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The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

## Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$2,723,703          | \$0                   | \$2,919,612          |
| Contractual Services   | \$0                   | \$813,198            | \$0                   | \$733,904            |
| Materials & Supplies   | \$0                   | \$174,220            | \$0                   | \$312,225            |
| Internal Services      | \$0                   | \$96,329             | \$0                   | \$115,781            |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$3,807,450</b>   | <b>\$0</b>            | <b>\$4,081,522</b>   |
| <b>Program Total:</b>  | <b>\$3,807,450</b>    |                      | <b>\$4,081,522</b>    |                      |
| <b>Program FTE</b>     | 0.00                  | 31.00                | 0.00                  | 32.00                |

| Program Revenues     |            |            |            |            |
|----------------------|------------|------------|------------|------------|
| <b>Total Revenue</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.95%) and resources from the County's Library Fund (0.05%). It represents a pro-rated share of property taxes (96.2%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (3.8%).

## Significant Program Changes

**Last Year this program was:** FY 2015: 80014 Library Books-Acquisition & Processing

1.0 FTE office assistant, sr. was transferred from Human Resources/Learning Systems (offer 80011-16).

**Department:** Library

**Program Contact:** Katie O'Dell

**Program Offer Type:** Administration

**Program Offer Stage:** As Adopted

**Related Programs:**
**Program Characteristics:**

### Executive Summary

Youth Services Management ensures that library staff receive training to work with children and teens, birth through age 17; creates and nurtures high-level literacy partnerships; offers reading promotion initiatives; and sets overall direction for services to this age group and their adult caregivers.

### Program Summary

Youth Services Management is provided systemwide through four main elements: staff training; youth reading initiatives; coordination, partnerships and advocacy; and program development and evaluation.

The office plans systemwide services; develops and evaluates programs; oversees development and education for staff; advocates in the community for increased use of libraries by children and teens and their parents and caregivers; and explores and engages in community partnerships to increase youth library use, support other organizations' literacy objectives, and improve students' reading scores.

### Performance Measures

| Measure Type | Primary Measure  | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|--|-------------|----------------|---------------|------------|
| Output       | County children and teens who have library cards                                 | 50%         | 54%            | 50%           | 50%        |
| Outcome      | Staff who report improved/reinforced skills after Youth Services training        | 95%         | 90%            | 95%           | 90%        |
| Output       | Card-holding children and teens who used their library card within the past year | 62%         | 70%            | 65%           | 65%        |

### Performance Measures Descriptions

## Legal / Contractual Obligation

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## Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$414,237            | \$0                   | \$431,398            |
| Contractual Services   | \$0                   | \$49,000             | \$0                   | \$13,000             |
| Materials & Supplies   | \$0                   | \$233,390            | \$0                   | \$262,080            |
| Internal Services      | \$0                   | \$18,457             | \$0                   | \$21,034             |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$715,084</b>     | <b>\$0</b>            | <b>\$727,512</b>     |
| <b>Program Total:</b>  | <b>\$715,084</b>      |                      | <b>\$727,512</b>      |                      |
| <b>Program FTE</b>     | 0.00                  | 3.25                 | 0.00                  | 3.25                 |

| Program Revenues     |            |            |            |            |
|----------------------|------------|------------|------------|------------|
| <b>Total Revenue</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.95%) and resources from the County's Library Fund (0.05%). It represents a pro-rated share of property taxes (96.2%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (3.8%). \$37,500 comes from The Library Foundation for Summer Reading, the annual Teen Author Visit, and Early Learning & Play Centers, which will be received as Library District revenue and disbursed through the District's intergovernmental service reimbursement.

## Significant Program Changes

**Last Year this program was:** FY 2015: 80015 Youth Services Management

No significant changes.

**Department:** Library

**Program Contact:** Don Allgeier

**Program Offer Type:** Administration

**Program Offer Stage:** As Adopted

**Related Programs:**
**Program Characteristics:**

### Executive Summary

Neighborhood Libraries Management (NLM) sets overall direction for 18 regional and neighborhood libraries. NLM plans services; develops and evaluates programs and staff; and administers the budget for regional and neighborhood libraries. NLM also manages systemwide library services to the county's largest immigrant communities (through services, materials and programs in Chinese, Russian, Spanish, Vietnamese and Somali), with 71 bilingual staff in 14 locations.

