

Division: Public Services

Program Characteristics:

Program Description

Summary: Public Services Division Management provides leadership for the development, coordination, and delivery of Library services across 19 libraries and within the community. This program is responsible for managing Library security needs in conjunction with Workplace Security, as well as supporting systemwide staffing planning.

Program activity:

- Senior leaders in Location Services, Community Services, and Integrated Services coordinate and collaborate across service lines to ensure that Library Public Services meet community expectations
- Provides leadership and direction for the implementation of the Library's values and strategic plan across the Public Services division
- Partners with community-based organizations, County departments, and other agencies in Multnomah County to provide services in Library buildings and direct service through outreach programs
- Assesses systemwide staffing needs and assigns staffing resources as needed to ensure required coverage
- Oversees Library security functions in partnership with Workplace Security, including security coverage planning, incident review and analysis, and process improvement
- Coordinates and plans for bond-related impacts to library buildings and services

Equity Statement

Public Services Division Management provides leadership and accountability to advance racial equity through the use of tools, systems, and expectations for Public Services and Security. Services are planned via a matrix that is designed for equitable service delivery. Beginning in FY 2026, the Public Services Division introduced Targeted Universalism in program planning and prioritization and will continue that work in FY 2027, including the development of the Library's strategic plan.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$0	\$6,593,292	\$0	\$5,170,135
Contractual Services	\$0	\$2,204,811	\$0	\$2,117,227
Materials & Supplies	\$0	\$60,075	\$0	\$121,166
Internal Services	\$0	\$760,349	\$0	\$769,462
Total GF/non-GF	\$0	\$9,618,527	\$0	\$8,177,990
Total Expenses:	\$9,618,527		\$8,177,990	
Program FTE	0.00	43.25	0.00	31.00
Total Revenue	\$0	\$0	\$0	\$0

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of Public Services staff with a language or cultural KSA	155	155	155
Number of times team members were deployed to meet minimum staffing levels and keep locations open	N/A	72	125