Library

Table of Contents

This page intentionally left blank.

Department Services

Total circulation exceeds 15 million in FY '02

The Library offers the following services:

- Checks books and other library materials out from Central Library, sixteen branch libraries, one cooperative library, and through outreach services. Total circulation will be over 15 million in FY '02.
- Assists patrons 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 CBAC (Citizen Budget Advisory Committee). The Library Board also 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.

How the Department Delivers its Services

The Library continues to collaborate with other County and community partners.

The Library delivers services out of 19 functional and attractive facilities—16 branches, the Central Library, the Library administration building, and the Title Wave Bookstore. These facilities are open to the public a total of 970 hours per week. Most of them provide meeting space and serve as a place for community groups to convene, to stage programs, and (by special arrangement) to enjoy after-hours. All have been or will be renovated or newly built by the end of this budget year. Two new branches opened in FY '02: Fairview Columbia and Northwest.

The engine of the Library's service delivery is a well-trained and dedicated workforce of 515 diversely skilled professional and support staff. This staff provides personal customer service to 93,000 county residents weekly. They answer questions, conduct research, provide guidance in the use of library resources, and bring the library to children and adults throughout the county. Additionally, the library has over 1,000 volunteers, contributing more than 51,000 hours of service annually to library outlets and to outreach programs.

The Library also runs ambitious county-wide community outreach programs that focus on youth of all ages, on early childhood education, on adults who are unable to come to the Library, and on those who have yet to discover the library. The following programs involve partnering with community agencies.

- The Library provides services to jails in cooperation with the Sheriff's Office and to incarcerated youth in partnership with Community Justice.
- The LIBROS program provides library outreach in Spanish to children and adults. LIBROS connects with Migrant Head Start, Latino clubs in schools, ESL and newcomer classes, Programo Hispano, and OCHA.
- The Library's *School Corps* works with all school districts, with private schools, and with home-schooling families. It provides targeted services that connect students and teachers with the resources of the public library. *School Corps* collaborates with other organizations that serve youth to increase access to library information. These include Portland Art Museum, OMSI, the Children's Museum, and the Oregon History Center. *School Corps* also trains volunteers, teachers, school media specialists, parents, and others to lead book discussion groups for kids.
- *Books 2 U* increases reading motivation in students in grades 3-5 in three school districts. It works with after-school programs as well as organizations like SEI Inc., Boys and Girls Clubs, and Portland Parks and Recreation. *Books 2 U* is piloting a project to serve two middle schools.
- Early Childhood Resources'(ECR) *Reach Out and Read* program works with health clinics and private hospitals to ensure that parents understand how to encourage their children to read. Working with Head Start, Early Head Start, Even Start, and other programs for disadvantaged children is a library outreach priority; along with all full-day childcare centers, these programs are served by ECR's book-delivery services. Additionally, ECR's parenting classes provide access to supportive experts, and ECR

works with Parent Child Development Centers and other agencies, including NARA, Helensview Teen Parent Program, Portland Public Schools Teen Parent Program, and Insights. ECR's focus is to increase parents' use of the Library and to encourage them to read to their children.

