

**QUEENS PUBLIC LIBRARY
BOARD OF TRUSTEES
THURSDAY, APRIL 20, 2023**

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

AGENDA

7:15 PM BOARD OF TRUSTEES REGULAR MEETING

I. CALL TO ORDER

II. APPROVAL OF MINUTES

1. Approval of Minutes of the Board - March 9, 2023 (ID # 2863)

III. COMMITTEE REPORT(S)

1. Approval of Finance & Investments Committee Report - March 23, 2023 (ID # 2864)
2. Approval of Finance & Investments Committee Report - April 20, 2023 (ID # 2876)
3. Approval of Audit Committee Report - April 20, 2023 (ID # 2877)
4. Approval of Programming Committee Report - April 20, 2023 (ID # 2878)

IV. AGENDA

A. Action Item(s)

1. Annual Report for Library Systems and Annual Report for Public & Association Libraries (ID # 2891)
2. Contract Authorization: Operating Agreement with the Queens Library Foundation, Inc. (ID # 2868)
3. Committee Assignments (ID # 2890)
4. SAP Consulting Services - Contract Authorization (ID # 2887)

B. Report Item(s)

1. Personnel Report - March 2023 (ID # 2865)
2. Purchases Over \$50K - March 2023 (ID # 2871)

3. Purchases Over \$50K - February 2023 (ID # 2870)

V. REPORT OF THE CHAIR OF THE BOARD

VI. PRESIDENT'S REPORT

1. Key Performance Indicators Report - March 2023 (ID # 2892)
2. Key Performance Indicators Report - February 2023 (ID # 2866)

VII. ADJOURNMENT

1. Motion to Adjourn (ID # 2867)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2863

AGENDA: Approval of Minutes of the Board - March 9, 2023

Recommended Motion for Consideration:

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

Attachments:

BOT MINUTES (FINAL) - March 9, 2023 (PDF)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2864

AGENDA: Approval of Finance & Investments Committee Report - March 23, 2023

Recommended Motion for Consideration for the Board of Trustees:

I move that the report and action items of the Finance and Investments Committee meeting be accepted and approved as submitted.

Attachments:

F & I Report - March 23, 2023 (FINAL) (PDF)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2876

AGENDA: Approval of Finance & Investments Committee Report - April 20, 2023

Recommended Motion for Consideration for the Board of Trustees:

I move that the report and action items of the Finance and Investments Committee meeting be accepted and approved as submitted.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2877

AGENDA: Approval of Audit Committee Report - April 20, 2023

Recommended Motion for Consideration for the Board of Trustees:

I move that the report and action items of the Audit Committee meeting be accepted and approved as submitted.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2878

AGENDA: Approval of Programming Committee Report - April 20, 2023

Recommended Motion for Consideration for the Board of Trustees:

I move that the report and action items of the Programming Committee meeting be accepted and approved as submitted.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2891

AGENDA: Annual Report for Library Systems and Annual Report for Public & Association Libraries

BACKGROUND:

The New York State Division of Library Development (DLD) requires that the Library submit an “Annual Report for Library Systems” and an “Annual Report for Public and Association Libraries”. The goal is to ensure the citizens of New York receive adequate library services, and to ensure the Library is operating in concert with its Plan of Service. The form, reporting format, and outline of the reports are defined by DLD. All public libraries and public library systems in New York State are required to submit these reports.

CURRENT STATUS:

The Library has completed the reports and is submitting to the Board for review and acceptance. The Library System is reporting that it operated under its approved Plan of Service in accordance with the provisions of Education Law and the Regulations of the Commissioner.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees accept the Queens Borough Public Library’s Annual Report for Library Systems and Annual Report for Public and Association Libraries.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2868

AGENDA: Contract Authorization: Operating Agreement with the Queens Library Foundation, Inc.

Background:

This is an action item seeking approval from the Queens Borough Public Library’s Board of Trustees to enter into an operating agreement with the Queens Library Foundation, Inc. (“Operating Agreement”), a copy of which is attached hereto.

The Library and Foundation’s auditor, BDO USA, LLP (“BDO”), has made the business recommendation to the Library that it enter into an operating agreement with the Foundation, including most recently as part of its FY22 audit, presented to the Board of Trustees in September 2022.

Current Status:

The Library has retained pro bono counsel, Proskauer LLP, to provide external guidance in drafting the Operating Agreement, which is intended both to satisfy BDO’s business recommendation and to set forth a description of the existing operating relationship between the two entities.

The Operating Agreement was previously presented to the Board of Trustees as a report item at its meeting on March 9, 2023. The Operating Agreement was subsequently presented to and approved by the Foundation’s Board of Directors at its meeting on March 14, 2023.

Following the Foundation’s approval of the Operating Agreement, one trustee provided a few discrete edits to its preamble, which the Library incorporated into the document. The revised Operating Agreement was then approved by the Board of Director’s Executive Committee at its meeting on April 4, 2023. A redline reflecting these minor edits is also attached for reference.

Recommended Motion for Consideration by the Board of Trustees:

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

RESOLUTION

WHEREAS, the Library was incorporated in 1907 and is among the most highly admired and heavily utilized library systems in the United States; and

WHEREAS, the Foundation was incorporated in 1988 with its sole purpose being to

“aid, assist, enhance, benefit, promote, support and encourage the Queens Public Library”; and

WHEREAS, both the Library and Foundation pursue the shared goal of strengthening the Library and advancing its public mission, and both believe that formalizing the relationship between the Library and the Foundation will enhance the Foundation’s ability to achieve its objectives, ultimately contributing to the Library’s greater success; and

WHEREAS, the Library and Foundation seek to satisfy the recommendation of their auditor to document their operating relationship; now therefore be it:

RESOLVED, that the Board of Trustees shall authorize its Chair to execute an Operating Agreement with the Queens Borough Public Library, as set forth in the attached.

Attachments (2): *Agreement between the Queens Borough Public Library and the Queens Library Foundation, Inc. (CLEAN) (PDF)*

Agreement between the Queens Borough Public Library and the Queens Library Foundation, Inc. (REDLINE) (PDF)

Attachments:

Operating Agreement (CLEAN) (PDF)

Operating Agreement (REDLINE) (PDF)

**AGREEMENT BETWEEN
THE QUEENS BOROUGH PUBLIC LIBRARY
AND THE QUEENS LIBRARY FOUNDATION, INC.**

THIS MASTER AGREEMENT (“Agreement”) is by and between THE QUEENS BOROUGH PUBLIC LIBRARY (“Library”) and THE QUEENS LIBRARY FOUNDATION, INC. (“Foundation”), separate not-for-profit corporations organized under the laws of the State of New York (collectively, “Parties”).

Whereas, the Library was incorporated in 1907 and is among the most highly admired and heavily utilized library systems in the United States; and

Whereas, the Foundation was incorporated in 1988 with its sole purpose being to “aid, assist, enhance, benefit, promote, support and encourage the Queens Public Library” and is a non-profit organization that raises private funds and provides all government grant-related services to the Library; and

Whereas, both Parties pursue the shared goal of strengthening the Library and advancing its public mission, and the Parties believe that formalizing the relationship between the Library and the Foundation will enhance the Foundation’s ability to achieve its objectives, ultimately contributing to the Library’s greater success;

Now therefore, the Parties hereby agree as follows:

**ARTICLE I
PURPOSE, TERM, AND TERMINATION**

Section 1.1 Purpose. The purpose of this Agreement is to state the current relationship between the Parties and establish a method for sharing costs between the Parties. This Agreement is not intended to be legally binding on either Party, and neither Party may bring a cause of action against the other with respect to this Agreement for breach or otherwise.

