Division: Public Services

Program Characteristics:

Program Description

Summary: Community Information (CI) provides answers to basic information needs, high-level account management in multiple languages, and referrals to Library subject matter experts and community resources. CI also provides back-end support for both patrons and staff members for the Library's software platforms including Communico, Symphony, and LibAnswers.

Program activity: CI offers remote connection to the Library for users who experience barriers to accessing Library resources in person, for reasons that include disability, homebound status, unreliable transportation, and Library hours that conflict with work or caregiving obligations. It minimizes disparities by offering service in users' preferred languages of English, Chinese, Russian, Spanish, and Vietnamese. CI serves as the Library's most accessible and immediate service point, and it provides information via telephone, email, and chat. Though call volume has steadily decreased over the years, the type of information requested via phone and the services provided in our non-English service languages require increased staff time and attention.

Equity Statement

Community Information (CI) connects community members who face the greatest barriers to accessing Library services in person, particularly communities with disabilities, lacking transportation, or experiencing social isolation. CI provides services in English, Chinese, Russian, Spanish, and Vietnamese.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$0	$1,822,845	$0	$1,919,833
Materials & Supplies	$0	$12,979	$0	$5,200
Internal Services	$0	$147,803	$0	$142,546
Total GF/non-GF	**$0**	**$1,983,627**	**$0**	**$2,067,579**
Total Expenses:	**$1,983,627**		**$2,067,579**	
Program FTE	0.00	14.50	0.00	14.50
Total Revenue	**$0**	**$0**	**$0**	**$0**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of contacts (phone, chat, email, mail) answered by Community Information staff	69,868	63,000	60,000
Number of languages provided by the Contact Center	5	5	5