-15.60%	6,730	-9.37%	1,186	12.42%	1,970	-30.44%	
Baisley Park	5,456	8.71%	6,986	-1.49%	4,212	138.91%	3,128	42.77%	
Bayside	25,510	-15.14%	15,454	-1.02%	2,469	83.02%	4,213	-4.73%	
Bay Terrace	8,721	-11.77%	6,051	-11.11%	748	13.33%	1,060	-21.19%	
Bellerose	7,224	-43.91%	6,041	-41.38%	1,042	-10.40%	1,175	-67.83%	1,2
Briarwood	14,995	3.89%	11,560	-0.73%	3,753	-3.17%	6,265	-23.70%	
Broadway	15,734	-11.65%	19,811	-6.51%	5,792	-13.77%	5,746	-12.69%	
Broad Channel	5,510	-11.97%	2,215	23.33%	136	106.06%	26	-46.94%	
Cambria Heights	5,383	-16.71%	10,040	-6.99%	3,198	18.84%	355	222.73%	
Corona	17,471	-4.74%	21,663	-1.11%	5,778	41.51%	6,555	252.99%	
Court Square	6,427	3.80%	7,773	5.63%	1,275	52.33%	1,822	116.90%	
Douglaston	9,284	-18.38%	7,039	-15.67%	114	-79.35%	1,062	-36.56%	
East Elmhurst	403	-90.47%	0	X	0	X	0	X	1,2
East Flushing	9,101	-15.79%	7,318	4.19%	1,165	11.16%	1,765	-1.45%	
Elmhurst	52,314	-25.87%	37,761	-12.23%	4,415	95.61%	12,187	-21.58%	
Far Rockaway	8,781	7.82%	13,713	-0.20%	2,800	51.43%	2,062	14.49%	
Forest Hills	30,955	4.70%	26,377	4.91%	3,105	-16.24%	13,005	-2.81%	
Fresh Meadows	41,478	-14.17%	18,370	-8.13%	2,749	-6.94%	6,403	7.74%	
Glen Oaks	28,576	2.56%	15,148	4.33%	8,250	53.86%	11,454	84.00%	
Glendale	4,390	-44.99%	6,587	29.39%	259	-69.17%	824	472.22%	1,2
Hillcrest	13,506	-17.18%	9,816	-1.31%	857	71.40%	1,261	-65.11%	
Hollis	6,924	3.90%	7,286	7.05%	1,083	51.47%	1,356	5.69%	
Howard Beach	8,241	-15.19%	5,919	-15.65%	1,427	734.50%	5,043	76.89%	
Jackson Heights	31,278	-12.32%	36,479	-4.29%	5,196	40.93%	3,211	-51.98%	
Kew Gardens Hills	28,482	172.87%	17,425	83.67%	1,169	1546.48%	2,662	12.08%	2
Langston Hughes	7,696	7.41%	11,174	7.98%	1,655	184.36%	1,700	44.80%	
Laurelton	5,647	-10.72%	9,024	-12.15%	1,789	-56.12%	2,329	27.55%	
Lefferts	10,993	-8.98%	12,269	-14.35%	1,280	-38.25%	5,678	-14.36%	
Lefrak City	7,719	1.37%	12,067	4.79%	1,997	105.24%	2,683	12.07%	
Long Island City	8,288	-8.03%	11,041	-4.11%	3,033	74.61%	5,236	-27.12%	
Maspeth	15,041	-8.43%	8,781	-12.37%	1,239	-6.70%	2,573	-2.54%	
McGoldrick	12,818	9394.81%	10,718	2271.24%	2,680	X	1,962	X	2
Middle Village	6,591	11.07%	4,187	16.66%	334	-30.71%	1,516	79.41%	
Mitchell-Linden	18,528	-20.66%	13,194	-10.54%	1,432	-19.60%	2,697	-32.66%	
North Forest Park	11,374	-14.27%	7,670	-8.51%	204	-62.36%	1,446	-48.76%	
North Hills	9,437	-19.62%	5,878	-13.93%	477	-31.37%	1,265	21.63%	
Ozone Park	9,303	-11.38%	10,011	-12.05%	2,068	81.24%	956	35.99%	
Peninsula	15,648	-15.21%	13,301	9.53%	2,484	33.91%	1,689	48.16%	
Pomonok	7,273	-22.48%	7,225	-21.81%	3,230	42.42%	1,804	6.24%	
Poppenhusen	7,921	-14.86%	6,450	-14.90%	1,750	97.07%	1,043	-24.91%	
Queensboro Hill	8,415	11.95%	10,631	-9.60%	1,597	116.98%	1,353	20.59%	
Queens Village	7,594	-12.80%	7,216	-9.73%	1,501	-8.70%	1,635	-17.38%	
Rego Park	15,535	-12.18%	15,678	-1.67%	888	-9.48%	1,334	13.73%	
Richmond Hill	9,046	-38.46%	9,520	-22.32%	6,590	18.95%	2,693	-43.60%	
Ridgewood	14,864	4.48%	23,030	1.31%	6,925	159.27%	4,254	-77.88%	

