

**QUEENS PUBLIC LIBRARY
BOARD OF TRUSTEES
THURSDAY, JUNE 23, 2022**

Virtual, via Zoom

AGENDA

6:15 PM BOARD OF TRUSTEES REGULAR MEETING

I. Call to Order

II. APPROVAL OF MINUTES

1. Approval of Minutes of the Board - April 7, 2022 (ID # 2671)

III. COMMITTEE REPORT

1. Approval of the Finance & Investments Committee Report (ID # 2708)

IV. AGENDA

A. Action Item(s)

1. Resolution - Videoconferencing Procedures Pursuant to Open Meetings Law § 103-a (ID # 2707)
2. Disparity Study Consulting Services - Contract Authorization (ID # 2705)
3. Diversity, Equity and Inclusion Consulting Services (DEI) Contract Authorization (ID # 2704)
4. Approval of the Proposed QPL Foundation - FY'23 Budget (ID # 2700)
5. Sole Source Contract with Comprise Technologies, Inc. Contract Authorization for Computer Content Filtering Software, Related Hardware & Computer Reservation System (ID # 2702)
6. Sole Source Contract with Online Computer Library Center, Inc. Contract Authorization for an Annual Subscription for Metadata Services (ID # 2703)

B. Report Item(s)

1. Purchases Over \$50K - May 2022 (ID # 2701)
2. Purchases Over \$50K - April 2022 (ID # 2706)

3. Personnel Report - May 2022 (ID # 2676)
4. Personnel Report - April 2022 (ID # 2672)

V. REPORT OF THE CHAIR

VI. PRESIDENT'S REPORT

1. Key Performance Indicators Report - May 2022 (ID # 2697)
2. Key Performance Indicators Report - April 2022 (ID # 2674)
3. Key Performance Indicators Report - March 2022 (ID # 2673)

VII. OTHER BUSINESS

1. Motion to Go into Executive Session (ID # 2677)
2. Motion to Return to Public Session (ID # 2678)

VIII. ADJOURNMENT

1. Motion to Adjourn (ID # 2675)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2671

AGENDA: Approval of Minutes of the Board - April 7, 2022

Recommended Motion for Consideration:

I move that the Minutes of the Board of Trustees meetings be approved as submitted.

Attachments:

BOT Minutes - April 7, 2022 (PDF)

Audit Committee Minutes - April 7,2022 (PDF)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2708

AGENDA: Approval of the Finance & Investment Committee Report

Recommended Motion for Consideration by the Board of Trustees:

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: June 23, 2022

ITEM ID #: 2707

AGENDA: Resolution - Videoconferencing Procedures Pursuant to Open Meetings Law § 103-a

Background:

On April 9, 2022, Governor Hochul signed into law Chapter 56 of the Laws of 2022, creating a new Section 103-a in the Open Meetings Law, which permits the use of videoconferencing for public bodies—including the Library’s Board of Trustees and its Committees—until July 1, 2024, irrespective of any declared state of emergency, provided that: (i) a quorum of such body’s members are physically present at location(s) at which the public can attend; and (ii) members participating by videoconference have demonstrated an “extraordinary circumstance” that prevents their physical attendance. Such permitted use of videoconferencing requires the Board of Trustees to promulgate statutorily-prescribed procedures for videoconferencing, which are adopted by resolution following a public hearing.

Current Status:

On June 23, 2022, prior to the meeting of the Board of Trustees, the Library held a public hearing, via Zoom, in which the Library reviewed its proposed procedures for videoconferencing pursuant to Section 103-a of the Open Meetings Law. Those procedures are enclosed with this board item and proposed resolution.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees approve the following resolution as presented:

RESOLUTION

WHEREAS, Chapter 56 of the Laws of 2022 created a new Section 103-a in the Open Meetings Law (“OML”); under the new Section 103-a, it made permanent until July 1, 2024, the expanded use of videoconferencing; and

WHEREAS, prior to authorizing the use of videoconferencing, the Board of Trustees was required to hold a public hearing, which was held prior to its board meeting on June 23, 2022;

WHEREAS, the Board of Trustees must create written procedures governing the Board's or its Committees' use of videoconferencing by its members in compliance with Chapter 56 of the Laws of 2022; now therefore be it

RESOLVED, that, pursuant to OML, videoconferencing may be used for a meeting at which a minimum number of members are present to fulfill the Board's, or a Committee's, quorum requirement in the same physical location or locations where the public can attend; and

RESOLVED, that the Board of Trustees hereby determined that Members of the Board or Committee shall be physically present at any such meeting unless such member is unable to be physically present at one of the designated public meeting locations due to "extraordinary circumstances," as such term is defined in the procedures attached to this board item; and

RESOLVED, that the Board of Trustees has promulgated written procedures, which may be amended from time to time, further governing the Board's or a Committee's use of videoconferencing by its members in compliance with Chapter 56 of the Laws of 2022.

Attachments:

RESOLUTION - Use of Videoconferencing (PDF)

QPL - Procedures for Use of Videoconferencing for Meetings of the Board of Trustees (PDF)

RESOLUTION

WHEREAS, Chapter 56 of the Laws of 2022 created a new Section 103-a in the Open Meetings Law (“OML”); under the new Section 103-a, it made permanent until July 1, 2024, the expanded use of videoconferencing; and

WHEREAS, prior to authorizing the use of videoconferencing, the Board of Trustees was required to hold a public hearing, which was held prior to its board meeting on June 23, 2022;

and

WHEREAS, the Board of Trustees must create written procedures governing the Board’s or its Committees’ use of videoconferencing by its members in compliance with Chapter 56 of the Laws of 2022; now therefore be it

RESOLVED, that, pursuant to OML, videoconferencing may be used for a meeting at which a minimum number of members are present to fulfill the Board’s, or a Committee’s, quorum requirement in the same physical location or locations where the public can attend; and

RESOLVED, that the Board of Trustees hereby determined that Members of the Board or Committee shall be physically present at any such meeting unless such member is unable to be physically present at one of the designated public meeting locations due to “extraordinary circumstances,” as such term is defined in the procedures attached to this board item; and

RESOLVED, that the Board of Trustees has promulgated written procedures, which may be amended from time to time, further governing the Board’s or a Committee’s use of videoconferencing by its members in compliance with Chapter 56 of the Laws of 2022.

QUEENS PUBLIC LIBRARY'S PROCEDURES FOR THE USE OF
VIDEOCONFERENCING FOR MEETINGS OF THE BOARD OF
TRUSTEES, PURSUANT TO THE OPEN MEETINGS LAW

Pursuant to Chapter 56 of the Laws of 2022, which created a new Section 103-a in the Open Meetings Law, after a public hearing the Board of Trustees of the Queens Public Library ("Library") adopted a resolution on June 23, 2022 authorizing the use of videoconferencing to conduct its meetings, or the meetings of its Committees, consistent with the following procedures:

- Videoconferencing may be used for a meeting at which a minimum number of members are present to fulfill the Board's, or a Committee's, quorum requirement in the same physical location or locations where the public can attend;
- Members of the Board or Committee shall be physically present at any such meeting unless such member is unable to be physically present at the designated public meeting location(s) due to extraordinary circumstances. For purposes of these procedures, the term "extraordinary circumstances" include, for example: (i) a Trustee or extended household member is at higher risk of serious illness from infection with a communicable disease (e.g., COVID-19), as set forth in relevant public health guidance; (ii) quarantining due to exposure to a communicable disease; (iii) family/dependent care responsibilities; (iv) disability; (v) injury; (vi) illness; (vii) any Trustee who determines they are not available to attend a meeting in-person due to the need for significant travel; and (viii) any other significant or unexpected factor or event which precludes the member's physical attendance at such meeting (e.g., significant weather-related events or travel disruptions). This list is not exhaustive. Should a Trustee be unable to be physically present due to such extraordinary circumstances, they must notify the Library in advance of the meeting.
- If there is a quorum of members participating at a physical location(s) open to the public, the Board or Committee may properly convene a meeting. A member who is participating from a remote location that is not open to in-person physical attendance by the public shall not count toward a quorum but may participate and vote, if a voting member, if there is a quorum of members at a physical location(s) open to the public.
- Except in the case of executive sessions conducted pursuant to Section 105 of the Open Meetings Law, the Board or Committee shall ensure that its members can be heard, seen and identified, while the meeting is being conducted, including but not limited to any motions, proposals, resolutions, and any other matter formally discussed or voted upon.
- The minutes of the meetings involving videoconferencing shall include which, if any, Trustees participated remotely and shall be available to the public pursuant to Section 106 of the Open Meetings Law;