Section 1.2 Effective Date. This Agreement will be effective upon the date when the following conditions are satisfied: (a) the Library’s Board of Trustees has authorized its execution by resolution; (b) the Foundation’s Board of Directors has authorized its execution by resolution; and (c) this Agreement has been executed by authorized representatives of the Library and the Foundation

Section 1.3 Term and Termination. The term of this Agreement (“Term”) shall be for a period of five (5) years, commencing on the Effective Date and expiring one day before the day marking the fifth anniversary of the Effective Date (“Termination Date”), and shall be automatically extended for additional consecutive periods of five (5) years, unless either Party, for any reason, notifies the other of its intent to terminate this Agreement by thirty (30) days’ written notice.

ARTICLE II MANAGEMENT AND RESPONSIBILITIES

Section 2.1 Basic Relationship

- (a) **Separate entities.** The Library and Foundation are separate, independent New York not-for-profit corporations recognized by the Internal Revenue Service under Section 501(c)(3) of the Internal Revenue Code. The Library is governed by a Board of Trustees appointed by the Mayor of the City of New York and the Queens Borough President, while the Foundation is governed by an elected Board of Directors.
- (b) **Library responsibilities.** The Library's Board of Trustees is responsible for setting the priorities and direction of the Library, including its programs, services, collections, and activities.
- (c) **Foundation responsibilities.** The Foundation serves as the fundraising entity for the Library, with its sole purpose being the support of the Library through raising funds. The Foundation solicits and accepts private donations from individuals, foundations, and corporations to support the programs, services, collections, and capital needs of the Library; and provides grant writing, reporting, and grants management for city, state, and federal funds awarded to the Library. The Library does not maintain its own fundraising staff, and the Library is the sole beneficiary of any fundraising by the Foundation. The Library, in turn, provides administrative personnel and infrastructure to support the operations of the Foundation.
- (d) **Governance.** Pursuant to the Foundation's current By-Laws:
 - (1) The President and CEO of the Library, the Chairperson of the Library's Board of Trustees, and the Chairperson of the Board of Trustees' Finance & Investment Committee shall be voting members of the Foundation's Board of Directors, with all of the rights and responsibilities of members of the Board of Directors.
 - (2) The Library's Board of Trustees must approve the following actions concerning the Foundation: (i) election of new directors to the Foundation's Board of Directors; (ii) appointment of an Executive Director of the Foundation by its Board of Directors; (iii) the Foundation's annual operating budget, as submitted to it by the Foundation's Board of Directors; and (iv) donor gift agreements for naming opportunities for facilities or endowed programs approved by the Board of Directors.

Section 2.2 Operating Funds; Invested Funds

- (a) **Operating Funds.**
 - (1) **Defined.** In the course of its fundraising activities on behalf of the Library, the Foundation receives private funds intended for expenditure, and not for investment ("Operating Funds"). These Operating Funds include, but are not limited to, restricted and unrestricted donations, and grants for Library programming, collections, and services.
 - (2) **Distribution of Operating Funds to Library.** The Foundation will make Operating Funds available to the Library on an ongoing basis throughout the year. The Foundation will work with the Library to determine Library needs; raise funds for these needs; and provide for the active engagement of relevant Library staff at appropriate stages in the grant making, distribution, and reporting process.
- (b) **Invested Funds.** The Library and Foundation each possess funds not intended for expenditure on Library operations, and instead are invested ("Invested Funds").
 - (1) **Foundation.** The Foundation receives and maintains private funds donated to create permanent endowments, which are invested to provide perpetual support for programs, as per donor intent.

The Foundation's Board of Directors is responsible for the management of the Foundation's Invested Funds, which it conducts in accordance with the Foundation's Investment Policy and Endowment Policy.

- (2) **Library.** The Library separately maintains Invested Funds. The Library's Board of Trustees is responsible for management of the Library's Invested Funds, which it conducts in accordance with the Library's Investment Policy.
- (c) **Donor Intent.** Consistent with the Gift Acceptance Policy adopted by both Parties, the Library and Foundation will honor clear donor direction, including, but not limited to, how any gift is to be used and the rate at which it is to be expended, which shall be set forth in the donor's gift agreement.

ARTICLE III SHARED EXPENSES

Section 3.1 Administrative Personnel and Infrastructure

- (a) All Foundation staff are formally employed by the Library, not the Foundation, and the Library shall pay the salaries and benefits of Foundation staff.
- (b) Certain Library staff contribute administrative services to the Foundation in support of the Foundation's operations, which may include, but are not limited to, services from the following departments of the Library: Finance, Marketing & Communications, Government and Community Affairs, Information Technology, Legal, and Procurement.
- (c) The Library provides the Foundation with certain infrastructure and other administrative support (*i.e.*, non-personnel) to assist the Foundation's operations, which may include, but are not limited to, the following categories: office space, computer and internet services, and insurance.

Section 3.2 Calculation of Shared Expenses. The Parties shall develop and each shall approve a methodology for allocating expenses between the Parties, and shall reevaluate and approve the methodology on an annual basis. The Parties shall use the methodology to allocate expenses between the Parties.

ARTICLE IV FINANCIAL ACCOUNTS AND REPORTING

Section 4.1 Bank Accounts. The Library and Foundation shall maintain separate bank accounts.

Section 4.2 Responsibility for Financial Accounting. Financial accounting and reporting for both the Library and the Foundation shall be conducted by the Library's Finance Department.

Section 4.3 Separate IRS Filings. The Library and Foundation each file a separate Form 990 with the Internal Revenue Service, listing the other as related organizations. The Library’s Board of Trustees shall be responsible for accepting and ensuring the filing of the Library’s Form 990, while the Foundation’s Board of Directors shall be responsible for accepting and ensuring the filing of the Foundation’s Form 990.

Section 4.4 Annual audit. The Library and Foundation each conduct an annual audit of their respective consolidated financial statements using the same independent auditor. The Library’s Board of Trustees shall be responsible for accepting and ensuring the filing of the Library’s financial statements and independent auditor’s report, while the Foundation’s Board of Directors shall be responsible for accepting and ensuring the filing of the Foundation’s financial statements and independent auditor’s report.

**ARTICLE V
MISCELLANEOUS PROVISIONS**

Section 5.1 Information sharing. The Parties agree to share with each other information reasonably needed to effectuate the provisions of this Agreement.

Section 5.2 Amendments. This Agreement may not be amended, changed, modified or altered except by an instrument in writing duly executed by the Library and the Foundation upon authorization by their respective boards.

Section 5.3 Binding Effect; No Assignment. This Agreement shall inure to the benefit of and shall be binding upon the Parties and their successors. This Agreement may not be assigned without the written consent of the Parties.