Attachment: Key Performance Indicators Report - July 2018 (1829) : Key Performance Indicators Report -



Agency	Circulation	% Change from same month last year	In person visits	% Change from same month last year	Program attendance	% Change from same month last year	Reference	% Change from same month last year	Notes
Rochdale Village	6,159	-10.93%	10,791	-2.92%	1,081	-38.44%	1,874	16.83%	
Rosedale	5,693	2.47%	7,950	-15.61%	2,199	65.09%	2,885	-1.30%	
Seaside	8,339	1.40%	6,627	-17.23%	2,192	154.00%	1,555	-28.31%	
South Hollis	5,390	14.90%	6,668	-12.16%	1,381	-48.55%	3,006	-31.24%	
South Jamaica	69	-98.38%	16	-99.74%	20	-98.67%	0	X	1,2
South Ozone Park	4,721	-15.14%	6,011	4.09%	1,095	136.50%	1,787	102.15%	
St. Albans	5,227	-6.33%	6,669	-18.14%	507	-41.39%	710	30.51%	
Steinway	18,833	-6.68%	15,620	-35.15%	2,269	28.19%	3,950	-18.34%	
Sunnyside	16,840	-17.60%	16,833	-13.50%	1,516	-40.60%	4,823	4.76%	
Whitestone	11,789	-12.09%	7,971	-8.33%	1,561	-60.68%	4,485	0.58%	2
Windsor Park	14,399	-6.28%	11,908	5.65%	2,038	19.88%	2,048	-8.61%	
Woodhaven	10,948	13.29%	10,426	14.95%	2,542	36.59%	338	-50.22%	
Woodside	11,017	-26.87%	12,813	2.47%	2,695	-16.90%	3,269	34.25%	2
<b>Community Libraries Total</b>	<b>754,365</b>	<b>-8.69%</b>	<b>848,104</b>	<b>-4.06%</b>	<b>128,025</b>	<b>18.98%</b>	<b>173,649</b>	<b>-11.15%</b>	

Central Library Adult Learning Center	96	-38.85%	0	X	135	-32.16%	0	X	6
Elmezzi LIC Adult Learning Center	181	-5.73%	6,149	-6.18%	640	-26.86%	0	X	
Elmhurst Adult Learning Center	246	-28.07%	0	X	644	4.21%	0	X	6
Flushing Adult Learning Center	497	-17.72%	9,118	-1.03%	1,610	-28.44%	1,214	-2.65%	
Jackson Heights Adult Learning Center	101	21.69%	0	X	1,468	2.44%	23	-37.84%	6,8
Peninsula Adult Learning Center	68	1.49%	0	X	1,651	31.76%	0	X	6
Rochdale Adult Learning Center	135	-11.18%	0	X	467	-58.04%	0	X	6
Steinway Adult Learning Center	2	-90.00%	0	X	0	X	0	X	6,8
<b>Adult Learning Center Total</b>	<b>1,326</b>	<b>-18.00%</b>	<b>15,267</b>	<b>-3.17%</b>	<b>6,615</b>	<b>-15.29%</b>	<b>1,237</b>	<b>-9.31%</b>	

