

Department Overview

Multnomah County Library’s mission: Empowering our community to learn and create

Multnomah County Library uses three-year priorities to shape what we do and explain how we do it. In a world that changes quickly, we build those priorities on four pillars that will not change.

Our pillars:

Free access for all

A trusted guide for learning

The leading advocate for reading

A champion for equity and inclusion

Our priorities:

Making connections for a stronger community

We help people learn, create, have fun and understand their world.

We connect people to help solve shared problems.

We help people build trust and work toward common goals.

Removing barriers

We help people better understand each other and respect differences.

We invest in people who face the greatest barriers in life.

We use public resources in ways that make the greatest impact.

Helping meet basic needs

We work to provide safe, welcoming and clean spaces that serve many different needs.

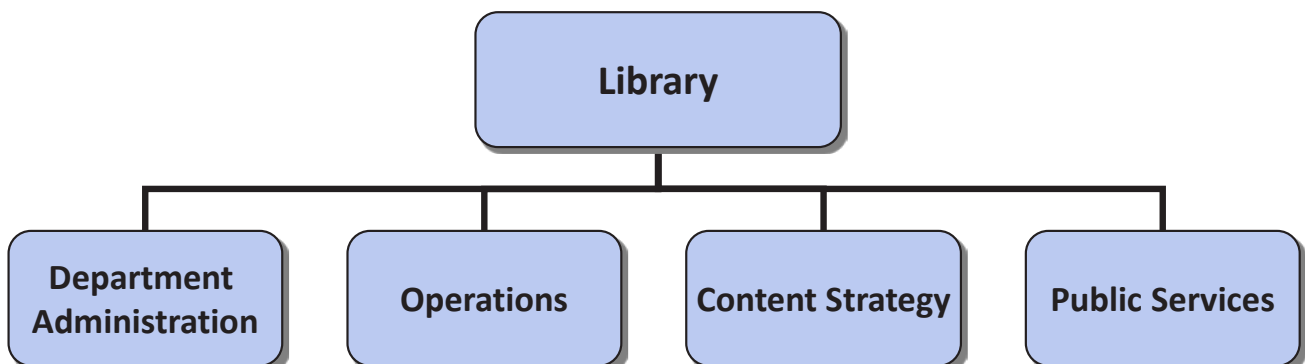
We create services and partnerships that increase personal safety, food security, health and access to shelter.

Honoring the past and embracing the future

We have books and materials people want.

We protect freedom of thought and expression.

We use research and community input to shape our services and spaces.



Budget Overview

The Library FY 2021 Proposed budget is \$91,285,506, a \$2.3 million increase from the FY 2020 Adopted budget. Library operations were funded exclusively through the independent Multnomah County Library District, which was enacted by voters in 2012. Changes from FY 2020 include the elimination of 3.00 FTE of vacant positions to meet a 1% constraint and a proposed increase in the Library District property tax rate.

The Library’s FY 2021 proposed expenditures of \$91.3 million represent a 3.6% increase over FY 2020. There are no major programmatic changes in this budget. Notable budgetary changes include:

- The Library applied a 1% constraint to current service level. The constraint was met by eliminating 3.00 FTE of vacant positions and reducing the supplies and materials budget across the department.
- The Non-Represented COLA freeze and Merit freeze for Non-Represented employees making over \$100,000 will yield the Library \$366,424 in savings in Other Funds.
- The budget includes the year two of the Library’s Automated Materials Handling (AMH) pilot. Before the COVID-19 outbreak, the Library planned to start the AMH pilot at the Midland Branch in April 2020.

As of April 2020, all Library branches are closed in response to the Covid-19 outbreak. The majority of Library staff are currently on paid administrative leave, while a significant number have volunteered to be reassigned to work in the expanded shelter system and elections.

In the eighth year of the Library District, the Library proposes to levy a rate of \$1.22 per \$1,000 of assessed value. This rate is an increase from the \$1.21 per \$1,000 of assessed value levied in FY 2020, but is in line with with the District’s original financial plan and below the voter approved maximum of \$1.24 per \$1,000 of assessed value. According to the most recent economic forecast for the Library, expenses will begin to grow faster than revenues in the near future, but small annual budget surpluses are still forecast for the next six years.

Budget Trends	FY 2019	FY 2020	FY 2020	FY 2021	Difference
	<u>Actual</u>	<u>Current Estimate</u>	<u>Adopted Budget</u>	<u>Proposed Budget</u>	
Staffing FTE	542.45	533.04	534.00	528.50	(5.50)
Personnel Services	\$52,442,506	\$53,967,072	\$56,260,369	\$58,606,436	\$2,346,067
Contractual Services	1,486,514	1,599,767	1,689,609	1,562,380	(127,229)
Materials & Supplies	10,766,779	11,658,213	11,863,623	11,763,486	(100,137)
Internal Services	15,971,568	17,677,697	18,290,756	19,353,204	1,062,448
Capital Outlay	0	20,047	20,000	0	(20,000)
Total Costs	\$80,667,367	\$84,922,796	\$88,124,357	\$91,285,506	\$3,161,149

Does not include cash transfers, contingencies or unappropriated balances. Due to the transition to a new ERP system, some services that were budgeted in Contractual Services or Materials & Supplies before FY 2020 are now in Internal Services.

Successes and Challenges

Multnomah County Library looks to Fiscal Year 2021 with a focus on fiscal discipline and evolving library spaces and services to meet the needs of future generations.

Long term space planning was a key priority for the library in FY 2020. The library completed the due diligence process of developing models for costs, funding, timelines and staging of projects to achieve the recommendations of the Framework for Future Library Spaces, approved by the Board in 2017. The library brought forth a proposal that would expand library space by nearly 70%. The proposal builds, rebuilds or renovates seven public library locations; adds automation to increase efficiency and speed up delivery times; and increases broadband speeds across the system. Should voters approve a measure in FY 2021, the library will begin a phase of intensive community input and design, centering community voices in the process to ensure that any future library spaces are reflective of and relevant to the lives of the people the library serves.

Also in FY 2020, along with Portland Community College, the library was proud to welcome U.S. Supreme Court Justice Sonia Sotomayor to Portland to celebrate the release of her new children's book, *Just Ask! Be Different, Be Brave, Be You*. At the event, Justice Sotomayor spent time after her talk fielding questions from children in the audience and responding with heartfelt sentiments.

During FY 2020, the library took a new step in partnering with Ooligan Press to publish past Library Writers Project selection *The Gifts We Keep* by Katie Grindeland and *Iditarod Nights* by Cindy Hiday in print format, bringing the talents of local authors to new audiences.

Also in FY 2020, the library undertook an effort to automate some materials handling at Midland Library, which is one of the few existing facilities that can accommodate automation equipment without major renovation or rebuilding. By reducing the amount of manual materials handling, the library can focus more resources on direct service to patrons. As the library automates more material handling in the future, the organization can mitigate increasing personnel costs and create better working conditions for staff.

Looking to FY 2021, the library faces continuing challenges. After imposing a one percent constraint on current service level spending in FY 2020, the library will continue that practice, achieving savings by realigning staff roles, eliminating vacant positions and reducing supply expenditures.