Section 5.4 Limitation on Third Party Rights. Nothing in this Agreement, express or implied, is intended or shall be construed to give to any person other than the Parties any legal or equitable right, remedy, or claim under or in respect of this Agreement or any covenant, condition or provision herein contained; and all such covenants, conditions and provisions are and shall be held to be for the sole and exclusive benefit of the Parties.

Dated: _____

Dated: _____

Chair, Board of Trustees
Queens Borough Public Library

President, Board of Directors
Queens Library Foundation, Inc.

Attachment: Operating Agreement (CLEAN) (2868 : Operating Agreement with the Queens Library Foundation, Inc. - Contract Authorization)

**AGREEMENT BETWEEN
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AND THE QUEENS LIBRARY FOUNDATION, INC.**

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(“Foundation”), separate not-for-profit corporations organized under the laws of the State of New York (collectively, “Parties”).

Whereas, the Library was incorporated in 1907 and is among the most highly admired and heavily utilized library systems in the United States; and

Whereas, the Foundation was incorporated in 1988 with its sole purpose being to “aid, assist, enhance, benefit, promote, support and encourage the Queens Public Library” and is a ~~successful~~ non-profit organization that raises private funds and provides all government grant-related services to the Library; and

Whereas, ~~both Parties organizations pursue the shared goal of strengthening the Library and advancing its public mission, and the Parties believe that formalizing the relationship between the Library and the Foundation will enhance the Foundation’s ability to achieve its objectives, ultimately contributing to the Library’s greater success; the relationship between the Library and the Foundation has been consistently mutually productive and successful but has not previously been documented in a formal manner, and the Parties have determined that the best practice is to document the relationship formally;~~

Now therefore, the Parties hereby agree as follows:

**ARTICLE I
PURPOSE, TERM, AND TERMINATION**

Section 1.1 Purpose. The purpose of this Agreement is to state the current relationship between the Parties and establish a method for sharing costs between the Parties. This Agreement is not intended to be legally binding on either Party, and neither Party may bring a cause of action against the other with respect to this Agreement for breach or otherwise.

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- (d) **Governance.** Pursuant to the Foundation's current By-Laws:
 - (1) The President and CEO of the Library, the Chairperson of the Library's Board of Trustees, and the Chairperson of the Board of Trustees' Finance & Investment Committee shall be voting members of the Foundation's Board of Directors, with all of the rights and responsibilities of members of the Board of Directors.
 - (2) The Library's Board of Trustees must approve the following actions concerning the Foundation: (i) election of new directors to the Foundation's Board of Directors; (ii) appointment of an Executive Director of the Foundation by its Board of Directors; (iii) the Foundation's annual operating budget, as submitted to it by the Foundation's Board of Directors; and (iv) donor gift agreements for naming opportunities for facilities or endowed programs approved by the Board of Directors.

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 - (2) **Distribution of Operating Funds to Library.** The Foundation will make Operating Funds available to the Library on an ongoing basis throughout the year. The Foundation will work with the Library to determine Library needs; raise funds for these needs; and provide for the active engagement of relevant Library staff at appropriate stages in the grant making, distribution, and reporting process.
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- (2) **Library.** The Library separately maintains Invested Funds. The Library's Board of Trustees is responsible for management of the Library's Invested Funds, which it conducts in accordance with the Library's Investment Policy.
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- (b) Certain Library staff contribute administrative services to the Foundation in support of the Foundation's operations, which may include, but are not limited to, services from the following departments of the Library: Finance, Marketing & Communications, Government and Community Affairs, Information Technology, Legal, and Procurement.
- (c) The Library provides the Foundation with certain infrastructure and other administrative support (*i.e.*, non-personnel) to assist the Foundation's operations, which may include, but are not limited to, the following categories: office space, computer and internet services, and insurance.

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Section 4.3 Separate IRS Filings. The Library and Foundation each file a separate Form 990 with the Internal Revenue Service, listing the other as related organizations. The Library’s Board of Trustees shall be responsible for accepting and ensuring the filing of the Library’s Form 990, while the Foundation’s Board of Directors shall be responsible for accepting and ensuring the filing of the Foundation’s Form 990.

Section 4.4 Annual audit. The Library and Foundation each conduct an annual audit of their respective consolidated financial statements using the same independent auditor. The Library’s Board of Trustees shall be responsible for accepting and ensuring the filing of the Library’s financial statements and independent auditor’s report, while the Foundation’s Board of Directors shall be responsible for accepting and ensuring the filing of the Foundation’s financial statements and independent auditor’s report.

**ARTICLE V
MISCELLANEOUS PROVISIONS**

Section 5.1 Information sharing. The Parties agree to share with each other information reasonably needed to effectuate the provisions of this Agreement.

Section 5.2 Amendments. This Agreement may not be amended, changed, modified or altered except by an instrument in writing duly executed by the Library and the Foundation upon authorization by their respective boards.

Section 5.3 Binding Effect; No Assignment. This Agreement shall inure to the benefit of and shall be binding upon the Parties and their successors. This Agreement may not be assigned without the written consent of the Parties.

Section 5.4 Limitation on Third Party Rights. Nothing in this Agreement, express or implied, is intended or shall be construed to give to any person other than the Parties any legal or equitable right, remedy, or claim under or in respect of this Agreement or any covenant, condition or provision herein contained; and all such covenants, conditions and provisions are and shall be held to be for the sole and exclusive benefit of the Parties.

Dated: _____

Dated: _____

Chair, Board of Trustees
Queens Borough Public Library

President, Board of Directors
Queens Library Foundation, Inc.

Attachment: Operating Agreement (REDLINE) (2868 : Operating Agreement with the Queens Library Foundation, Inc. - Contract Authorization)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2890

AGENDA: Committee Assignments

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees approve the committee assignments for the duration of calendar year 2023 as presented.