Central Adult Fiction	7,222	-3.41%							
Central Adult Fiction - Ask at Desk	3,149	3.52%							
Central Adult Non-Fiction	15,650	3.06%							
Central Adult Non-Fiction - Ask at Desk	7,434	-3.27%							
Central International Languages	1,432	8.16%							
Central International Languages - Ask at Desk	213	-0.93%							
Central Library Current Collection	4,727	2.38%							
Central Library Fine Arts/Media Center	32,541	-15.08%							
Central Library Others	7,039	45.64%							
Central Library Hot Picks	5,085	-16.19%							
Central Library Interloan	84	40.00%							
Central Library Job Info Center	191	25.66%							
Central Library Young Adult Room	5,858	-21.39%							
Children's Library Discovery Center	23,672	-19.31%	36,499	-7.75%	3,061	9.13%	3,504	-16.71%	
<b>Central Total</b>	<b>110,941</b>	<b>-9.45%</b>	<b>131,646</b>	<b>-4.85%</b>	<b>9,524</b>	<b>20.82%</b>	<b>26,594</b>	<b>532.14%</b>	<b>3</b>

Flushing	75,706	-17.01%							
Flushing IRC	1,145	-24.37%							
Flushing Job Info Center (JIC)	38	-43.28%							
Flushing Media Center	22,046	67.82%							
<b>Flushing Total</b>	<b>98,935</b>	<b>-6.61%</b>	<b>178,551</b>	<b>2.67%</b>	<b>21,046</b>	<b>159.09%</b>	<b>26,547</b>	<b>-18.23%</b>	

E-book and E-Magazines	50,127	1.66%							
Virtual Music and Movies	51,271	30.93%							

Agency	Circulation	% Change from same month last year	In person visits	% Change from same month last year	Program attendance	% Change from same month last year	Reference	% Change from same month last year	Notes
Virtual Library Total	101,398	14.62%							5
Langston Hughes Black Heritage	676	-15.18%							
Queens Village Mail-A-Book	4,380	3.99%			226	-12.06%			
Mobile Library	713	-63.86%			66	-91.22%			
Correctional Outreach	N/A	N/A			70	-61.54%	122	X	
Miscellaneous Other	760	-64.13%							
Miscellaneous Total	55,943	-0.87%							
<b>System Total</b>	<b>1,072,817</b>	<b>-6.87%</b>	<b>995,017</b>	<b>-4.15%</b>	<b>166,258</b>	<b>26.03%</b>	<b>226,813</b>	<b>-11.16%</b>	
Website Visits	591,099	-9.32%							
Wireless use	36,073	-16.30%							9
Computer Sessions	241,911	-4.13%							

Notes:  
 1 -- Library closed for renovation during a portion of the current fiscal year.  
 2 -- Library closed for renovation during a portion of last fiscal year.  
 3 -- Central Library partially closed during renovation in last fiscal year.  
 5 - Formerly called All E-Content; Streaming e-content metrics started 2/2014  
 6 - ALCs are not in separate area - accurate gate count not possible  
 8 - Steinway ALC moved to Jackson Heights ALC  
 9 - Wireless Sessions reporting vendor was changed in September 2016; monthly usage is estimated September 2016 to August 2017

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees

*DATE OF MEETING:* September 20, 2018

*ITEM ID #:* 1841

*AGENDA:* Key Performance Indicators August 2018

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### Attachments:

Key Performance Indicators Report - August 2018 (PDF)

