Queens Public Library: Job and Business Help (Job and Business Academy)

Why this case matters

Entrepreneurship programming is easiest to sustain when it lives inside an existing "engine" of workforce and community learning.

Queens Public Library is a useful case because the system publicly signals that workforce and business support is not a side project. It is discoverable, named, and supported by ongoing programming infrastructure.

What the library built

Queens Public Library maintains a dedicated Job & Business Help hub, framed as a Job & Business Academy, intended to support job seekers, aspiring entrepreneurs, and business owners.

The library also maintains a system-wide public calendar, which is an underrated indicator of sustainability. A calendar is not just marketing. It is an operational system that enables repeatability and discovery.

What was reported (capacity and infrastructure signals)

This case is less about a single "entrepreneurship cohort outcome" and more about institutional capacity: - A dedicated job and business hub exists as a stable entry point for patrons. - A public calendar supports continuous programming operations. - City capital projects and expansion signals ongoing investment in physical spaces that host learning and community programs.

Why it works (operationally)

1) Discoverability creates adoption

If entrepreneurship support is buried in scattered pages or only known by one staff member, it is hard to scale. A dedicated hub makes the service easy to find and easier to improve.

2) Repeatable programming is the backbone

Libraries can only sustain entrepreneurship programming if they can run it again next month and next quarter. A public calendar is a practical sign that the system already operates in repeatable formats.

3) Physical space matters

Workforce and business support often require rooms for workshops, labs, and partner services. Public capital investment helps make those formats feasible at

scale.

Replication notes (how another library could start)

Transferable ideas: - Create a single discoverable hub page for job and business support, even if the program is small at first. - Run one repeatable monthly event and keep it consistent for a full quarter. - Track 2–3 outcomes that stakeholders understand (attendance, completion, follow-up participation).

How Value Lab can support this kind of program

Queens Public Library's model highlights a core requirement: sustainability depends on structure.

Value Lab supports that by giving libraries a repeatable entrepreneurship pathway patrons can follow across multiple sessions, plus facilitation resources and outcome visibility that fit limited staff capacity.

Sources

1. QPL Job & Business Help: https://www.queenslibrary.org/programs-activities/job-business
2. QPL calendar: https://www.queenslibrary.org/calendar
3. NYC DDC (Hunters Point Community Library press release): https://www.nyc.gov/site/ddc/about/press-releases/2019/pr-092419-hp-library.page
4. NYC DDC (Rego Park Library project press release): https://www.nyc.gov/site/ddc/about/press-releases/2025/pr-120925-RegoParkLibrary.page