Draft - Pending Board Approval

- If videoconferencing is used to conduct a meeting, the Library's public notice for the meeting shall inform the public that videoconferencing will be used, where the public can view and/or participate in such meeting, where required documents and records will be posted or available, and identify the physical location for the meeting where the public can attend.
- For any meeting at which videoconferencing will be used, the Library shall record the meeting and post or link such recording on its public website within five (5) business days following the meeting, which link or post shall remain so available for a minimum of five (5) years thereafter. Such recordings shall be transcribed upon request.
- For any meeting at which videoconferencing will be used, the Library shall provide the opportunity for members of the public to view such meetings via video in real time.
- Open meetings conducted using extraordinary circumstances videoconferencing pursuant to the provisions of Section 103-a of the Open Meetings Law shall utilize technology to permit access by members of the public with disabilities consistent with the 1990 Americans with Disabilities Act ("ADA"), as amended, and corresponding guidelines. For the purposes of these procedures, "disability" shall have the meaning defined in Executive Law § 292.
- During a state disaster emergency declared by the governor pursuant to Section 28 of the executive law, or a local state of emergency proclaimed by the chief executive of a county, city, village or town pursuant to section twenty-four of the executive law, if the Library determines that the circumstances necessitating the emergency declaration would affect or impair the ability of the public body to hold an in person meeting, then Trustees may join the meeting using videoconferencing.
- These procedures shall be conspicuously posted on the Library's website.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2705

AGENDA: Disparity Study Consulting Services - Contract Authorization

Background:

This is an action item seeking approval from the Queens Borough Public Library’s Board of Trustees to enter into a contract with MGT of America Consulting, LLC (“MGT”) to provide disparity study consulting services. The Board’s approval is required pursuant to the Library’s Procurement Policy, which states, in pertinent part, that contracts for professional services with an annual cost in excess of \$50,000 must be approved by the Library President and CEO and the Board of Trustees.¹

The Library President and CEO established the President’s Council on Racial Equity (“PCRE”). The mission of the PCRE is to identify racial barriers in policy, procedure, practice, and history that may have a negative impact on black employees and customers, and to identify solutions to create a more equitable workplace.

The PCRE is tasked with exploring, among other things, the Library’s recruiting, hiring and promotion practices, culture, learning and growth opportunities, governance, programs and services, collections, outreach and marketing strategies, culminating in a plan for lasting change. With various departments working in collaboration with the PCRE, the Library decided to seek disparity study consulting services similar to the State of New York and the City of New York, to conduct a disparity study—*i.e.*, a formal study, following established legal parameters, to determine the share of Library contract dollars going to Minority and Woman Owned Business Enterprises (“MWBE”) and Service Disabled Veteran Owned Business (“SDVOB”) firms. Specifically, the Library sought the following services:

1

In September 2021, the Robin Hood Foundation awarded the Queens Public Library Foundation a grant of \$490,000 from their Power Fund, \$300,000 of which was earmarked to support the work of the Library’s President’s Council on Racial Equity. For over thirty years, Robin Hood has been dedicated to lifting families out of poverty throughout the City and has partnered with over two-hundred and fifty non-profits to support food, housing, education, legal services, and workforce development to residents across all five boroughs. The Library anticipates utilizing these grant funds to support the costs for disparity study consulting services and diversity, equity and inclusion consulting services (addressed in a separate board item).

1. A firm to be responsible for defining, researching, compiling, and analyzing all data required to conduct the MWBE/SDVOB disparity analysis.
2. A firm to conduct a statistical comparison of the Library’s utilization of MWBEs and SDVOBs to the availability of MWBEs and SDVOBs in the relevant geographic marketplace and determine whether a disparity exists. The firm would be responsible for identifying an appropriate approach for such analysis and criteria for the disparity determination, and is expected to present its anticipated approach.
3. A firm to make recommendations, if appropriate, as to how the Library could potentially increase the utilization of MWBEs and SDVOBs, and set future goals for the participation of MWBEs and SDVOBs in Library spending, in light of (i) the firm’s quantitative findings; (ii) the size of the Library; (iii) the scope of the Library’s procurements (iv) approaches taken by comparable institutions; and (v) other relevant factors.
4. A firm to propose a work plan organized by relevant categories or task areas (e.g., data-related, analytics) and a schedule of deliverables for the MWBE and SDVOB disparity analysis.

Current Status:

The Library issued an RFP # 0222-2 on February 3, 2022 for disparity study consulting services, which was advertised in the New York City Record, BidNet, and New York State Contract Reporter, and posted on the Library’s website. Notification of the RFP was sent to over 70 firms, including New York City and NYS MWBE firms and NYS SDVOB firms.

Four (4) firms responded to the RFP as outlined in the table below:

Firm	M/WBE
Global Employment Services, Inc.	
Keen Independent Research	
Mason Tillman Associates, LTD	NYS & NYC MWBE
MGT of America Consulting, LLC	

Global Employment Services, Inc., was notified by the Library that its proposal was determined to be non-responsive because it did not meet the requirements of the RFP and that it did not provide a response to the detailed scope of work and cost sections of the RFP.

A selection committee comprised of Library staff scored the remaining three (3) proposals on a technical basis, and the Library’s Procurement department scored the cost proposals in accordance with the evaluation criteria set forth in the RFP. The results of the scores is as follows:

Technical & Cost Rank:	Technical & Cost Score:	Firm	Estimated Costs:
1	79.84	MGT of America Consulting LLC	\$332,760
2	73.60	Keen Independent Research	\$175,694
3	66.05	Mason Tillman Associates, LTD	\$430,330

MGT had the highest combined technical and cost score. Over the twelve month term, MGT’s estimated cost for performing disparity study consulting services was \$332,760, which was the second lowest costs.

MGT conducted the 2018 City of New York Disparity Study. In addition, MGT has performed disparity studies for the states of Texas and Delaware, the cities of Dayton, Winston-Salem, Fort Lauderdale, Dallas, and Baltimore, as well as other municipalities.

References for the firm were positive and indicated that MGT was professional and capable of providing services. A reference from the City of New York stated that they were very satisfied with the disparity study that conducted by MGT. Also this reference indicated that MGT was very responsive, at times exceeded expectations, and provided an overall recommendation of MGT. In addition to the City disparity study contract, MGT was awarded a local hiring study consulting contract. A reference indicated that MGT performed the contract with skill and expertise and produced the required deliverables.

A reference from the State of Delaware stated that they were extremely satisfied with the efficiency and work of MGT work. This reference also stated that they recommend the firm and that MGT was an amazing team of professionals who work closely with their clients. The reference indicate that they were consistently updated by MGT and engaged in the process, which also allowed key stakeholders to be included on progress. Lastly the reference state that they had great confidence in the quality of the finished product provided by MGT.

MGT is listed in the City PASSPort system without cautions and provided a vendor responsibility questionnaire, indicating no issues. A background check did not disclose and adverse findings.

MGT’s proposal pricing was at the estimated cost of \$332,760 and the Library requested that MGT provide a best and final offer. MGT responded to this request by lowering its fees by \$33,760 to \$299,000. MGT has committed to providing 3,320 labor hours to the Library’s disparity study. MGT’s approach includes project initiation meetings; legal and procurement policy reviews; data assessment, collection and preparation; geographic and market area review (qualitative and quantitative); utilization, availability and disparity analysis; recommendations, goal setting; and to develop draft and final reports. MGT has also committed to meet with stakeholders identified by the Library—including senior management and the Board of Trustees—to present its final report and findings.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees authorize the President and CEO to contract with MGT of America Consulting, LLC, to provide disparity study consulting services for a one-year term for an estimated contract cost of \$299,000.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2704

AGENDA: Diversity, Equity, and Inclusion Consulting Services (DEI)
Contract Authorization

Background:

This is an action item seeking approval from the Queens Borough Public Library’s Board of Trustees to enter into a contract with Urban Policy Development, LLC / DBA UPD Consulting to provide diversity, equity and inclusion consulting services. The Board’s approval is required pursuant to the Library’s Procurement Policy, which states, in pertinent part, that contracts for professional services with an annual cost in excess of \$50,000 must be approved by the Library President and CEO and the Board of Trustees.¹

The Library President and CEO established the President’s Council on Racial Equity (“PCRE”). The mission of the PCRE is to identify racial barriers in policy, procedure, practice, and history that may have a negative impact on black employees and customers, and to identify solutions to create a more equitable workplace.

The PCRE is tasked with exploring, among other things, the Library’s recruiting, hiring and promotion practices, culture, learning and growth opportunities, governance, programs and services, collections, outreach and marketing strategies, culminating in a plan for lasting change. With various departments working in collaboration with the PCRE, the Library decided to seek diversity, equity, and inclusion (“DEI”) consulting services for the purpose of achieving the following:

1. Create a blueprint/playbook for continuous assessment and implementation of DEI activities, identifying DEI measurable goals and benchmarks.

