

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 | \$33,400 |
| Internal Services | \$0 | \$760,349 | \$0 | \$857,228 |
| 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 |