The budget proposal includes sustained investment in safety and security, maintaining safety and security staff levels and continuing to make facility investments, aligning staff roles and providing staff training to help maintain safe and welcoming environments.

Diversity, Equity and Inclusion

Multnomah County Library is working to create a system that equitably nurtures, empowers and lifts staff, patrons and the community to their highest potential. Libraries are uniquely positioned to address barriers to opportunity and access that disproportionately affect families in poverty and communities of color.

Fiscal Year 2021 will be the fifth year of the library’s equity and inclusion (E&I) program. Ongoing efforts include a continuing focus for the library’s Executive Management Team, with a planned conversation series and trainings within the group. The library completed formation of its Safety, Trust and Belonging committee and is now participating in the countywide Workforce Equity Strategic Plan committee and as part of the countywide equity core team. In FY 2020, the library completed its Racial Equity Toolkit, which includes three all-staff workbooks and launched a two-part training series for managers on “Whiteness at Work.”

The library continued its effort to recruit from a diverse pool of potential applicants in FY 2020, including in-person recruitment efforts at ALA 2020 Annual conference and attendance at local job fairs and community events including, Diversity Employment Job Fair, Urban League Job Fair, Pride, JobsNow.org Job Fair, PSU Job Fair and Good in the Hood event.

New recruitments in FY 2020 include bilingual Spanish, Russian, and Black cultural competency positions. New hires in FY 2020 include nine people of color in managerial positions and people with cultural competencies in two librarian positions, four library assistant positions and six access services assistant positions.

Budget by Division

Division Name	FY 2021 General Fund	Other Funds	Total Division Cost	Total FTE
Department Administration	\$0	\$1,746,988	\$1,746,988	8.00
Operations	0	10,249,104	10,249,104	50.00
Content Strategy	0	23,787,579	23,787,579	44.25
Public Services	0	55,501,835	55,501,835	426.25
Total Library	\$0	\$91,285,506	\$91,285,506	528.50

Department Administration

Department Administration provides executive leadership and strategic vision for the library system; connects the community with library materials and services; and develops and leads proactive equity and inclusion initiatives.

The Director's Office works with elected leaders, stakeholders, residents and staff to ensure that library services meet the needs of Multnomah County residents; provides timely and helpful communication about the library to the public and library staff; develops policies and procedures to help people use library services; and ensures that the library provides relevant information and exceptional customer service to patrons.

The library director also serves as the library's budget officer in the annual public budgeting process, offering transparency to detail the library's expenditures.

Equity and Inclusion leads the library's work to equitably nurture, empower and lift staff, patrons and the community to their highest potential.

Significant Changes

There are no significant changes.

Operations

Operations provides leadership and strategic vision for the operational support of the library system; manages the library's finance and budget operations; ensures accurate and timely delivery of library materials; coordinates building maintenance; promotes the resource management of highly qualified staff; and provides opportunities for people to contribute their time and talents to Multnomah County Library.

Division Management works with stakeholders to ensure the efficient operation of Multnomah County libraries; Business Services manages the library's finance and budget operations; Facilities and Logistics coordinates the movement of books and materials among all 22 locations and coordinates buildings and grounds maintenance; Human Resources/ Learning + Organizational Development provides assistance with all aspects of the employment cycle and coordinates training for staff and patrons; and Volunteer Services oversees the recruitment and placement of volunteers for all libraries, outreach programs and The Title Wave Used Bookstore.

Significant Changes

The Operations Division Management program offer is now Project Management and Evaluation (80012).

Content Strategy

Content Strategy aligns Collections & Technical Services, Marketing + Online Engagement, and IT Services for selection, curation and development of physical and digital library materials; web, print and social media content; and technology to engage patrons in meaningful ways.

Collections & Technical Services buys, catalogs, digitizes, curates and processes print and electronic/digital resources. It manages interlibrary loan, around 2,500 periodical subscriptions, more than 120 databases and online resources such as OverDrive and Hoopla.

Marketing + Online Engagement connects patrons to library services, programs and collections, through the website, mobile accessibility, social media and email marketing. This group develops brand identity, digital strategy, and patron feedback channels to provide guidance for strategic organizational decisions.

IT Services leads development and support for the library's technology strategy, ensuring robust and sustainable IT for progressive service to a diverse community. IT Services supports staff computing and over 1,000 computers and mobile devices for public use. Wired and wireless networking provides public access to the library catalog, databases, downloadable books/media and websites for job hunting, continuing education and government services.

Significant Changes

There are no significant changes.

Public Services

Public Services includes 19 neighborhood libraries, which are hubs of community engagement, learning and creativity; the contact center, which serves patrons via phone, email, text and chat; security, which provides support for a welcoming library atmosphere; and programming and outreach, which provides services both in libraries and throughout the county.

Public libraries are welcoming spaces with friendly staff that provide access to books, computers with internet access, free programs and meeting spaces. Patrons visited Multnomah County Libraries more than 3.6 million times last year. These libraries provide patrons with access to over two million physical and digital materials and host storytimes in English, Spanish, Russian, Vietnamese, Mandarin, Cantonese and Somali. Dedicated volunteers contributed more than 65,000 hours of service last year.

Programming and outreach provides support for programming, community outreach, public training, creative learning, reader services and partnership initiatives. This includes the Every Child Initiative, which supports kindergarten readiness; the Youth Services Management team, which works with school districts and afterschool programs to improve student success; and the Summer Reading program, which served more than 110,000 youth in 2019. Adult outreach provides programs and services to older adults, new immigrants, adult learners, people with disabilities and people who are institutionalized or experiencing homelessness.

Significant Changes

The Programming & Outreach Management program offer (80021) has been merged into the Public Services Division Management program offer (80022). The stacks services cost center (802120) and circulation services cost center (802110) are combined into the access services cost center (802110) in the Central Library program offer (80001).

Multnomah County Library

The following table shows the programs that make up the department's total budget. The individual programs follow their respective divisions.

Prog. #	Program Name	FY 2021 General Fund	Other Funds	Total Cost	FTE
Department Administration					
80010	Library Director's Office	\$0	\$1,746,988	\$1,746,988	8.00
Operations					
80012	Project Management & Evaluation	0	957,802	957,802	6.00
80013	Business Services	0	1,341,959	1,341,959	6.75
80014	Facilities & Logistics	0	4,521,063	4,521,063	15.25
80016	Volunteer Services	0	695,979	695,979	4.75
80017	Human Resources	0	2,732,301	2,732,301	17.25
Content Strategy					
80018	IT Services	0	8,929,682	8,929,682	1.00
80019	Marketing + Online Engagement	0	1,737,028	1,737,028	9.50
80020	Collections & Technical Services	0	13,120,869	13,120,869	33.75
Public Services					
80001	Central Library	0	14,473,331	14,473,331	111.00
80002	North County Libraries	0	5,389,236	5,389,236	42.50
80003	Inner & South County Libraries	0	12,424,000	12,424,000	101.75
80004	Mid & East County Libraries	0	12,933,329	12,933,329	101.75
80005	Contact Center	0	1,390,713	1,390,713	13.50
80006	Youth Services Management	0	1,412,162	1,412,162	9.00
80007	Every Child Initiative	0	1,044,947	1,044,947	6.75
80008	Programming & Community Outreach	0	1,764,903	1,764,903	8.00
80009	Adult Outreach	0	1,127,376	1,127,376	8.25
80015	Security	0	1,723,091	1,723,091	15.00
80022	Public Services Division Management	0	1,818,747	1,818,747	8.75
All Divisions					
	Non-Represented Wage Freeze*	0	0	0	0.00
Total Library		\$0	\$91,285,506	\$91,285,506	528.50

* The non-represented wage freeze reflects a freeze on the Cost of Living Adjustment for all non-represented positions and a freeze on merit increases for non-represented positions earning over \$100,000. The freeze will impact Other Funds by \$366,424. However, the reduction in Other Funds will be offset by an increase in other personnel expenditures so that the total appropriations in Other Funds is unchanged.

