

Library

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Library

Department Services

Total circulation will exceed 19 million in FY 04.

The Library:

- Checks books and other library materials out from Central Library and sixteen neighborhood libraries, as well as through outreach services. (More than 446,000 residents have library cards, and total circulation will be more than 19 million items in FY 04.)
- Assists library users in finding books and information.
- Selects, acquires, organizes, and processes a wide variety of books and other materials on numerous subjects expressing diverse points of view for people of all ages.
- Provides age-appropriate materials and services for children and young adults.
- Provides materials and services to county residents unable to come to county libraries or use conventional materials.

The primary group with advisory or oversight responsibilities for programs of the Department of Libraries is the Multnomah County Library Board, as stated in County Ordinance 649. In addition, the Library Board is charged to serve as the Citizen Budget Advisory Committee. The Library Board works through the Library Foundation, a public charity conducting fundraising on behalf of the Library. The Friends of the Library offers advice and support on library matters, as do many members of the general public.

Library

How the Department Delivers its Services

Community partnerships focus on the literacy needs of children.

The Library delivers services out of 19 functional and attractive facilities—16 branches, Central Library, the Library Administration Building, and the Title Wave Bookstore. These facilities are open to the public a total of 955 hours per week. Most of them provide meeting space for community groups and for the presentation of library programs. All have been renovated or newly built within the past 9 years; the new Hillsdale branch, the last project, opened in March 2004.

Library service delivery is provided by a skilled and dedicated work force of about 500 professional and support employees. The staff provides personal service to 93,000 residents weekly. They answer questions, conduct research, provide guidance in the use of library resources, and bring library services to children and adults throughout Multnomah County. Additionally, the library has more than 1000 volunteers, contributing more than 60,000 hours of service annually to library outlets and to outreach programs.

The Library also runs ambitious countywide outreach programs in partnership with community agencies. These include:

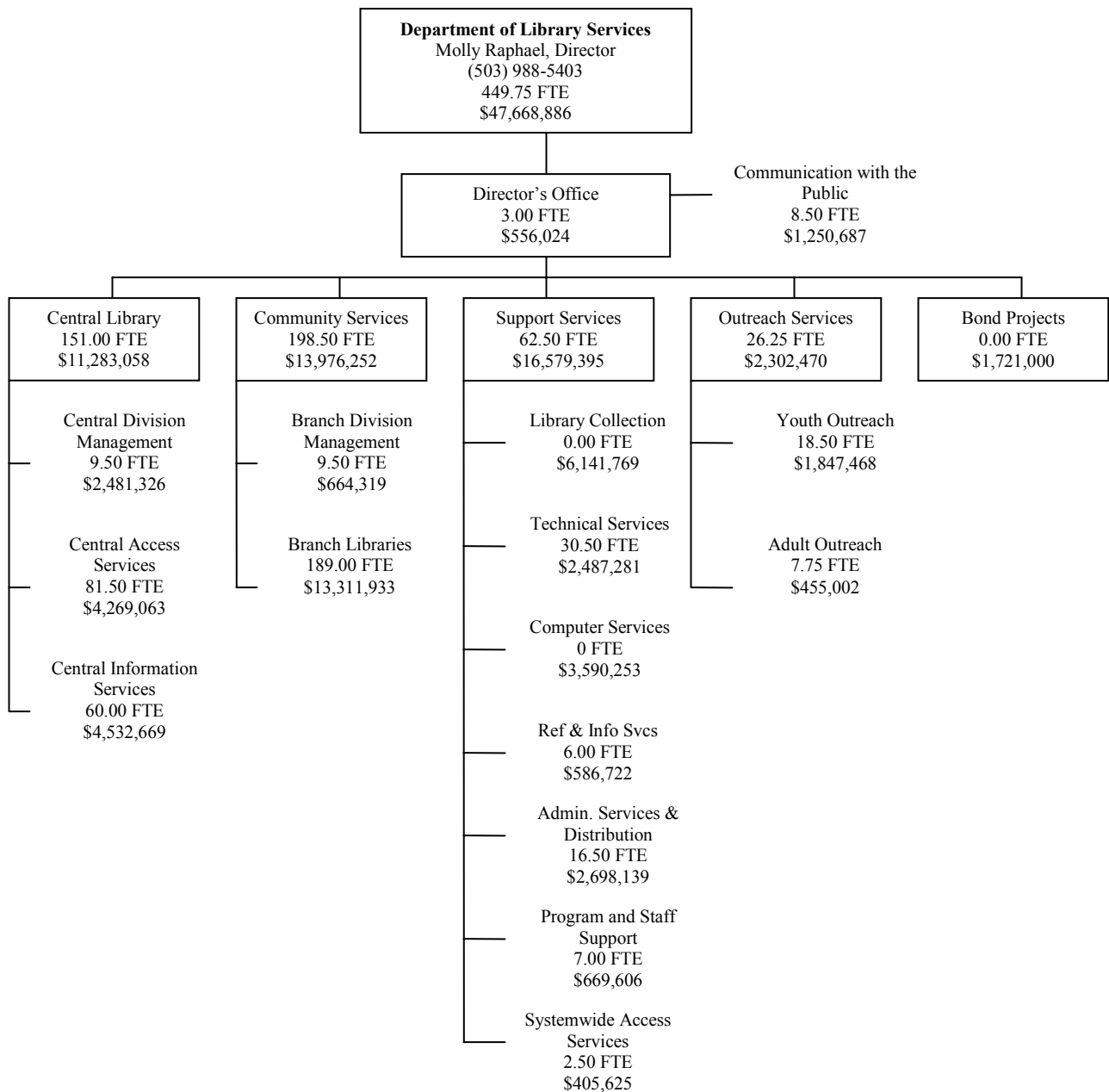
- Services to jails in cooperation with the Sheriff's Office, and to incarcerated youth in partnership with the Department of Community Justice.
- Library outreach in Spanish, in conjunction with Migrant Head Start, Latino clubs in schools, Programo Hispano, and OCHA.
- Targeted services that connect students and teachers with the resources of the public library, in conjunction with school districts, private schools, and home-schooling families. The Library also works with the Portland Art Museum and the Children's Museum to increase access to library information for young people.
- After-school programs for children in partnership with SEI Inc., Boys and Girls Clubs, Portland Parks and Recreation, and the Housing Authority of Portland.
- Programs for disadvantaged children in collaboration with Head Start, Early Head Start, and other programs.
- Programs to encourage young parents to read to their children, in partnership with Parent-Child Development Centers and other agencies, including NARA, Helensview Teen Parent Program, White Shield Insights, and various school districts.
- Literacy programs, in conjunction with Portland Community College.

The Library determines its core services after a great deal of community planning and feedback. Library staff members look to the community to gauge the Library's alignment with community needs. Electronic and paper comment cards, widely distributed to the public, invite user feedback.

Library

Department Organization

The Department of Library Services delivers its services through six divisions and 15 programs.



Budget Issues and Highlights

Revenue shortfalls necessitate cutbacks even as the Library works to maintain the level of services mandated by the levy.

Library revenue continues to be affected by shortfalls. Specifically, the levy has experienced a greater degree of compression than originally forecast, and General Fund allocation has been reduced by \$0.9 million. Under the original five-year levy plan, the FY 05 projection called for a total expenditure of \$49.8 million; instead, the operating budget request totals \$45.9 million, which includes \$0.5 million in grants from The Library Foundation.

During FY 04, the Library reopened Monday hours as promised in the levy, but made reductions in non-public service areas in order to fund the staff needed for these hours and to handle an increasing materials movement workload. The FY 04 budget closed a \$4 million gap between the levy's projections and actual revenues. The FY 05 budget is \$400,000 above FY 04 revenues, however it absorbs a significant increase in personnel and business services costs.

The goal in this budget is to bring services to a level that can be sustained through the remaining years of the levy, rather than postponing reductions that will prove inevitable. The Library's ability to sustain a reliable level of services will be a critical factor in gaining voter approval of a renewal levy in 2006.