### Program Summary

Neighborhood Libraries Management consists of the Neighborhood Libraries Director, Neighborhood Libraries Assistant Director, two Spanish bilingual Outreach Specialists (1.75 FTE), and a Senior Office Assistant. In collaboration with the Library Director, NLM provides general support and oversight to 18 libraries and continual communication with staff at all levels of the organization; develops collaborative relationships with community and governmental organizations to maximize the impact of library services; sets priorities and policies for libraries to best address community needs and county priorities; implements best practices; and provides resources to individual managers, staff and work groups to improve their performance through ongoing training, coaching, leadership development and assessments.

NLM supports and directs the work of regional and neighborhood libraries, which were visited 3.8 million times by county residents last year. These 18 libraries provide learning, cultural and recreational opportunities to all county residents, as well as community space for civic engagement.

### Performance Measures

| Measure Type | Primary Measure   | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output       | Number of front line staff who are bilingual or possess cultural knowledge, skills, and abilities | 76          | 89             | 78            | 78         |
| Outcome      | Patron satisfaction with Book-a-Librarian service   | 0           | 90%            | 100%          | 90%        |

### Performance Measures Descriptions

Both measures are new.

Output measure: Current year purchased represents systemwide staffing.

Outcome measure: Book-a-Librarian service is new and evaluations have recently been implemented; FY15 will be the first year of evaluation data.

## Legal / Contractual Obligation

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## Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$535,733            | \$0                   | \$589,566            |
| Contractual Services   | \$0                   | \$21,000             | \$0                   | \$32,400             |
| Materials & Supplies   | \$0                   | \$61,400             | \$0                   | \$72,380             |
| Internal Services      | \$0                   | \$95,350             | \$0                   | \$104,269            |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$713,483</b>     | <b>\$0</b>            | <b>\$798,615</b>     |
| <b>Program Total:</b>  | <b>\$713,483</b>      |                      | <b>\$798,615</b>      |                      |
| <b>Program FTE</b>     | 0.00                  | 4.50                 | 0.00                  | 4.75                 |

| Program Revenues     |            |            |            |            |
|----------------------|------------|------------|------------|------------|
| <b>Total Revenue</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.95%) and resources from the County's Library Fund (0.05%). It represents a pro-rated share of property taxes (96.2%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (3.8%).

## Significant Program Changes

**Last Year this program was:** FY 2015: 80016 Neighborhood Libraries Management

Increase of 0.25 FTE outreach specialist.



## Legal / Contractual Obligation

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## Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$0                  | \$0                   | \$488,290            |
| Contractual Services   | \$0                   | \$100,000            | \$0                   | \$100,000            |
| Materials & Supplies   | \$0                   | \$797,522            | \$0                   | \$784,019            |
| Internal Services      | \$0                   | \$5,478,647          | \$0                   | \$5,591,481          |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$6,376,169</b>   | <b>\$0</b>            | <b>\$6,963,790</b>   |
| <b>Program Total:</b>  | <b>\$6,376,169</b>    |                      | <b>\$6,963,790</b>    |                      |
| <b>Program FTE</b>     | 0.00                  | 0.00                 | 0.00                  | 3.00                 |

| Program Revenues     |            |            |            |            |
|----------------------|------------|------------|------------|------------|
| <b>Total Revenue</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.95%) and resources from the County's Library Fund (0.05%). It represents a pro-rated share of property taxes (96.2%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (3.8%).

## Significant Program Changes

**Last Year this program was:** FY 2015: 80017 IT Services

Increase of 3.0 FTE for additional IT project management and development capacity.



**Department:** Library **Program Contact:** Lisa Canavan  
**Program Offer Type:** Support **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

### Executive Summary

Logistics ensures that library books and materials move quickly and accurately among all 22 library locations, including 19 libraries, Library Administration, the Isom Building and The Title Wave Used Bookstore. Library Facilities coordinates the maintenance of the buildings and grounds to ensure safe, secure and welcoming facilities.