- ECR is a 17 month grantee of the Department of Health and Human Services, Early Learning Opportunities Act. This funding continues the *Early Words* project, which seeks to improve childcare providers' ability to nurture reading behaviors in children. *Early Words* also provides information on early literacy for parents in the county, and encourages parents and caregivers to get library cards for newborns, giving them an incentive to come into the Library for the first time.
- The Library partners with literacy programs at Mt. Hood Community College and Portland Community College by providing office and tutoring space and a supporting collection of materials at its Lifelong Learning Centers. The Library also works with PCC to provide the highly popular *Brown Bag Lunch and Learn* programs at Central, a series of talks by experts to help people improve both career skills and life skills. The Library partners with the Oregon Historical Society by funding free access for County residents to the Society's Library.
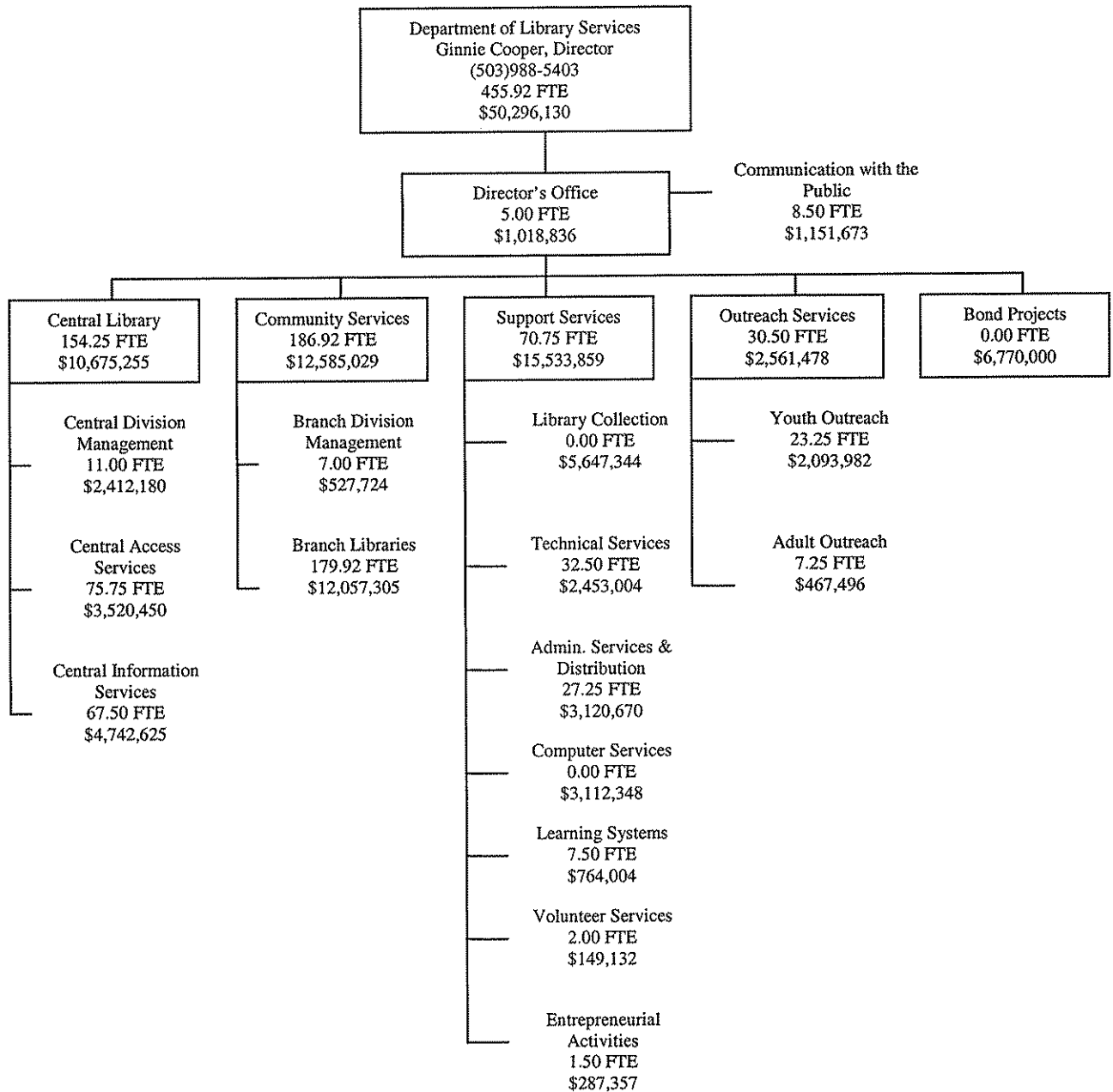
The Library determines its core services after a great deal of community-based planning and feedback. Library staff members continuously look to the community to gauge the library's alignment with community needs. *Ginnie Coupons* (electronic and paper comment cards) invite user feedback, and over 2000 are received and dispatched annually. Community meetings about branch building projects provide neighborhood feedback about the library. SMART grants administered by the Library RESULTS Council provide tangible support for improving services through staff innovation.

The Library staff constantly works towards organizational effectiveness. Current RESULTS process improvements are directed at enhancing access to information for all Multnomah County residents; achieving greater efficiency in handling the growing number of materials borrowed every year; and providing value-added services within the limits of funding. The Library RESULTS Council promotes communication through its online *Suggestion Box*. The focus of the library's organizational improvement (OQA Plan) is to link performance to the five-year library plan, link training to performance objectives, increase workforce diversity, and improve organizational self-knowledge through the collection and analysis of appropriate data.