With these factors in mind, the Library's FY 05 budget:

- Reduces hours at Central Library and the four large branches (Gresham, Midland, Hollywood and Hillsdale). Currently, Central is open 70 hours/week, and the four branches are open 64 hours/week. Hours will be reduced to 59.5 and 56/week, respectively, but these libraries will be open 7 days/week. This keeps hours within the levy parameters (53 to 58 hours/week) while allowing a more cost-effective one shift per day schedule.
- Retains 53 hours/week at the other 12 branches, but spreads these hours out over seven days instead of six in order to realize similar one shift per day savings. As previously mentioned, this maintains the hours of the levy language while reducing staffing costs. It also helps to maintain consistency in open hours across the County.
- Contains a total FTE loss of 22.25 due to hours reduction, resulting in a savings of \$1.2 million. Most of these positions are currently filled, but insofar as it is possible the Library administration hopes to meet this reduction through attrition and unfilled vacancies rather than layoffs.
- Contains \$370,000 in savings from unfilled positions. In FY 04, 38 positions were budgeted for Monday hours and increased materials movement. Only those positions that were deemed absolutely necessary were actually filled, however, and 10 FTE remain open. For FY 05, these positions have been cut.

Library

- Cuts \$200,000 from the general books and materials budget, in addition to the \$1.365 million already reduced in FY 04. The book budget was reduced in FY 04 to 13% of the operating budget; the additional cut brings it to 12.5%. The national benchmark is 15-17%. The Library Foundation has contributed an additional \$95,000 for specific collection acquisitions.
- Eliminates the Deputy Director position, currently vacant, for a savings of \$117,000.
- Reduces the budget for general programming throughout the system, for a savings of \$40,000. The Library Foundation has contributed an additional \$150,000 for specific events (Summer Reading, Everybody Reads, Tapestry of Tales).
- Deletes the LAP pension plan payment, for a savings of \$125,000. The plan is now fully funded, and the Library does not anticipate having to make a payment next fiscal year.

Library

Budget for FY 2005

The Library's adopted budget for FY 2005 is \$47,668,886. The overall reduction of \$845,066 million is due primarily to the decreases in their Library Levy due to the effects of compression and due to a reduced General Fund transfer.

Budget Trends	2002-03	2003-04	2003-04	2004-05	Difference
	Actual	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	
Staffing FTE	449.95	489.00	489.00	449.75	(39.25)
Personal Services	\$24,801,365	\$27,236,546	\$28,897,775	\$28,200,206	(\$697,569)
Contractual Services	1,395,807	\$801,370	1,276,461	1,294,540	18,079
Materials & Supplies	14,543,144	\$17,462,875	16,834,716	16,494,370	(340,346)
Capital Outlay	<u>\$2,680,624</u>	<u>\$1,505,000</u>	<u>\$1,505,000</u>	<u>\$1,679,771</u>	<u>\$174,771</u>
Total Costs	\$43,420,940	\$47,005,791	\$48,513,952	\$47,668,886	(\$845,066)

Costs by Division	2002-03	2003-04	2003-04	2004-05	Difference
	Actual	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	
Director's Office	\$1,921,119	\$1,620,689	\$1,709,433	\$1,806,711	\$97,278
Central Library	\$10,074,946	\$11,433,506	\$12,018,234	\$11,283,058	(\$735,176)
Community Services	\$11,852,109	\$13,608,011	\$14,206,467	\$13,976,252	(\$230,215)
Support Services	\$14,393,971	\$15,270,959	\$15,343,950	\$16,579,395	\$1,235,445
Outreach Services	\$2,403,498	\$2,087,626	\$2,250,868	\$2,302,470	\$51,602
Bond Projects	<u>\$2,775,297</u>	<u>\$2,985,000</u>	<u>\$2,985,000</u>	<u>\$1,721,000</u>	<u>(\$1,264,000)</u>
Total Costs	\$43,420,940	\$47,005,791	\$48,513,952	\$47,668,885	(\$845,067)

Staffing by Division	2002-03	2003-04	2003-04	2004-05	Difference
	Actual	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	
Director's Office	12.00	11.50	11.50	11.50	0.00
Central Library	144.06	173.00	173.00	151.00	(22.00)
Community Services	182.00	209.75	209.75	198.50	(11.25)
Support Services	82.89	68.50	68.50	62.50	(6.00)
Outreach Services	29.00	26.25	26.25	26.25	0.00
Bond Projects	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Total Staffing FTE's	449.95	489.00	489.00	449.75	(39.25)