**QUEENS BOROUGH PUBLIC LIBRARY
BOARD OF TRUSTEES - PROPOSED COMMITTEE ASSIGNMENTS FOR 2023**

<p style="text-align: center;"><u>Executive Committee</u> (at least 7 members; 2 selected by BOT)</p>	<p style="text-align: center;"><u>Audit Committee</u> (at least 3 members)</p>	<p style="text-align: center;"><u>Buildings and Grounds Committee</u> (at least 3 members)</p>	<p style="text-align: center;"><u>Programming Committee</u> BOT Approved on 9/9/2021</p>
<p>Earl G. Simons, Ed. D., Committee Chair <i>[Current Chair of BOT]</i></p> <p>Eli Shapiro, Ed. D., LCSW <i>[Current Officer of BOT]</i></p> <p>Pauline Healy <i>[Current Officer of BOT]</i></p> <p>Terri Thomson <i>[Current Officer of BOT]</i></p> <p>Matthew Gorton <i>[Current Officer of BOT]</i></p> <p>Carl Koerner, Esq. <i>[Selected by BOT]</i></p> <p>Cloyette Harris-Stoute <i>[Selected by BOT]</i></p> <p>Quorum: 4</p>	<p>Peter Kauffmann, Committee Chair</p> <p>Carl Koerner, Esq. George Russo, Esq. Lydon Sleeper-O'Connell</p> <p>Quorum: 3</p>	<p>Guillermo Patino, Committee Chair</p> <p>James Haddad, Esq. Andrew Jackson Terri Thomson Michelle Miao Selina Lee Jamie Lee</p> <p>Quorum: 4</p>	<p>Andrew Jackson, Committee Chair</p> <p>Cloyette Harris-Stoute Eli Shapiro, Ed.D., LCSW Peter Kauffmann Julissa Gutierrez Michelle Miao Jamie Lee Eve Cho Guillergan, Esq. (<i>non-voting</i>)</p> <p>Quorum: 4</p>
<p style="text-align: center;"><u>Finance & Investments Committee</u> (at least 3 members)</p>	<p style="text-align: center;"><u>Labor Relations Committee</u> (at least 3 members)</p>	<p style="text-align: center;"><u>Nominating Committee</u> (5 members selected no later than November)</p>	
<p>Pauline Healy, Committee Chair <i>[Current Treasurer of BOT]</i></p> <p>Terri Thomson Matthew Gorton James Haddad, Esq. Earl G. Simons, Ed.D.</p> <p>Quorum: 3</p>	<p>George Russo, Esq., Committee Chair</p> <p>Matthew Gorton Pauline Healy Cloyette Harris-Stoute Julissa Gutierrez</p> <p>Quorum: 3</p>	<p>[____], Committee Chair</p> <p>[____]</p> <p>[____]</p> <p>[____]</p> <p>[____]</p> <p>Quorum: 3</p>	

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2887

AGENDA: SAP 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 contracts with Sage Group Technologies Inc. and MorganFranklin Consulting, LLC for SAP 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.

The Library, which first implemented its SAP system in 1998, presently utilizes ECC 6.0 with EHP6, also known as ERP 6.0, an enterprise resource planning (“ERP”) software that incorporates the Library’s key business functions and the following SAP modules: Finance, Materials Management, Human Resources, Benefits, U.S. Payroll, Tax Reporter, Funds Management, and Budgeting and Solution Manager.

The Library has four full-time IT employees whose responsibilities are dedicated to servicing and supporting the Library’s SAP environments. In addition to its employees, the Library has historically had outside consultants to support and supply an enterprise solution for the Library’s SAP software system, and the Library continues to have an ongoing need for such services. Specifically, the Library requires experienced and qualified SAP consultants to implement projects, to support services and enhancements, and to provide other SAP consulting services to meet the Library’s needs.

The current plan as outlined by SAP will retire their support and provide no further updates to ECC 6.0 within the next few years. The Library will need to begin a detailed analysis of the newer version of SAP ERP S/4 Hana, in conjunction with our consultants to draft an implementation strategy, transition, and cost. In addition, there are some additional functionalities that the Library would like to implement to improve efficiencies and productivity—*e.g.*, allowing the Human Resources Department to accept and process potential hires by using electronic recruitment methods.

The Library’s Information Technology Department (“ITD”) has an ongoing need for SAP consulting services and it requires an experienced and qualified firms that can support and supply an enterprise support solution for the Library’s SAP software system and future upgrades.

Current Status:

On January 17, 2023, the Library issued an RFP for SAP consulting services. RFP # 0123-2 was advertised in the New York City Record, BidNet, New York State Contract Reporter and posted on the Library’s website. Notification of the RFP was emailed to over three-hundred (300) firms, including New York State and New York City Minority and Women Owned Business Enterprises (“M/WBE”) and New York State Certified Service Disabled Veterans Owned Businesses (“SDVOB.”)

The RFP stated that the Library intends to award multiple contracts for SAP consulting services and that work would be awarded on a competitive basis among selected firms. The RFP also stated that contracts would be for a three (3) year term with two (2) one-year options to renew at the Library’s sole discretion. Additionally, the RFP instructed firms that met the stated threshold criteria to submit proposals detailing the firm’s experience and qualifications in accordance with the RFP’s instructions, including providing on-site maximum hourly rates inclusive of travel and expenses, and remote maximum hourly rates inclusive of expenses, for the team member descriptions listed in the RFP. Firms submitting a proposal also agree that their maximum hourly rates would not increase for the first two years of the contract. In addition, the RFP stated that hourly rate increases for years three, four, and five of the contract shall be subject to any annual increases (not-to-exceed five percent) in the Consumer Price Index for New York, Northern New Jersey, and Long Island. The RFP further stated that the Library may require firms to provide SAP software, software maintenance, and third-party software and software maintenance that can interface with SAP, and also provide related consulting services.

Eighteen (18) firms submitted proposals as detailed in the table below. However, proposals from ten (10) firms were deemed non-responsive as described below. Arvato Systems North America Inc. was notified that its proposal was non-responsive because it did not provide a completed NYC Doing Business form, did not comply with the RFP pricing requirements, and placed the condition that its proposal was non-binding. Effervescent Consulting was notified that its proposal was non-responsive because it was established in 2022 and as such did not meet the threshold criteria of having three years of experience in providing SAP consulting services and working with public sector and not-for-profits within the last three years. GenesisTMG, LLC was notified that its proposal was non-responsive because it did not provide a vendor responsibility questionnaire and placed a minimum number of weekly hours as a condition of its proposal. Johnson Technology Systems Inc. and Mygo Consulting Inc. were notified that their proposals were non-responsive because each did not provide conforming pricing. Quintel-MC, Inc. a VistaVu Company, was notified that its proposal was non-responsive because it did not provide a completed NYC Doing Business form. Labyrinth Solutions, LLC DBA invenioLSI, Skybyte Technologies, Inc., V Group Inc., and V3iT Consulting Inc. received notification that their proposals were non-responsive because each did not provide a vendor responsibility questionnaire.

FIRM NAME	M/WBE	
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ACS Consultancy Services Inc.	NYS and NYC M/WBE	
Arvato Systems North America Inc		Non-responsive
Effervescent Consulting		Non-responsive
EPI-USE AMERICA, Inc.		
GenesisTMG, LLC		Non-responsive
Labyrinth Solutions, LLC DBA invenioLSI		Non-responsive
Johnson Technology Systems Inc		Non-responsive
MorganFranklin Consulting, LLC		
Mygo Consulting Inc.		Non-responsive
Nagarro Inc.		
Phoenix Business Consulting		
Quintel-MC, Inc. a VistaVu Company		Non-responsive
Right Angle Solutions, Inc.		
Sage Group Technologies Inc.	NYS and NYC M/WBE	
SMX Services & Consulting		
Skybyte Technologies, Inc.		Non-responsive
V Group Inc.		Non-responsive
V3iT Consulting Inc.		Non-responsive

The remaining eight (8) proposals were responsive to the requirements of the RFP. As such, the selection committee comprised of ITD staff evaluated the proposals, utilizing the evaluation criteria set forth in the RFP. The RFP stated that the Library would consider responsive proposals and that proposals that received a passing technical score would be further considered by the Library and receive a cost score. The scores are as follows:

Firm Name	Technical Score	Cost Score	Total Score
Sage Group Technologies Inc.	60.00	21.95	81.95
MorganFranklin Consulting	64.00	15.80	79.80
ACS Consultancy Services Inc.	45.33	27.99	73.32
Phoenix Business Consulting	48.67	21.42	70.09
EPI-USE AMERICA, Inc.	57.00	12.78	69.78

Nagarro Inc.	47.33	22.07	69.40
Right Angle Solutions, Inc.	27.33	Proposal did not receive a passing technical score.	
SMX Services & Consulting	15.67	Proposal did not receive a passing technical score.	

