

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:

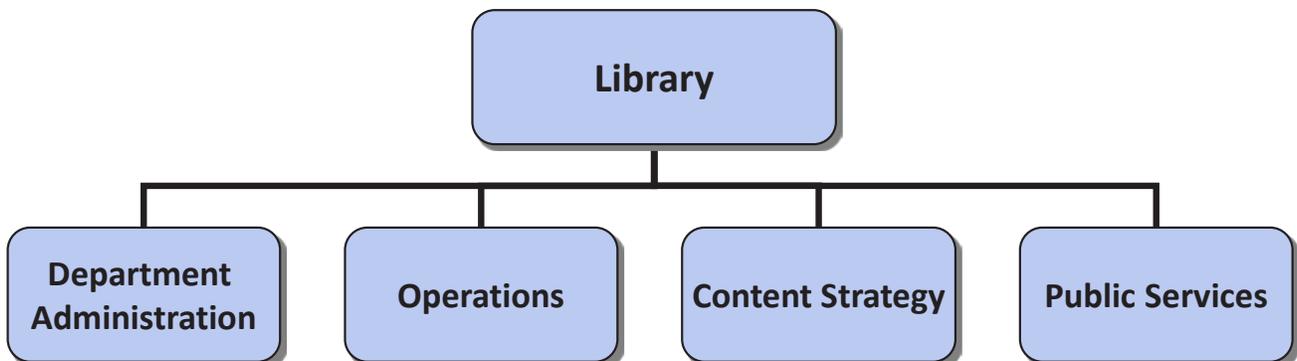
Helping people find work and develop career skills: We help people look for work, learn new job skills and help people with resumes and applications.

Supporting education and learning for all ages: We support teachers and educators in their work, offer students tools and resources to help virtual and in-person learning and provide tools and help for lifelong learning.

Enhancing and diversifying virtual services: We will expand digital collections and resources, increase virtual services in the most spoken languages in our county and engage more diverse voice and communities online.

Technology training, access, and assistance for all: We work to make technology available and useful for those who need it most, collaborate with partners to provide devices, access and training and amplify the urgency of digital inclusion through advocacy and action.

Creating and maintaining safe and healthy spaces: We serve people in buildings that are safe and healthy, follow public health guidance, use best practices and plan for future library spaces that support personal and public health.



Budget Overview

The Library FY 2021 Adopted budget is \$92.2, a \$4.1 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 adopted expenditures of \$92.2 million represent a 4.7% 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 \$374,411 in savings in Other Funds.
- The budget includes year two of the Library’s Automated Materials Handling (AMH) pilot.

As of July 2020, all Library branches are closed (except for hold pick-ups) in response to the COVID-19 outbreak. The Library is working to expand Library services in ways that are safe for Library patrons and staff. The current plan for continuity of operations is focused in part on increased virtual services.

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>Adopted Budget</u>	
Staffing FTE	542.45	533.04	534.00	530.00	(4.00)
Personnel Services	\$52,442,506	\$53,967,072	\$56,260,369	\$58,876,779	\$2,616,410
Contractual Services	1,486,514	1,599,767	1,689,609	1,683,147	(6,462)
Materials & Supplies	10,766,779	11,658,213	11,863,623	12,302,172	438,549
Internal Services	15,971,568	17,677,697	18,290,756	19,360,044	1,069,288
Capital Outlay	<u>0</u>	<u>20,047</u>	<u>20,000</u>	<u>0</u>	<u>(20,000)</u>
Total Costs	\$80,667,367	\$84,922,796	\$88,124,357	\$92,222,142	\$4,097,785

Due to the transition to a new ERP system, some services are now budgeted in a different ledger category.

Successes and Challenges

Multnomah County Library looks to FY 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.

The library began to realign services in light of the COVID-19 pandemic earlier this year, and that effort will need to continue in the year ahead. Due to physical distancing guidelines, the library will be constrained in providing services through library buildings. In-person library services are currently limited to holds pickup. The library will add additional in-person services in a phased and limited way in accordance with the library's priorities and public health and safety guidelines, and under direction from Chair Kafoury. In addition to library buildings, the library will look to support those staff that are able to work from home during the pandemic.

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.

FY 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.

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.

The library will focus COVID-19 recovery efforts on supporting the communities that have been disproportionately impacted by the pandemic.

Budget by Division

Division Name	FY 2021 General Fund	Other Funds	Total Division Cost	Total FTE
Department Administration	\$0	\$1,808,019	\$1,808,019	8.00
Operations	0	10,242,264	10,242,264	50.00
Content Strategy	0	23,906,548	23,906,548	44.25
Public Services	0	56,265,311	56,265,311	427.75
Total Library	\$0	\$92,222,142	\$92,222,142	530.00

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.

Department Administration will coordinate the overarching efforts of the library to address the needs of patrons during the COVID-19 pandemic and its aftermath.

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.

The Operations Division will support the building, staff, and safety needs of the library in addressing the impact of the COVID-19 pandemic and its aftermath. This work will include supporting capital projects to improve health and safety for library staff and patrons, creating an overall plan for staff safety and person protective equipment and cleaning supplies for the library, and supporting staff through transitions in their work.

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.

Content Strategy will support the online access and library materials needs in addressing the impact of the COVID-19 pandemic and its aftermath.

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.

Public Services will ramp up virtual service offerings that can be used online.

Significant Changes

The Programming & Outreach Management program offer (80021) has been merged into the Public Services Division Management program offer (80022).