Library

Resources by Division					
	<u>General Fund</u>	<u>Taxes, Fees & Charges</u>	<u>Federal</u>	<u>State & Local</u>	<u>Other/ Miscellaneous</u>
Director's Office	\$0	\$26,872,372	\$263,293	\$422,032	\$18,390,189
Central Library	\$0	\$0	\$0	\$0	\$0
Community Services	\$0	\$0	\$0	\$0	\$0
Support Services	\$0	\$0	\$0	\$0	\$0
Outreach Services	\$0	\$0	\$0	\$0	\$0
Bond Projects	\$0	\$21,000	\$0	\$0	\$1,700,000
Accounting Entries	<u>\$17,390,189</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Total Resources	\$17,390,189	\$26,893,372	\$263,293	\$422,032	\$20,090,189

Director's Office

The Director's Office provides leadership and direction by working with the Board of County Commissioners, the Library Board, and private citizens to ensure that library services meet the needs of Multnomah County residents. The Director's Office represents the Library at the local, regional, and national levels. Its budget includes the Director, a Senior Library Manager, public information staff, and support staff.

The five-year library levy that was approved by voters in November 2002 took effect July 1, 2003. This budget represents the second year of that levy.

The Library will begin to develop a new five-year plan during FY 05.

Action Plans:

- Evaluate the results of the 2000-05 strategic plan and by June 2005 develop the process for a new five-year plan that will involve input from the community, staff, and stakeholder groups.
- Ensure the successful implementation of the new integrated library system by spring 2005 in order to provide upgraded access and options for the public.
- Evaluate the Library's management structure by December 2004 to determine the optimal structure for service delivery.

Significant Budget Changes:

- Elimination of 1.0 FTE Deputy Director vacant position (\$117,290)
- Transfer of 1.0 FTE Program Development Specialist, Sr. from Ref. & Info. Services \$86,057
- Reduction in public programming (\$40,000)

Director's Office		2003-04	2003-04	2004-05	
Budget Trends	2002-03	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	<u>Difference</u>
Staffing FTE	12.00	11.50	11.50	11.50	0.00
Personal Services	\$991,767	\$903,419	\$1,013,832	\$1,015,683	\$1,851
Contractual Services	\$562,495	\$80,000	\$383,707	\$466,052	\$82,345
Materials & Supplies	\$366,857	\$637,270	\$311,894	\$324,976	\$13,082
Capital Outlay	\$0	\$0	\$0	\$0	\$0
Total Costs	\$1,921,119	\$1,620,689	\$1,709,433	\$1,806,711	\$97,278

Administration

Library Administration provides leadership and policy direction for the library system, including coordination of the strategic planning process and oversight of funding efforts.

FY 2004: 4.00 FTE FY 2005: 3.00 FTE

Communication with the Public

Library Communication With the Public helps Multnomah County residents use their library effectively by providing information about library hours, locations, services, programs, and special events. Library Communication provides up-to-date information; oversees the Library's Web site; produces publications such as *THE REGISTER* and *@ YOUR LIBRARY*; publishes booklists, bookmarks, Pathfinders, and informational brochures; and organizes special events and programs.

FY 2004: 7.50 FTE FY 2005: 8.50 FTE

Costs by Program	2002-03	2003-04	2004-05	Difference
	Actual	Adopted	Adopted	
	<u>Actual</u>	<u>Budget</u>	<u>Budget</u>	
Administration	\$908,094	\$682,918	\$556,025	(\$126,893)
Communication with the Public	<u>\$1,013,025</u>	<u>\$1,026,515</u>	<u>\$1,250,686</u>	<u>\$224,171</u>
Total Costs	\$1,921,119	\$1,709,433	\$1,806,711	\$97,278

Central Library

Central Library is a vibrant resource and referral center for residents of Multnomah County. The Central staff provides reference services in person, by phone, and electronically; backs up branch reference staff; selects and maintains a unique collection of materials; provides interlibrary loan service; organizes selected exhibits and programs; circulates materials; and gives notice of overdue materials and holds.

Remote electronic use of the library continues to grow, and Central Library remains a favorite destination.