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Department: Library **Program Contact:** David Ratliff
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics:

Executive Summary

This program offer is for Central Library, which serves the downtown core of the city of Portland along with visitors from the entirety of Multnomah County. Residents visited Central Library 570,000 times last year and benefited from diverse learning, cultural and recreational opportunities. Central Library also serves patrons throughout the county via email reference services provided by Central Library staff. This program offer includes circulation, stacks, and information services for Central Library as well as the John Wilson Special Collections.

Program Summary

Central Library is a community anchor where patrons attend classes, programs, and forums that provide opportunities for neighbors to interact. County residents have access seven days per week to more than 650,000 books and other items from this library. Central Library patrons checked out or renewed over 1,000,000 physical items last year. Central Library empowers new immigrants, small business owners, seniors, students and people experiencing homelessness by providing informational tools to develop life skills.

Patrons develop critical life skills through job training resources, book groups, opportunities for civic engagement, and other library programs. To support critical life skill development and digital literacy, Central Library staff conducted 112 individualized patron appointments, a service with a 98% satisfaction rating.

Central Library provides opportunities for diverse neighbors to interact and engender a sense of community. The library partners with other organizations to improve work and life skills through free public programs. Central Library offers space for library-organized and community-led events to discuss ideas and issues of public interest. Central Library presented 654 programs to more than 11,000 participants last year. Libraries provide opportunities and resources for lifelong learning by providing free access to computers and high-speed wireless internet. Central Library provides 745,000 internet and wi-fi sessions annually on library and patron devices, including on 147 library-provided public computers. Central Library hosted 137 free computer classes and labs to help attendees develop life and job skills. Children and young people participate in storytimes and Summer Reading at Central Library. Nearly 5,500 people attended youth programs at Central Library last year.

Central Library will pilot decompression spaces for staff who experience microaggressions and other traumatic interactions in serving the public to create a more inclusive work environment for staff of color.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of library visits	570,309	615,000	560,000	550,000
Outcome	% of patrons who found books and items they wanted	94%	90%	90%	90%

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$10,748,437	\$0	\$11,125,375
Contractual Services	\$0	\$191,700	\$0	\$190,500
Materials & Supplies	\$0	\$139,394	\$0	\$105,399
Internal Services	\$0	\$2,939,465	\$0	\$3,052,057
Total GF/non-GF	\$0	\$14,018,996	\$0	\$14,473,331
Program Total:	\$14,018,996		\$14,473,331	
Program FTE	0.00	113.75	0.00	111.00

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

Explanation of Revenues

This program generates \$281,472 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: 80001-20 Central Library

The Central Circulation Services cost center (802110) will be merged into the Central Stacks Services cost center (802120) and renamed Access Services. The Central Access Services cost center (802120) staffing will be reduced by 2.25 FTE. The Central Information Services cost center (802300) staffing will be reduced by .50 FTE due to hours being reallocated to the Youth Services Management program offer (80006).

Department: Library **Program Contact:** David Ratliff
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs: 80003, 80004
Program Characteristics:

Executive Summary

This program offer is for the libraries serving the northern area of Multnomah County: Kenton, North Portland, Northwest and St. Johns libraries. Residents visited these libraries 482,000 times last year and benefited from diverse learning, cultural, and recreational opportunities. These libraries serve a large number of African American and Spanish-speaking patrons with culturally relevant services.

Program Summary

North County libraries are community hubs where patrons attend classes, programs, and community forums that provide opportunities for neighbors to interact. These libraries provide access seven days per week to 150,000 books and other items at these libraries, including Spanish language materials and a growing Black Pacific Northwest Collection that currently features 290 titles.

Patrons develop critical life skills through job training resources, book groups, opportunities for civic engagement and other programs. North County libraries' language learning and educational programs improve employment opportunities and quality of life for those with low English proficiency and limited resources. To support critical life skill development and digital literacy, North County libraries' staff conducted 1,180 individualized patron appointments, a service with a 98% satisfaction rating.

North County libraries' volunteers from youth to seniors contributed over 7,000 hours of service last year, and community groups used the meeting rooms 278 times. North County libraries provided over 320 bilingual programs and events last year. North County libraries provide 258,000 internet and wi-fi sessions annually on library and patron devices, including on 146 library-provided public computers. Patrons developed life and job skills at 233 free computer classes and labs. Children and young people participate in storytimes, Summer Reading and after school activities in these libraries. More than 38,000 people attended youth programs at North County libraries last year.

North County Libraries will evaluate staffing to ensure that staff have the language and cultural skills to serve the communities surrounding these libraries by aligning staff with current demographic community information.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of library visits	482,436	495,000	492,000	480,000
Outcome	% of patrons who found books and items they wanted	93%	90%	90%	90%

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$4,177,999	\$0	\$4,338,034
Contractual Services	\$0	\$3,000	\$0	\$3,800
Materials & Supplies	\$0	\$53,375	\$0	\$48,752
Internal Services	\$0	\$930,216	\$0	\$998,650
Total GF/non-GF	\$0	\$5,164,590	\$0	\$5,389,236
Program Total:	\$5,164,590		\$5,389,236	
Program FTE	0.00	42.75	0.00	42.50

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

Explanation of Revenues

This program generates \$109,752 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: 80002-20 North County Libraries

The staffing for this program offer will be reduced by 0.25 FTE. This includes a reduction to the staffing at North Portland Library (805320).

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$10,092,913	\$0	\$10,409,914
Contractual Services	\$0	\$7,000	\$0	\$8,100
Materials & Supplies	\$0	\$112,075	\$0	\$125,577
Internal Services	\$0	\$1,781,726	\$0	\$1,880,409
Total GF/non-GF	\$0	\$11,993,714	\$0	\$12,424,000
Program Total:	\$11,993,714		\$12,424,000	
Program FTE	0.00	102.50	0.00	101.75

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

Explanation of Revenues

This program generates \$263,370 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: 80003-20 Inner/South County Libraries

The staffing for this program offer will be reduced by 0.75 FTE. This includes reductions to the staffing at Albina Library (805210) and Hillsdale Library (805280) along with a reallocation of 0.25 FTE from Sellwood Library (805370) from a budget modification.