### Program Summary

Logistics operates the centralized sort center and delivery operations that move library materials to and among library locations, enabling residents to have quick access throughout Multnomah County. This program operates a seven-day-per-week delivery system that provides delivery to 45 service points each weekday, delivering and receiving all library books and materials, interoffice mail, U.S. mail, library supplies and bank deposits.

Library Facilities provides central coordination and direction of repair and maintenance activities among county facilities staff, telecommunications, contractors and vendors for 22 library locations. This program serves all library staff and the public as expert resources on ADA-compliant building access, ergonomics, workflow management, security policy, and safety management.

### Performance Measures

| Measure Type | Primary Measure                                   | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output       | Crates of books, mail and supplies moved annually | 261,359     | 275,000        | 265,000       | 262,000    |
| Outcome      | Staff satisfaction with delivery system           | 97%         | 95%            | 95%           | 95%        |

### Performance Measures Descriptions

Output: A crate is the library's unit of measurement for transporting library materials, mail, supplies and other items.

## Legal / Contractual Obligation

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## Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$1,082,928          | \$0                   | \$1,323,887          |
| Contractual Services   | \$0                   | \$1,000              | \$0                   | \$1,000              |
| Materials & Supplies   | \$0                   | \$79,191             | \$0                   | \$69,916             |
| Internal Services      | \$0                   | \$1,070,271          | \$0                   | \$1,125,022          |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$2,233,390</b>   | <b>\$0</b>            | <b>\$2,519,825</b>   |
| <b>Program Total:</b>  | <b>\$2,233,390</b>    |                      | <b>\$2,519,825</b>    |                      |
| <b>Program FTE</b>     | 0.00                  | 14.75                | 0.00                  | 14.75                |

| Program Revenues     |            |            |            |            |
|----------------------|------------|------------|------------|------------|
| <b>Total Revenue</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.95%) and resources from the County's Library Fund (0.05%). It represents a pro-rated share of property taxes (96.2%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (3.8%).

## Significant Program Changes

**Last Year this program was:** FY 2015: 80018 Facilities & Logistics

Increased funding for security camera replacements and upgrades; added funding for increased security coverage.

**Department:** Library  
**Program Offer Type:** Support

**Program Contact:** Cindy Gibbon  
**Program Offer Stage:** As Adopted

**Related Programs:**

**Program Characteristics:**

### Executive Summary

System Access Services facilitates the public's use of library physical and virtual collections and services and supports staff delivering library services. Staff develop and implement policies and procedures; coordinate IT support for all library operations; manage the integrated library computer system (ILS) and the ILS discovery layer; assist front line staff and managers with process improvement; develop and deliver systemwide training on virtual resources and research tools, circulation procedures and customer service; steward the library's collections; and manage special projects.

### Program Summary

This program develops library policies and procedures that ensure equitable and safe access to library services; works with IT management to ensure adequate IT support for library services; manages the ILS and its discovery layer for patrons and staff; trains and coaches staff and monitors uniform implementation of policies and procedures systemwide; handles escalated customer service issues; oversees the collection of overdue library materials; protects patron privacy; ensures the library's compliance with applicable federal, state and local law; and manages special projects.

The program ensures that Multnomah County Library users have equitable access to library services; that the public's investment in the library's collection is protected; and that processes are efficient and effective to meet the public's demand for library resources at best value for taxpayer dollars. Policies and procedures are designed to balance the public values of access and stewardship.

### Performance Measures

| Measure Type | Primary Measure   | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output       | Total new library cards/welcome notices issued annually         | 60,715      | 60,000         | 62,000        | 60,000     |
| Outcome      | Average \$ value of customer accounts sent to collection agency | \$124       | \$130          | \$127         | \$130      |
| Efficiency   | Cost per item checked out or renewed                            | \$2.58      | \$3.25         | \$3.27        | \$3.25     |
| Output       | % of checkouts done by self-checkout                            | 77%         | 78%            | 76%           | 76%        |

### Performance Measures Descriptions

Efficiency: Cost per item checked out or renewed (total annual expenditures/total circulation). Among the nation's busiest libraries, Multnomah County Library has one of the lowest costs per item checked out.

