

OCLC Asia Pacific Regional Council Conference
#OCLCLibraryFutures

# 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

中文館藏/中文馆藏/Chinese Language Collections 한국어 도서/Korean Language Collections Коллекции материалов на русском языке/Russian Language Collections South Asian Language Collections

Colección en Español/Spanish Language Collections

# **Library Locations**









#### **Hunters Point Library**

- 66<sup>th</sup> QPL Location
- 217<sup>th</sup> 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











**G** Translate

Help • Locations • Get a Card • Login

Donate

Q Search...

▼ Books, Movies & More

Calendar

Research

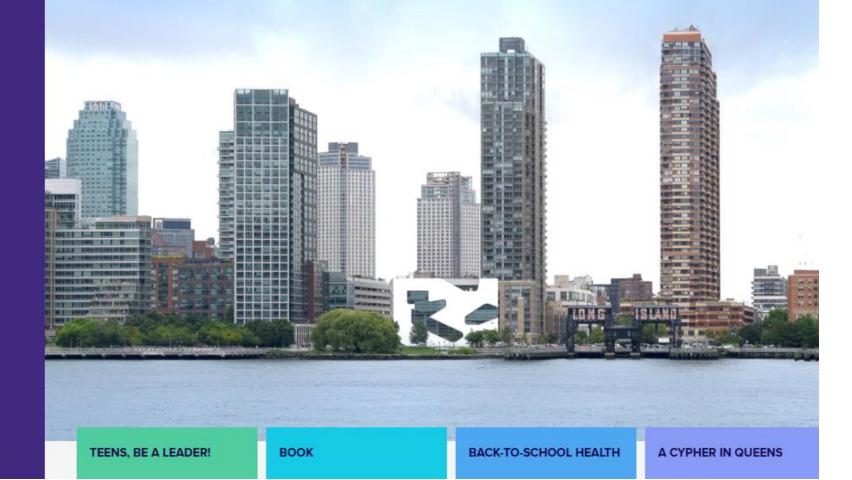
Support the Library

About Us

#### Hunters Point Is Open!

Learn about our newest Queens **Public Library location!** 

**HUNTERS POINT LIBRARY** 



#### In 2018, Queens Public Library:



CIRCULATED

12,400,000+

books, periodicals, and digital materials



PROVIDED

3,000,000+

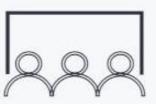
computer sessions and nearly 500,000 wireless Internet connections



WELCOMED

11,400,000+

visitors through its doors



OFFERED

80,000+

classes, workshops, cultural events and activities



SERVED

940,000+

active cardholders



**EMPLOYED** 

1,600+

full-time and part-time staff





# **System-Wide Programs**

November 15- December 15: Acts of Kindness/ It's Time For Kind

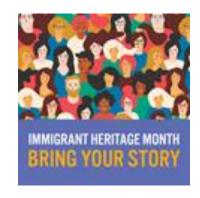
February: Black History Month: Traveling Shoes -Black Migrations

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!

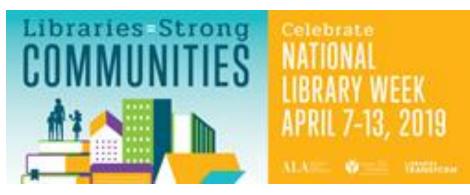






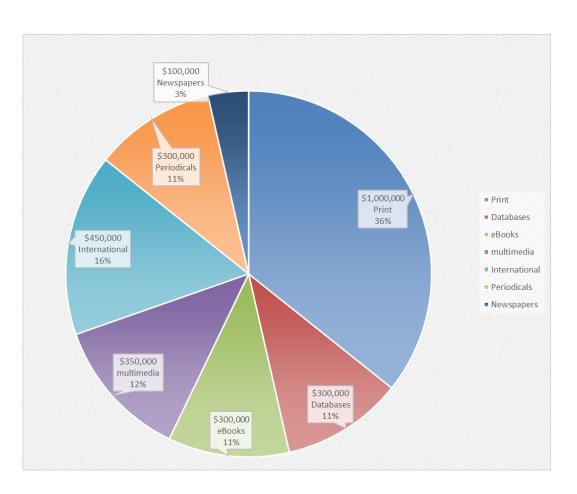








## **Technical Services Department**



- 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 Delivery Service**

Month		# scheduled		On time percentage
	Jul-18	11341	19	99.83%
	Aug-18	11290	17	99.85%
	Sep-18	11325	37	99.67%
	Oct-18	11332	24	99.79%
	Nov-18	11162	22	99.80%

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

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.

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!



Acquisitions Organizational Structure Changes

Now ( 2019)	5 Years Ago		
Central Purchasing	<b>Central Purchasing</b>		
<b>Vendor Relations</b>	<b>Vendor Relations</b>		
Special Orders	<b>Special Orders</b>		
<b>Newspapers and Magazines</b>	Magazines		
Suggest-A-Book (SAB)			
Interlibrary Loans (ILL)			



Suggest-a- Book (SAB)

ADDING NEW CUSTOMERS INDICATES GOOD SERVICE

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



 ILL Turnaround time for Our Customers from request creation to shipped



JAN. – OCT. 2017 JAN. – OCT. 2018

AVG: 18 DAYS 6 HOURS AVG: 10 DAYS 4 HOURS

OUR CUSTOMERS GETTING BOOKS 8 DAYS SOONER



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



JAN. – OCT. 2017 JAN. – OCT. 2018

AVG: 3 DAYS 2 HOURS AVG: 1 DAYS 2 HOURS

OTHER LIBRARIES ARE GETTING REQUESTS RESOLVED

2 DAYS SOONER



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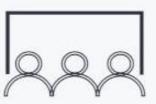
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