Library

Department Organization

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

```
                        ┌─────────────────────────────┐
                        │ Department of Library Services│
                        │    Ginnie Cooper, Director    │
                        │       (503)988-5403           │
                        │        455.92 FTE             │
                        │       $50,296,130             │
                        └───────────────┬─────────────┘
                                        │
                        ┌───────────────┴─────────────┐    Communication with the
                        │      Director's Office        ├──       Public
                        │        5.00 FTE               │        8.50 FTE
                        │       $1,018,836              │       $1,151,673
                        └───────────────┬─────────────┘
```

Central Library	Community Services	Support Services	Outreach Services	Bond Projects
154.25 FTE	186.92 FTE	70.75 FTE	30.50 FTE	0.00 FTE
$10,675,255	$12,585,029	$15,533,859	$2,561,478	$6,770,000

Central Division Management	Branch Division Management	Library Collection	Youth Outreach
11.00 FTE	7.00 FTE	0.00 FTE	23.25 FTE
$2,412,180	$527,724	$5,647,344	$2,093,982

Central Access Services	Branch Libraries	Technical Services	Adult Outreach
75.75 FTE	179.92 FTE	32.50 FTE	7.25 FTE
$3,520,450	$12,057,305	$2,453,004	$467,496

Central Information Services
67.50 FTE
$4,742,625

Admin. Services & Distribution
27.25 FTE
$3,120,670

Computer Services
0.00 FTE
$3,112,348

Learning Systems
7.50 FTE
$764,004

Volunteer Services
2.00 FTE
$149,132

Entrepreneurial Activities
1.50 FTE
$287,357

Budget Issues and Highlights

Voters will be asked to approve a five-year replacement levy in May, 2002

About half of the Library's budget is funded by the library levy. The remaining funding comes largely from the County's General Fund, with a much smaller portion provided by library-generated revenues. The current levy was approved by voters in 1997 and lasts five years, from 1998-2003. The challenge of living within a five-year levy, especially when it provides for increases in service, is to ensure enough moderation in the first two or three years to sustain operations in the levy's final years.

The Library's efforts to manage the five years of the current levy have been exacerbated by the County's revenue difficulties. During FY '02, the County went through a mid-year budget rebalancing that resulted in a $1.2 million cut to the Library's budget. That cut was taken in the following areas:

- $105,823 from the remainder of proposed North Interstate library branch budget
- $100,000 from Professional Services, for system-wide programs and events
- $420,000 from the book budget
- $467,039 in salary savings due to: not filling open positions at Central Library for the remainder of the fiscal year; a cut of one FTE; and a reduction in new positions planned for the reopened Hollywood branch library
- $100,000 from funding to the Corbett School District

This cut, combined with other revenue losses during the life of the levy, particularly the impact of Measure 5 compression, left the Library facing a potential shortfall of approximately $5 million during the remaining eighteen months of the levy. In order to lessen the impact on FY '03, the Library has implemented cost-saving measures beyond the mid-year budget reduction, with a target of saving an additional $1 million this fiscal year.

Those efforts have included a mandatory one-week work reduction for all exempt staff, and voluntary work reductions by represented staff. The level of voluntary participation has been extraordinary; 233 represented staff members have chosen to participate and some exempt staff members have given more than their mandatory reduction. The total savings is expected to be $480,482.

The employees' participation in this effort meant that personnel reductions were limited to the release of 34 probationary library clerks and pages (expected savings: $260,000). These releases, combined with the work reductions, resulted in the need to reduce some hours of operation. A decision was made to close the libraries that were open on Mondays (Central Library, Hillsdale, Hollywood, Gresham, Midland, and Parkrose) beginning February 10, 2002. There are now *no* library services on Mondays.

Other cost-saving efforts include reducing Education & Training expenditures

by 40% ($160,000) and limiting the growth of the Teen Internship Initiative ($100,000).

Even with these efforts, the Library is facing a likely shortfall of $3 million next year under the current levy. The decision was made by Chair Linn and the Board of County Commissioners to put a replacement levy on the May, 2002 ballot. This levy would have replaced the 5th year of the current levy at a rate that would have restored Monday hours, staff, and the book budget to 15%. Though the levy passed, the election was invalid due to voter turnout of less than 50%.