¹ In September 2021, the Robin Hood Foundation awarded the Queens Public Library Foundation a grant of \$490,000 from their Power Fund, \$300,000 of which was earmarked to support the work of the Library’s President’s Council on Racial Equity. For over thirty years, Robin Hood has been dedicated to lifting families out of poverty throughout the City and has partnered with over two-hundred and fifty non-profits to support food, housing, education, legal services, and workforce development to residents across all five boroughs. The Library anticipates utilizing these grant funds to support the costs for diversity, equity and inclusion consulting services and disparity study consulting services (addressed in a separate board item).

across all areas of the Library as part of the Library’s annual action plan and multi-year strategic plan. Such areas include, but are not limited to, recruiting/hiring/promotion, learning and growth, programs and services, collections, and marketing/outreach.

2. In partnership with the PCRE Committee and Library Leadership, develop an infrastructure of organizational mechanisms to institutionalize PCRE recommendations gathered from the consultant’s review and analysis of internal and external interviews, data, focus group discussions, surveys and best practices. Specifically tailored measurement tools (*i.e.*, data audit surveys, evaluation forms, job descriptions, etc.) will gauge the Library’s DEI efforts and progress towards DEI goals including but not limited to recruiting/hiring/promotion, learning and growth, programs and services, collections, and marketing/outreach.
3. Develop a timeline for implementation of blueprint and assessment of goals and benchmarks.
4. Identify and develop institutional leadership training and mentoring program opportunities open to all staff (including early learning, community library staff, and administrative staff), with a goal of promoting the professional development, advancement, and representation of staff of color.
5. Assist the PCRE in the development of an action plan for the implementation of recommendations, with a timeline and benchmarks that measure and forecast diversity metrics in the five focus areas of PCRE so that the Library can continuously assess its progress.

Current Status:

The Library issued an RFP # 0222-1 on February 2, 2022 for DEI consulting services, which was advertised in the New York City Record, BidNet, and New York State Contract Reporter, and posted on the Library’s website. Notification of the RFP was sent to over 100 firms, including New York City Minority and Women Owned Business Enterprises and New York State Certified Service Disabled Veterans Owned Businesses (“SDVOB.”)

Fourteen (14) firms responded to the RFP as outlined in the table below:

Firm	M/WBE	Estimated Cost
BRI Consultancy, LLC./ DBA Brockport Research Institute	NYS WBE	\$62,700
Cooperative Personnel Services/ DBA CPS HR Consulting		\$68,360
Deloitte Consulting LLP		Confidential & Proprietary
Elevate USA Inc.	NYC WBE	\$44,700
Impact Consulting, LLC.	NYS & NYC MWBE	\$158,850

Inclusion Maine		\$112,700
Jennifer Brown Consulting	NYC WBE	\$53,400
Letterman White Consulting, LLC.		\$147,500
MindOpen Learning Strategies, LLC.	NYS & NYC WBE	\$201,550
OPSTRATA LLC		Confidential
Seen at Work, LLC		\$202,500
Tangible Development	NYS MWBE	\$267,145
Think Out	NYS & NYC WBE	\$262,600
Urban Policy Development, LLC./ DBA UPD Consulting	NYS & NYC MBE	\$203,350

Deloitte Consulting LLP (“Deloitte”) included a statement in its proposal that its cost and detailed scope of work and project plan were confidential and proprietary. Deloitte, among other firms that included such statement, was asked by the Library to withdraw its confidential and proprietary statement so that the Library could share this information with the Library Board in a public setting. Deloitte responded that it did not want this information disclosed to the Library Board in a public record and public setting and, accordingly, requested to withdraw its proposal. The Library sent notification to Deloitte accepting its withdrawal from the RFP process and noting that its proposal was determined to be non-responsive.

Although provided with several opportunities, Elevate USA Inc. did not complete a required form by a deadline and, as such, was notified that its proposal was deemed non-responsive. Jennifer Brown Consulting included in its proposal payment terms that conflict with the Library’s RFP and, as such, was sent notification that its proposal was determined to be non-responsive.

OPSTRATA LLC, among other firms, did not provide financial information with its proposal, and the proposal included a statement that its cost and detailed scope of work was confidential. The firm, along with other firms, was provided an opportunity to withdraw its statement of confidentiality and to provide information demonstrating financial stability by a deadline. The firm did not meet this deadline and was sent notification that its proposal was deemed non-responsive.

Seen at Work, LLC provided non-conforming pricing in its cost proposal. Specifically, the firm provided monthly pricing and a range of pricing. As such the firm was sent notification that its proposal was deemed non-responsive.

Tangible Development provided proposal terms and conditions including payment terms that conflicted with the Library’s RFP. As such, the firm received notification that its proposal was deemed non-responsive.

The RFP stated that the Library would consider responsive proposals, and that proposals receiving a passing technical score would be further considered by the Library. A selection

committee comprised of Library staff scored the remaining eight (8) proposals on a technical basis and the Library’s Procurement department scored the cost proposals in accordance with the evaluation criteria set forth in the RFP. The results were as follows:

	Technical Score	Cost Score	Technical + Cost Score	Interview Score	Total Score
BRI Consultancy, LLC./ DBA Brockport Research Institute	51.80	30.00	81.80	7.44	89.24
Urban Policy Development, LLC./ DBA UPD Consulting	64.60	9.25	73.85	27.46	101.31
Impact Consulting, LLC.	48.60	11.84	60.44		

Proposals that did not receive a passing technical score:	
	Technical Score
Cooperative Personnel Services/ DBA CPS HR Consulting	39.40
Inclusion Maine	27.20
Letterman White Consulting, LLC.	37.20
MindOpen Learning Strategies, LLC.	40.40
Think Out	29.20

BRI Consultancy, LLC / DBA Brockport Research Institute (“BRI”), Urban Policy Development, LLC / DBA UPD Consulting (“UPD”), and Impact Consulting, LLC. each received passing technical scores and went on to receive a cost score. The remaining firms did not receive passing technical scores and were not further considered.

The selection committee made the determination to proceed with competitive interviews with the top two scoring firms of BRI and UPD. Following the interviews, the combined technical, cost and interview score for UPD was 101.31, and for BRI the score was 89.24. Consequently, the selection committee recommends an award to UPD to provide DEI consulting services.

UPD has conducted DEI services for Summit County, where they engaged in analyzing policy, practices, priorities, and initiatives related to recruiting, hiring, training, and professional development, turnover, advancement, tenure, and compensation for the county. Other clients include the Vancouver Public Schools, San Diego County, the Massachusetts Department of Elementary and Secondary Education, the Illinois Board of Higher Education, the Tulsa Public Schools, the Philadelphia Education Fund, the Colorado Education Fund, and other municipalities and entities.

A reference for the Illinois Board of Higher Education stated that the DEI project provided by UPD facilitated extensive community engagement and supported a statewide advisory committee. UPD was responsible for presenting status reports and for drafting and preparing for web publication the DEI final document. The reference indicated that UPD met expectations and at times exceeded expectations.

A reference from Associated Black Charities and the Baltimore Youth Fund Development stated that UPD has performed several projects and that they were very satisfied with the outcomes of the projects. The references also stated that they highly recommend UPD. A reference from the Vancouver Public Schools stated that UPD completed an equity audit for the school district and the reference recommends UPD. A reference from the organization Data for the American Dream stated that they had had an excellent experience partnering with UPD on an equity project.

According to the City Comptroller's web page Checkbook NYC, UPD has provided over \$100,000 in services to the NYC Department of Education since 2014. UPD is listed in the City PASSPort system without cautions and provided a vendor responsibility questionnaire, indicating no issues. A background check did not disclose any adverse findings. UPD's proposal pricing was at cost of \$203,350 and the Library requested that UPD provide a best and final offer. UPD responded to this request by lowering its fees by \$28,058 to \$175,295. Travel expenses are additional and are anticipated to be no more than \$14,000, and are at the control and discretion of the Library.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees authorize the President and CEO to enter into a contract with Urban Policy Development, LLC / DBA UPD Consulting to provide diversity, equity, and inclusion consulting services for a one year term for an estimated contract cost of \$175,295.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2700

AGENDA: Approval of the Proposed QPL Foundation - FY'23 Budget

Background:

Pursuant to the Queens Public Library Foundation By-Laws, the operating budget approved by the Foundation's Board of Directors must also be approved by the Library Board of Trustees. All individual contributions, foundation and corporate grants, endowments and revenue generated by fundraising events will be recorded by the Foundation. Government grant revenue will be recorded by the Library.

Current Status:

At its quarterly board meeting on June 14, 2022, the Foundation's Board of Directors approved the Fiscal Year 2023 budget reflected in the attached document. Estimated revenues total \$1,300,599. Proposed appropriations equal \$1,300,599.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees approve the adoption of the Fiscal Year 2023 Queens Public Library Foundation General Fund Budget, which was previously approved by the Foundation's Board of Directors on June 14, 2022.