President's Report: August 2018

Agency	Circulation	Circ PY	% Change from same month last year	In person visits	Visits PY	% Change from same month last year	Program attendance	Program Attendance PY	% Change from same month last year	Reference	Ref PY	% Change from same month last year	Not
Arverne	18,217	20,168	-9.67%	7,558	10,071	-24.95%	1,241	1,848	-32.85%	1,587	1,605	-1.12%	
Astoria	7,425	8,204	-9.50%	6,867	7,489	-8.31%	1,053	2,596	-59.44%	1,021	1,501	-31.98%	
Auburndale	14,022	15,000	-6.52%	7,318	7,626	-4.04%	1,726	1,294	33.38%	2,602	3,642	-28.56%	
Baisley Park	5,191	5,667	-8.40%	7,221	6,994	3.25%	4,225	888	375.79%	2,650	2,250	17.78%	
Bayside	25,403	28,891	-12.07%	15,563	15,513	0.32%	2,730	1,025	166.34%	3,509	5,732	-38.78%	
Bay Terrace	8,639	9,243	-6.53%	6,323	7,022	-9.95%	722	740	-2.43%	1,441	1,995	-27.77%	
Bellerose	9,247	12,459	-25.78%	8,225	10,515	-21.78%	1,434	1,236	16.02%	1,514	2,960	-48.85%	1,2
Briarwood	14,344	15,013	-4.46%	12,438	13,354	-6.86%	4,240	4,484	-5.44%	6,236	8,359	-25.40%	
Broadway	17,108	18,008	-5.00%	22,108	22,085	0.10%	5,601	5,686	-1.49%	8,146	8,703	-6.40%	
Broad Channel	5,616	6,116	-8.18%	2,743	1,938	41.54%	307	89	244.94%	17	81	-79.01%	
Cambria Heights	5,924	6,169	-3.97%	9,994	9,770	2.29%	3,083	2,327	32.49%	989	966	2.38%	
Corona	19,565	19,592	-0.14%	22,304	23,989	-7.02%	5,723	4,289	33.43%	6,086	1,748	248.17%	
Court Square	7,430	6,908	7.56%	9,514	9,123	4.29%	1,542	1,407	9.59%	1,651	1,399	18.01%	
Douglaston	9,826	11,603	-15.32%	7,382	8,288	-10.93%	239	557	-57.09%	1,187	1,466	-19.03%	
East Elmhurst	127	4,308	-97.05%	0	5,915	X	0	790	X	0	893	X	1,2
East Flushing	8,962	10,820	-17.17%	7,595	7,421	2.34%	1,470	1,139	29.06%	1,520	1,610	-5.59%	
Elmhurst	52,818	68,917	-23.36%	41,571	62,459	-33.44%	4,494	4,044	11.13%	12,794	15,011	-14.77%	
Far Rockaway	9,067	8,935	1.48%	14,195	15,213	-6.69%	2,730	4,109	-33.56%	2,261	2,345	-3.58%	
Forest Hills	31,634	32,110	-1.48%	27,652	27,580	0.26%	3,203	4,010	-20.12%	11,207	20,505	-45.35%	
