

Program # 80013 - Volunteer and Staff Support**Version 4/21/2005 s****Priority:** Vibrant Communities**Lead Agency:** Library**Program Offer Type:** Support**Program Contact:** Connie Christopher**Related Programs:****Frameworks:****Executive Summary**

Volunteer and Staff Support provides several essential ingredients to the Library's high level of service by providing resources and training to staff, Library users and volunteers. Staff are supported through substitute scheduling, payroll administration, and ongoing training on a variety of topics critical to enhancing effectiveness and level of customer service. Library users from teens through seniors grow more connected to information resources and their community by participating in ongoing computer and Internet training. And, over 1,400 volunteers are trained and mobilized each year to contribute their talents to their library and their community.

Program Description

Volunteer and Staff Support ensures that Library staff are well equipped to serve the community and that volunteers are recruited and effectively deployed. Participating staff oversee biweekly payroll and the ongoing scheduling of substitute front line Library staff. Essential training provided to Library staff by this program includes topics such as safety awareness, effective communication and effective use of technology. Training provided to members of the public in both Spanish and English focus on computer and Internet skills.

The program also oversees the recruitment, interviewing and training of over 1,400 Library volunteers, whose efforts enhance daily operations at all library locations as well as library programs such as Books 2 U, Cyber Seniors, Early Childhood Outreach and the Title Wave Bookstore, a retail outlet that generates revenue for the Library through the sale of discarded books and other surplus materials.

Program Justification

Each component of Volunteer and Staff Support contributes to creating a vibrant sense of community. Well-trained and utilized library staff are best equipped to provide top level service to community members, providing them with the books and resources they need and ensuring they have a positive experience each time they visit. Public training gives customers practical information how to use computers and the Internet effectively to enhance their lives. And engaged and active volunteers are an obvious indicator of a thriving community. By providing multiple opportunities for people to contribute their talents and enjoy participating in Library programs, the Library's volunteer program improves the overall health of the community.

Performance Measures

FY04: 1400 Library volunteers contributed 63,000 hours and supported 10 outreach programs at 18 locations. Volunteer and Staff Support offered 450 computer and Internet trainings for the public, with average ratings between good and excellent.

Volunteer and Staff Support offered 60 staff readiness sessions.

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

All three performance measures are slated to increase in FY05:

Contributed volunteer hours will increase to 64,000, the equivalent of 30+ FTE.

Number of computer and Internet trainings scheduled for the public will increase to 450. Number of sessions of staff readiness training will increase to 65.

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	\$544,174	\$168,430	\$337,823
Contracts	\$0	\$5,000	\$2,362	\$4,738
Materials & Supplies	\$0	\$90,240	\$30,058	\$60,288
Internal Services	\$0	\$30,189	\$223,352	\$447,976
Subtotal: Direct Exps:	\$0	\$669,603	\$424,202	\$850,825
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$669,603	\$424,202	\$850,825
Program Total:	\$669,603		\$1,275,027	
Program FTE	0.00	0.00	2.00	4.00
Program Revenues				
Indirect for dep't Admin	\$2,322	\$0	\$1,369	\$0
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$2,322	\$0	\$1,369	\$0

Explanation of Revenues**Significant Program Changes**

None.