Attachments:

FY23 QLF Budget BOD Report (PDF)

FISCAL YEAR

2023

QUEENS LIBRARY FOUNDATION

GENERAL FUND BUDGET

June 14, 2022

Attachment: FY23 QLF Budget BOD Report (2700 : Approval of the Proposed QPL Foundation FY'23 Budget)

Queens Library Foundation FY23 Operating Budget

	2023
Revenues, Gains and Other Support	
Contributions from individuals, corporations, and foundations, including unconditional promises to give	\$ 1,299,599
In-kind contributions from Library	-
Sundry	-
Interest and Dividend Income	1,000
Total Revenues, Gains, and Other Support	1,300,599
Expenses	
Salaries	836,854
Fringe Benefits	300,145
Contractual and Services	5,000
Contractual and Services - Accounting & Banking	41,600
Contractual and Services – Advertising, Other	500
Supplies, Equipment and Furniture	2,500
Special Events	3,000
Contributed Facilities	57,000
Conferences	10,000
Memberships Dues / Subscriptions	11,500
Information Technology	32,000
Travel /Parking	500
Total Expenses	1,300,599
Change in Net Assets Before Other Items	\$ -

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2702

AGENDA: Sole Source Contract with Comprise Technologies, Inc. Contract Authorization for Computer Content Filtering Software, Related Hardware & Computer Reservation System

Background:

This is an action item seeking approval from the Queens Borough Public Library’s Board of Trustees for the Library to enter into a contract with Comprise Technologies, Inc. for a term of five years at an estimated cost of \$384,645 for computer content filtering software, associated hardware, and the Smart Access Manager (“SAM”) computer reservation system. The Board’s approval is required pursuant to the Library’s Procurement Policy, which states, in pertinent part, that sole source contracts are permitted without formal competitive bids if only one vendor can supply the commodities or services required by the Library. In these instances, the Vice President of Procurement shall negotiate best pricing and approval shall be subject to the approval of the Library’s President and CEO and the Board of Trustees, and the selection criteria shall be noted with the minutes of the Board of Trustees meeting in which the sole source purchase was authorized.

In 2003, the Library Board authorized the Library Director to negotiate and enter into a contract for the SAM system at the not-to-exceed amount of \$180,000 for the initial purchase of software and related implementation services. The SAM system allows the Library to manage computer reservations for over 11,000 computers used by customers in the Library’s cyber centers. The original SAM software contained older-generation internet filters that control internet content; the SAM system also provides controls on printing from Library computers and wireless printing from personal computers.

In 2020 the Library Board approved a thirty-month contract with Comprise Technologies, Inc. (“Comprise”) for Content Keeper, a replacement computer content filtering software and associated hardware. This contract also integrated Content Keeper with the Library’s SAM system.

Current Status:

Internet filtering is a requirement under the Children’s Internet Protection Act (“CIPA”), which requires that K-12 schools and libraries in the United States use internet filters and implement

other measures to protect children from harmful online content as a condition of federal funding. As such the Library needs to maintain and upgrade its integrated Content Keeper and SAM system from Comprise.

The table below reflects the five annual costs for the Comprise system:

	Annual Costs	Description
Year 1	\$68,335	Software and Hardware Maintenance
Year 2	\$68,335	Software and Hardware Maintenance
Year 3	\$88,492	Software and Hardware Maintenance, Scheduled New Hardware and New Filters
Year 4	\$91,281	Software and Hardware Maintenance, Scheduled New Hardware and New Filters
Year 5	\$68,202	Software and Hardware Maintenance
Total:	\$384,645	

Comprise does not authorize the resale of its software and hardware maintenance through other vendors or resellers, and accordingly is the sole source for purchase of software (and related hardware and maintenance services) that has been integrated into Library systems for years. Comprise has been a vendor providing services to the Library since 2003; it has been a responsive vendor. A background check on Comprise did not reveal any adverse findings. Pursuant to the Library's Procurement Policy, the Library's President & CEO has previously documented his approval of this sole source contract.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees authorize the President and CEO to enter into an agreement with Comprise Technologies, Inc. for a term of five years at an estimated cost of \$384,645 for computer content filtering software, and associated hardware and Smart Access Manager.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2703

AGENDA: Sole Source Contract with Online Computer Library Center, Inc.
Contract Authorization for an Annual Subscription for Metadata
Services

Background:

This is an action item seeking approval from the Queens Borough Public Library's Board of Trustees for the Library to enter into a contract with Online Computer Library Center Inc. ("OCLC") for a term of one year at a cost of \$209,101.32 for metadata services. The Board's approval is required pursuant to the Library's Procurement Policy, which states, in pertinent part, that sole source contracts are permitted without formal competitive bids if only one vendor can supply the commodities or services required by the Library. In these instances the Vice President of Procurement shall negotiate best pricing and approval shall be subject to the Library President and CEO and the Board of Trustees, and the selection criteria shall be noted with the minutes of the Board of Trustees meeting in which the sole source purchase was authorized.

OCLC is a not-for-profit computer service and research organization that provides shared technology services, as well as original research and community programs for its membership and the library community at large. OCLC's systems help libraries locate, acquire, catalog, and lend library materials.

The Library has, for many years, subscribed to OCLC services and, in particular, its cataloging and metadata subscription services whereby the Library obtains and uses existing catalog records from OCLC and contributes to and shares with OCLC original catalog records that it creates. This means that when the Library buys a book that already has a catalog record created by another library, the Library simply downloads it from OCLC's database and adds it to the Library catalog. When the Library creates a catalog record that does not yet exist in OCLC's database, it uploads the record to OCLC for other libraries to use. Moreover, OCLC and its member libraries cooperatively produce and maintain WorldCat, the largest online public access catalog in the world. The WorldCat catalog contains more than 435 million records, representing over 2.7 billion physical and digital assets in 491 languages. The WorldCat catalog brings together items from the collections of approximately 73,000 libraries in 180 countries and territories that participate in the OCLC global cooperative. It is the world's largest bibliographic database and the sole source of this size collection of MARC

catalog records, which libraries create and use to show the public what materials are available in their collections. Libraries around the world contribute to, and use content from, OCLC.

In FY2017, the Library restored its pre-2008 OCLC subscription services. In 2008, when the Library implemented budget cuts, it limited its OCLC subscription to the bare minimum of cataloging and metadata subscription services and discontinued its WorldCat subscription. These minimum services included:

- Cataloging services – this service allows the Library to download catalog records for books in its collections instead of having to create them.
- Interlibrary loans – this service allows the Library to work in cooperation with other libraries around the world to send and retrieve books to customers who request them.
- WebDewey – an online version of the Dewey Decimal Classification system that is easy to navigate, streamlines call number creation, and receives regular updates and replaces the print version, which is no longer available.

Because the Library renewed its WorldCat subscription in 2017, its holdings are now visible with WorldCat.org, which allows the Library's customers and WorldCat.org users to obtain accurate information about all of the Library's collections. For example, persons using WorldCat to search for a popular book are now able to see whether a Queens Public Library branch near them has copies of the book.

The Library's Technical Services Department has also been able to leverage back office efficiencies using OCLC's services. By registering the Library's book suppliers with OCLC, records for the books that the Library purchases can be automatically delivered through OCLC's WorldShare platform in one, combined file that our catalogers can run through our custom scripts and then load into our catalog for completion.

The Library has also overhauled its monthly data synchronization processes, making the Library's WorldCat holdings more accurate. Continuing the subscription to OCLC's WorldCat services will ensure that the Library's catalog is in synchronization with WorldCat's catalog and that the Library's holdings are optimized to appear in web browser searches. The Library's continued full participation in WorldCat makes it as easy as possible for Library customers to search its collections and find items they want to borrow.

Current Status:

The cost for services last year was \$201,058.96, a two (2) percent increase from the cost from the prior year. This year OCLC proposed an increase of over four and a half (4.5) percent for a cost of \$210,202.91. Due to subsequent price negotiations between OCLC and the Library, OCLC agreed to reduce its price for services by \$1,101.59 for a total cost of \$209,101.32. This is a four (4) percent increase from last year's costs.

The table below details pricing for the OCLC services:

Cataloging and Metadata Subscription	\$151,569.06
WorldShare ILL Subscription	\$6,724.29

WorldCat Subscription / FirstSearch	\$50,016.72
Web Dewey Subscription	\$791.25
All Services Total:	\$209,101.32

OCLC is a one-of-a-kind vendor that provides uniform bibliographic records for libraries around the country. It has and continues to provide valuable services to the Library. OCLC has been responsive and has provided all contractually required services and a background check did not reveal any adverse findings. Pursuant to the Library's Procurement Policy, the Library's President & CEO has documented his approval of this proposed sole source contract.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees authorize the President and CEO to enter into an agreement with OCLC in the amount of \$209,101.32 for the subscription services described above for a one-year period.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2701

AGENDA: Purchases Over \$50K - May 2022

Current Status:

Pursuant to the Library's Procurement Policy, as revised in September 2021, the Procurement Department shall submit to the Library's Board of Trustees a report of all Library, Foundation, and capital purchase orders issued and valued at more than \$50,000, which includes the vendor name, dollar value, description, and transaction type-*i.e.*, government contract, requirements contract, technical service, exceptions.