To live within the final year of the current levy, the Library will make the following reductions in FY 02-03 from the original budget request which assumed the passage of the levy:

- Continuation of Monday closures;
- Reduction of 38 FTE;
- Reduction of the book budget from 15% to 12.5%;
- Closure of the Parkrose Cooperative Library;
- Elimination of the Teen Intern program;
- Reductions in Supplies, Capital, and Education & Training.

Budget for FY 2003

The Library's FY 2003 budget is $50 million, an increase of 5% over FY '02.

Budget Trends	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Staffing FTE	475.47	510.25	510.25	455.92	(54.33)
Personal Services	$23,469,382	$26,697,099	$26,638,465	$26,057,926	($580,539)
Contractual Services	1,607,914	1,418,446	2,575,337	1,817,905	(757,432)
Materials & Supplies	15,713,979	15,674,802	17,233,880	16,600,179	(633,701)
Capital Outlay	$1,079,254	$3,098,665	$1,300,000	$5,820,120	$4,520,120
Total Costs	**$41,870,529**	**$46,889,012**	**$47,747,682**	**$50,296,130**	**$2,548,448**

Costs by Division	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Director's Office	$2,185,838	$2,250,020	$2,389,633	$2,170,509	($219,124)
Central Library	$10,239,137	$10,535,018	$10,507,788	$10,675,255	$167,467
Community Services	$11,808,215	$13,486,091	$13,152,639	$12,585,029	($567,610)
Support Services	$15,659,820	$14,555,898	$16,216,924	$15,533,859	($683,065)
Outreach Services	$1,839,034	$2,061,984	$2,484,527	$2,561,478	$76,951
Bond Projects	$138,485	$4,000,000	$2,996,171	$6,770,000	$3,773,829
Total Costs	**$41,870,529**	**$46,889,012**	**$47,747,682**	**$50,296,130**	**$2,548,448**

Staffing by Division	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Director's Office	14.57	14.50	14.50	13.50	(1.00)
Central Library	174.61	172.25	172.25	154.25	(18.00)
Community Services	183.63	203.50	203.50	186.92	(16.58)
Support Services	78.25	89.75	89.75	70.75	(19.00)
Outreach Services	23.39	30.25	30.25	30.50	0.25
Bond Projects	1.02	0.00	0.00	0.00	0.00
Total Staffing FTE's	**475.47**	**510.25**	**510.25**	**455.92**	**(54.33)**

Library

Resources by Division					
	General Fund	**Fees, Permits &Charges**	**Federal**	**State & Local**	**Other/ Miscellaneous**
Director's Office	$18,181,883	$23,749,530	$374,427	$335,250	$885,050
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	$0	$0	$0	$6,770,000
Total Resources	**$18,181,883**	**$23,749,530**	**$374,427**	**$335,250**	**$7,655,050**

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 and that adequate funding is secured to finance these services. The Director's Office represents the Library at the local, regional, state, and national levels. The Director's Office budget includes the Director, Deputy Director, Library Renovation Manager, public information staff, and support staff.

The current five-year library levy (approved by voters in 1997) expires June 30, 2003. This budget represents the the last year of that levy.

The library system has been significantly expanded and upgraded in recent years, and usage continues to increase. The Library's multi-year renovation and rebuilding of all facilities will be completed with the opening of the new Hillsdale Library this year.

Action Plans:

The Library continues implementation of its five-year plan, "Extending the Promise"

- Evaluate progress on the 5 year plan to ensure its relevance to Multnomah County residents.
- Complete Hillsdale Library
- Maintain outreach services, public training, staff expertise, and the purchase of targeted books/materials to meet the needs of our community.
- Plan for a renewal levy for the November, 2002 ballot.