Fresh Meadows	43,276	47,551	-8.99%	18,613	19,751	-5.76%	2,299	1,989	15.59%	6,409	8,413	-23.82%	
Glen Oaks	27,097	28,442	-4.73%	14,946	15,137	-1.26%	8,183	4,991	63.96%	11,480	5,551	106.81%	
Glendale	4,468	8,091	-44.78%	7,855	5,872	33.77%	429	888	-51.69%	899	123	630.89%	1,2
Hillcrest	14,023	16,798	-16.52%	10,523	10,658	-1.27%	1,082	543	99.26%	2,390	3,009	-20.57%	
Hollis	7,017	6,870	2.14%	7,012	8,151	-13.97%	422	766	-44.91%	1,663	1,428	16.46%	
Howard Beach	8,662	9,975	-13.16%	7,840	7,583	3.39%	1,455	213	583.10%	5,512	3,600	53.11%	
Jackson Heights	32,059	35,776	-10.39%	37,359	38,224	-2.26%	3,952	3,228	22.43%	5,588	7,056	-20.80%	
Kew Gardens Hills	27,154	7,191	277.61%	17,854	5,597	218.99%	989	0	X	2,118	853	148.30%	2
Langston Hughes	7,358	7,024	4.76%	11,325	10,540	7.45%	2,473	437	465.90%	2,469	2,159	14.36%	
Laurelton	5,887	6,483	-9.19%	8,361	10,127	-17.44%	1,126	3,140	-64.14%	1,712	2,275	-24.75%	
Lefferts	9,948	11,451	-13.13%	12,621	15,178	-16.85%	1,770	1,796	-1.45%	6,475	6,734	-3.85%	
Lefrak City	7,841	7,628	2.79%	12,606	13,583	-7.19%	2,317	1,242	86.55%	2,770	3,309	-16.29%	
Long Island City	9,351	8,663	7.94%	11,408	11,892	-4.07%	5,091	2,441	108.56%	5,286	7,363	-28.21%	
Maspeth	15,173	16,715	-9.23%	9,873	10,803	-8.61%	1,133	930	21.83%	2,547	2,566	-0.74%	
McGoldrick	13,387	3,809	251.46%	10,377	4,804	116.01%	2,076	44	4618.18%	3,722	1,158	221.42%	2
Middle Village	5,861	6,113	-4.12%	4,367	4,391	-0.55%	190	701	-72.90%	1,677	679	146.98%	
Mitchell-Linden	19,540	24,020	-18.65%	14,166	15,820	-10.46%	1,596	2,121	-24.75%	3,291	4,088	-19.50%	
North Forest Park	11,920	13,535	-11.93%	8,532	8,811	-3.17%	397	405	-1.98%	1,082	2,748	-60.63%	
North Hills	9,773	10,550	-7.36%	6,468	7,992	-19.07%	641	798	-19.67%	1,756	1,494	17.54%	
Ozone Park	9,531	10,521	-9.41%	10,974	11,896	-7.75%	463	873	-46.96%	1,436	961	49.43%	
Peninsula	16,285	19,211	-15.23%	15,226	20,683	-26.38%	1,278	2,790	-54.19%	1,770	1,338	32.29%	
Pommonok	7,415	9,600	-22.76%	7,608	9,586	-20.63%	1,794	2,414	-25.68%	1,380	1,753	-21.28%	