This report covers purchase orders for the period from May 1, 2022 through May 31, 2022.

Library:

1. **Cameron Engineering & Associates LLP** was issued a statement of work ("SOW") under its engineering professional services requirements contract in the amount of \$80,794 to provide engineering services for the Central Library, to provide fire protection engineering design services in connection with outstanding inspections and NYC DOB filing of the existing fire sprinkler and standpipe systems.
2. **Office Resources Inc.** was issued a purchase order under its furniture and shelving requirements contract in the amount of \$63,394 to provide and install furniture at the Lefrak Community Library.
3. **Dell Marketing L.P.** was issued a purchase order in the amount of \$67,883.80 under its NYS OGS contract for 125 Dell Latitude 74200 laptops, 30 docking stations, and 50 briefcases for Library staff use.

4. **The Hackett Group, Inc.** was issued a purchase order in the amount of \$255,355.00 for annual SAP software maintenance under its requirements contract that has been in effect since 1998.
5. **Mythics, Inc.** was issued a purchase order in the amount of \$103,295.62 under its NYS OGS contract to provide annual Oracle software maintenance that is used to support various applications in the ITD department. Mythics, Inc. is an authorized reseller under Oracle's NYS OGS contract.
6. **Networks 2000 Inc.** was issued a purchase order in the amount of \$126,681.19 to provide annual maintenance renewal for Hewlett Packard Enterprise Company ("HPE") hardware and software. Networks 2000 Inc. is an authorized reseller under HPE's NYS OGS contract.
7. **Vicom Computer Services Inc.** was issued a purchase order in the amount of \$52,488.00, for the five year cost of \$262,440.00, for Cisco Hardware Maintenance for network devices located in the Central Library's data center and in the Flushing Library. Vicom Computer Services Inc. is an authorized reseller under Cisco's NYS OGS contract.
8. **Lyngsoe Systems Inc.** was issued a purchase order in the amount of \$430,352 under its technical service contract to provide maintenance services for the Library's automated materials handling system.

Foundation:

N/A

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2706

AGENDA: Purchases Over \$50K - April 2022

Current Status:

Pursuant to the Library's Procurement Policy, as revised in September 2021, the Procurement Department shall submit to the Library's Board of Trustees a report of all Library, Foundation, and capital purchase orders issued and valued at more than \$50,000, which includes the vendor name, dollar value, description, and transaction type-*i.e.*, government contract, requirements contract, technical service, exceptions.

This report covers purchase orders for the period from April 1, 2022 through April 30, 2022.

Library:

1. **Kone, Inc.** was issued a purchase order in the amount of \$102,840.00 under its emergency contract for elevator and lift equipment preventive and corrective maintenance for system-wide elevators for annual services. This purchase order replaces the monthly purchase order that was issued last month.
2. **Cameron Engineering & Associates LLP** was issued a statement of work ("SOW") under its engineering professional services requirements contract in the amount of \$88,268 to provide engineering services for the Laurelton Community Library HVAC project.
3. **LiRo Engineers Inc.** was issued an SOW under its engineering professional services requirements contract in the amount of \$119,075 to provide engineering services for the Central Library cooling tower project.

4. **Library Interiors Inc.** was issued a purchase order under its furniture and shelving requirements contract in the amount of \$149,757.93 to provide and install library shelving at the Lefrak Community Library.
5. **Prestige Plumbing and Heating Inc.** was issued an SOW in the amount of \$54,254 under its requirements contract for plumbing services to remove and replace the boiler, paint the room, install new controls and obtain permits for the East Flushing Community Library.
6. **Prestige Plumbing and Heating Inc.** was issued an SOW in the amount of \$60,320.00 under its requirements contract for plumbing services to remove and replace the boiler, install new controls, and obtain permits for the Glen Oaks Community Library.
7. **Prestige Plumbing and Heating Inc.** was issued an SOW in the amount of \$51,280.00 under its requirements contract for plumbing services to remove four tankless heaters and replace with two energy efficient condensing boilers and one tankless water heater, install new controls, and obtain permits for the St. Albans Community Library.
8. **Prestige Plumbing and Heating Inc.** was issued an SOW in the amount of \$50,780.00 under its requirements contract for plumbing services to remove and replace the boiler, install new controls, and obtain permits for the Astoria Community Library.
9. **Prestige Plumbing and Heating Inc.** was issued an SOW in the amount of \$57,833.60 under its requirements contract for plumbing services to remove and replace the boiler, install new controls, and obtain permits for the Forest Hills Community Library.
10. **Microsoft Inc.** was issued a purchase order in the amount of \$79,364.00 under its NYS OGS contract to renew annual Microsoft Premier Support for the Library's Information Technology and Development department.
11. **Universal Protection Service, LLC., dba Allied Universal** was issued a purchase order revision adding \$111,999.81 in funds to provide security guard service under its requirements contract. The total for the purchase order is \$2,245,169.19.
12. **The Hackett Group, Inc.** was issued an amended purchase order with an increase of \$266,030 for a total of \$836,289.20 under its Federal General Services Administration

services contract to provide to provide information technology consulting services to implement the Library's Kronos timekeeping system. The current contract value \$1,806,033.38.

Foundation:

N/A

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2676

AGENDA: Personnel Report - May 2022

PERSONNEL REPORT - 4/16/2022 - 5/15/2022

The attached Personnel Report is provided for your information as certified by the Director of Human Resources, for the period of April 16, 2022 - May 15, 2022:

- § *Promotions*
- § *Appointments*
- § *Transfers*
- § *Leaves Without Pay*
- § *Returns from Leave*
- § *Separations: Terminations/Resignations*

Attachments:

Personnel Report - May 2022 (PDF)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2672

AGENDA: Personnel Report - April 2022

PERSONNEL REPORT - 3/16/2022 - 4/15/2022

The attached Personnel Report is provided for your information as certified by the Director of Human Resources, for the period of March 16, 2022 - April 15, 2022:

- § *Promotions*
- § *Appointments*
- § *Transfers*
- § *Leaves Without Pay*
- § *Returns from Leave*
- § *Separations: Terminations/Resignations*

Attachments:

Personnel Report - April 2022 (PDF)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2697

AGENDA: Key Performance Indicators Report - May 2022

Attachments:

Key Performance Indicators Report - May 2022 (PDF)

President's Report: May 2022

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	9,269	18.23%	5,395	153.29%	228	212.33%	32	-86.21%	
Astoria	5,732	15.31%	4,797	20.62%	592	82.15%	923	2.33%	
Auburndale	7,565	57.67%	4,274	18.03%	345	320.73%	1,590	-8.83%	
Baisley Park	149	-87.72%	119	-84.74%	101	∞	232	∞	1,2
Bayside	16,135	250.30%	7,477	80.39%	398	∞	1,883	38.05%	
Bay Terrace	383	1060.61%	0	-100.00%	19	∞	0	0.00%	1
Bellerose	5,085	21.94%	3,385	25.56%	225	∞	0	-100.00%	
Briarwood	5,511	59.69%	5,608	147.16%	450	67.29%	1,077	103.21%	
Broadway	213	363.04%	0	-100.00%	0	-100.00%	0	0.00%	1
Broad Channel	2,490	9860.00%	999	2461.54%	12	∞	85	∞	
Cambria Heights	2,820	26.29%	5,109	243.58%	941	3144.83%	650	-6.47%	
Corona	4,601	21809.52%	6,886	∞	603	-47.57%	207	∞	
Court Square	3	-88.89%	0	0.00%	0	0.00%	0	0.00%	1,2
Douglaston	4,316	240.92%	3,055	194.88%	849	∞	1,330	2457.69%	
East Elmhurst	2,877	11.04%	3,246	124.95%	510	∞	418	214.29%	
East Flushing	5,364	153.02%	4,018	111.47%	474	261.83%	1,497	277.08%	
Elmhurst	21,368	83.31%	15,032	222.09%	691	712.94%	2,351	414.44%	1
Far Rockaway	2,088	11500.00%	2,485	248400.00%	226	∞	557	∞	
Forest Hills	15,343	591.44%	13,284	66.01%	973	835.58%	3,314	∞	
Fresh Meadows	9,570	51.16%	3,117	-28.08%	151	-24.12%	442	-62.29%	1
Glen Oaks	11,955	107.84%	6,521	158.05%	1,597	212.52%	3,747	208.90%	
Glendale	5,297	25123.81%	2,205	∞	735	698.91%	100	∞	1,2
Hillcrest	7,942	34.06%	4,638	28.44%	553	44.76%	17	-96.74%	
Hollis	2,614	91.22%	2,861	77.48%	51	15.91%	307	94.30%	
Howard Beach	4,044	200.67%	4,228	472.12%	297	∞	396	1484.00%	
Hunters Point	23,773	54.08%	11,340	267.82%	1,047	365.33%	3,251	581.55%	
Jackson Heights	5,301	-10.49%	2,445	-45.74%	50	108.33%	87	-83.14%	1
Kew Gardens Hills	12,162	44944.44%	10,780	-7.07%	575	∞	445	867.39%	
Langston Hughes	2,438	34.85%	4,578	267.12%	1,565	516.14%	619	∞	
Laurelton	2,281	16.68%	4,134	85.88%	553	924.07%	500	24900.00%	
Lefferts	2,205	5278.05%	3,326	-79.46%	274	∞	125	∞	
Lefrak City	48	-97.88%	408	-79.13%	0	-100.00%	0	-100.00%	1
Long Island City	3,584	10.31%	5,629	127.71%	281	702.86%	2,054	324.38%	
Maspeth	6,448	98.46%	4,663	121.52%	797	∞	1,283	∞	
McGoldrick	5,038	23890.48%	5,380	481.62%	571	∞	2,234	∞	
Middle Village	3,842	88.15%	3,230	262.11%	167	∞	953	1412.70%	
Mitchell-Linden	10,203	150.81%	6,874	169.99%	583	796.92%	1,535	436.71%	
North Forest Park	4,255	23.94%	3,706	439.45%	63	∞	347	∞	

