Going Further for the User in the Public and Academic Spheres

HONG YAO
QUEENS PUBLIC LIBRARY
Hong Yao

Director
Technical Services Department
Queens Public Library
The Making of Community Catalysts
Queens County and Queens Library

- One of 5 boroughs in NYC
- 2.3 million
- Over 50% born outside USA
- 57% of its residents speaks languages other than English at home
- 120 languages spoken

- Founded 1896
- 65 Locations
- Always welcomed immigrants
- New Americans Program (NAP) established 1977 to provide special services to new immigrants
- One of the busiest and highest circulating library systems in the USA
- Library of the Year 2009
- Collections in 50 languages
  - Chinese Language Collections
  - Korean Language Collections
  - Russian Language Collections
  - South Asian Language Collections
  - Colección en Español/Spanish Language Collections
Hunters Point Library
- 66th QPL Location
- 217th Library in NYC
- $41.5 million building
- 22,000 SQ Foot, 82 FT High
- Home to over 50,000 books with a staff of 22

#OCLCLibraryFutures
Hunters Point Is Open!

Learn about our newest Queens Public Library location!
In 2018, Queens Public Library:

- **Circulated**: 12,400,000+ books, periodicals, and digital materials
- **Welcomed**: 11,400,000+ visitors through its doors
- **Served**: 940,000+ active cardholders
- **Provided**: 3,000,000+ computer sessions and nearly 500,000 wireless Internet connections
- **Offered**: 80,000+ classes, workshops, cultural events and activities
- **Employed**: 1,600+ full-time and part-time staff

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System-Wide Programs

November 15- December 15: Acts of Kindness/ It's Time For Kindness
February: Black History Month: Traveling Shoes - Black Migrations
March: Women's History Month / Inspiring Women In Science
April: National Library Week
June: Immigrant Heritage Month/ Bring Your Story
LGBTQ Pride Month/ Let's Make Some Noise!
Technical Services Department

- Titles selected: 15,000
- Copies Purchased: 130,000 +
- PO created: 4,000
- Items cataloged: 22,000+
- Processed & Shipped: 265,000+
- Invoices Handled: 150,000+
Technical Services Initiatives

• Budget Spending Efficiency
  – Eliminate wasteful spending
  – System-wide Inventory Project
  – Actively Sourcing New Vendors

• Human Resources Efficiency
  – Staff retraining
  – Consolidate job functions
  – Add extra duties to traditional Acquisition & Cataloging Depts
Budget Spending Efficiency

Subscription Management

Newspaper & Magazine Spending 17 vs 18

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Newspaper</th>
<th>Periodical</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$645,918</td>
<td>$282,000</td>
<td>$363,918</td>
</tr>
<tr>
<td>2018</td>
<td>$552,101</td>
<td>$386,326</td>
<td>$165,775</td>
</tr>
</tbody>
</table>

### Graph

- **Newspaper**
- **Periodicals**
- **Total**

- **2017**
  - Newspaper: $282,000
  - Periodical: $363,918
  - Total: $645,918

- **2018**
  - Newspaper: $386,326
  - Periodical: $165,775
  - Total: $552,101
Human Resources Efficiency
Newspaper Delivery Service

<table>
<thead>
<tr>
<th>Month</th>
<th># scheduled</th>
<th># claimed</th>
<th>On time percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-18</td>
<td>11341</td>
<td>19</td>
<td>99.83%</td>
</tr>
<tr>
<td>Aug-18</td>
<td>11290</td>
<td>17</td>
<td>99.85%</td>
</tr>
<tr>
<td>Sep-18</td>
<td>11325</td>
<td>37</td>
<td>99.67%</td>
</tr>
<tr>
<td>Oct-18</td>
<td>11332</td>
<td>24</td>
<td>99.79%</td>
</tr>
<tr>
<td>Nov-18</td>
<td>11162</td>
<td>22</td>
<td>99.80%</td>
</tr>
</tbody>
</table>

I can't believe it's already been a year with the new delivery system. I just want you to know that I love the system.

I love the system. It is a pleasure not having to pick up the newspapers, not having to remind the store to save them for us when we are closed and figuring out the payment when we do not get the papers. It is a win win all around!

Thanks so much!

Another satisfied customer!
Wendy Rosenblatt
Customer Service Supervisor
Fresh Meadows Community Library

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## Human Resources Efficiency

- Acquisitions Organizational Structure Changes

<table>
<thead>
<tr>
<th>Now (2019)</th>
<th>5 Years Ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Purchasing</td>
<td>Central Purchasing</td>
</tr>
<tr>
<td>Vendor Relations</td>
<td>Vendor Relations</td>
</tr>
<tr>
<td>Special Orders</td>
<td>Special Orders</td>
</tr>
<tr>
<td>Newspapers and Magazines</td>
<td>Magazines</td>
</tr>
<tr>
<td>Suggest-A-Book (SAB)</td>
<td></td>
</tr>
<tr>
<td>Interlibrary Loans (ILL)</td>
<td></td>
</tr>
</tbody>
</table>
### Human Resources Efficiency

- **Suggest-a-Book (SAB)**

**ADDING NEW CUSTOMERS INDICATES GOOD SERVICE**

<table>
<thead>
<tr>
<th>Year</th>
<th>Requests</th>
<th>Purchased</th>
<th>Percent</th>
<th>Total Spent*</th>
<th>Avg. Price</th>
<th>Unique Users*</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2014</td>
<td>3240</td>
<td>1138</td>
<td>35.10%</td>
<td>$22,759.59</td>
<td>$19.99</td>
<td>668</td>
</tr>
<tr>
<td>FY 2015</td>
<td>3236</td>
<td>1133</td>
<td>35.00%</td>
<td>$19,027.31</td>
<td>$16.79</td>
<td>644</td>
</tr>
<tr>
<td>FY 2016</td>
<td>4249</td>
<td>1519</td>
<td>46.00%</td>
<td>$33,307.72</td>
<td>$14.16</td>
<td>1011</td>
</tr>
<tr>
<td>FY 2017</td>
<td>5081</td>
<td>2162</td>
<td>42.50%</td>
<td>$48,302.78</td>
<td>$16.57</td>
<td>1092</td>
</tr>
<tr>
<td>FY 2018</td>
<td>4840</td>
<td>2015</td>
<td>41.60%</td>
<td>$47,488.18</td>
<td>$16.09</td>
<td>1232</td>
</tr>
<tr>
<td>FY 2019</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Includes ILL conversions starting 2016.

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![OCLC Logo](OCLC_Logo_CMYK_300dpi.png)
Human Resources Efficiency

• ILL Turnaround time for Our Customers from request creation to shipped

<table>
<thead>
<tr>
<th>JAN. – OCT. 2017</th>
<th>JAN. – OCT. 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVG: 18 DAYS 6 HOURS</td>
<td>AVG: 10 DAYS 4 HOURS</td>
</tr>
</tbody>
</table>

OUR CUSTOMERS GETTING BOOKS 8 DAYS SOONER
Human Resources Efficiency

- ILL Turnaround time for Filling Incoming Request from request receive to resolved or shipped

<table>
<thead>
<tr>
<th>JAN. – OCT. 2017</th>
<th>JAN. – OCT. 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVG: 3 DAYS 2 HOURS</td>
<td>AVG: 1 DAYS 2 HOURS</td>
</tr>
</tbody>
</table>

OTHER LIBRARIES ARE GETTING REQUESTS RESOLVED

2 DAYS SOONER
In 2018, Queens Public Library:

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Thank you

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