## Legal / Contractual Obligation

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## Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$817,571            | \$0                   | \$821,298            |
| Contractual Services   | \$0                   | \$103,780            | \$0                   | \$122,900            |
| Materials & Supplies   | \$0                   | \$167,297            | \$0                   | \$184,955            |
| Internal Services      | \$0                   | \$27,850             | \$0                   | \$32,902             |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$1,116,498</b>   | <b>\$0</b>            | <b>\$1,162,055</b>   |
| <b>Program Total:</b>  | <b>\$1,116,498</b>    |                      | <b>\$1,162,055</b>    |                      |
| <b>Program FTE</b>     | 0.00                  | 7.00                 | 0.00                  | 7.00                 |

| Program Revenues     |            |            |            |            |
|----------------------|------------|------------|------------|------------|
| <b>Total Revenue</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.95%) and resources from the County's Library Fund (0.05%). It represents a pro-rated share of property taxes (96.2%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (3.8%).

## Significant Program Changes

**Last Year this program was:** FY 2015: 80019 System Access Services

Net reduction of 2.0 FTE librarians: Multnomah County Library has served as the fiscal agent for Oregon's 24/7 virtual reference service, Answerland, since it started in 2003. This service has been funded by federal grant money received through the state library. Effective July 1, 2015, the Oregon State Library will be assuming the fiscal agent role.

**Department:** Library **Program Contact:** Cindy Gibbon  
**Program Offer Type:** Administration **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

### Executive Summary

System Information Services provides coordination, training, support, information and resources to Multnomah County Library's Information Services librarians and library assistants so they can quickly and accurately connect Multnomah County residents with the resources, experiences and information they seek.

### Program Summary

System Information Services is responsible for the training and support of Information Services staff through classes, virtual micro-trainings and professional development forums. Staff in this section coordinate with Human Resources/Learning Systems, IT and other work groups to ensure that Information Services staff throughout the system are up to date with the latest technology trends and tools, have print and electronic resources that help them serve patrons, and are trained to use those resources.

### Performance Measures

| Measure Type | Primary Measure  | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|--|-------------|----------------|---------------|------------|
| Output       | Number of reference questions answered   | 513,568     | 550,000        | 435,000       | 425,000    |
| Outcome      | % of reference training participants who said they gained skills that will help them perform their jobs better | 99%         | 87%            | 98%           | 87%        |

### Performance Measures Descriptions

**Output:** The overall trend is a reduction in the number of reference questions answered. This trend is impacted by fewer questions asked as well as the use of a new software system and method for counting reference statistics.

**Outcome:** This measure is based on staff evaluations of classes offered by System Information Services.

## Legal / Contractual Obligation

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## Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$209,425            | \$0                   | \$312,784            |
| Contractual Services   | \$0                   | \$51,000             | \$0                   | \$1,000              |
| Materials & Supplies   | \$0                   | \$14,960             | \$0                   | \$15,185             |
| Internal Services      | \$0                   | \$6,444              | \$0                   | \$11,256             |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$281,829</b>     | <b>\$0</b>            | <b>\$340,225</b>     |
| <b>Program Total:</b>  | <b>\$281,829</b>      |                      | <b>\$340,225</b>      |                      |
| <b>Program FTE</b>     | 0.00                  | 1.00                 | 0.00                  | 3.00                 |

| Program Revenues     |            |            |            |            |
|----------------------|------------|------------|------------|------------|
| <b>Total Revenue</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.95%) and resources from the County's Library Fund (0.05%). It represents a pro-rated share of property taxes (96.2%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (3.8%).

## Significant Program Changes

**Last Year this program was:** FY 2015: 80020 System Information Services

Net increase of 2.0 FTE: moved 1.0 program specialist, sr. from a limited duration position; added 1.0 librarian.