Attachment: Key Performance Indicators Report - May 2022 (2697) : Key Performance Indicators Report -

President's Report: May 2022

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
North Hills	4,197	17387.50%	5,045	1727.90%	881	∞	727	∞	
Ozone Park	7	-96.88%	18	-99.89%	0	0.00%	0	0.00%	1,2
Peninsula	5,859	17.25%	5,726	99.72%	274	128.33%	372	19.23%	
Pomonok	2,807	601.75%	2,857	642.08%	65	∞	277	∞	
Poppenhusen	3,473	31472.73%	2,982	5131.58%	1,646	∞	687	∞	
Queensboro Hill	5,697	80.00%	7,087	147.45%	715	580.95%	476	∞	
Queens Village	2,033	1731.53%	2,306	7586.67%	10	∞	0	0.00%	
Rego Park	7,093	150.99%	7,204	72.84%	265	∞	220	∞	
Richmond Hill	6,615	89.27%	4,889	72.15%	1,364	2865.22%	860	21.47%	
Ridgewood	6,294	49.22%	11,200	59.64%	575	125.49%	2,043	119.91%	
Rochdale Village	3,290	-23.74%	3,796	152.90%	1,026	9227.27%	1,875	440.35%	
Rosedale	1,709	4068.29%	2,322	4365.38%	120	∞	292	∞	
Seaside	2,948	33.15%	3,907	254.22%	74	∞	0	-100.00%	
South Hollis	1,591	26416.67%	3,683	2918.85%	555	∞	101	∞	
South Jamaica	2,086	41620.00%	2,149	673.02%	176	∞	42	∞	
South Ozone Park	2,399	57.31%	4,226	89.51%	546	2933.33%	1,239	1670.00%	
St. Albans	2,640	-0.38%	3,217	69.05%	118	337.04%	109	990.00%	
Steinway	8,272	18700.00%	8,673	∞	1,234	∞	844	∞	1,2
Sunnyside	8,136	184.38%	8,521	246.66%	464	103.51%	1,565	121.36%	2
Whitestone	6,287	95.37%	2,932	62.89%	186	264.71%	1,571	1254.31%	
Windsor Park	5,743	30126.32%	4,390	-32.95%	381	∞	1,080	∞	
Woodhaven	4,123	41130.00%	4,638	3413.64%	2,029	493.27%	80	∞	
Woodside	4,256	799.79%	5,431	479.00%	772	∞	1,276	480.00%	
Community Libraries Total	331,867	114.94%	282,431	79.69%	31,023	467.56%	50,324	208.96%	

Central Library Adult Learning Center	3	200.00%	N/A	N/A	0	0.00%	N/A	N/A	3
Elmezzi LIC Adult Learning Center	11	1000.00%	2,014	1934.34%	1,679	133.52%	N/A	N/A	
Elmhurst Adult Learning Center	58	2800.00%	N/A	N/A	805	2.81%	N/A	N/A	3
Flushing Adult Learning Center	86	4200.00%	0	0.00%	1,239	-11.81%	692	∞	
Jackson Heights Adult Learning Center	62	588.89%	N/A	N/A	1,290	36.08%	0	0.00%	3
Peninsula Adult Learning Center	3	-72.73%	N/A	N/A	1,169	-42.30%	N/A	N/A	3
Rochdale Adult Learning Center	22	175.00%	N/A	N/A	1,365	54.94%	N/A	N/A	3
Adult Learning Center Total	245	620.59%	2,014	1934.34%	7,547	11.61%	692	∞	

Central Adult Fiction	3,678	51.67%
Central Adult Fiction - Ask at Desk	2,226	-25.60%
Central Adult Non-Fiction	7,529	68.55%
Central Adult Non-Fiction - Ask at Desk	5,258	1.21%

President's Report: May 2022

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
Central International Languages	824	122.70%							
Central International Languages - Ask at Desk	157	-34.85%							
Central Library Current Collection	1,330	8212.50%							
Central Library Fine Arts/Media Center	10,249	172.51%							
Central Library Others	978	406.74%							
Central Library Hot Picks	302	-21.76%							
Central Library Interloan	144	132.26%							
Central Library Job Info Center	6	0.00%							
Central Library Young Adult Room	1,755	244.79%							
Children's Library Discovery Center	5,729	437.93%	7,827	427.78%	610	-26.15%	46	∞	
Central Total	40,165	85.19%	40,423	636.57%	3,989	143.83%	10,346	216.59%	

Flushing	19,438	1534.82%							
Flushing IRC	9	∞							
Flushing Job Info Center (JIC)	2	∞							
Flushing Media Center	5,451	2598.51%							
Flushing Total	24,900	1690.08%	41,012	116.71%	214	∞	3,334	∞	1,2

E-book and E-Magazines	135,520	5.99%							
Virtual Music and Movies	44,814	-20.69%							
Virtual Library Total	180,334	-2.19%							
Langston Hughes Black Heritage	183	9.58%							
Queens Village Mail-A-Book	2,492	116.70%							
Mobile Library	678	6680.00%							
Correctional Outreach	637	∞							
Other Total	36	111.76%							

6,519	-15.52%
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961	-5.78%	0	0.00%
891	∞	N/A	X
498	271.64%	49	-46.74%

System Total	580,900	59.92%	369,877	103.56%	50,162	126.09%	64,696	230.82%	
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Website Visits	250,300	-10.34%
Wireless use	52,841	173.14%
Computer Sessions	49,527	1213.71%

- Notes:
- 1 - Library closed for renovation or extended emergency during a portion of the current fiscal year.
 - 2 - Library closed for renovation or extended emergency during a portion of last fiscal year.
 - 3 - ALCs are not in separate area - accurate gate count not possible

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2674

AGENDA: Key Performance Indicators Report - April 2022

Attachments:

Key Performance Indicators Report - April 2022 (PDF)