Director's Office Budget Trends	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Staffing FTE	14.57	14.50	14.50	13.50	(1.00)
Personal Services	$1,044,248	$1,106,409	$1,036,389	$1,100,021	$63,632
Contractual Services	$616,049	$396,431	$934,017	$697,482	($236,535)
Materials & Supplies	$525,541	$747,180	$419,227	$373,006	($46,221)
Capital Outlay	$0	$0	$0	$0	$0
Total Costs	$2,185,838	$2,250,020	$2,389,633	$2,170,509	($219,124)

Significant Changes:

- Net reduction of one FTE and other staffing changes, including types and number of employees, as well as COLA and benefit changes: $63,632
- Cut Contractual Services due to service changes and fewer branch openings: ($236,535)
- Beginning Working Capital decrease due to ending stages of existing levy: ($4,413,669)
- Property Tax revenue increase: $896,000
- Interest Earnings increase due to larger fund balance: $115,613
- Non-governmental Grants decrease mainly from the Oregon Community Foundation: ($150,000)
- Dividends & Rebates increase: $106,000
- Service Reimbursement decrease mainly due to Early Words: ($184,820)
- General Fund support increase due to increase in property values and cut in support in FY '02: $2,441,955
- Miscellaneous Revenues decrease: ($67,146)

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 2002: 6.00 FTE   **FY 2003: 5.00 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 Communications 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 2002: 8.50 FTE   **FY 2003: 8.50 FTE**

Costs by Program	2000-01 Actual	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Administration	$1,084,055	$1,054,440	$1,018,836	($35,604)
Communication with Public	$1,101,783	$1,335,193	$1,151,673	($183,520)
Total Costs	**$2,185,838**	**$2,389,633**	**$2,170,509**	**($219,124)**

Central Library

Central Library is an information, reference, resource, and referral center for the residents of Multnomah County. The Central staff circulates library materials; selects and maintains a unique and valuable collection; answers questions and provides assistance in using library resources; provides educational and recreational programs and exhibits; sorts and packs books and mail for system-wide delivery, provides notification of overdue materials and holds; provides telephone renewal and interlibrary loan services; provides reference service by phone and internet; and backs up branch library reference staff .

The Library continues to work toward seamless integration of information technology and traditional print materials

Remote electronic use of the Library continues to grow, even as Central Library remains a popular destination. This year, Central is filling 26% more holds than last year, half of which are placed on-line. The Library's *Ask Us!* Online internet reference service and our electronic interlibrary loan service are used by more people each year, and use of telephone reference is also increasing. Nevertheless, 3,400 people per day visit the library, circulation continues to increase, and over 2,000 children and adults per month attend a Central Library program or tour.

Action Plans:

- Continue implementation of self-service checkout and holds pick-up and evaluate success by 9/02.
- By 12/02, improve display and accessibility of Central Library collection, redeploy staff to more active customer service roles, and implement effective plan for daily programming at Central Library.
- By 6/03, complete implementation of new collection development plan.
- By 6/03, complete third-year objectives for service to Latinos, small businesses, seniors, children, teens, and remote users as outlined in the Library Plan.

Significant Budget Changes:

- Net reduction of 18 FTE and other staffing changes, including types and number of employees, as well as COLA and benefit changes: $199,698
- Decrease in Indirect Costs, due to a lower central rate: ($199,000)
- Increase in Building Management cost: $103,000

Central Library Budget Trends	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Staffing FTE	174.61	172.25	172.25	154.25	(18.00)
Personal Services	$8,089,980	$8,598,876	$8,260,687	$8,460,385	$199,698
Contractual Services	$76,206	$98,232	$91,790	$135,377	$43,587
Materials & Supplies	$2,054,177	$1,837,911	$2,155,311	$2,079,493	($75,818)
Capital Outlay	$18,774	$0	$0	$0	$0
Total Costs	**$10,239,137**	**$10,535,018**	**$10,507,788**	**$10,675,255**	**$167,467**

Division Management

Central Library Division Management plans and provides for daily public service at the Central Library. The structure of Central Library Division This division is evolving as it strives to implement RESULTS principles and operate as a Learning Organization.

FY 2002: 14.25 FTE   FY 2003: FTE 11.00

Access Services

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

FY 2002: 83.75 FTE   FY 2003: 75.75 FTE

Central Information Services

Information Services provides timely and accurate information to the users of Central Library. Information Services answers questions and assists the public in using an extensive collection of print, non-print, and electronic resources. The Central reference staff also provides library users access (through interlibrary loan service) to resources not available locally, and provides system-wide reference service by telephone and via the World Wide Web.