Central Library remains a popular destination. More than 3,500 people per day come to the library to read, ask questions, use computers, and borrow materials. Remote electronic use of the library is also growing, with online reference and interlibrary loan services used by more people each year. Library customers now reserve most of their materials online—placing holds from home and work as well as at the library itself.

Action Plans:

- Optimize delivery of materials and information services within the constraints of the current budget by August 2004.
- Preserve a high level of customer service while evaluating alternate ways of providing services by January 2005.
- Assess downtown community needs by October 2004.

Significant Budget Changes:

- Net reduction of 22.00 FTE as a result of reduced service hours at Central and elimination of funded vacant positions (\$597,698)

Central Library	2002-03	2003-04	2003-04	2004-05	
Budget Trends	2002-03	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	<u>Difference</u>
Staffing FTE	144.06	173.00	173.00	151.00	(22.00)
Personal Services	\$7,990,613	\$9,130,920	\$9,632,645	\$8,879,287	(\$753,358)
Contractual Services	\$131,506	\$77,475	\$123,250	\$123,562	\$312
Materials & Supplies	\$1,952,827	\$2,210,111	\$2,247,339	\$2,280,209	\$32,870
Capital Outlay	\$0	\$15,000	\$15,000	\$0	(\$15,000)
Total Costs	\$10,074,946	\$11,433,506	\$12,018,234	\$11,283,058	(\$735,176)

Division Management

Central Library Division management plans and provides for direct public service at the Central Library.

FY 2004: 9.75 FTE FY 2005: 9.50 FTE

Access Services

Access Services provides physical access to Central Library's collections and circulates its books and other materials. Access Services registers library users for borrowers' cards; checks out, checks in, retrieves, and shelves library materials; collects fines for overdue materials; provides telephone renewal service for all library users; and sorts and packs books and mail for delivery.

FY 2004: 91.25 FTE FY 2005: 81.50 FTE

Central Information Services

Information Services provides timely and accurate information to Central Library users. Its staff helps the public use an extensive collection of resources, and answers questions both at Central Library and through phone and internet reference services. The staff provides interlibrary loan access to materials that the library does not own.

FY 2004: 72.00 FTE FY 2005: 60.00 FTE

Costs by Program	2003-04		2004-05	
	2002-03	Adopted	Adopted	Difference
	<u>Actual</u>	<u>Budget</u>	<u>Budget</u>	
Central Division Management	\$2,517,114	\$2,435,149	\$2,481,326	\$46,177
Central Access Services	\$3,274,198	\$4,371,781	\$4,269,063	(\$102,718)
Central Information Services	<u>\$4,283,634</u>	<u>\$5,211,304</u>	<u>\$4,532,669</u>	<u>(\$678,635)</u>
Total Costs	\$10,074,946	\$12,018,234	\$11,283,058	(\$735,176)

Community Services

Heavily used branch libraries provide library materials, programs, and services for neighborhood residents.

Community Services consists of a network of neighborhood libraries that provide residents access to the Library's material collections and informational resources, and that support a variety of outreach services designed to serve specialized segments of the community. Neighborhood libraries provide materials for self-directed study; resources for job seekers; recreational reading and listening for all ages; access to computers and electronic resources; and a variety of programs for children and teens, including homework help. Special emphasis is placed on materials and programs that help children develop the cognitive skills required to succeed in school.

Action Plans:

- Continue partnerships with schools despite service hour reductions, to improve school-age residents' reading motivation and research skills.
- Increase enrollment in the Summer Reading Program by 10% (to 46,500 babies, children, and teens), to maintain and improve literacy skills.
- Offer classes and computer labs that improve residents' ability to search for information and use productivity software, thereby improving skills for job-hunting, business development, and school success, as well as increasing access to health information.
- Offer bilingual (Spanish/English) or Spanish computer classes at Gregory Heights, Midland, and North Portland by June 2005, to improve access to information for residents who speak Spanish and to introduce non-library users to library services and materials.
- By June 2005, train additional staff members to encourage literacy and deliver preschool story programs, in order to increase children's kindergarten readiness.
- Move to a youth development model by June 2005 in order to increase the number of teens using library services.