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	\$1,808,019	\$1,808,019	8.00
Operations					
80012	Project Management & Evaluation	0	957,802	957,802	6.00
80013	Business Services	0	1,335,119	1,335,119	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	13,239,838	13,239,838	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	12,947,329	12,947,329	101.75
80005	Contact Center	0	1,390,713	1,390,713	13.50
80006	Youth Services Management	0	1,596,966	1,596,966	9.00
80007	Every Child Initiative	0	1,406,779	1,406,779	8.25
80008	Programming & Community Outreach	0	1,896,330	1,896,330	8.00
80009	Adult Outreach	0	1,183,789	1,183,789	8.25
80015	Security	0	1,723,091	1,723,091	15.00
80022	Public Services Division Management	0	1,833,747	1,833,747	8.75
Total Library		\$0	\$92,222,142	\$92,222,142	530.00

*The above amounts include the non-represented wage freeze, which is a freeze on the Cost of Living Adjustment for all nonrepresented positions and a freeze on merit increases for non-represented positions earning over \$100,000. The wage freeze resulted in \$374,411 of Other Funds savings. The Other Funds reduction was offset by an increase in other personnel expenditures so that the total appropriations remained unchanged.

(this page intentionally left blank)

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	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).

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	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	Adopted General Fund	Adopted 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.

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$10,004,417	\$0	\$10,542,989
Contractual Services	\$0	\$14,500	\$0	\$19,400
Materials & Supplies	\$0	\$111,890	\$0	\$162,114
Internal Services	\$0	\$2,050,709	\$0	\$2,222,826
Total GF/non-GF	\$0	\$12,181,516	\$0	\$12,947,329
Program Total:	\$12,181,516		\$12,947,329	
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 Adopted

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	Adopted General Fund	Adopted 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.

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,076,782	\$0	\$1,188,048
Contractual Services	\$0	\$36,300	\$0	\$17,600
Materials & Supplies	\$0	\$304,136	\$0	\$355,680
Internal Services	\$0	\$43,404	\$0	\$35,638
Total GF/non-GF	\$0	\$1,460,622	\$0	\$1,596,966
Program Total:	\$1,460,622		\$1,596,966	
Program FTE	0.00	8.75	0.00	9.00

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

Explanation of Revenues

This program generates \$30,058 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 Adopted
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	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,002,066	\$0	\$1,049,720
Contractual Services	\$0	\$49,900	\$0	\$80,267
Materials & Supplies	\$0	\$323,557	\$0	\$245,555
Internal Services	\$0	\$46,270	\$0	\$31,237
Total GF/non-GF	\$0	\$1,421,793	\$0	\$1,406,779
Program Total:	\$1,421,793		\$1,406,779	
Program FTE	0.00	8.25	0.00	8.25

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

Explanation of Revenues

This program generates \$26,558 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 Adopted
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	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,048,758	\$0	\$1,118,818
Contractual Services	\$0	\$328,000	\$0	\$332,500
Materials & Supplies	\$0	\$394,407	\$0	\$411,575
Internal Services	\$0	\$33,887	\$0	\$33,437
Total GF/non-GF	\$0	\$1,805,052	\$0	\$1,896,330
Program Total:	\$1,805,052		\$1,896,330	
Program FTE	0.00	8.00	0.00	8.00

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

Explanation of Revenues

This program generates \$28,307 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

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,029,367	\$0	\$1,068,162
Contractual Services	\$0	\$4,900	\$0	\$1,600
Materials & Supplies	\$0	\$81,088	\$0	\$80,900
Internal Services	\$0	\$45,106	\$0	\$33,127
Total GF/non-GF	\$0	\$1,160,461	\$0	\$1,183,789
Program Total:	\$1,160,461		\$1,183,789	
Program FTE	0.00	8.25	0.00	8.25

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

Explanation of Revenues

This program generates \$27,024 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	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,729,654	\$0	\$1,481,269
Contractual Services	\$0	\$248,659	\$0	\$186,500
Materials & Supplies	\$0	\$95,001	\$0	\$88,607
Internal Services	\$0	\$61,645	\$0	\$51,643
Total GF/non-GF	\$0	\$2,134,959	\$0	\$1,808,019
Program Total:	\$2,134,959		\$1,808,019	
Program FTE	0.00	10.00	0.00	8.00

Program Revenues				
Intergovernmental	\$0	\$88,089,357	\$0	\$92,187,142
Other / Miscellaneous	\$0	\$35,000	\$0	\$35,000
Total Revenue	\$0	\$88,124,357	\$0	\$92,222,142

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 Adopted

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	Adopted General Fund	Adopted 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).

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	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	\$51,883
Internal Services	\$0	\$48,834	\$0	\$61,115
Total GF/non-GF	\$0	\$1,195,919	\$0	\$1,335,119
Program Total:	\$1,195,919		\$1,335,119	
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 Adopted

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	Adopted General Fund	Adopted 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 Adopted

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	Adopted General Fund	Adopted 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.

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	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.

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	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.

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	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

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would ... prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	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 Adopted

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	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$3,628,338	\$0	\$3,754,400
Contractual Services	\$0	\$587,850	\$0	\$507,500
Materials & Supplies	\$0	\$8,565,990	\$0	\$8,869,098
Internal Services	\$0	\$108,931	\$0	\$108,840
Total GF/non-GF	\$0	\$12,891,109	\$0	\$13,239,838
Program Total:	\$12,891,109		\$13,239,838	
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	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,475,644	\$0	\$1,555,490
Contractual Services	\$0	\$37,100	\$0	\$90,780
Materials & Supplies	\$0	\$203,745	\$0	\$140,320
Internal Services	\$0	\$250,836	\$0	\$47,157
Total GF/non-GF	\$0	\$1,967,325	\$0	\$1,833,747
Program Total:	\$1,967,325		\$1,833,747	
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