Multnomah County

Department:	Library	**Program Contact:**	Don Allgeier
Program Offer Type:	Administration	**Program Offer Stage:**	As Requested
Related Programs:			
Program Characteristics:	In Target		

Executive Summary

The Operations program oversees the Operations Division including Business Services, Facilities & Logistics, Volunteer Services, and Human Resources programs. Operations includes the Office of Project Management and Evaluation that provides project and evaluation support to Multnomah County Library. The Operations program includes the Business Services unit that manages and provides accounts payable, accounts receivable, fiscal reporting, budget preparation, grant reporting, purchasing, and contracts for the entire library system.

Program Summary

Operations provide oversight and accountability for the internal services of Multnomah County Library. This program is responsible for the coordination of program managers in the Human Resources, Facilities & Logistics, and Business Services work units. This division partners with Multnomah County Facilities, Human Resources, and Finance to ensure the efficient operation of the library system.

The Operations program encompasses a program management and evaluation unit This unit provides analysis to support management decision-making, coordinates data collection for the organization, and supports the implementation of major projects. The Business Services unit manages the annual budget preparation and submission process; monitors and adjusts the budget throughout the fiscal year; manages contracts, procurement and grants; processes and oversees accounts payable/receivable; and administers purchasing cards and cash management for the library system. This program ensures that library funds are budgeted, received, accounted for and spent appropriately.

In FY 2021, this program committed to developing more tools for culturally aware evaluation. The program will continue to focus on developing these tools for both project management and evaluation to support more equitable work in these areas by library staff.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Number of supplier invoices processed	6,067	7,556	2,846	7,000
Outcome	% of vendor invoices paid within 30 days of invoice date	68%	93%	66%	90%
Outcome	Library manager satisfaction with Operations Division Support	94%	90%	100%	92%

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

Program Expenses	Adopted General Fund 2021	Adopted Other Funds 2021	Requested General Fund 2022	Requested Other Funds 2022
Personnel	$0	$1,987,070	$0	$2,635,010
Contractual Services	$0	$14,000	$0	$12,200
Materials & Supplies	$0	$59,783	$0	$73,193
Internal Services	$0	$87,970	$0	$121,235
Total GF/non-GF	$0	$2,148,823	$0	$2,841,638
Program Total:	$2,148,823		$2,841,638	
Program FTE	0.00	11.75	0.00	15.75

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

Explanation of Revenues

This program generates $84,584 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 2021: 80012 Project Management & Evaluation

This program now includes the Business Services (80013) program offer from last year's budget. Please see the department budget narrative for more information on position changes.