

QUEENS LIBRARY - FEEDBACK ON BUDGET PRIORITIES

- Queens Library’s Open Budget Hearing was held on April 4, 2016 at the Flushing Library.
- Public feedback was taken from April 4 – May 13, 2016
- 98 feedback surveys were received (12 online; 86 via paper forms)
- Printed feedback forms were sent to libraries prior to the open budget hearing on April 4 and a second printing on or about April 15.

SURVEY RESULTS

Please check the description that best defines your funding priorities for Queens Library:

| | Critical | Very Important | Good to have | Less important |
|---|----------|----------------|----------------------------------|----------------------------------|
| Additional library hours | 33 | 36 | 19 | 6 |
| Books and other print materials | 50 | 33 | 12 | 1 |
| Computers | 44 | 39 | 8 | 4 |
| Job assistance programs | 26 | 31 | 21 | 12 |
| Afterschool programs/homework help | 27 | 37 | 21 | 6 |
| English Classes for Speakers of Other Languages | 26 | 38 | 20 | 7 |
| Early childhood programs | 22 | 30 | 28 | 12 |
| DVDs | 18 | 30 | 28 | 18 |
| E-books | 18 | 28 | 33 | 14 |
| Cultural programs | 14 | 38 | 27 | 12 |
| Older adult services | 16 | 36 | 32 | 8 |
| Staff to assist customers | 34 | 43 | 12 | 5 |
| Technology training | 30 | 34 | 23 | 7 |
| Multi-lingual resources | 20 | 31 | 25 | 13 |
| Mobile tech: eReaders, tablets, mobile hot spots | 25 | 36 | 21 | 10 |
| Adult education/high school equivalency prep | 23 | 44 | 18 | 9 |
| Business information | 21 | 25 | 23 | 19 |
| Other | | | | |
| Queens Library is advocating to preserve last year’s increase in operating expenses, plus additional funding of \$6.1 million to restore funding to 2008 levels. This will allow more libraries to be open seven days a week, provide additional computer training and access, programming, literacy education, afterschool programming and early childhood literacy support. Do you support the call to new York City to keep investing in our City’s libraries? | | | | 95 YES 0 NO |
| Do you agree with the following statement: Queens Library is a strategic provider of quality services, resources and lifelong learning opportunities to Queens residents and should receive funding priority in the City budget? | | | | 95 YES 0 NO |
| What is the community library you visit most? | | | | |
| | | | Reason #1 (choose ONE) | Reason #2 (choose ONE) |
| My two favorite reasons for visiting Queens Library are: | | | | |
| Staff assistance | | | 17 | 5 |
| Books and other print materials | | | 36 | 18 |
| Reference materials | | | 6 | 10 |

| | | |
|--|----|---|
| Programs for children | 7 | 8 |
| Programs for adults | 3 | 4 |
| Business information | 5 | 2 |
| Computer access | 11 | 6 |
| Mobile tech: eReaders, tablets, mobile hot spots | 2 | 8 |
| DVDs | 6 | 8 |
| Job assistance | 2 | 2 |
| Quiet place to sit, study and work | 3 | 8 |
| Technology training | 2 | 2 |
| Afterschool programs/homework help | | 2 |
| Gathering place | 1 | 2 |
| Adult education/high school equivalency preparation | 1 | |
| English Classes for Speakers of Other Languages | 1 | |
| <p>Other [sic]:</p> <ul style="list-style-type: none"> • “Need a Quiet Room” • “Security to eject troublesome individuals, continued news paper availability.” • “should be open later at night....every night until 7 or 8pm....clean bathrooms and quiet in the library..children and teens running around screaming, crying and making trouble....put them away from adults or have security throw them out..quiet is what we need..not these animals..when school lets out the animals invade all the libraries plus the bums, homeless and mentall ill which security does nothing about...where there are security guards in libraries..very few” • “Please please please fix all the numerous quirks in the webpage. I have. So many suggestions I cannot list them all. It is so frustrating to use the website.” • “Literacy education (Critical)” • “job fairs/ sessions. more hours for tax help” • “English language books and e books. Every other library in NYC is buying these but at the Queens library - "new at the queens library" is almost all foreign language material. Interesting fact - if you look at the most popular items - they are all in english. So, why is the library buying these items if few are requesting them? The end result is long wait times for english language books/ e books, etc. Make english language books a priority” | | |

Additional comments [sic]:

The neighborhood library should be the heart of the community - a safe beacon of information and resources to educate, inform and inspire. More than neighborhood schools, churches and other institutions, the library is open and accessible to all. The exercise above to choose only two favorite reasons for visiting Queens Library is extremely difficult!

I am a volunteer and I find it insulting that you put so little value on our work. Thank you for continuing the arts and culture programs. Hopefully the increased custodial expense will result in better conditions in flushing. Good Luck !!

Should be funded.

Yoga Classes

Reason #3: English classes for Speakers of Other Languages Reason #4: Books and other print materials Reasons #5- ALL OF THEM!

Thank You very much.I hope the library will be able to get funding it deserves.

Need to have mobile technology & provide year-round!

Access to all of the above, provided the print and electronic materials are up to date and there is indeed a "quiet place to sit, study and work." This is not presently the case with the Queens Village branch.

Assist Briarwood in the excellent job its staff does.

We should have more programs for the seniors.

The entire staff of the Langston Hughes Library treats everyone who come through their doors as if they are members of their own family and they like many libraries are critical source and pillars of the community. in all of their generous offering such as media, literature and latest information that makes us all a better person to each other and community.

Please keep Daily, weekly & free publications readily available each day and week (Newspaper) Thank you

Ballroom Dance

The Bayside branch has been renovated but they put the adult computers right next to the "multi purpose" room. sometimes the program are to loud and you can not concentrate on what you are doing on the computer

to order books, especially he brand new hardcovers though I wish you would order more paperbacks..

I see Queens Library spends less than 10% of its budget on print materials and databases. This is much too little. It should be at least 25%.

We need more help on the inter library loan system, its very poor in Queens.

overall rating Good:I think that Queens Libraries generally speaking provide a clean safe environment to the public for studying and utilizing skills. most after school tutoring for elementary and high school can and should be handled at the educational institution that they attend on a regular daily basis. some reading materials that are available to read for free are readily available to library customers. There are designated social centers outside of libraries for individuals to meet at.

There is no information about the renovation of the flushing branch at the branch. the work permits posted are out of date (expired). there is no description or visual representation of what is planned. Also, the ratio of new fiction to new non-fiction is (seems) disproportionate, even if only comparing shelving; 2 to 1 would appreciate more new non-fiction.

Only to get books. Also to order books I want.

The library should reinstate the Sewing Social program at Central. The library should implement a business incubator.