FY 2002: 74.25 FTE   FY 2003: 67.50 FTE

Costs by Program	2000-01 Actual	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Central Division Management	$2,635,863	$2,497,287	$2,412,180	($85,107)
Central Access Services	$3,058,186	$3,461,708	$3,520,450	$58,742
Central Information Services	$4,545,088	$4,548,793	$4,742,625	$193,832
Total Costs	**$10,239,137**	**$10,507,788**	**$10,675,255**	**$167,467**

Community Services

Through branch libraries, the Division delivers books, information, programs, and services to County residents outside the downtown area.

The Community Services Division consists of a network of branches that provide county residents access to the library's material collections and informational resources and support a variety of outreach services designed to serve specialized segments of the community. Branch 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 adults. Special emphasis is placed on providing materials and programming that help children develop the cognitive skills required to begin learning in school.

Due to continued Monday closures, all library branches are open 53 hours per week, including Sunday afternoons. The branch renovation project will be completed this year when Hillsdale reopens in late spring of 2003.

Action Plans:

- Open Hillsdale in late spring 2003.
- Maintain services to school-aged residents by continuing partnerships with schools, continuing programming for children, and further developing the Summer Reading Program.
- Increase services to residents who primarily read in languages other than English, especially Spanish speakers.

Significant Budget Changes:

- Staffing changes including the cut of 16.58 FTE, other changes in types and number of employees, and COLA and benefit changes: $571,965
- Cut payment to Corbett School District: ($100,000)
- Decrease in Supplies cost: ($392,000)
- Decrease in Indirect Costs due to lower central rate: ($297,000)
- Decrease in Building Management cost: ($242,000)

Community Services Budget Trends	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Staffing FTE	183.63	203.50	203.50	186.92	(16.58)
Personal Services	$9,262,926	$9,995,395	$9,584,445	$10,156,410	$571,965
Contractual Services	$239,345	$40,798	$153,161	$17,600	($135,561)
Materials & Supplies	$2,283,714	$3,358,920	$3,415,033	$2,411,019	($1,004,014)
Capital Outlay	$22,230	$90,978	$0	$0	$0
Total Costs	$11,808,215	$13,486,091	$13,152,639	$12,585,029	($567,610)

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; plans building enhancements with appropriate Facilities personnel; and administers the budget for branch libraries.

FY 2002: 2.00 FTE   FY 2003: 7.00 FTE

Branch Libraries

Branch Libraries loan books and other materials; assist children and adults in using library collections; provide programs to pre-school and school-age children; and provide access to information and materials beyond the branch library through extensive computer networks. The 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 branch libraries checked out 8,949,299 items in 2000/01 and answered 614,604 reference questions.

FY 2002: 201.50 FTE   FY 2003: 179.92 FTE

Costs by Program	2000-01 Actual	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Branch Division Management	$667,590	$460,177	$527,724	$67,547
Branch Libraries	$11,140,625	$12,692,462	$12,057,305	($635,157)
Total Costs	**$11,808,215**	**$13,152,639**	**$12,585,029**	**($567,610)**

Support Services

Providing support so library staff can provide excellent public service.

The Support Services Division functions as a centralized administrative support so that the rest of the library's staff can devote their time and energy to public service. Support Services manages selection and acquisition of materials for the library collection; centralized computer support; implementation of the Automation Plan; coordination of the Library's learning system efforts; and human resources, financial administration, library facilities, materials movement, the volunteer program, and entrepreneurial activities.

Action Plans:

- Select and implement the opening collection for the new Hillsdale library.
- Update the collection development policy and make it accessible online.
- Explore the possibilities of making certain collections available digitally.
- Complete the implementation of a new integrated library system.
- Develop applications to support access to library services both inside library facilities and via the internet.