Department:	Library	Program Contact:	Rita Jimenez
Program Offer Type:	Existing Operating Program	Program Offer Stage:	As Proposed
Related Programs:	80002, 80003		
Program Characteristics:			

Executive Summary

This program offer is for the Fairview-Columbia, Gregory Heights, Gresham, Holgate, Midland, Rockwood and Troutdale libraries. Last year, people visited these libraries more than 1.1 million times and benefited from diverse learning, cultural and recreational opportunities. These libraries serve the most culturally and ethnically diverse part of the county, as well as the area with the highest concentration of poverty.

Program Summary

Mid/East County libraries are community hubs where patrons attend classes, programs, and community forums that provide opportunities for neighbors to interact. These libraries provide access seven days per week, including some evenings, to 425,000 books and other items including Spanish, Vietnamese, Chinese and Russian materials. Rockwood has the system's only makerspace, a collaborative learning environment that provides access to technology, equipment, software and supportive mentors. County residents learn real-life technology, design and engineering skills through open labs, workshops and camps. Rockwood, Midland and Gresham libraries served more than 4,900 summer lunches, which is critical, as these communities have 15-30% of residents living in poverty.

Patrons develop critical life skills through job training resources, book groups, opportunities for civic engagement and other programs. Mid/East County libraries' language learning and educational programs improve employment opportunities and quality of life for those with low English proficiency and limited resources. To support critical life skill development and digital literacy, Mid/East libraries' staff conducted 2,264 individualized patron appointments, a service with a 98% satisfaction rating.

Community groups used the meeting rooms 1,320 times. Mid/East County libraries provide 1,600 bilingual programs and events each year. Libraries provide opportunities and resources for lifelong learning by providing free access to computers and high-speed wireless internet. Mid/East County libraries provide 819,000 internet and wi-fi sessions annually on library and patron devices, including on 342 library-provided public computers. Patrons developed life and job skills at 472 free computer classes and labs. Children and young people participate in storytimes, Summer Reading, and after school activities in these libraries. More than 60,000 people attended youth programs at Mid/East libraries last year.

Mid/East County Libraries will evaluate staffing to ensure that staff have the language and cultural skills to serve the communities surrounding these libraries by aligning staff with current community demographic information.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of library visits	1,142,900	1,180,000	1,102,000	1,100,000
Outcome	% of patrons who found books and items they wanted	93%	90%	90%	90%

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$10,004,417	\$0	\$10,542,989
Contractual Services	\$0	\$14,500	\$0	\$10,600
Materials & Supplies	\$0	\$111,890	\$0	\$156,914
Internal Services	\$0	\$2,050,709	\$0	\$2,222,826
Total GF/non-GF	\$0	\$12,181,516	\$0	\$12,933,329
Program Total:	\$12,181,516		\$12,933,329	
Program FTE	0.00	102.00	0.00	101.75

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

Explanation of Revenues

This program generates \$266,738 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: 80004-20 Mid/East County Libraries

The staffing for this program offer will be reduced by 0.25 FTE. This includes a reduction to the staffing at Troutdale Library (805371) as part of a FY20 budget modification.

Department: Library
Program Offer Type: Support

Program Contact: Dave Ratliff
Program Offer Stage: As Proposed

Related Programs:

Program Characteristics:

Executive Summary

The Contact Center serves patrons who want to connect with library services via phone and email. A team of virtual service experts helps patrons manage their library accounts, register for programs and classes, check out library e-content, provides answers to basic questions and makes referrals for more complex questions.

Program Summary

The Contact Center answered more than 150,000 questions via phone related to library accounts, service information and quick fact checks. Contact Center staff also responded to more than 5,000 information requests received via email. Contact Center staff answer more than 90% of all incoming questions at the first point of contact, referring questions that need specialized assistance to appropriate staff for follow-up. Contact Center staff serve patrons in both English and Spanish, while using IRCO phone interpretation services to assist patrons in other languages. This service simplifies access for the public by providing a single phone number for all Multnomah County Library users. The Contact Center allows staff in public service locations to concentrate on serving the patrons at those locations. This program will improve the automated phone system's Spanish language usability in order to improve access for patrons.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of contacts (phone, email, chat, text) answered by contact center staff	156,517	150,000	150,000	150,000
Outcome	% of patron questions answered by contact center staff without the need for a referral	94%	90%	90%	90%

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,260,927	\$0	\$1,341,721
Materials & Supplies	\$0	\$13,150	\$0	\$8,390
Internal Services	\$0	\$40,695	\$0	\$40,602
Total GF/non-GF	\$0	\$1,314,772	\$0	\$1,390,713
Program Total:	\$1,314,772		\$1,390,713	
Program FTE	0.00	13.50	0.00	13.50

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

Explanation of Revenues

This program generates \$33,946 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: 80005-20 Contact Center

No significant changes.

Department: Library **Program Contact:** Jennifer Studebaker
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics: Measure 5 Education

Executive Summary

School Age Services is Multnomah County Library's public service outreach team that connects K-12 students, parents, and educators with educational support and information resources. Their service is provided at the point of need within school settings and at special events. Services are provided using an equity based service model. School Age Services supports curriculum, multiple literacies, and reading for fun. Providing students with culturally reflective materials and services while working to shrink the opportunity gap that persists between students of color and white students is School Age Services' overarching framework.

Program Summary

This program includes School Corps, Books 2 U, Systemwide Teen Services, and Juvenile Detention Center library services along with providing oversight to systemwide youth and teen services efforts.

School Age Services staff are trained in research, book-talking and reading promotion. They serve students, educators, parents and primarily through the K-12 school setting but also via community agencies, county programs, treatment facilities and other locations serving school age youth. School Corps staff provide workshops to educators and parents with a focus on information literacy, how to use library resources, and library materials that promote equity and social justice. Books 2 U staff and volunteers introduce students to books through book talks, and then leave a small collection of high interest and culturally reflective paperbacks in the classroom. Reading for fun helps youth develop literacy skills, social skills, and learning outcomes. Juvenile Detention Center outreach provides services using a restorative justice model and by maintaining a collection of materials at the detention center. Thousands of books are provided to school age youth through this program each year.

Systemwide Youth Services focus on providing services to youth and families, initiatives and advocacy around issues that youth and families face, and a strong commitment to equity, diversity, and inclusion. Robust programs and services at locations are provided by this network of youth and teen librarians. Leadership for youth services is provided by Youth Services Management and fostered in youth and teen librarians who provide location-specific direction to staff who serve youth. This program is focused on becoming more inclusive by implementing a equitable service model that emphasizes addressing the needs of youth who experience the greatest barriers to library service.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Youth served by school-age services	36,041	45,000	40,000	45,000
Outcome	% of students whose research skills increase after School Corps presentation	92%	90%	90%	90%
Quality	% of teachers indicating that they will ask for School Corps services again	100%	95%	95%	95%

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,076,782	\$0	\$1,159,604
Contractual Services	\$0	\$36,300	\$0	\$7,000
Materials & Supplies	\$0	\$304,136	\$0	\$210,640
Internal Services	\$0	\$43,404	\$0	\$34,918
Total GF/non-GF	\$0	\$1,460,622	\$0	\$1,412,162
Program Total:	\$1,460,622		\$1,412,162	
Program FTE	0.00	8.75	0.00	9.00

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

Explanation of Revenues

This program generates \$29,338 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: 80006-20 School-Age Services

This program offer has a staffing increase of .25 FTE reflecting a reallocation of .50 FTE to support library services in the Juvenile Detention Center and a .25 FTE reduction from a FY20 budget modification.