Right Angle Solutions, Inc. and SMX Services & Consulting did not receive a passing technical score and as such were not further considered. As stated in the RFP, the Library will assess cost proposals from firms that receive a passing technical evaluation. Such determination of a passing evaluation is at the sole discretion of the Library.

The selection committee determined that the top two (2) firms should be awarded SAP consulting contracts and enable each firm to compete for work. In the review of proposals the Library thoroughly reviewed each vendor’s experience, financial stability, references, background, completed vendor responsibility questionnaire, and the PASSPort database in assessing the vendor’s responsibility. This review did not identify any negative findings or raise any integrity issues that would adversely affect an award to a firm. Sage Group Technologies Inc. (“Sage”), a NYS and NYC M/WBE firm, has been a provider of SAP consulting services to the Library and it has performed well. Maximum hourly rates for Sage range from \$110 to \$150. Sage has provided SAP consulting services to the City of Tacoma Washington; Clark County, Nevada; Durham County, North Carolina; City of San Diego; Colorado Department of Transportation; and the states of North Carolina and Mississippi. A reference from the City of Tacoma indicated that Sage has performed well as a partner and that they recommend the firm. A reference from the Colorado Department of Transportation stated that Sage has exceeded expectations and that they recommend the firm.

MorganFranklin Consulting (“Morgan”) has been a provider of SAP consulting to the Library and it has performed well. The Library previously awarded an SAP consulting contract to the firm Blue Marble, a NYS WBE firm; however, MorganFranklin Consulting acquired Blue Marble in 2021. Maximum hourly rates for Morgan range from \$150 to \$205. Morgan’s SAP consulting projects include work performed for the Wildlife Conservation Society, Delaware River Port Authority, and Port Authority of NY/NJ. A reference from the Wildlife Conservation Society stated that Morgan provides SAP consulting services and that the firm has always been able to provide excellent services. A reference from the Delaware River Port Authority stated that Morgan exceeds expectations with its work. A reference from the Port Authority of NY/NJ stated that Morgan created and delivered SAP SRM training to the Authority’s buyers and that Morgan performed well.

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees authorize the President and CEO to execute contracts with Sage Group Technologies Inc. and MorganFranklin Consulting, LLC for SAP consulting services for a three-year term with two one- year options to renew at the Library’s sole discretion, at the rates proposed herein.

Team Member	MorganFranklin Consulting, LLC		Sage Group Technologies Inc.	
	On-Site Maximum Hourly Rate Inclusive of Travel & Expenses	Remote Maximum Hourly Rate Inclusive of Expenses	On-Site Maximum Hourly Rate Inclusive of Travel & Expenses	Remote Maximum Hourly Rate Inclusive of Expenses
Project Lead	\$205.00	\$160.00	\$150.00	\$135.00
SAP Financial Accounting & Control	\$205.00	\$160.00	\$135.00	\$115.00
SAP Grants Management	\$205.00	\$160.00	\$145.00	\$125.00
SAP Materials Management	\$205.00	\$160.00	\$135.00	\$115.00
SAP Supplier Relationship Management	\$205.00	\$160.00	\$145.00	\$125.00
SAP SRM (Contract Lifecycle Management)	\$205.00	\$160.00	\$145.00	\$125.00
SAP Public Sector Funds Management	\$205.00	\$160.00	\$145.00	\$125.00
SAP Accounts Payable / Accounts Receivable	\$205.00	\$160.00	\$135.00	\$115.00
SAP Personnel Management / Organizational Management / Benefits	\$205.00	\$160.00	\$135.00	\$115.00
SAP U.S. Payroll / Tax Reporter	\$205.00	\$160.00	\$145.00	\$125.00
SAP Compensation Management	\$205.00	\$160.00	\$140.00	\$120.00
SAP Successfactor (e-Recruitment)	\$205.00	\$160.00	\$145.00	\$125.00
SAP Basis / Security	\$195.00	\$150.00	\$140.00	\$120.00
SAP GRC Consultant	\$205.00	\$160.00	\$140.00	\$120.00
SAP Technical (ABAP/NetWeaver)	\$195.00	\$150.00	\$130.00	\$110.00
SAP BPC (Budgeting)	\$205.00	\$160.00	\$145.00	\$125.00
SAP Front End Developer (BI) / Enterprise Portals	\$205.00	\$160.00	\$140.00	\$120.00
SAP Business Information Warehouse	\$205.00	\$160.00	\$140.00	\$120.00
SAP NetWeaver (Java) Developer	\$205.00	\$160.00	\$135.00	\$115.00
Business Analyst	\$195.00	\$150.00	\$125.00	\$110.00

SAP Archiving (Open Text/IXOS)	\$205.00	\$160.00	\$145.00	\$125.00
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Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2865

AGENDA: Personnel Report - March 2023

PERSONNEL REPORT - 2/16/2023 - 3/15/2023

The attached Personnel Report is provided for your information as certified by the Director of Human Resources, for the period of February 16, 2023 - March 15, 2023:

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

Attachments:

Personnel Report - March 2023 (PDF)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2871

AGENDA: Purchases Over \$50K - March 2023

Current Status:

Pursuant to the Library's Procurement Policy, 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 March 1, 2023 through March 31, 2023.

Library:

1. **Dell Marketing L.P.**, was issued a purchase order in the amount of \$194,739 under its NYS OGS contract to provide 100 Mobile Precision 3571 laptops for library teen centers.
2. **Dell Marketing L.P.**, was issued a purchase order in the amount of \$139,113 under its NYS OGS contract to provide 123 Latitude 5530 laptops for Adult Learning Centers.
3. **Cameron Engineering & Associates LLC**, was issued a statement of work ("SOW") under its engineering professional services requirements contract in the amount of \$88,771 to provide engineering design and construction administrative services for the Corona library.
4. **Kelair Inc.**, was issued a purchase order in the amount of \$355,722.60 under its HVAC requirements contract to provide Building Management System ("BMS") upgrades at the Central library.

5. **Dell Marketing L.P.**, was issued a purchase order in the amount of \$187,483.70 under its NYS OGS contract to provide renew the Library's Microsoft 365 licenses which provides access to Microsoft application.

6. **The Hackett Group, Inc.**, was issued an amended purchase order with an increase of \$296,400 for a total of \$1,787,660.60 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 is \$2,757,405.20.

Foundation: N/A

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2870

AGENDA: Purchases Over \$50K - February 2023

Current Status:

Pursuant to the Library's Procurement Policy, 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 February 1, 2023 through February 28, 2023.

Library:

1. **Comprise Technology, Inc.** was issued a purchase order in the amount of \$68,365 for the annual maintenance of Smart Access Manager ("SAM") software and ContentKeeper hardware, filters, and reporter subscription. The SAM system allows the Library to manage computer reservations used by customers in the Library cyber centers. ContentKeeper is the internet filter system that connects into the SAM system. 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. The Library Board approved the original contract for SAM in 2003 and a new sole source agreement in 2020.
2. **Mac Contractor Inc.**, a NYS and NYC MBE firm, was issued a purchase order in the amount \$310,875 for its award of a construction contract for Steinway library.
3. **Queens West Development Corporation**, a subsidiary of the Empire State Development

Corporation, was issued a purchase order in the amount of \$55,186 for the Library's Board-approved, proportionate share of environmental testing and monitoring at the location for Hunters Point library.