Attachment: Key Performance Indicators Report - August 2018 (1841 : Key Performance Indicators Report

Agency	Circulation	Circ PY	% Change from same month last year	In person visits	Visits PY	% Change from same month last year	Program attendance	Program Attendance PY	% Change from same month last year	Reference	Ref PY	% Change from same month last year	Not
Poppenhusen	8,253	9,335	-11.59%	6,684	8,429	-20.70%	1,644	1,576	4.31%	809	1,395	-42.01%	
Queensboro Hill	8,371	9,669	-13.42%	11,642	12,983	-10.33%	2,792	672	315.48%	1,799	1,550	16.06%	
Queens Village	7,648	9,260	-17.41%	7,121	8,470	-15.93%	1,873	2,679	-30.09%	1,470	1,950	-24.62%	
Rego Park	15,614	17,298	-9.74%	16,528	17,414	-5.09%	1,102	1,445	-23.74%	1,543	1,428	8.05%	
Richmond Hill	10,297	14,447	-28.73%	10,380	14,290	-27.36%	6,088	6,530	-6.77%	3,534	5,853	-39.62%	
Ridgewood	15,783	15,006	5.18%	25,655	22,935	11.86%	7,824	2,913	168.59%	4,021	20,034	-79.93%	
Rochdale Village	6,241	6,940	-10.07%	10,157	10,999	-7.66%	716	1,090	-34.31%	2,296	1,753	30.98%	
Rosedale	5,444	5,792	-6.01%	7,976	10,173	-21.60%	2,324	1,607	44.62%	3,600	3,347	7.56%	
Seaside	8,988	8,007	12.25%	6,555	9,685	-32.32%	1,057	1,415	-25.30%	1,553	3,352	-53.67%	
South Hollis	5,737	4,882	17.51%	6,756	7,487	-9.76%	1,581	3,122	-49.36%	6,146	6,272	-2.01%	
South Jamaica	52	4,349	-98.80%	1,341	6,334	-78.83%	0	550	X	0	1,191	X	1,2
South Ozone Park	4,687	5,454	-14.06%	6,025	5,765	4.51%	681	349	95.13%	1,804	902	100.00%	
St. Albans	5,086	5,767	-11.81%	6,593	7,450	-11.50%	287	714	-59.80%	489	430	13.72%	1
Steinway	15,365	20,357	-24.52%	12,913	17,136	-24.64%	1,721	2,322	-25.88%	2,803	8,797	-68.14%	1
Sunnyside	19,091	21,679	-11.94%	18,987	20,008	-5.10%	1,638	2,462	-33.47%	4,215	5,389	-21.79%	
Whitestone	12,124	12,795	-5.24%	8,797	9,240	-4.79%	2,680	3,293	-18.62%	5,268	5,283	-0.28%	2
Windsor Park	14,007	14,352	-2.40%	11,510	11,306	1.80%	2,240	2,435	-8.01%	2,160	2,475	-12.73%	
Woodhaven	11,227	11,798	-4.84%	10,538	11,699	-9.92%	2,500	2,522	-0.87%	334	1,080	-69.07%	
Woodside	11,711	18,038	-35.08%	13,739	14,558	-5.63%	3,971	3,919	1.33%	4,576	2,446	87.08%	2
<b>Community Libraries Total</b>	<b>769,321</b>	<b>839,376</b>	<b>-8.35%</b>	<b>885,200</b>	<b>950,213</b>	<b>-6.84%</b>	<b>129,638</b>	<b>116,923</b>	<b>10.87%</b>	<b>188,270</b>	<b>226,356</b>	<b>-16.83%</b>	
Center	63	173	-63.58%	0	0	X	243	289	-15.92%	0	0	X	6
Elmezzi LIC Adult Learning Center	193	206	-6.31%	5,672	6,671	-14.98%	398	824	-51.70%	0	0	X	
Elmhurst Adult Learning Center	228	297	-23.23%	0	0	X	694	534	29.96%	0	0	X	6
Flushing Adult Learning Center	458	533	-14.07%	7,419	9,504	-21.94%	1,809	2,414	-25.06%	995	1,167	-14.74%	
Center	81	127	-36.22%	0	0	X	1,678	1,106	51.72%	2	34	-94.12%	6,8
Peninsula Adult Learning Center	78	54	44.44%	0	0	X	1,975	1,765	11.90%	0	0	X	6
Rochdale Adult Learning Center	100	114	-12.28%	0	0	X	566	1,034	-45.26%	0	217	X	6
Steinway Adult Learning Center	0	28	X	0	0	X	0	50	X	0	0	X	6,8
<b>Adult Learning Center Total</b>	<b>1,201</b>	<b>1,532</b>	<b>-21.61%</b>	<b>13,091</b>	<b>16,175</b>	<b>-19.07%</b>	<b>7,363</b>	<b>8,016</b>	<b>-8.15%</b>	<b>997</b>	<b>1,418</b>	<b>-29.69%</b>	
Central Adult Fiction	7,534	7,470	0.86%										
Central Adult Fiction - Ask at Desk	3,565	3,187	11.86%										
Central Adult Non-Fiction	16,311	15,656	4.18%										
Desk	7,638	8,043	-5.04%										
Central International Languages	1,364	1,384	-1.45%										
Ask at Desk	224	274	-18.25%										
Central Library Current Collection	4,273	4,475	-4.51%										
Center	32,367	39,252	-17.54%										
Central Library Others	8,217	6,678	23.05%										
Central Library Hot Picks	5,153	6,090	-15.39%										
Central Library Interloan	121	81	49.38%										
Central Library Job Info Center	229	149	53.69%										
Central Library Young Adult Room	5,513	6,818	-19.14%										
Center	22,934	27,174	-15.60%	32,372	36,064	-10.24%	1,832	1,884	-2.76%	2,934	4,017	-26.96%	