Significant Budget Changes:

- Net reduction of 11.25 FTE as a result of reduced service hours at the four large branches: Gresham, Midland, Hollywood and Hillsdale; and elimination of funded vacant positions (\$192,640)

Community Services		2003-04	2003-04	2004-05	
Budget Trends	2002-03	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	<u>Difference</u>
Staffing FTE	182.00	209.75	209.75	198.50	(11.25)
Personal Services	\$9,632,275	\$11,190,314	\$11,725,543	\$11,648,344	(\$77,199)
Contractual Services	\$14,027	\$19,000	\$19,000	\$20,000	\$1,000
Materials & Supplies	\$2,205,807	\$2,398,697	\$2,461,924	\$2,307,908	(\$154,016)
Capital Outlay	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Total Costs	\$11,852,109	\$13,608,011	\$14,206,467	\$13,976,252	(\$230,215)

Division Management

Community Services Division Management works with branch managers, supervisors, and staff to provide library materials, information, and programs to Multnomah County neighborhood residents. The office plans services; develops and evaluates materials, programs, and staff; assists supervisors and managers with personnel issues; and administers the budget for branch libraries.

FY 2004: 8.50 FTE FY 2005: 9.50 FTE

Branch Libraries

Branch libraries loan books and other materials; assist children and adults in using library collections; provide programs for youth from birth through high school; and provide access to information, materials, and homework help beyond the branch libraries through extensive computer networks. Two large regional branches, Gresham and Midland, make available to residents of East and Central Multnomah County services and resources similar to those provided at the downtown Central Library. The other two large regional branches, Hillsdale and Hollywood, provide services in other densely populated areas.

FY 2004: 201.25 FTE FY 2005: 189.00 FTE

Costs by Program	2002-03	2003-04	2004-05	Difference
	Actual	Adopted	Adopted	
	<u>Budget</u>	<u>Budget</u>	<u>Budget</u>	
Branch Division Management	\$439,265	\$598,273	\$664,319	\$66,046
Branch Libraries	<u>\$11,412,845</u>	<u>\$13,608,194</u>	<u>\$13,311,933</u>	<u>(\$296,261)</u>
Total Costs	\$11,852,110	\$14,206,467	\$13,976,252	(\$230,215)

Support Services

Support Services provides the infrastructure for delivery of public library services.

The Support Services Division functions as centralized administrative support so that the rest of the Library staff can devote their time and energy to public service. Support Services manages selection and acquisition of materials for the library collection; coordination of the Library's learning system efforts; oversight of the system's reference and information services; and human resources, financial administration, library facilities, materials circulation and system-wide materials movement, and the volunteer program.

Action Plans:

- Work with IT staff to implement the new integrated library system by spring 2005 in order to improve access for the public.
- Install equipment and implement procedures to improve public printing cost recovery by December 2004.
- Implement cuts to standing orders and periodical budgets by September 2004, in order to meet a \$250,000 reduction in the Collection budget.
- In partnership with the State Library and other libraries throughout Oregon, evaluate the success of the LSTA grant-funded Statewide Digital Reference Project by June 2005 to determine whether or not this cooperative online venture should continue to provide free library reference services to Oregon residents.

Significant Budget Changes:

- Transfer of 6.0 FTE to County Business Services (\$473,817)
- Reduction in library books & materials (\$200,000)
- Addition of Library Foundation grant for the enhancement of special & rare collections \$95,000
- Elimination of subsidy to Library Association of Portland retirement fund (\$125,000)
- Transfer of M&S for staff to County Business Services (\$35,000)

Support Services	2002-03	2003-04	2003-04	2004-05	
Budget Trends	2002-03	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	<u>Difference</u>
Staffing FTE	82.89	68.50	68.50	62.50	(6.00)
Personal Services	\$4,362,611	\$4,336,535	\$4,709,588	\$4,766,036	\$56,448
Contractual Services	\$508,304	\$606,143	\$660,500	\$448,000	(\$212,500)
Materials & Supplies	\$9,523,056	\$10,223,280	\$9,868,862	\$11,185,589	\$1,316,727
Capital Outlay	\$0	\$105,000	\$105,000	\$179,771	\$74,771
Total Costs	\$14,393,971	\$15,270,959	\$15,343,950	\$16,579,395	\$1,235,446

**Library
Collection**

This unit provides educational and recreational materials for library users: books, periodicals, spoken and music recordings, DVDs, videos, maps, government documents, CD-ROMs, online periodicals, and electronic reference services.