4. **Dell Marketing L.P.**, was issued a purchase order in the amount of \$74,263.63 under its NYS OGS contract for annual BMC Remedy software maintenance and support. BMC Remedy software is the Library's service request management system that is used by IT and numerous other offices including Investigations & Security, FES, Central Circulation Services, Community Library Services, Shipping & Distribution Services, Acquisitions, Collection Development, Metadata Services and Preparations to log, track, and manage service requests and inquiries submitted by staff and library customers.
5. **Herman Miller Inc.**, was issued a purchase order under its NYS OGS contract in the amount of \$51,063 for furniture funded by the Mayor's Teen Initiative program. The branches that will receive furniture are Cambria Heights, Central, Flushing, and Long Island City.
6. **C.D.E. Air Conditioning Co.** was issued an amended purchase order in the amount of \$275,983.78 for the Flushing HVAC project. This was to fund a change order for additional work associated with revision of drawings due to equipment structural and electrical parameters change. The total contract value is now \$4,667,782.78.
7. **TruView BSI LLC**, a NYS certified Service Disabled Veteran Owned Business ("SDVOB"), was issued a purchase order in the amount of \$70,800 for background check services and related government fees under its professional services agreement.

Foundation: N/A

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2892

AGENDA: Key Performance Indicators Report - March 2023

Attachments:

Key Performance Indicators Report - March 2023 (PDF)

President's Report: March 2023

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	9,128	-9.94%	5,484	1.52%	815	120.87%	1,129	755.30%	
Astoria	6,452	7.97%	5,782	19.27%	645	73.39%	2,551	110.31%	
Auburndale	8,417	7.14%	4,995	20.33%	339	14.14%	1,638	20.00%	
Baisley Park	755	5707.69%	798	∞	21	∞	125	∞	2
Bayside	15,135	-5.17%	10,133	37.28%	1,113	172.79%	1,296	-15.02%	
Bay Terrace	10	-99.72%	0	-100.00%	0	-100.00%	0	-100.00%	1,2
Bellerose	5,326	5.72%	4,761	32.36%	425	308.65%	1,575	∞	
Briarwood	6,291	0.13%	7,830	23.70%	1,127	317.41%	2,512	81.90%	
Broadway	28	-98.93%	0	-100.00%	0	-100.00%	0	0.00%	1,2
Broad Channel	3,183	21.95%	1,236	13.19%	2	∞	12	-85.37%	
Cambria Heights	2,541	-6.62%	7,035	28.54%	2,640	95.99%	55	-87.72%	
Corona	6,131	27.76%	10,733	68.07%	2,793	827.91%	428	-38.86%	
Court Square	0	-100.00%	0	0.00%	0	0.00%	0	0.00%	1,2
Douglaston	6,122	29.05%	4,875	49.91%	1,246	81.63%	1,935	17.99%	
East Elmhurst	2,930	-6.75%	4,085	20.75%	1,155	504.71%	537	13.29%	
East Flushing	6,054	23.70%	5,691	38.43%	1,055	198.87%	1,607	43.74%	
Elmhurst	21,721	0.01%	18,297	13.13%	2,017	661.13%	2,486	7.90%	2
Far Rockaway	3,241	59.81%	3,901	22.29%	1,488	123.76%	2,941	235.73%	
Forest Hills	17,296	2.57%	19,452	24.33%	2,026	601.04%	1,541	-40.52%	
Fresh Meadows	15,371	-23.39%	9,343	0.10%	955	40.86%	1,938	-2.61%	1,2
Glen Oaks	13,459	5.14%	9,588	36.99%	2,930	155.00%	3,955	3.34%	
Glendale	6,296	11.67%	2,795	68.07%	781	64.08%	228	-24.25%	2
Hillcrest	1,674	-74.83%	0	-100.00%	0	-100.00%	0	-100.00%	1
Hollis	3,463	17.39%	4,957	38.43%	503	∞	954	225.60%	
Howard Beach	5,333	12.51%	6,513	54.59%	599	230.94%	1,148	26.29%	
Hunters Point	25,986	-2.74%	13,238	24.80%	2,484	263.16%	2,495	-36.50%	
Jackson Heights	16,082	7.81%	20,443	28.42%	1,342	98.81%	1,169	1.56%	2
Kew Gardens Hills	13,672	16.88%	13,698	52.79%	1,636	554.40%	582	-56.50%	
Langston Hughes	2,481	12.26%	7,153	91.51%	2,457	871.15%	445	-5.12%	
Laurelton	1,564	-44.89%	1,931	-55.60%	111	-68.56%	17	-94.43%	1
Lefferts	2,480	-3.31%	4,808	19.01%	429	-19.36%	1,603	790.56%	
Lefrak City	48	-31.43%	0	-100.00%	0	0.00%	0	0.00%	1,2
Long Island City	3,891	6.22%	7,780	36.28%	7,971	1567.57%	1,102	312.73%	
Maspeth	7,878	-3.95%	6,664	21.98%	1,424	80.25%	2,293	6269.44%	
McGoldrick	5,956	-14.62%	7,847	19.56%	407	-73.01%	2,232	-19.39%	
Middle Village	5,169	25.89%	4,952	29.70%	473	27.15%	2,064	208.06%	
Mitchell-Linden	10,122	-15.37%	8,294	5.99%	724	42.80%	1,173	-46.83%	
North Forest Park	6,170	16.81%	5,991	39.03%	225	400.00%	506	23.41%	

Attachment: Key Performance Indicators Report - March 2023 (2892 : Key Performance Indicators Report -

President's Report: March 2023

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	5,206	16.36%	6,288	14.79%	718	13.07%	1,061	8.27%	
Ozone Park	4,036	36590.91%	6,649	2131.21%	1,808	∞	46	∞	2
Peninsula	5,940	2.04%	7,868	34.20%	643	236.65%	1,096	146.85%	
Pommonok	3,096	24.89%	4,116	52.39%	166	∞	0	-100.00%	
Poppenhusen	3,973	2.21%	4,318	42.65%	1,276	664.07%	753	-34.81%	
Queensboro Hill	4,611	-34.02%	8,337	-2.55%	1,483	61.72%	138	-69.87%	
Queens Village	2,618	28.14%	3,565	51.83%	707	268.23%	57	171.43%	
Rego Park	8,348	-0.43%	9,142	12.75%	551	168.78%	2,322	∞	
Richmond Hill	7,423	24.05%	5,873	15.61%	1,587	-6.15%	1,426	21.26%	
Ridgewood	7,402	11.16%	20,902	65.21%	1,952	201.70%	2,467	0.41%	
Rochdale Village	4,009	8.03%	6,465	57.07%	1,383	36.66%	651	-53.50%	
Rosedale	2,228	25.59%	4,132	44.02%	607	363.36%	2,043	891.75%	
Seaside	3,653	11.78%	4,952	11.63%	119	∞	3,621	∞	
South Hollis	2,413	26.01%	8,307	95.74%	1,524	141.14%	727	554.95%	
South Jamaica	2,807	33.48%	5,062	118.38%	413	-29.16%	600	86.34%	
South Ozone Park	3,243	27.43%	5,518	46.87%	687	487.18%	1,967	35.00%	
St. Albans	3,054	6.71%	5,033	59.27%	637	550.00%	152	13.43%	
Steinway	10,550	20.37%	14,361	44.42%	1,106	657.53%	1,486	758.96%	2
Sunnyside	8,574	-6.93%	11,729	19.83%	1,165	266.35%	2,276	20.68%	
Whitestone	7,195	8.64%	5,724	81.95%	696	340.51%	836	-46.17%	
Windsor Park	8,280	27.64%	7,236	55.71%	1,012	502.38%	1,927	145.48%	
Woodhaven	6,141	43.28%	5,914	66.17%	2,068	60.31%	878	182.32%	
Woodside	5,941	34.08%	9,555	60.67%	1,829	169.37%	2,313	68.22%	
Community Libraries Total	388,597	2.32%	422,129	30.03%	68,495	168.39%	75,115	36.36%	