President's Report: April 2022

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	9,587	48.15%	5,274	152.34%	146	-25.51%	161	-25.12%	
Astoria	5,917	56.87%	5,130	59.76%	495	60.19%	1,035	-20.20%	
Auburndale	8,084	254.56%	4,327	50.82%	398	184.29%	1,482	85.48%	
Baisley Park	7	-75.86%	0	-100.00%	0	-100.00%	0	0.00%	1,2
Bayside	15,239	213.11%	7,130	58.06%	403	2418.75%	2,618	54.09%	
Bay Terrace	1,591	2310.61%	1,331	1301.05%	4	∞	297	∞	
Bellerose	5,143	90.91%	3,769	72.42%	221	718.52%	5	-99.59%	
Briarwood	6,179	79.00%	6,060	203.76%	377	120.47%	1,071	338.93%	
Broadway	608	1092.16%	131	12.93%	7	-93.81%	0	0.00%	1
Broad Channel	2,396	5604.76%	902	3658.33%	0	0.00%	102	∞	
Cambria Heights	2,395	14.32%	4,838	308.96%	1,018	438.62%	2,106	5442.11%	
Corona	4,960	21465.22%	6,270	∞	1,499	-77.56%	273	∞	
Court Square	4	-84.00%	0	0.00%	0	0.00%	0	0.00%	1,2
Douglaston	4,379	2636.88%	2,799	345.70%	686	∞	1,777	4576.32%	
East Elmhurst	3,154	19.70%	3,697	153.22%	451	767.31%	384	312.90%	
East Flushing	5,797	140.54%	4,039	121.92%	445	147.22%	1,443	508.86%	
Elmhurst	22,498	221.91%	15,978	422.67%	716	1565.12%	2,380	2544.44%	1
Far Rockaway	2,142	23700.00%	2,814	46800.00%	166	∞	615	∞	
Forest Hills	16,613	596.56%	13,505	77.44%	304	92.41%	3,940	∞	
Fresh Meadows	20,136	295.68%	9,236	121.38%	1,201	853.17%	1,959	56.34%	
Glen Oaks	12,752	84.78%	6,596	141.70%	1,060	163.03%	3,546	160.16%	
Glendale	5,087	29823.53%	1,743	∞	702	588.24%	223	∞	1,2
Hillcrest	7,223	128.94%	4,871	60.49%	288	-47.16%	90	-86.65%	
Hollis	2,922	79.04%	3,020	51.53%	24	-69.23%	376	53.47%	
Howard Beach	3,909	1592.21%	3,813	578.47%	292	∞	829	2574.19%	
Hunters Point	25,336	42.59%	11,690	178.93%	873	97.96%	3,406	375.70%	
Jackson Heights	12,783	153.08%	11,880	162.43%	429	235.16%	808	67.98%	1
Kew Gardens Hills	11,361	22176.47%	8,892	-46.14%	119	∞	1,081	∞	
Langston Hughes	2,391	12.10%	3,929	183.89%	1,283	712.03%	661	∞	
Laurelton	2,667	29.78%	4,523	81.14%	500	346.43%	604	∞	
Lefferts	2,521	2865.88%	3,923	-81.34%	725	∞	337	∞	
Lefrak City	57	-97.66%	1,576	-1.50%	0	-100.00%	5	-66.67%	1
Long Island City	3,988	81.19%	5,011	201.14%	253	-58.11%	1,023	236.51%	
Maspeth	7,085	109.12%	5,028	113.41%	852	∞	1,369	68350.00%	
McGoldrick	5,744	28620.00%	5,425	∞	129	∞	2,397	∞	
Middle Village	4,165	2163.59%	3,278	1911.04%	215	∞	794	6516.67%	
Mitchell-Linden	11,505	157.38%	7,954	180.86%	559	125.40%	1,607	302.76%	
North Forest Park	4,712	29.06%	3,991	442.26%	0	0.00%	502	∞	

Attachment: Key Performance Indicators Report - April 2022 (2674 : Key Performance Indicators Report -

President's Report: April 2022

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
North Hills	4,605	9493.75%	4,315	3526.05%	1,170	∞	728	∞	
Ozone Park	14	-97.18%	15	-99.80%	0	0.00%	0	0.00%	1,2
Peninsula	6,262	66.01%	5,438	124.15%	198	122.47%	539	89.79%	
Pomonok	2,323	521.12%	2,658	576.34%	0	0.00%	421	∞	
Poppenhusen	3,653	25992.86%	2,861	7235.90%	1,116	∞	1,206	∞	
Queensboro Hill	6,996	276.74%	8,220	195.36%	959	129.98%	773	∞	
Queens Village	2,121	2845.83%	2,229	3952.73%	55	∞	15	∞	
Rego Park	8,167	282.89%	7,802	102.86%	173	284.44%	0	0.00%	
Richmond Hill	6,496	241.71%	4,461	91.79%	1,539	438.11%	1,026	207.19%	
Ridgewood	6,484	113.99%	11,359	43.08%	469	37.54%	2,023	232.18%	
Rochdale Village	3,661	-10.69%	3,901	198.70%	947	94600.00%	1,239	674.38%	
Rosedale	1,763	4664.86%	2,653	4905.66%	62	-1.59%	362	∞	
Seaside	3,064	9.19%	3,511	179.76%	0	0.00%	345	1542.86%	
South Hollis	1,646	11657.14%	3,542	12550.00%	376	∞	324	∞	
South Jamaica	2,075	29542.86%	2,194	8025.93%	654	1576.92%	0	0.00%	
South Ozone Park	2,289	43.24%	3,380	28.96%	452	∞	1,144	766.67%	
St. Albans	2,757	4.43%	3,125	94.34%	108	285.71%	128	∞	
Steinway	8,634	24568.57%	9,143	∞	564	∞	314	∞	1,2
Sunnyside	8,328	270.63%	9,010	283.24%	562	569.05%	1,812	138.74%	2
Whitestone	6,962	110.46%	3,210	86.41%	184	206.67%	1,556	1253.04%	
Windsor Park	5,589	16338.24%	4,296	-38.52%	219	∞	809	∞	
Woodhaven	4,114	34183.33%	4,036	4882.72%	1,568	6433.33%	286	∞	
Woodside	4,255	5425.97%	5,218	2735.87%	999	∞	1,084	1255.00%	
Community Libraries Total	365,295	177.61%	300,950	98.89%	29,214	127.65%	57,440	311.26%	

Central Library Adult Learning Center	0	0.00%	N/A	N/A	0	0.00%	N/A	N/A	3
Elmezzi LIC Adult Learning Center	11	∞	1,422	9380.00%	1,737	190.95%	N/A	N/A	∞
Elmhurst Adult Learning Center	40	700.00%	N/A	N/A	172	-63.87%	N/A	N/A	3
Flushing Adult Learning Center	14	1300.00%	0	0.00%	456	-35.23%	117	∞	∞
Jackson Heights Adult Learning Center	71	1675.00%	N/A	N/A	646	9.86%	24	∞	3
Peninsula Adult Learning Center	1	∞	N/A	N/A	568	-41.50%	N/A	N/A	3
Rochdale Adult Learning Center	66	725.00%	N/A	N/A	641	135.66%	N/A	N/A	3
Adult Learning Center Total	203	1027.78%	1,422	9380.00%	4,220	16.96%	141	∞	

Central Adult Fiction	3,642	37.02%
Central Adult Fiction - Ask at Desk	2,409	-16.96%
Central Adult Non-Fiction	7,956	74.51%
Central Adult Non-Fiction - Ask at Desk	5,657	-0.93%

Attachment: Key Performance Indicators Report - April 2022 (2674 : Key Performance Indicators Report -

President's Report: April 2022

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
Central International Languages	948	111.14%							
Central International Languages - Ask at Desk	183	-43.87%							
Central Library Current Collection	1,242	5545.45%							
Central Library Fine Arts/Media Center	10,346	170.84%							
Central Library Others	874	362.43%							
Central Library Hot Picks	357	61.54%							
Central Library Interloan	157	201.92%							
Central Library Job Info Center	11	120.00%							
Central Library Young Adult Room	2,055	222.61%							
Children's Library Discovery Center	6,609	325.29%	7,175	360.53%	655	122.03%	194	∞	
Central Total	42,446	83.73%	39,863	506.47%	6,132	67.13%	10,612	223.73%	

Flushing	4,219	121.94%							
Flushing IRC	2	0.00%							
Flushing Job Info Center (JIC)	0	0.00%							
Flushing Media Center	1,006	162.66%							
Flushing Total	5,227	128.65%	9,653	-60.28%	96	∞	183	∞	1,2

E-book and E-Magazines	127,603	7.35%							
Virtual Music and Movies	43,076	-19.63%							
Virtual Library Total	170,679	-1.04%							
Langston Hughes Black Heritage	179	-34.67%							
Queens Village Mail-A-Book	2,583	89.09%							
Mobile Library	477	4236.36%							
Correctional Outreach	461	∞							
Other Total	34	750.00%							

5,557	-40.83%
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1,269	21.90%	0	0.00%
1,757	466.77%	N/A	X
527	∞	71	∞

System Total	587,123	77.31%	354,419	94.49%	45,684	54.86%	68,376	296.50%	
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Website Visits	265,279	16.79%							
Wireless use	39,631	59.49%							
Computer Sessions	49,721	∞							

- Notes:
- 1 - Library closed for renovation or extended emergency during a portion of the current fiscal year.
 - 2 - Library closed for renovation or extended emergency during a portion of last fiscal year.
 - 3 - ALCs are not in separate area - accurate gate count not possible

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2673

AGENDA: Key Performance Indicators Report - March 2022

Attachments:

Key Performance Indicators Report - March 2022 (PDF)

