

Program # 80005 - Central Library Research Tools & Services

Version 5/09/2005 s

Priority:	Vibrant Communities	Lead Agency:	Library
Program Offer Type:	Existing Operating	Program Contact:	Deanna Cecotti
Related Programs:	80003A, 80006		
Frameworks:	Poverty Framework		

Executive Summary

Research Tools and Services [RTS] provides information & resources to help people make informed life choices & pursue lifelong learning. Our services, staff expertise & materials empower all Multnomah County residents by offering free access to information, technology & training. This description is for base service level mandate as described in the levy (53 hrs/wk), 4 hours less than the current service level (57 hrs/week).

Program Description

RTS collections and services are provided by three Central Library sections (Periodicals, Humanities, Science & Business) and the rare book room. Library staff relies upon books and electronic resources to assist residents in finding information. RTS is the information hub of the Library system, providing informational services to all Neighborhood Libraries and all of the County's 660,486 residents. RTS breaks down barriers and levels the playing field by making everything from the Internet to arts and literature, parenting and consumer information available to Library users from all walks of life (including home owners, new immigrants, the homeless, seniors, students). Staff help people learn basic computer skills as well as improve reading skills. This program provides crucial start-up information for new businesses. We help build community identity via programs and local history collections.

Program Justification

RTS informs citizens, breaks down barriers, addresses inequalities, opens minds, supports families, preserves our past, and returns high dividends. Limited literacy skills cost U.S. businesses and taxpayers \$20 billion annually. This program promotes lifelong learning by providing residents free access to our 477,942 books & 1500 magazines. Nationally, 50% of adults age 25+ read a newspaper and one or more magazines per week. We work to bridge the digital divide with 59 Internet computers that receive 93.5% usage. 15 staff members taught 60+ public classes, including: Web Basics, Exel, Grant Getting, E-Bay Basics, Computer Seniors, How to Start a Book Group & more. RTS partners with local groups (e.g. NW Medical Teams, Cascade Aids Project), encouraging positive & meaningful community interaction. RTS empowers seniors, the homeless, and new immigrants by providing the information survival tools needed to develop life skills.

Performance Measures

59 computers provide 13,400 hours of internet access per month at a 93.5% usage rate.

Our survey shows 82.5% of residents found the information they needed.

42,500 books in languages other than English were checked out.

RTS staff answered more than 156,000 reference questions, 64% more than the Queens Public Library's central library (based on population of legal service area).

Summary of last year's program results and this year's expected results

FY04: 156,000 questions answered; 93.5% computer usage

FY05: maintain or increase number of questions answered; increase computer usage to 97%; because of a 73% increase in the Hispanic/Latino population of the County (1999-2003) we will convert one reference staff position to bilingual/Spanish in order to provide Spanish-language reference services in Research Tools & Services.

Program Mandate: 1 Mandated Program & Funding Level

Measure No. 26-36 "Renew Five-Year Local Option Levy for County Library Services",
November 2002 General Election -

The Library levy will:

Keep Multnomah County libraries open six days a week for an average of 53-58 hours each; Restore Monday hours at Central Library and the four busiest branches; Keep Central Library and neighborhood libraries open Sunday afternoons; Continue library services for young and school-age children - story hours for babies and toddlers, homework help, Summer Reading and services for children in childcare; Continue services for seniors, job seekers, small businesses, those speaking English as a second language, delivery to homebound; Buy library books, magazines and other materials.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2005	2005	2006	2006
Personnel	\$0	\$2,317,692	\$890,313	\$1,870,056
Contracts	\$0	\$3,000	\$998	\$2,002
Materials & Supplies	\$0	\$10,850	\$4,741	\$9,510
Internal Services	\$0	\$72,266	\$8,871	\$18,627
Subtotal: Direct Exps:	\$0	\$2,403,808	\$904,923	\$1,900,195
Administration	\$0	\$0	\$231,215	\$446,894
Program Support	\$0	\$0	\$1,020,433	\$2,067,988
Subtotal: Other Exps:	\$0	\$0	\$1,251,648	\$2,514,882
Total GF/non-GF:	\$0	\$2,403,808	\$2,156,571	\$4,415,077
Program Total:	\$2,403,808		\$6,571,648	
Program FTE	0.00	0.00	11.50	23.00
Program Revenues				
Indirect for dep't Admin	\$9,676	\$0	\$6,397	\$0
Program Revenue for Admin	\$0	\$0	\$0	\$4,436,979
Total Revenue:	\$9,676	\$0	\$6,397	\$4,436,979

Explanation of Revenues

The Admin revenue allocated to this program offer represents a pro-rated share of Library Levy taxes (54%) and library-generated revenues such as book fines, interest earnings, Library Fund balance, and user charges for services provided to Library patrons (13%).

General Fund revenue is about 33% of the Library's total revenue.

Significant Program Changes

Mandated, base level program offering is at 53 hours/week, four less than the current service level of 57 hours/week.