Central Library Adult Learning Center	27	2600.00%	N/A	N/A	0	0.00%	N/A	N/A	3
Elmezzi LIC Adult Learning Center	9	0.00%	3,916	127.81%	1,456	104.78%	N/A	N/A	
Elmhurst Adult Learning Center	19	-56.82%	N/A	N/A	1,424	91.91%	N/A	N/A	3
Flushing Adult Learning Center	123	6050.00%	0	0.00%	1,708	110.34%	0	0.00%	
Jackson Heights Adult Learning Center	56	-39.78%	N/A	N/A	1,593	12.42%	0	-100.00%	3
Peninsula Adult Learning Center	1	0.00%	N/A	N/A	1,056	-17.76%	N/A	N/A	3
Rochdale Adult Learning Center	14	-60.00%	N/A	N/A	857	-17.44%	N/A	N/A	3
Adult Learning Center Total	249	34.59%	3,916	127.81%	8,094	34.81%	0	-100.00%	

Central Adult Fiction	3,514	-6.29%
Central Adult Fiction - Ask at Desk	2,790	2.61%
Central Adult Non-Fiction	8,916	2.57%
Central Adult Non-Fiction - Ask at Desk	5,957	-3.03%

President's Report: March 2023

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	691	-29.63%							
Central International Languages - Ask at Desk	209	-19.31%							
Central Library Current Collection	1,176	4.16%							
Central Library Fine Arts/Media Center	10,428	-13.21%							
Central Library Others	810	-9.19%							
Central Library Hot Picks	294	-29.16%							
Central Library Interloan	182	11.66%							
Central Library Job Info Center	14	100.00%							
Central Library Young Adult Room	1,850	-10.76%							
Children's Library Discovery Center	7,790	12.10%		-100.00%	1,419	509.01%	2,719	991.97%	
Central Total	44,621	-3.39%	47,762	8.82%	5,749	25.52%	11,785	10.92%	

Flushing	28,013	9331.99%							
Flushing IRC	19	∞							
Flushing Job Info Center (JIC)	14	∞							
Flushing Media Center	5,453	27165.00%							
Flushing Total	33,499	10467.51%	75,124	9669.05%	3,227	∞	12,951	∞	2

E-book and E-Magazines	153,936	21.88%
Virtual Music and Movies	51,412	16.02%
Culture Pass reservations	1,224	N/A
Online Learning Services usage	17,380	N/A
Virtual Library Total	223,952	31.26%
Langston Hughes Black Heritage	257	12.72%
Queens Village Mail-A-Book	2,931	-10.80%
Mobile Library	622	126.18%
Correctional Outreach	1,116	346.40%
Other Total	20	-50.00%

5,670	-20.16%	1,443	N/A
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1,440	25.33%	0	0.00%
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65	-87.57%	N/A	X
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946	184.08%	65	51.16%
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System Total	695,864	15.80%	552,104	47.95%	92,344	110.44%	101,359	54.05%	
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Website Visits	318,942	7.82%
Wireless use	50,896	25.00%
Computer Sessions	70,845	36.10%

- 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: April 20, 2023

ITEM ID #: 2866

AGENDA: Key Performance Indicators Report - February 2023

Attachments:

Key Performance Indicators Report - Feb. 2023 (PDF)

President's Report: February 2023

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	7,848	-8.05%	4,682	3.40%	709	623.47%	0	-100.00%	
Astoria	5,824	14.29%	4,375	13.96%	724	330.95%	2,165	175.80%	
Auburndale	7,684	21.16%	4,037	20.15%	351	108.93%	1,356	32.68%	
Baisley Park	1,894	8919.05%	1,968	∞	335	∞	1,651	∞	2
Bayside	14,047	-4.73%	8,486	29.32%	708	14.56%	973	-52.37%	
Bay Terrace	23	-99.23%	0	-100.00%	0	-100.00%	0	-100.00%	1,2
Bellerose	5,257	10.56%	4,107	12.71%	358	65.74%	1,072	∞	
Briarwood	5,394	-8.45%	6,608	23.33%	909	657.50%	2,160	80.15%	
Broadway	14	-99.76%	0	-100.00%	0	-100.00%	0	-100.00%	1,2
Broad Channel	2,640	11.06%	1,207	54.74%	26	∞	8	700.00%	
Cambria Heights	2,182	-16.62%	5,266	47.88%	1,694	384.00%	620	70.33%	
Corona	4,402	12.30%	8,662	63.68%	1,161	178.42%	68	-71.31%	
Court Square	0	-100.00%	0	0.00%	0	0.00%	0	0.00%	1,2
Douglaston	5,096	30.40%	4,241	66.84%	980	103.74%	1,843	36.12%	
East Elmhurst	2,412	-11.87%	3,478	24.44%	671	1142.59%	443	23.74%	
East Flushing	5,080	11.85%	4,534	31.23%	604	221.28%	1,363	48.47%	
Elmhurst	19,117	6.23%	14,385	10.65%	1,044	123.55%	1,706	-22.10%	2
Far Rockaway	2,643	37.51%	3,120	14.45%	505	1.61%	1,627	281.92%	
Forest Hills	15,161	1.76%	15,852	12.04%	2,011	676.45%	1,123	-69.59%	
Fresh Meadows	9,720	-46.79%	5,691	-32.48%	245	-56.48%	1,353	-36.48%	1,2
Glen Oaks	11,818	5.40%	7,714	37.85%	1,877	172.42%	3,291	9.48%	
Glendale	5,246	1.96%	2,336	56.67%	516	12.17%	73	-78.21%	2
Hillcrest	5,058	-15.60%	3,344	-8.13%	333	-0.89%	647	1921.88%	
Hollis	2,716	2.22%	3,810	17.38%	322	∞	684	27.61%	
Howard Beach	4,657	12.14%	5,354	63.88%	338	148.53%	849	13.96%	
Hunters Point	21,588	-7.45%	10,015	21.36%	1,610	163.93%	2,141	-47.77%	
Jackson Heights	13,468	-1.26%	16,815	19.40%	564	84.31%	551	25.51%	2
Kew Gardens Hills	11,154	30.18%	10,678	77.70%	1,432	1361.22%	667	3.57%	
Langston Hughes	2,068	-1.71%	6,039	81.90%	1,868	491.14%	258	-39.44%	
Laurelton	2,605	14.81%	4,385	32.24%	456	56.70%	130	-68.97%	
Lefferts	2,176	1.02%	3,991	13.19%	318	-48.21%	1,179	226.59%	
Lefrak City	50	-41.86%	0	-100.00%	0	0.00%	0	0.00%	1,2
Long Island City	3,358	8.85%	6,518	51.23%	5,260	956.22%	1,809	700.44%	
Maspeth	6,347	-16.66%	5,276	1.13%	1,155	158.39%	1,141	∞	
McGoldrick	5,009	-2.00%	5,922	-3.63%	303	-79.92%	2,166	7.55%	
Middle Village	4,412	30.30%	4,097	20.89%	651	1062.50%	1,987	373.10%	
Mitchell-Linden	8,972	-14.87%	6,796	8.35%	527	251.33%	1,255	-12.30%	
North Forest Park	5,060	16.11%	4,861	37.78%	154	1611.11%	445	290.35%	