President's Report: March 2022

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	10,135	49.46%	5,402	125.84%	369	1745.00%	132	-6.38%	
Astoria	5,976	43.24%	4,848	28.56%	372	132.50%	1,213	14.54%	
Auburndale	7,856	250.40%	4,151	35.12%	297	440.00%	1,365	48.05%	
Baisley Park	13	-64.86%	0	-100.00%	0	0.00%	0	0.00%	1,2
Bayside	15,960	194.25%	7,381	44.02%	408	1940.00%	1,525	-36.62%	
Bay Terrace	3,612	4100.00%	3,456	2460.00%	48	∞	1,531	∞	
Bellerose	5,038	80.77%	3,597	38.61%	104	∞	0	-100.00%	
Briarwood	6,283	72.56%	6,330	177.75%	270	575.00%	1,381	417.23%	
Broadway	2,629	1833.09%	2,764	1585.37%	233	115.74%	0	0.00%	1
Broad Channel	2,610	4824.53%	1,092	2175.00%	0	0.00%	82	∞	
Cambria Heights	2,721	22.29%	5,473	276.67%	1,347	1503.57%	448	549.28%	
Corona	4,799	4651.49%	6,386	∞	301	-87.05%	700	∞	
Court Square	4	-91.49%	0	0.00%	0	0.00%	0	0.00%	1,2
Douglaston	4,744	12064.10%	3,252	2703.45%	686	∞	1,640	∞	
East Elmhurst	3,142	12.05%	3,383	132.03%	191	∞	474	157.61%	
East Flushing	4,894	85.45%	4,111	101.82%	353	292.22%	1,118	295.05%	
Elmhurst	21,719	263.86%	16,174	366.92%	265	-2.21%	2,304	1052.00%	1
Far Rockaway	2,028	3119.05%	3,190	13769.57%	665	∞	876	∞	
Forest Hills	16,863	616.36%	15,645	82.64%	289	221.11%	2,591	∞	
Fresh Meadows	20,065	291.05%	9,334	97.13%	678	816.22%	1,990	111.25%	
Glen Oaks	12,801	76.69%	6,999	164.51%	1,149	244.01%	3,827	111.67%	
Glendale	5,638	6164.44%	1,663	∞	476	510.26%	301	∞	1,2
Hillcrest	6,650	127.74%	4,294	35.54%	415	-31.97%	82	-88.64%	
Hollis	2,950	67.33%	3,581	102.89%	0	-100.00%	293	55.03%	
Howard Beach	4,740	9194.12%	4,213	5232.91%	181	∞	909	∞	
Hunters Point	26,717	45.26%	10,607	139.33%	684	116.46%	3,929	302.97%	
Jackson Heights	14,917	208.97%	15,919	189.54%	675	219.91%	1,151	58.54%	
Kew Gardens Hills	11,697	11256.31%	8,965	-57.16%	250	∞	1,338	∞	
Langston Hughes	2,210	-3.83%	3,735	129.00%	253	87.41%	469	∞	
Laurelton	2,838	19.49%	4,349	57.17%	353	530.36%	305	∞	
Lefferts	2,565	2490.91%	4,040	-82.04%	532	∞	180	∞	
Lefrak City	70	-97.35%	579	-67.27%	0	-100.00%	0	-100.00%	1
Long Island City	3,663	50.12%	5,709	208.09%	478	-63.98%	267	-26.45%	
Maspeth	8,202	131.96%	5,463	120.37%	790	558.33%	36	∞	
McGoldrick	6,976	9078.95%	6,563	449.66%	1,508	∞	2,769	∞	
Middle Village	4,106	68333.33%	3,818	∞	372	∞	670	∞	
Mitchell-Linden	11,961	174.27%	7,825	151.61%	507	6237.50%	2,206	382.71%	
North Forest Park	5,282	47.75%	4,309	431.32%	45	∞	410	∞	

President's Report: March 2022

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
North Hills	4,474	3756.90%	5,478	5218.45%	635	∞	980	∞	
Ozone Park	11	-99.43%	298	-89.49%	0	-100.00%	0	-100.00%	1,2
Peninsula	5,821	31.04%	5,863	155.47%	191	10.40%	444	30.21%	
Pommonok	2,479	510.59%	2,701	323.35%	0	0.00%	168	∞	
Poppenhusen	3,887	6169.35%	3,027	3936.00%	167	∞	1,155	∞	
Queensboro Hill	6,988	281.44%	8,555	205.21%	917	-70.79%	458	∞	
Queens Village	2,043	1521.43%	2,348	4791.67%	192	∞	21	∞	
Rego Park	8,384	263.42%	8,108	101.59%	205	5025.00%	0	0.00%	
Richmond Hill	5,984	244.70%	5,080	122.03%	1,691	3576.09%	1,176	100.00%	
Ridgewood	6,659	122.11%	12,652	55.01%	647	86.46%	2,457	259.21%	
Rochdale Village	3,711	-12.29%	4,116	197.18%	1,012	863.81%	1,400	786.08%	
Rosedale	1,774	3012.28%	2,869	4382.81%	131	∞	206	∞	
Seaside	3,268	1.08%	4,436	250.39%	0	0.00%	0	-100.00%	
South Hollis	1,915	7265.38%	4,244	3689.29%	632	∞	111	∞	
South Jamaica	2,103	105050.00%	2,318	1247.67%	583	∞	322	∞	
South Ozone Park	2,545	49.79%	3,757	51.98%	117	∞	1,457	828.03%	
St. Albans	2,862	2.43%	3,160	87.20%	98	∞	134	∞	
Steinway	8,765	16437.74%	9,944	∞	146	∞	173	∞	1,2
Sunnyside	9,212	462.39%	9,788	310.05%	318	2346.15%	1,886	213.29%	2
Whitestone	6,623	115.80%	3,146	53.69%	158	163.33%	1,553	12841.67%	
Windsor Park	6,487	3979.87%	4,647	-40.64%	168	∞	785	∞	
Woodhaven	4,286	6202.94%	3,559	1555.35%	1,290	1333.33%	311	∞	
Woodside	4,431	8588.24%	5,947	∞	679	∞	1,375	∞	
Community Libraries Total	379,786	178.12%	324,641	101.60%	25,521	133.52%	55,084	245.96%	

Central Library Adult Learning Center	1	0.00%	N/A	N/A	0	0.00%	N/A	N/A	3
Elmezzi LIC Adult Learning Center	9	800.00%	1,719	1038.41%	711	-26.47%	N/A	N/A	
Elmhurst Adult Learning Center	44	1000.00%	N/A	N/A	742	-6.08%	N/A	N/A	3
Flushing Adult Learning Center	2	-75.00%	0	0.00%	812	-28.52%	0	0.00%	
Jackson Heights Adult Learning Center	93	4550.00%	N/A	N/A	1,417	83.31%	87	∞	3
Peninsula Adult Learning Center	1	-66.67%	N/A	N/A	1,284	-3.96%	N/A	N/A	3
Rochdale Adult Learning Center	35	483.33%	N/A	N/A	1,038	35.69%	N/A	N/A	3
Adult Learning Center Total	185	640.00%	1,719	1038.41%	6,004	4.09%	87	∞	

Central Adult Fiction	3,750	46.83%
Central Adult Fiction - Ask at Desk	2,719	-12.71%
Central Adult Non-Fiction	8,693	80.58%
Central Adult Non-Fiction - Ask at Desk	6,143	6.08%

President's Report: March 2022

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
Central International Languages	982	135.49%							
Central International Languages - Ask at Desk	259	-16.72%							
Central Library Current Collection	1,129	3125.71%							
Central Library Fine Arts/Media Center	12,015	171.83%							
Central Library Others	892	251.18%							
Central Library Hot Picks	415	69.39%							
Central Library Interloan	163	139.71%							
Central Library Job Info Center	7	40.00%							
Central Library Young Adult Room	2,073	291.13%							
Children's Library Discovery Center	6,949	333.77%	7,709	365.24%	233	-26.96%	249	1560.00%	
Central Total	46,189	91.17%	43,890	523.26%	4,580	10.04%	10,625	150.18%	

Flushing	297	-93.76%							
Flushing IRC	0	-100.00%							
Flushing Job Info Center (JIC)	0	-100.00%							
Flushing Media Center	20	-98.65%							
Flushing Total	317	-94.93%	769	-91.43%	0	-100.00%	0	-100.00%	1,2

E-book and E-Magazines	126,304	-1.59%							
Virtual Music and Movies	44,314	-24.93%							
Virtual Library Total	170,618	-8.94%							
Langston Hughes Black Heritage	228	-28.30%							
Queens Village Mail-A-Book	3,286	113.24%							
Mobile Library	275	1275.00%							
Correctional Outreach	250	∞							
Other Total	40	66.67%							

7,102	-21.20%
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1,149	3.51%	0	0.00%
523	∞	N/A	X
333	420.31%	43	∞

System Total	600,924	68.67%	373,181	110.59%	43,882	46.13%	65,796	217.62%	
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Website Visits	295,823	19.94%							
Wireless use	40,717	39.63%							
Computer Sessions	52,052	∞							

- Notes:
- 1 - Library closed for renovation or extended emergency during a portion of the current fiscal year.
 - 2 - Library closed for renovation or extended emergency during a portion of last fiscal year.
 - 3 - ALCs are not in separate area - accurate gate count not possible

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2677

AGENDA: Motion to Go into Executive Session

Recommended Motion for Consideration:

I move that the meeting move into Executive Session, to discuss current litigation.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2678

AGENDA: Motion to Return to Public Session

Recommended Motion for Consideration:

I move that the meeting return to Public Session.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: June 23, 2022

ITEM ID #: 2675

AGENDA: Motion to Adjourn

Recommended Motion for Consideration:

I move that the meeting be adjourned.