

Department: Library **Program Contact:** Matthew Yake
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs: 80006, 80008, 80009, 80023
Program Characteristics: In Target

Executive Summary

Community Information provides direct library services via email, chat, telephone and other remote means. Community Information teams also develop virtual and in-person systemwide events.

Program Summary

Community Information addresses barriers to library access by providing remote services including library service-related inquiries, detailed information and research requests, assistance with homework, reading recommendations and information about community and library resources. Community Information also serves the public by developing and supporting events, classes and performances that reflect the library's priorities of leading with race and focusing resources to serve communities subjected to historical and ongoing marginalization.

Community Information teams collaborate with We Speak Your Language, Indigenous Community Services and Black Cultural Library Advocate teams to create culturally responsive events. Community Information teams also coordinate with library marketing and other subject matter experts to enhance and promote library events.

This program answers more than 150,000 phone calls, emails and chat sessions to provide trusted information each year, ranging from library hours of operation to rent assistance and housing stabilization programs. Community Information developed and provided logistical support for over 4,000 events, classes and programs attended by over 50,000 people last year.

Community Information will evaluate and create a plan for providing service by telephone in additional languages including Cantonese, Mandarin, Russian, Somali, Spanish, and Vietnamese in the next fiscal year. Community Information will work collaboratively with other library programs to evaluate and update practices for developing and supporting events in a way that optimizes the inclusion of input from communities subjected to historical and ongoing marginalization.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of contacts (phone, email, chat, text) answered Community Information staff	124,000	150,000	150,000	150,000
Outcome	% of questions answered by Community Information staff via telephone without the need for a referral	97%	90%	90%	90%

Performance Measures Descriptions

Legal / Contractual Obligation

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

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$0	\$2,680,944	\$0	\$3,162,096
Contractual Services	\$0	\$0	\$0	\$250,000
Materials & Supplies	\$0	\$8,040	\$0	\$83,258
Internal Services	\$0	\$69,874	\$0	\$138,214
Total GF/non-GF	\$0	\$2,758,858	\$0	\$3,633,568
Program Total:	\$2,758,858		\$3,633,568	
Program FTE	0.00	23.75	0.00	25.75

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

This program generates \$113,519 in indirect revenues.

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.96%) and resources from the County's Library Fund (0.04%). It represents a pro-rated share of property taxes (98.03%) and other revenues such as overdue fines, interest earnings, grants, and user charges for services provided to library patrons (1.97%).

Significant Program Changes

Last Year this program was: FY 2022: 80005 Community Information

This program contains staff from the Central Library (80001) and Programing and Events (80008) program offers from FY 2022.