

**Department:** Library

**Program Contact:** Becky Blumer

**Program Offer Type:** Support

**Program Offer Stage:** As Requested

**Related Programs:**
**Program Characteristics:** In Target

**Executive Summary**

Volunteer Services provides opportunities for more than 2,250 people who contribute their time and talents to Multnomah County Library each year. Volunteers are active across the library system, including the 19 neighborhood libraries, the Isom Operations Center, The Title Wave Used Bookstore, and at various outreach programs. The Title Wave Used Bookstore generates revenue for the library through the sale of discarded books and other materials. Opened in 1988, the Title Wave Used Bookstore provides an effective means of recycling the library's collection back into the community.

**Program Summary**

Volunteer Services oversees the recruitment, screening, placement, performance management, position creation, volunteer policies and recognition of volunteers. Volunteers enhance library services at locations throughout the community. The scope of volunteer opportunities includes providing adult literacy tutoring; delivering library materials to shelters; assisting with the Summer Reading program; teaching basic computer skills; and searching for reserved items at all library locations. Volunteers share their skills and expand and enhance the work of paid staff.

Library volunteers reflect the racial and ethnic diversity of Multnomah County. There are 38 home languages spoken by library volunteers. Volunteers range from elementary school students to octogenarians and bring a wide array of skills, abilities and life experiences to support the library's mission.

This program will increase outreach for volunteer positions that require cultural and/or language skills through targeted advertising and translated application and recruitment materials.

**Performance Measures**

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Hours contributed by volunteers	64,627	68,000	67,000	67,000
Outcome	% of volunteers who are fluent in a language other than English	31%	N/A	31%	30%

**Performance Measures Descriptions**

New outcome measure FY 2021: % of volunteers who are fluent in a language other than English.

## 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	2020	2020	2021	2021
Personnel	\$0	\$600,241	\$0	\$630,419
Contractual Services	\$0	\$12,900	\$0	\$10,300
Materials & Supplies	\$0	\$44,595	\$0	\$35,256
Internal Services	\$0	\$19,624	\$0	\$20,004
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$677,360</b>	<b>\$0</b>	<b>\$695,979</b>
<b>Program Total:</b>	<b>\$677,360</b>		<b>\$695,979</b>	
<b>Program FTE</b>	0.00	4.75	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

This program generates \$15,950 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 2020: 80016-20 Volunteer Svcs/Title Wave Bookstore

No significant changes.