Department: Library **Program Contact:** Annie Lewis
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics: Measure 5 Education

Executive Summary

Every Child Initiative (ECI) prepares children for kindergarten by offering education, motivation and support for parents and caregivers to provide language and literacy experiences that foster children's brain development and early literacy skills. This builds the foundation for learning to read. Experts in early learning and literacy, ECI staff deliver engaging programs and hands-on literacy activities that open up the wonder of stories, music, culture and play. Services are directed toward children and families who experience the greater barriers to accessing library services and literacy experiences.

Program Summary

Every Child staff, who are trained in child development, brain development and early reading research, visit parents and caregivers in social service agencies, childcare centers, Head Start centers, teen parent programs, and other locations serving adults with children birth to age five. They teach parents and caregivers easy techniques to prepare their children for learning to read. Classes, taught in English, Spanish, Russian, Chinese, Russian and Vietnamese, show adults how to read, talk, sing, play and rhyme with babies, toddlers and preschoolers so that children develop the pre-reading skills they need before they enter kindergarten.

From birth to age five, children go through a critical window for brain development that supports literacy. Reading, talking, singing, playing, writing and rhyming with children during this sensitive time determines a child's future as a reader. Children must have early experiences with language, books, and writing tools to become successful readers.

Factors that can negatively impact a child's school readiness include poverty, toxic stress, limited access to books, and having caregivers with limited education, low literacy, and/or limited English proficiency. Every Child Initiative reaches these parents on-site and shows them easy ways to help their children gain pre-reading skills during these important years. Program evaluations show that parents and caregivers gain clear knowledge of their role in their children's preparedness for reading.

This program will implement changes that prioritize serving children and families of color and other marginalized communities to reduce the opportunity gap that exists for children birth to five.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of parents, caregivers, and adults served in Every Child Initiative outreach	21,328	21,000	22,760	21,000
Outcome	% of participants who show an increase in five reading and literacy activities	61%	65%	65%	65%
Output	Number of books circulated in Every Child Initiative	1,506,269	1,417,000	1,400,000	1,400,000

Performance Measures Descriptions

Output: The number of parents, caregivers, and adults served in all Every Child Initiative outreach, including those who receive welcome baby gifts for their new baby.

Outcome: The evaluation measures an increase in five behaviors: 1. Reading and sharing books together; 2. Talk about pictures and new words; 3. Rhyming or singing together; 4. Children play with books or pretend to read; 5. Children ask to be read to. The source of the data is the biannual Every Child a Reader program participant survey.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,002,066	\$0	\$837,217
Contractual Services	\$0	\$49,900	\$0	\$26,000
Materials & Supplies	\$0	\$323,557	\$0	\$155,869
Internal Services	\$0	\$46,270	\$0	\$25,861
Total GF/non-GF	\$0	\$1,421,793	\$0	\$1,044,947
Program Total:	\$1,421,793		\$1,044,947	
Program FTE	0.00	8.25	0.00	6.75

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

Explanation of Revenues

This program generates \$21,182 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: 80007-20 Every Child Initiative

No significant changes.

Department: Library **Program Contact:** June Bass
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics:

Executive Summary

Programming and Community Outreach (PCO) leads the library's public programming and training, community outreach, reader services and Summer Reading programs. PCO ensures that activities align with library priorities, is accountable for resource allocation, coordinates and supports staff engaged in this work and assists in research and evaluation of programs. Responsibilities include program development, scheduling, grant writing, curation, volunteer coordination, staff and public training, event/project management, program coordination, website content, and fiscal oversight.

Program Summary

Programming and Community Outreach meets the needs of library users by providing in-person and virtual activities, experiences, and learning opportunities from the library. Programs include arts and cultural programming for all ages, author and literature programs, book discussions, and creative learning activities for all ages. PCO staff provided the expertise to make nearly 12,000 programs possible that served more than 200,000 people.

Community outreach extends library services and programs to more people by taking services and programs to community members who have barriers to using the library. This work ranges from outreach programs and services for new immigrants and marginalized populations to promoting the library and providing information services, community events and presentations to local organizations. Reader Services is responsible for guiding services related to reading and the library's content offerings. Staff lead systemwide training, program and service initiatives in this area and work with other divisions to engage the community and generate excitement around reading.

Summer Reading oversees Oregon's largest annual youth reading incentive program. More than 112,200 babies, kids and teens participated in the 2019 program, representing 73% of all youth in Multnomah County. The library partners with school districts, businesses, community organizations and The Library Foundation to encourage youth to build their habit of reading during the summer months. By reading during the summer, youth retain or even improve their reading skills gained during the school year. Summer Reading also engages more than 800 youth volunteers who give approximately 17,000 hours of time to support this program at all 19 library locations.

This program will develop a new model for events, classes and performances to shift from an equality to an equity model to increase access to library programming. PCO will also look to implement recommendations from a Library Science and Technology Access grant focused on equitable outreach aligning library outreach work to meet the needs of patrons facing the greatest barriers to library service.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of programs offered	12,200	12,250	12,300	12,300
Outcome	% of attendees who say library programs connect them to their community	49%	43%	49%	49%
Outcome	% of attendees who say they learned something new at a library program	78%	79%	78%	78%
Quality	% of attendees of library programs who rate them as good or excellent	98%	97%	98%	98%

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,048,758	\$0	\$1,113,818
Contractual Services	\$0	\$328,000	\$0	\$305,500
Materials & Supplies	\$0	\$394,407	\$0	\$312,275
Internal Services	\$0	\$33,887	\$0	\$33,310
Total GF/non-GF	\$0	\$1,805,052	\$0	\$1,764,903
Program Total:	\$1,805,052		\$1,764,903	
Program FTE	0.00	8.00	0.00	8.00

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

Explanation of Revenues

This program generates \$28,180 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: 80008-20 Programming & Community Outreach

No significant changes

Department: Library **Program Contact:** Carole Scholl
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics:

Executive Summary

Adult Outreach provides library services and programs to Multnomah County residents underserved by traditional library means, including older and homebound adults, new immigrants, people with disabilities, adult learners, and those who are institutionalized, incarcerated or homeless. Adult Outreach delivers books and other materials to people who are homebound; provides resources and conducts classes and other programs for immigrants, new readers, older adults and GED seekers; and partners with community agencies.

Program Summary

Adult Outreach delivers books and other library materials and services to Multnomah County residents who are homebound, or who live in assisted living facilities, retirement homes, adult care homes, shelters, transitional homes or jails (the last in partnership with Multnomah County Sheriff's Office).

Adult Outreach connects these people with their community by providing library services and programs, such as book discussion groups and instruction. Adult Outreach, in partnership with literacy organizations, supports people whose first language is not English — or who may not read or write well in English — by providing assistance, referrals, resources, and library programs, including citizenship classes, drop-in GED labs, literacy tutoring and Talk Time sessions (English conversation practice).