FY 2004: 0.00 FTE FY 2005: 0.00 FTE

**Technical
Services**

This unit ensures the availability of library materials by the selection, acquisition, description, classification, and physical preparation of library materials. It also maintains the library's online catalog.

FY 2004: 30.50 FTE FY 2005: 30.50 FTE

**Computer
Services**

This unit was transferred to County Business Services in FY 03.

FY 2004: 0.00 FTE FY 2005: 0.00 FTE

**Ref. & Info.
Services**

Reference and Information Services provides development opportunities for librarians to work on special projects to improve public services. It also coordinates system-wide reference.

FY 2004: 11.50 FTE FY 2005: 6.00 FTE

**Administrative
Services and
Distribution**

This office provides financial and facilities management, as well as the Library's materials movement system and administrative office support.

FY 2004: 24.50 FTE FY 2005: 16.50 FTE

**Program and
Staff Support**

This unit ensures the long-term strength of Library programs by supporting monitoring and feedback as well as opportunities to develop knowledge, leadership, and skills so that the Library can continue to provide high quality service across Multnomah County. It also manages 800 to 1000 volunteers who support the work of paid staff in key library programs such as Summer Reading, Homework Helpers, Cyber Seniors, and a variety of other programs and services. The Title Wave Bookstore, which is staffed by volunteers, sells books and other materials that are no longer needed by the library. This recycling solution is popular with taxpayers.

FY 2004: 13.50 FTE FY 2005: 7.00 FTE

**Systemwide
Access
Services**

Systemwide Access Services manages materials circulation procedures, systemwide materials-handling processes, and access policy issues (e.g. circulation policy, patron privacy, internet access policy, patron rules of behavior) related to the public's use of the library and its print and electronic collections. Multnomah County Libraries will circulate about 19.5 million items to nearly 450,000 registered cardholders and fill 1.8 million holds in FY 2004.

FY 2004: 0.00 FTE FY 2005: 2.50 FTE

Costs by Program	2002-03	2003-04	2004-05	Difference
	Actual	Adopted	Adopted	
	<u>Budget</u>	<u>Budget</u>	<u>Budget</u>	
Library Collection	\$5,458,087	\$5,854,691	\$6,141,769	\$287,078
Technical Services	\$2,381,808	\$2,426,775	\$2,487,281	\$60,506
Administrative Svcs & Distribution	\$2,653,784	\$2,795,462	\$2,698,139	(\$97,323)
Computer Services	\$2,843,187	\$2,874,872	\$3,590,253	\$715,381
Ref & Info Services	\$637,669	\$1,053,820	\$586,722	(\$467,098)
Program and Staff Support	\$419,436	\$338,330	\$669,606	\$331,276
Systemwide Access	<u>\$0</u>	<u>\$0</u>	<u>\$405,625</u>	<u>\$405,625</u>
Total Costs	\$14,393,971	\$15,343,950	\$16,579,395	\$1,235,445

Outreach Services

Outreach Services provides library services and materials to children and to users for whom it is difficult or impossible to use the branch facilities. It is responsible for book selection and delivery to the home-bound, and provides library service for those in retirement centers, transitional housing, homeless shelters, and juvenile and adult jails. It provides services to children and teens through various outreach programs.

Providing core services to children and those who cannot visit a library branch

Action Plans:

- Assess and redesign the adult outreach program during 04-05 in order to incorporate best practices and to more effectively provide services to underserved populations.
- By June 2005, incorporate the services most valued by clients from the just-concluded federal grant to improve services to incarcerated adults.
- By June 2005, provide targeted library resource training to students and faculty in at least 2/3 of the county schools that serve those of low socio-economic status (as defined by the Oregon Department of Education) in order to improve their access to information and reading material.
- Provide early literacy education and training opportunities for parents and childcare providers by June 2005 in order to foster language and literacy skills, thus contributing to children's kindergarten readiness.
- Enhance reading motivation programs by June 2005 for third grade students in up to 50 elementary schools not currently meeting state benchmarks for reading, in order to improve their reading scores on benchmark tests.