Significant Budget Changes:

- Decrease in Indirect Costs due to lower central rate: ($368,000)
- Increase in Data Processing due mainly to the transfer of Computer Services to Business and Community Services: ($3,016,000)
- Increase in Building Management cost: $56,988
- Decrease in Temporary Costs: ($175,943)
- Transfer 17.50 FTE computer staff to Business and Community Services, transfer 2.00 FTE from Central Library, cut 3.50 FTE, net (19.00 FTE)
- Decrease Supplies and Books and Materials, ($663,000)

Support Services Budget Trends	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Staffing FTE	78.25	89.75	89.75	70.75	(19.00)
Personal Services	$3,577,611	$5,447,031	$6,022,888	$4,473,619	($1,549,269)
Contractual Services	$660,133	$880,319	$1,216,075	$743,120	($472,955)
Materials & Supplies	$10,409,371	$8,220,861	$8,977,961	$10,022,000	$1,044,039
Capital Outlay	$1,012,705	$7,687	$0	$295,120	$295,120
Total Costs	**$15,659,820**	**$14,555,898**	**$16,216,924**	**$15,533,859**	**($683,065)**

Library Collection

The Library Collection provides informational, educational, and recreational materials for Library users, including books, periodicals, newspapers, spoken recordings, music recordings, videos, maps, government documents, CD-ROM databases, and on-line full-text periodicals and electronic reference services.

FY 2002: 0.00 FTE   **FY 2003: 0.00 FTE**

Technical Services

Technical Services ensures the availability of books and other library materials to patrons and staff through the selection, acquisition, bibliographic description, classification, and physical preparation of library materials.

FY 2002: 32.00 FTE   **FY 2003: 32.50 FTE**

Administrative Services and Distribution

Administrative Services and Distribution is responsible for Human Resource management, financial management, facilities management (including construction projects), the Library's materials movement system, and administrative office support.

FY 2002: 27.25 FTE   **FY 2003: 27.25 FTE**

Computer Services

Computer Services is transferred to the Department of Business and Community Services.

FY 2002: 17.50 FTE   **FY 2003: 0.00 FTE**

Learning Systems and Reference & Information Services

LS/R&IS is responsible for facilitating continuous learning for both the Library staff and the public. LS/R&IS coordinates training opportunities and fosters staff leadership development. LS/R&IS also provides development opportunities for librarians to work on projects to improve public service and access to resources, and coordinates system-wide reference initiatives.

FY 2002: 9.50 FTE   **FY 2003: 7.50 FTE**

Volunteer Services

Volunteer Services enhances the delivery of library services to the public and strengthens community involvement through the use of volunteers in all library sections, branches, and other locations in Multnomah County. Volunteer Services operates its own outreach program, "Visiting Voices", and manages the system-wide volunteer program. Four expansions will occur this year: C.A.R.E., *Reach Out And Read*, the addition of 50 new schools (at the 3rd grade level) served by *BOOKS 2 U*, and *Cyber Seniors* in branches and at Central.

FY 2002: 2.25 FTE   **FY 2003: 2.00 FTE**

Entrepreneurial Activities

Entrepreneurial Activities raises library funds from sources other than taxes or donations. The Title Wave Bookstore processes books and other materials that have been withdrawn and are no longer needed by the system and provides revenue through the sale of these items.

FY 2002: 1.25 FTE   FY 2003: 1.50 FTE

Costs by Program	2000-01 Actual	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Library Collection	$6,378,583	$6,472,254	$5,647,344	($824,910)
Technical Services	$2,124,750	$2,281,496	$2,453,004	$171,508
Administrative Svcs & Distribution	$3,173,386	$3,888,270	$3,120,670	($767,600)
Computer Services	$2,866,965	$2,333,833	$3,112,348	$778,515
Learning and Information Systems	$601,635	$803,561	$764,004	($39,557)
Volunteer Services	$245,427	$155,084	$149,132	($5,952)
Entrepreneurial Activities	$269,074	$282,426	$287,357	$4,931
Total Costs	**$15,659,820**	**$16,216,924**	**$15,533,859**	**($683,065)**

Outreach Services

Outreach Services provides library services and materials to users with specific needs and to those who are unable to use a branch facility. This division is responsible for book selection for and delivery to the homebound and to residential facilities for seniors and the disabled. It provides library service to transition housing, homeless shelters, and juvenile and adult jails. It includes services to children and teens through *School Corps*, Early Childhood Resources, *Reach Out and Read*, and other outreach programs.