Delivering books to shelters and adults with disabilities, providing book discussion materials for seniors who cannot make it into a library, teaching citizenship classes, leading book groups in the jails, connecting patrons with computer classes and leading English conversation practice in neighborhood libraries also provide meaningful opportunities for volunteers, working with outreach staff, to contribute significantly to the lives of vulnerable residents.

This program will conduct an equity and inclusion analysis in the coming fiscal year to ensure we are providing appropriate services to homebound adults throughout Multnomah County.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Book discussion groups for seniors	276	200	204	200
Outcome	% of homebound patrons who report that library service reduces social isolation	90%	80%	90%	80%
Output	Book deliveries to homebound patrons	700	750	700	700

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,029,367	\$0	\$1,043,766
Contractual Services	\$0	\$4,900	\$0	\$0
Materials & Supplies	\$0	\$81,088	\$0	\$51,100
Internal Services	\$0	\$45,106	\$0	\$32,510
Total GF/non-GF	\$0	\$1,160,461	\$0	\$1,127,376
Program Total:	\$1,160,461		\$1,127,376	
Program FTE	0.00	8.25	0.00	8.25

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

Explanation of Revenues

This program generates \$26,407 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: 80009-20 Adult Outreach

No significant changes.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,729,654	\$0	\$1,430,238
Contractual Services	\$0	\$248,659	\$0	\$186,500
Materials & Supplies	\$0	\$95,001	\$0	\$78,607
Internal Services	\$0	\$61,645	\$0	\$51,643
Total GF/non-GF	\$0	\$2,134,959	\$0	\$1,746,988
Program Total:	\$2,134,959		\$1,746,988	
Program FTE	0.00	10.00	0.00	8.00

Program Revenues				
Intergovernmental	\$0	\$88,089,357	\$0	\$91,250,506
Other / Miscellaneous	\$0	\$35,000	\$0	\$35,000
Total Revenue	\$0	\$88,124,357	\$0	\$91,285,506

Explanation of Revenues

This program generates \$36,185 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: 80010-20 Library Director's Office

This program offer reduces staffing by 2 FTE due to a transfer of positions to the Project Management and Evaluation program offer (80012).

Department: Library

Program Contact: Don Allgeier

Program Offer Type: Administration

Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:

Executive Summary

Project Management & Evaluation is the primary work group guiding project management and evaluation work for the library. This work group also contains the management oversight for the Operations Division including the Business Services, Facilities & Logistics, Volunteer Services, and Human Resources programs. This division supports the financial, physical, and human operations of Multnomah County Library.

Program Summary

Project Management & Evaluation provides project management and evaluation expertise for the library system. This unit provides evaluations to support management decision-making and coordinates data collection for the organization. This work unit also manages projects and supports other staff project management activities in order to ensure the success of new or complex library initiatives.

Project Management & Evaluation provides Operations Division 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. Project Management & Evaluation will create more tools for applying the equity lens to library evaluations in the coming year in order to promote an inclusive environment that honors diverse perspectives.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of managers who consult Research & Evaluation for their data needs	31	N/A	27	30
Outcome	Library manager satisfaction with Operations Division Support	88%	88%	94%	90%

Performance Measures Descriptions

New output measure FY 2021: Number of managers who consult Research & Evaluation for their data needs.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$566,167	\$0	\$923,047
Contractual Services	\$0	\$20,000	\$0	\$0
Materials & Supplies	\$0	\$4,500	\$0	\$7,900
Internal Services	\$0	\$19,147	\$0	\$26,855
Total GF/non-GF	\$0	\$609,814	\$0	\$957,802
Program Total:	\$609,814		\$957,802	
Program FTE	0.00	4.00	0.00	6.00

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

Explanation of Revenues

This program generates \$23,353 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: 80012-20 Operations Division Management

This program offer has a staffing increase of 2 FTE due to positions being transferred from the Director's Office program offer (80000).

Department: Library

Program Contact: Chung Fun Leung

Program Offer Type: Administration

Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:

Executive Summary

Business Services manages and provides accounts payable, accounts receivable, fiscal reporting, budget preparation, grant reporting, purchasing and contracts for the entire library system.

Program Summary

Business Services 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.

Business Services embrace equity and inclusion with an open procurement process. We invite under-utilized suppliers to participate in both existing and new sourcing events for library products and services. Through the State of Oregon's Certification Office for Business Inclusion & Diversity (COBID), we include Minority-owned, Woman-owned, or Emerging Small Business (MWESB) and Service-Disabled Veteran Business Enterprise (SDVBE) to informal bids or quotes and formal procurement. This program will analyze these efforts in the coming fiscal year to determine how well this process is meeting the library's goals for eliminating barriers.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of supplier invoices processed	8,579	7,556	7,556	7,500
Outcome	% of vendor invoices paid within 30 days of invoice date	90%	93%	93%	93%
Output	Number of customer invoices processed	7,344	N/A	7,344	7,300

Performance Measures Descriptions

New output measure FY 2021: Number of customer invoices processed.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,070,316	\$0	\$1,208,121
Contractual Services	\$0	\$14,000	\$0	\$14,000
Materials & Supplies	\$0	\$62,769	\$0	\$58,723
Internal Services	\$0	\$48,834	\$0	\$61,115
Total GF/non-GF	\$0	\$1,195,919	\$0	\$1,341,959
Program Total:	\$1,195,919		\$1,341,959	
Program FTE	0.00	6.75	0.00	6.75

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

Explanation of Revenues

This program generates \$30,565 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: 80013-20 Business Services

No significant changes.

Department: Library

Program Contact: Alene Davis

Program Offer Type: Support

Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:

Executive Summary

Logistics ensures that library books and materials move quickly and accurately among all 22 library locations, including 19 libraries, Library Administration, Isom Operations Center and the Title Wave Used Bookstore. Library Facilities coordinates the maintenance of the buildings and grounds in an effort to maintain safe, secure and welcoming facilities.

Program Summary

Logistics operates the centralized Sort Center and delivery operations that move library materials to and among library locations, enabling residents to have quick access throughout Multnomah County. This program operates a seven-day-per-week delivery system that provides delivery to 37 service points each weekday, delivering and receiving all library books and materials, interoffice mail, U.S. mail, library supplies and bank deposits.

Library Facilities provides central coordination and direction of repair and maintenance activities among county facilities staff, telecommunications, contractors and vendors for 22 library locations. This program serves all library staff and the public as expert resources on ADA-compliant building access, ergonomics, and workflow management; assists the Security Manager and provides support for security policy development and implementation. This program manages risk and safety for the library in coordination with the security program.

This program will support diversity, equity and inclusion by budgeting to upgrade facilities to better meet universal design standards to support equitable access for all in the coming fiscal year. The universal design funds are in addition to the Americans with Disabilities Act (ADA) improvement funds in the Library Capital Improvement Program (CIP) budget managed by County Facilities. ADA represents minimum requirements and Universal Design represents best practices.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Crates of books, mail and supplies moved annually	233,741	230,000	232,000	232,000
Outcome	Staff satisfaction with delivery system	94%	95%	94%	95%
Outcome	% of patrons who agree library spaces are safe and welcoming	94%	N/A	90%	90%

Performance Measures Descriptions

New outcome measure FY 2021: % of patrons who agree library spaces are safe and welcoming.