Attachment: Key Performance Indicators Report - Feb. 2023 (2866 : Key Performance Indicators Report -

President's Report: February 2023

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	4,597	26.60%	5,024	55.35%	537	87.76%	558	10.28%	
Ozone Park	3,373	42062.50%	5,162	-45.85%	982	∞	305	∞	2
Peninsula	4,804	-11.43%	5,980	18.56%	572	343.41%	982	216.77%	
Pommonok	2,793	28.77%	3,194	46.51%	195	∞	55	2650.00%	
Poppenhusen	3,282	5.12%	3,371	56.94%	889	∞	490	-11.07%	
Queensboro Hill	4,193	-33.04%	6,248	-6.55%	343	-22.22%	136	∞	
Queens Village	2,354	40.04%	3,117	48.50%	344	2193.33%	250	323.73%	
Rego Park	7,553	-2.76%	7,955	-0.77%	382	165.28%	0	0.00%	
Richmond Hill	6,884	50.50%	4,740	-5.46%	1,341	-66.40%	1,119	-1.15%	
Ridgewood	5,934	5.59%	19,685	127.47%	1,262	327.80%	1,898	15.52%	
Rochdale Village	3,169	5.95%	4,779	50.33%	890	170.52%	390	-76.79%	
Rosedale	1,826	19.50%	2,909	30.74%	276	∞	1,931	146.62%	
Seaside	3,302	24.93%	4,654	30.00%	131	∞	2,751	∞	
South Hollis	2,240	50.64%	5,907	172.46%	1,455	3283.72%	533	10560.00%	
South Jamaica	2,067	4.50%	3,808	122.95%	302	788.24%	37	-66.06%	
South Ozone Park	2,290	19.21%	3,696	39.68%	242	384.00%	1,155	-6.70%	
St. Albans	2,442	-1.29%	3,632	25.72%	512	1212.82%	156	126.09%	
Steinway	8,317	23.45%	11,295	36.18%	795	236.86%	1,330	56.65%	2
Sunnyside	7,833	18.99%	9,638	43.32%	936	693.22%	1,657	16.04%	
Whitestone	6,009	5.29%	4,732	79.45%	660	757.14%	1,247	-19.60%	
Windsor Park	7,293	33.50%	5,805	62.70%	492	564.86%	1,643	118.48%	
Woodhaven	5,866	53.68%	4,451	49.87%	1,427	186.55%	624	∞	
Woodside	5,212	31.68%	7,541	47.37%	1,281	2514.29%	1,565	60.35%	
Community Libraries Total	335,833	1.68%	345,973	24.01%	46,965	149.19%	59,616	26.32%	

Central Library Adult Learning Center	16	33.33%	N/A	N/A	0	0.00%	N/A	N/A	3
Elmezzi LIC Adult Learning Center	6	0.00%	3,355	162.73%	1,523	90.85%	N/A	N/A	
Elmhurst Adult Learning Center	11	-65.63%	N/A	N/A	1,169	76.85%	N/A	N/A	3
Flushing Adult Learning Center	155	5066.67%	0	0.00%	1,535	51.83%	0	0.00%	
Jackson Heights Adult Learning Center	66	1.54%	N/A	N/A	1,402	0.29%	0	-100.00%	3
Peninsula Adult Learning Center	5	25.00%	N/A	N/A	1,104	-15.92%	N/A	N/A	3
Rochdale Adult Learning Center	7	-79.41%	N/A	N/A	805	-30.24%	N/A	N/A	3
Adult Learning Center Total	266	70.51%	3,355	162.73%	7,538	18.99%	0	-100.00%	

Central Adult Fiction	3,116	0.00%
Central Adult Fiction - Ask at Desk	2,455	9.75%
Central Adult Non-Fiction	7,775	2.46%
Central Adult Non-Fiction - Ask at Desk	5,298	-2.90%

President's Report: February 2023

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	703	-7.86%							
Central International Languages - Ask at Desk	153	-28.50%							
Central Library Current Collection	985	12.19%							
Central Library Fine Arts/Media Center	10,097	-1.46%							
Central Library Others	742	10.42%							
Central Library Hot Picks	275	-43.42%							
Central Library Interloan	138	0.73%							
Central Library Job Info Center	22	266.67%							
Central Library Young Adult Room	1,681	5.86%							
Children's Library Discovery Center	6,977	13.43%	1,365	-73.43%	987	-9.28%	1,577	2485.25%	
Central Total	40,417	2.22%	41,372	26.87%	3,998	37.96%	9,422	2.17%	

Flushing	24,505	10327.66%							
Flushing IRC	8	∞							
Flushing Job Info Center (JIC)	6	∞							
Flushing Media Center	4,790	19060.00%							
Flushing Total	29,309	11172.69%	61,945	8890.57%	3,948	∞	10,764	28991.89%	2

E-book and E-Magazines	140,481	11.09%
Virtual Music and Movies	48,116	16.47%
Culture Pass reservations	1,174	N/A
Online Learning Services usage	15,428	N/A
Virtual Library Total	205,199	22.31%
Langston Hughes Black Heritage	210	3.96%
Queens Village Mail-A-Book	2,588	41.34%
Mobile Library	456	342.72%
Correctional Outreach	848	∞
Other Total	24	60.00%

4,163	-15.39%	1,312	N/A
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932	1.64%	0	0.00%
0	0.00%	N/A	X
431	179.87%	55	-59.85%

System Total	615,150	13.88%	454,652	44.47%	67,443	103.88%	81,169	43.75%	
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Website Visits	255,420	-8.00%
Wireless use	42,837	-6.37%
Computer Sessions	60,358	48.18%

- 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

Attachment: Key Performance Indicators Report - Feb. 2023 (2866 : Key Performance Indicators Report -

Queens Library Board/Committee Item

BOARD/COMMITTEE: Board of Trustees

DATE OF MEETING: April 20, 2023

ITEM ID #: 2867

AGENDA: Motion to Adjourn

Recommended Motion for Consideration:

I move that the meeting be adjourned.