Significant Changes:

- Increase in personnel costs for insurance and benefits and Adult Outreach redesign \$118,941

Outreach Services	2002-03	2003-04	2003-04	2004-05	
Budget Trends	2002-03	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	<u>Difference</u>
Staffing FTE	29.00	26.25	26.25	26.25	0.00
Personal Services	\$1,802,741	\$1,675,357	\$1,816,167	\$1,890,856	\$74,689
Contractual Services	\$171,265	\$18,752	\$90,004	\$136,926	\$46,922
Materials & Supplies	\$429,492	\$393,517	\$344,697	\$274,688	(\$70,009)
Capital Outlay	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Total Costs	\$2,403,498	\$2,087,626	\$2,250,868	\$2,302,470	\$51,602

Youth Outreach

Youth Outreach serves children from birth through grade twelve with the following programs: Early Childhood Resources, School Corps, Books 2 U, and Juvenile Justice Outreach. Clients include students and faculty in public and private schools; home schooling families; parents, especially those in social service programs; early childhood professionals in child care centers and family childcare homes; pregnant and parenting teens; children, teens, and parents from Spanish-speaking families; and children and teens who need motivational assistance in reading and developing critical thinking skills.

FY 2004: 19.25 FTE FY 2005: 18.50 FTE

Adult Outreach

Adult Outreach delivers library materials and services to Multnomah County Library residents who are unable to visit a library. Customers include homebound residents, people with disabilities, jail inmates, and people in retirement centers, shelters and transition homes. Library Adult Outreach circulated 215,696 items and answered 35,560 reference questions during FY 03.

FY 2004: 7.00 FTE FY 2005: 7.75 FTE

Costs by Program	2002-03	2003-04	2004-05	Difference
	<u>Actual</u>	<u>Adopted</u>	<u>Adopted</u>	
		<u>Budget</u>	<u>Budget</u>	
Youth Outreach	\$1,898,730	\$1,790,016	\$1,847,468	\$57,452
Adult Outreach	\$504,768	\$460,852	\$455,002	(\$5,850)
Total Costs	\$2,403,498	\$2,250,868	\$2,302,470	\$51,602

Bond Projects

With the opening of the new Hillsdale library in 2004, the bond-funded branch renovation projects are complete.

The voters approved a \$29 million technology and branch renovation bond in May 1996. Key elements of the bond included improving public access to information by upgrading technology, and protecting the public's investment in library buildings by making needed repairs and renovations to the branch libraries. We have now:

- Completed renovation/expansion of eight branches (Belmont, Capitol Hill, Gregory Heights, Gresham, Holgate, North Portland, Rockwood, and St. Johns);
- Completed renovation of the Library Administration Building;
- Opened the first new library outlets in 29 years, in leased locations (Northwest and Fairview-Columbia);
- Expanded and renovated one leased library (Albina) (leased buildings were completed using both bond money and funds from the budget);
- Replaced the smallest library with a space twice the size in a leased location (Sellwood-Moreland); and
- Replaced Woodstock, Hollywood, and Hillsdale with new buildings.

All construction projects are complete. Bond money designated for technology will be invested in infrastructure to support library services, and in a new library computer system. Technology bond money will be spent out in FY 05.

Action Plan:

- Complete implementation of a new integrated library computer system by June 2005.

Significant Budget Changes:

- Completion of branch renovation project in 2003-04 (\$1,264,000).

Bond Projects	2002-03	2003-04	2003-04	2004-05	
Budget Trends	2002-03	Current	Adopted	Adopted	
	<u>Actual</u>	<u>Estimate</u>	<u>Budget</u>	<u>Budget</u>	<u>Difference</u>
Staffing FTE	0.00	0.00	0.00	0.00	0.00
Personal Services	\$21,358	\$0	\$0	\$0	\$0
Contractual Services	\$8,210	\$0	\$0	\$100,000	\$100,000
Materials & Supplies	\$65,105	\$1,600,000	\$1,600,000	\$121,000	(\$1,479,000)
Capital Outlay	<u>\$2,680,624</u>	<u>\$1,385,000</u>	<u>\$1,385,000</u>	<u>\$1,500,000</u>	<u>\$115,000</u>
Total Costs	\$2,775,297	\$2,985,000	\$2,985,000	\$1,721,000	(\$1,264,000)