Output: A crate is the library's unit of measurement for transporting library materials, mail, supplies and other items.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,425,612	\$0	\$1,557,276
Contractual Services	\$0	\$4,500	\$0	\$11,500
Materials & Supplies	\$0	\$55,000	\$0	\$79,482
Internal Services	\$0	\$2,396,893	\$0	\$2,872,805
Capital Outlay	\$0	\$20,000	\$0	\$0
Total GF/non-GF	\$0	\$3,902,005	\$0	\$4,521,063
Program Total:	\$3,902,005		\$4,521,063	
Program FTE	0.00	15.25	0.00	15.25

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

Explanation of Revenues

This program generates \$39,399 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: 80014-20 Facilities & Logistics

Department: Library
Program Offer Type: Support

Program Contact: Chris Linn
Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:

Executive Summary

Library Security facilitates and supports the library's efforts to create safe and welcoming environments for patrons and staff at 22 locations. Priorities include security staffing; safety and security training; and related facilities resources, IT resources, and supplies. Security develops and implements related policies and procedures in collaboration with library executive leadership.

Program Summary

Security coordinates the staffing of Library Safety Officers at multiple library locations. Security personnel support library operations by monitoring library facilities, preventing and resolving safety and security concerns, fostering compliance with the library's behavior rules, issuing and enforcing exclusions, coordinating efforts with law enforcement and other support agencies, and providing security training.

Security coordinates related training for library and security personnel. General and role-specific training programs are designed to aid personnel in their efforts to ensure library resources are used safely and appropriately. Within these programs, personal safety is a priority.

Security helps coordinate the acquisition, development, and use of safety and security related material and resources including security cameras, inventory control systems, building access systems, Library Safety Officer uniforms and equipment, and security reporting resources.

During the coming fiscal year, this program will develop and convene a Security Equity Team in order to ensure that library security rules and processes are reviewed to help support inclusive spaces and more equitable results.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of security training trainings offered	41	38	50	40
Outcome	Library manager satisfaction with support from the security team	84%	90%	90%	90%

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,462,988	\$0	\$1,554,781
Contractual Services	\$0	\$8,000	\$0	\$600
Materials & Supplies	\$0	\$19,400	\$0	\$16,400
Internal Services	\$0	\$150,649	\$0	\$151,310
Total GF/non-GF	\$0	\$1,641,037	\$0	\$1,723,091
Program Total:	\$1,641,037		\$1,723,091	
Program FTE	0.00	15.00	0.00	15.00

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

Explanation of Revenues

This program generates \$39,336 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: 80015-20 Security

This program offer is being moved from the Operations Division to the Public Services Division.

Department: Library **Program Contact:** Becky Blumer
Program Offer Type: Support **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics:

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	Proposed General Fund	Proposed 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
Total GF/non-GF	\$0	\$677,360	\$0	\$695,979
Program Total:	\$677,360		\$695,979	
Program FTE	0.00	4.75	0.00	4.75

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

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.

Department: Library **Program Contact:** Johnette Easter

Program Offer Type: Administration **Program Offer Stage:** As Proposed

Related Programs:
Program Characteristics:

Executive Summary

Human Resources promotes resource management of highly qualified staff through the employment life cycle, including recruiting, hiring and retaining. This program consults with employees and managers; provides technical assistance, time entry and staff training/development; and plans for future workforce needs.

Program Summary

Human Resources supports the library's mission and goals by ensuring HR systems are collaboratively implemented; assisting and consulting with approximately 600 regular and 100 on-call/temporary employees and supervisors; and assessing, developing and coordinating employee training needs and learning opportunities. This program provides internal consultation to managers and employees on a wide range of HR, employee and labor relations issues, including performance management to ensure a highly functioning workforce; recruitment to attract highly qualified, diverse applicants to serve the changing needs of county residents; legal, contractual and policy compliance to reduce liability and the costs of unlawful employment actions; and accurate time entry to ensure that employees are paid correctly for hours worked.

Human Resources work with staff and managers to assess organizational needs; provide strategic direction, succession and workforce planning; and provide learning opportunities to ensure highly qualified and competent staff who have the requisite skills to serve their customers. This program partners with Central HR/Labor Relations to develop and implement integrated HR initiatives and solutions.

Human Resources includes the Learning + Organizational Development work group. This work group coordinates library training throughout the system, supports organizational growth through targeted development programs, and supports work groups with planning and team-building.

This program will support the library's focus on equity and inclusion by developing new tools and trainings in order to meet the library's Workforce Equity Strategic Plan (WESP) objectives.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	% of library staff who agree that they receive sufficient training and education to do their jobs effectively	84%	89%	84%	84%
Outcome	% of library staff who agree that they can make a difference by working here	87%	92%	87%	87%
Outcome	% of incoming staff participating in New Employee Orientation equity training	100%	95%	95%	95%

Performance Measures Descriptions

Output measure and first outcome measure: Results from library respondents to the biennial Countywide Employee Survey. Previous Year Actual represents the latest available survey results.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$2,265,851	\$0	\$2,358,563
Contractual Services	\$0	\$26,500	\$0	\$28,500
Materials & Supplies	\$0	\$228,403	\$0	\$273,931
Internal Services	\$0	\$73,126	\$0	\$71,307
Total GF/non-GF	\$0	\$2,593,880	\$0	\$2,732,301
Program Total:	\$2,593,880		\$2,732,301	
Program FTE	0.00	17.50	0.00	17.25

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

Explanation of Revenues

This program generates \$59,672 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: 80017-20 Human Resources

The staffing for this program offer will be reduced by 0.25 FTE due to a FY20 budget modification.

Department: Library**Program Contact:** Jon Worona**Program Offer Type:** Administration**Program Offer Stage:** As Proposed**Related Programs:****Program Characteristics:****Executive Summary**

IT Services provides leadership and development resources for the library's technology vision and digital strategy, ensuring that the library has robust and sustainable information technology that supports innovative and progressive service to Multnomah County's diverse community. IT Services maintains computers, mobile devices, and equipment for public and staff use; wired and wireless networks across all library locations; and applications integration, development, security, and support for patron learning, creation and staff productivity.

Program Summary

IT Services works with partners inside and outside the library to plan, define and develop leading edge technology solutions that align with patron and staff needs and support library priorities.

IT Services maintains more than 1,000 public computers and mobile devices, related software and servers, high-speed internet access and a wireless network in library facilities. Library users can search the catalog of books and other materials; view and manage their library accounts; download e-books; stream audio and video content; use research databases and other electronic resources; and access the internet for educational, business and personal use. Children and adults use library computers and tablets to do personal and business research, complete homework assignments, apply for jobs, find recreational reading, communicate with government agencies, manage their library accounts and participate in the social web.

