

Department: Library

Program Contact: Eduardo Arizaga

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:
Program Description

Community Engagement seeks to foster relationships and create space for underserved communities and provide meaningful input that influences the delivery of equitable services to communities. This program works as a catalyst for community input to inform the practice and services that we provide. It builds relationships, scales out services and guides implementation in collaboration with internal and external stakeholders. Additionally, Community Engagement provides services at the point of need to community members with significantly limited or no access to library spaces. This includes the delivery of materials, programs or other library services.

ISSUE: Disadvantaged and underserved communities do not have an avenue to participate in the development of nontraditional and direct library services for their community.

PROGRAM GOAL: Through relationships with community organizations, service providers and public partners, Community Engagement creates opportunities for community members to share with library staff the programs and services that are culturally and linguistically appropriate. This program expands and improves the reach of the library to new, former and nontraditional library users and informs them of services, programs and access to digital tools. This program also collaborates with the Office of Program Management and Evaluation to conduct a qualitative assessment that will help direct and support program goals.

PROGRAM ACTIVITY: This program provides direct leadership and support to culturally and linguistically diverse staff. Community Engagement coordinates, supports and delivers library service at the point of need within the community through outreach efforts. Staff provide materials, programs, and resources directly within the community, and in partnership with other organizations. This program prioritizes engagement with underserved communities and specifically reaches BIPOC communities, incarcerated community members and populations who have little or no access to library locations.

RACIAL EQUITY ADVANCEMENT: By engaging and elevating traditionally underserved voices and communities in the ideation, delivery and evaluation of library services, this program creates a space of social inclusion for BIPOC community members to be active participants in a community-led process to navigate library services from assumed needs to assessed needs.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of community listening sessions and community events	45	50	45	50
Outcome	% of community members who report that their voices and needs are meaningfully considered through events	75%	75%	75%	75%
Outcome	% of BIPOC survey respondents who report that they find their culture and identity represented in the library	N/A	75%	75%	75%

Performance Measures Descriptions

The measure “% of community members who report that their voices and needs are meaningfully considered through events” is slightly changed due a revision in the FY25 patron survey. The previous measure was “% of community members who report that their voices and needs are meaningfully considered.

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	Adopted General Fund	Adopted Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$0	\$2,258,786	\$0	\$2,115,838
Contractual Services	\$0	\$23,000	\$0	\$3,000
Materials & Supplies	\$0	\$431,985	\$0	\$471,735
Internal Services	\$0	\$147,086	\$0	\$117,415
Total GF/non-GF	\$0	\$2,860,857	\$0	\$2,707,988
Program Total:	\$2,860,857		\$2,707,988	
Program FTE	0.00	14.00	0.00	13.00

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

Explanation of Revenues

This program generates \$88,653 in indirect revenues.

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.97%) and resources from the County's Library Fund (0.03%). It represents a prorated share of property taxes (98%), other revenues such as interest earnings, grants, and user charges for services provided to library patrons (2%).

Significant Program Changes

Last Year this program was: FY 2025: 80023 Community Engagement

Community Engagement will move toward focused service delivery to people with limited or no access to library services. Library outreach specialists currently in Location Services and Youth Learning will be reassigned to Community Engagement so that all library outreach specialists are in one work unit.

These library outreach specialist positions will prioritize book and service delivery for adults and youth in custody, early childhood care providers, elders, people who are homebound and people with disabilities. The Mobile Library is supporting continuity of library services and will be managed within Community Engagement.