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

Action Plans:

- Continue to respond to the reading needs of K-12 public, private, and home-schooled students through the work of *School Corps* and *Books 2 U.*
- Continue to work with Adult and Community Justice to influence the reading habits of incarcerated youth.
- Continue to contribute to the quality childcare initiative by working with family and childcare center providers to nurture young children's literacy.
- Continue to improve parenting skills by offering parenting classes in branch libraries, and continue to offer guidance to parents in social service programs about reading to their children.
- Investigate ways to improve linkages between early childhood providers, elementary schools, parents, and the library to support Goal Five of the Early Childhood Framework: "Children succeed in their early education."
- Improve service to retirement homes by facilitating Large Print book clubs.
- Provide library materials to county residents who are temporarily homebound through an expanded "Books by Mail" service.
- Improve library service to adult inmates in Multnomah County jails through the Doing Book Time federal grant.

Significant Changes:

- Net staffing increase of 0.25 FTE, other staffing changes including types and number of employees, and COLA and benefit changes: $133,435

Outreach Services Budget Trends	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Staffing FTE	23.39	30.25	30.25	30.50	0.25
Personal Services	$1,384,911	$1,549,388	$1,734,056	$1,867,491	$133,435
Contractual Services	$16,181	$2,665	$180,294	$224,326	$44,032
Materials & Supplies	$412,397	$509,930	$570,177	$469,661	($100,516)
Capital Outlay	$25,545	$0	$0	$0	$0
Total Costs	**$1,839,034**	**$2,061,984**	**$2,484,527**	**$2,561,478**	**$76,951**

Youth Outreach

Youth Outreach serves children through grade 12 through the following programs: Early Childhood Resources, *School Corps*, *Books 2 U*, LIBROS (Library Outreach in Spanish), 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 childcare centers and family childcare homes; pregnant and parenting teens; children, teens, and parents from Spanish-speaking families; incarcerated youth; and children and teens who need motivational assistance in reading and developing critical thinking skills.

FY 2002: 23.00 FTE   FY 2003: 23.25 FTE

Adult Outreach

Adult Outreach delivers library materials and services to Multnomah County Library residents who are unable to visit a library. Customers include individual homebound residents, senior citizens, people with disabilities, jail inmates, and people in shelters and transition homes. Library Adult Outreach circulated 142,651 items and answered 27,870 reference questions during FY 2000.

FY 2002: 7.25 FTE   FY 2003: 7.25 FTE

Costs by Program	2000-01 Actual	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Youth Outreach	$1,480,925	$2,088,110	$2,093,982	$5,872
Adult Outreach	$358,109	$396,417	$467,496	$71,079
Total Costs	$1,839,034	$2,484,527	$2,561,478	$76,951

Bond Projects

The voters approved the technology and branch renovation bond for $29 million in May of 1996. Key elements of the bond include:

- Protecting the public's investment in library buildings by making needed repairs and renovations to the branch libraries; and
- Improving public access to information by upgrading technology.

In FY '98, the staff began a series of public meetings about the branch projects, and expects to continue these as each project is scheduled. The Library will continue to inform and involve the public, the Library Board, and the Board of County Commissioners as the work progresses.

The first branch closed for renovation in July 1998. At this point we have:

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

All construction projects will be complete in spring 2003. In FY '98, the library began a series of public meetings about the branch projects, and these have continued as each progressed. The Library will continue to involve the public, the Library Board, and the Board of County Commissioners as work progresses. Bond money designated for technology will be invested in computers and infrastructure that support library services and for a new library computer system, replacing the current system. The bond money for technology will be spent out in FY '03.

Significant Budget Changes:

- Increase in Beginning Working Capital, some of which was previously budgeted with Facilities: $3,773,829
- Decrease in Supplies: ($381,867)
- Construction costs for Hillsdale Branch Library: $4,875,000
- Decrease in Capital Equipment cost: ($650,000)

Bond Projects Budget Trends	2000-01 Actual	2001-02 Current Estimate	2001-02 Adopted Budget	2002-03 Adopted Budget	Difference
Staffing FTE	1.02	0.00	0.00	0.00	0.00
Personal Services	$109,706	$0	$0	$0	$0
Contractual Services	$0	$0	$0	$0	$0
Materials & Supplies	$28,779	$1,000,000	$1,696,171	$1,245,000	($451,171)
Capital Outlay	$0	$3,000,000	$1,300,000	$5,525,000	$4,225,000
Total Costs	$138,485	$4,000,000	$2,996,171	$6,770,000	$3,773,829