Public computers also provide office automation software, such as word processing, to accomplish personal, business or school work. The library has computers and software in training rooms, teen after school homework lounges, and for checkout for use in the libraries. Many public computer users have no access to a computer or high speed internet at home, so the library is their only window to the world of 21st century technology, communication and information.

IT Services also maintains more than 600 computers, related equipment and software for library staff, supporting general office computing and library systems such as the library catalog, patron database, circulation system, materials acquisition system, website, provision of electronic resources and other internal operations.

This program supports the digital inclusion work of the Digital Equity & Learning Librarian and provides leadership with the regional Digital Inclusion Network (DIN). IT Services will work to expand the Welcome To Computers program that provides digital literacy training and free computer grants to approximately 200 patrons who need these resources each year.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of public computers	939	1,036	1,036	1,000
Outcome	Patron satisfaction with availability of public computers and wi-fi	95%	92%	92%	92%
Output	Number of free computer and wi-fi sessions	2,440,760	2,300,000	2,208,000	2,200,000

Performance Measures Descriptions

Performance Measure 3: The library's public wireless network is accessed by people using their own devices as well as those using library loaner laptops and tablets; library wi-fi is an important service to bridge the digital divide.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$220,288	\$0	\$235,209
Contractual Services	\$0	\$300	\$0	\$75,000
Materials & Supplies	\$0	\$925,388	\$0	\$1,038,993
Internal Services	\$0	\$7,207,629	\$0	\$7,580,480
Total GF/non-GF	\$0	\$8,353,605	\$0	\$8,929,682
Program Total:	\$8,353,605		\$8,929,682	
Program FTE	0.00	1.00	0.00	1.00

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

Explanation of Revenues

This program generates \$5,951 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: 80018-20 IT Services

No significant changes

Department: Library
Program Offer Type: Support

Program Contact: Jeremy Graybill
Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:

Executive Summary

Marketing + Online Engagement connects the community to library services, resources, programs and collections. As the library's in-house creative and digital strategies team, the section serves the public by maintaining the web portal to library services; creating helpful, effective and compelling informational and promotional materials; analyzing and deploying emerging digital communication strategies; and developing and leveraging the library's brand into more powerful connections with the community.

Program Summary

Marketing + Online Engagement provides essential services to the library and the thousands of patrons who use it each day, either online or in person. The section employs integrated strategies to create lasting, meaningful relationships with the community; oversees the library's public website, online presence in social media, email marketing and other channels to create rewarding and beneficial online experiences and value; oversees the library's brand and identity; develops strategies to promote library use; creates mechanisms to gather patron feedback and input; maintains the library's mobile experience; and provides critical guidance and input into systemwide strategic decisions.

Marketing + Online Engagement will conduct usability and accessibility testing that will improve website accessibility for patrons with disabilities. Patrons with visual barriers, deaf/hard of hearing, motor barriers, and cognitive barriers will test the website for usability that will inform a redesign of the library's website in the next fiscal year. This program designs the annual equity report and seeks ways to make that report more inclusive and accessible.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Active cardholders	260,664	260,000	261,400	260,000
Outcome	Market penetration (active cardholder households as a percentage of all households in the service area)	46%	44%	46%	46%

Performance Measures Descriptions

Active cardholders are those who have used their library card to check out materials or use the library's computers in the past 12 months.

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,373,604	\$0	\$1,435,423
Contractual Services	\$0	\$94,500	\$0	\$104,700
Materials & Supplies	\$0	\$125,760	\$0	\$156,360
Internal Services	\$0	\$41,964	\$0	\$40,545
Total GF/non-GF	\$0	\$1,635,828	\$0	\$1,737,028
Program Total:	\$1,635,828		\$1,737,028	
Program FTE	0.00	9.50	0.00	9.50

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

Explanation of Revenues

This program generates \$36,316 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: 80019-20 Marketing + Online Engagement

No significant changes

Department: Library

Program Contact: Terry Roskoski

Program Offer Type: Support

Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:

Executive Summary

Collections & Technical Services staff select, purchase, catalog and process new books, DVDs, audiobooks, e-books, streaming audio/video and other material added to the library materials collection in order to meet the informational, recreational and cultural needs of Multnomah County residents. This section manages the materials budget, interlibrary loan and digital curation.

Program Summary

The Collections & Technical Services program offer includes materials selection and acquisition, library cataloging, and materials processing work that provides library patrons access to a wide array of physical and digital materials.

Selection staff decide what materials to buy using professional reviews, patron suggestions, staff input and established criteria. Their purchasing decisions aim to reflect the diverse interests and needs of Multnomah County residents. Acquisitions staff place orders with vendors, receive shipments, approve invoices for payment and monitor the various funds that make up the library materials budget. Cataloging staff create bibliographic description records, create metadata schema and assign classification numbers to enable discovery in the online catalog. Cataloging/Processing staff prepare each item for shelving and checkout.

This program provides materials for children, teens and adults in Multnomah County. This includes materials in five "We Speak Your Language" collections (Spanish, Chinese, Vietnamese, Russian and Somali). Library materials include books, magazines, media (DVDs, music and audiobook CDs), and electronic resources (e-books, downloadable audiobooks, streaming music and video, online periodicals, full-text databases and electronic reference sources). Effective management of the library materials collection allows library patrons to enjoy recreational reading, research specific topics, stay current on local, national and global events, and continue to learn at any stage of life.

This program will evaluate and increase equity and inclusion in library collections in the coming fiscal year by facilitating connections between Collections and Technical Services We Speak Your Language staff, Black Cultural Library Advocates staff, and staff in all neighborhood library locations to develop collection plans to be more relevant to local communities.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of items in the collection, physical & digital	2,394,894	2,300,000	2,400,00	2,400,000
Outcome	% of patrons who found books and items they wanted	93%	90%	90%	90%
Output	Number of checkouts and renewals, physical & digital	18,349,763	18,500,000	18,300,000	18,300,000
Outcome	Turnover rate, physical & digital content	7.4	8.0	7.4	7.4

Performance Measures Descriptions

Turnover rate is a measure of how heavily the library collection is used (defined as circulation divided by holdings).

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$3,628,338	\$0	\$3,805,431
Contractual Services	\$0	\$587,850	\$0	\$492,500
Materials & Supplies	\$0	\$8,565,990	\$0	\$8,714,098
Internal Services	\$0	\$108,931	\$0	\$108,840
Total GF/non-GF	\$0	\$12,891,109	\$0	\$13,120,869
Program Total:	\$12,891,109		\$13,120,869	
Program FTE	0.00	33.75	0.00	33.75

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

Explanation of Revenues

This program generates \$96,277 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: 80020-20 Collections & Technical Services

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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,475,644	\$0	\$1,555,490
Contractual Services	\$0	\$37,100	\$0	\$87,280
Materials & Supplies	\$0	\$203,745	\$0	\$128,820
Internal Services	\$0	\$250,836	\$0	\$47,157
Total GF/non-GF	\$0	\$1,967,325	\$0	\$1,818,747
Program Total:	\$1,967,325		\$1,818,747	
Program FTE	0.00	8.75	0.00	8.75

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

Explanation of Revenues

This program generates \$39,354 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: 80022-20 Public Services Division Management