



MULTNOMAH COUNTY AGENDA PLACEMENT REQUEST

(Revised: 09/23/13)

Board Clerk Use Only

Meeting Date: 10/31/13
Agenda Item #: R.10
Est. Start Time: 10:50 am
Date Submitted: 10/17/13

Agenda Title: **Informational Briefing on Library Patron Survey to Assess Homeless and Need for Supportive Services**

Note: Title should not be more than 2 lines but be sufficient to describe the action requested.

Requested Meeting Date: 10/31/13 **Time Needed:** 15 minutes
Department: DCHS **Division:** Community Services
Contact(s): Mary Li
Phone: 503-988-7497 **Ext.** 87497 **I/O Address:** _____
Presenter Name(s) & Title(s): Mary Li, Manager, Community Services Division
Vailey Oehlke, Director, Multnomah County Library

General Information

1. What action are you requesting from the Board?

None. This is an informational briefing.

2. Please provide sufficient background information for the Board and the public to understand this issue. Please note which Program Offer this action affects and how it impacts the results.

In response to concern about the need for services for patrons using the library, in June 2013 the Board of County Commissioners adopted a budget note asking staff from the Library and the Department of County Human Services to jointly work on a project to determine who uses library services and what types of community services these patrons might need. This is an informational briefing on the results of this project. It includes a report on a survey conducted by DCHS and the Library to evaluate the number of homeless patrons using the library, why patrons visit the library, which social services patrons are utilizing currently and which social services patrons are seeking.

Surveys were conducted over a one-week period at Central and Gresham libraries. Staff have analyzed and evaluated the results of the survey. Research was conducted into social service programs at other similarly sized library systems around the country. As per the request in the budget note we are now returning with recommendations on how to better serve homeless and non-homeless patrons using the library for shelter and to seek services.

3. Explain the fiscal impact (current year and ongoing).

none

4. Explain any legal and/or policy issues involved.

none

5. Explain any citizen and/or other government participation that has or will take place.

none

Required Signature

**Elected Official
or Department/
Agency Director:** Kathy Tinkle for Susan Myers /s/

Date: 10/17/13

Note: Please submit electronically. Insert names of your approvers followed by /s/ - we no longer use actual signatures. Please insert date approved."