Attachment: Key Performance Indicators Report - August 2018 (1841) : Key Performance Indicators Report

Agency	Circulation	Circ PY	% Change from same month last year	In person visits	Visits PY	% Change from same month last year	Program attendance	Program Attendance PY	% Change from same month last year	Reference	Ref PY	% Change from same month last year	Not
<b>Central Total</b>	<b>111,658</b>	<b>122,523</b>	<b>-8.87%</b>	<b>128,639</b>	<b>138,115</b>	<b>-6.86%</b>	<b>10,082</b>	<b>8,069</b>	<b>24.95%</b>	<b>26,690</b>	<b>32,629</b>	<b>-18.20%</b>	<b>3</b>
Flushing	76,443	91,577	-16.53%										
Flushing IRC	1,090	1,613	-32.42%										
Flushing Job Info Center (JIC)	31	50	-38.00%										
Flushing Media Center	22,003	13,052	68.58%										
<b>Flushing Total</b>	<b>99,567</b>	<b>106,292</b>	<b>-6.33%</b>	<b>177,559</b>	<b>180,954</b>	<b>-1.88%</b>	<b>23,495</b>	<b>9,570</b>	<b>145.51%</b>	<b>32,615</b>	<b>34,988</b>	<b>-6.78%</b>	
E-book and E-Magazines	52,206	50,509	3.36%										
Virtual Music and Movies	47,914	39,085	22.59%										
Virtual Library Total	100,120	89,594	11.75%										5
Langston Hughes Black Heritage	671	845	-20.59%										
Queens Village Mail-A-Book	4,440	4,474	-0.76%				425	694	-38.76%				
Mobile Library	787	1,103	-28.65%				133	853	-84.41%				
Correctional Outreach	N/A	N/A	N/A				226	444	-49.10%	134	X		
Miscellaneous Other	834	1,150	-27.48%										
Miscellaneous Total	58,151	56,978	2.06%										
<b>System Total</b>	<b>1,087,859</b>	<b>1,166,668</b>	<b>-6.76%</b>	<b>1,026,930</b>	<b>1,104,503</b>	<b>-7.02%</b>	<b>171,725</b>	<b>144,327</b>	<b>18.98%</b>	<b>247,575</b>	<b>293,973</b>	<b>-15.78%</b>	
Website Visits	601,450	681,596	-11.76%										
Wireless use		44,697	X										9
Computer Sessions		270,615	X										

Notes:

- 1 -- Library closed for renovation during a portion of the current fiscal year.
- 2 -- Library closed for renovation during a portion of last fiscal year.
- 3 -- Central Library partially closed during renovation in last fiscal year.
- 5 - Formerly called All E-Content; Streaming e-content metrics started 2/2014
- 6 - ALCs are not in separate area - accurate gate count not possible
- 8 - Steinway ALC moved to Jackson Heights ALC
- 9 - Wireless Sessions reporting vendor was changed in September 2016; monthly usage is estimated September 2016 to August 2017

## Queens Library Board/Committee Item

*BOARD/COMMITTEE:* Board of Trustees  
*DATE OF MEETING:* September 20, 2018  
*ITEM ID #:* 1815  
*AGENDA:* Motion to Adjourn

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### **Recommended Motion for Consideration:**

*I move that the meeting be adjourned.*