

Program # 80014 - Customer Access & Account Management Services**Version 5/09/2005 s****Priority:** Accountability**Lead Agency:** Library**Program Offer Type:** Support**Program Contact:** Cindy Gibbon**Related Programs:****Frameworks:****Executive Summary**

Customer Access & Account Management Services facilitates the public's use of the Library's collections and services and supports staff delivering frontline Library services through policy development, workload measurement, process improvement and stewardship of Library collections.

Program Description

This program develops Library policies and procedures that ensure equitable access to Library services; trains and coaches staff and monitors uniform implementation of policies and procedures systemwide; handles escalated customer service issues; oversees the collection of overdue Library materials, fines and fees; monitors materials handling workloads, streamlines processes and recommends staffing adjustments to improve productivity and minimize staff injuries; protects patron privacy; and ensures the Library's compliance with applicable federal, state and local law.

Program Justification

This program supports both internal and external Accountability by ensuring that Multnomah County Library users have equitable access to Library services, that the public's investment in the Library's collections is protected, and that processes are efficient and staffing adequate to meet the public's ever-growing demand for Library resources at best value for the taxpayer's dollar. Policies and procedures are designed to balance the public values of access and stewardship.

The program helps create a Vibrant Community by facilitating the policies for the use of community meeting rooms where neighbors come together; providing escalated customer service support to customers of all ages who use neighborhood Library collections for educational, recreational and cultural enrichment; and removing barriers to access for users who are differently abled.

Performance Measures

Cost per circulation (total expenditures/circ) compared to other major U.S. urban libraries: \$2.29. MCL had lowest cost of 10 highest circulating libraries in FY04.

Percent of items checked out annually that are not returned or recovered by collection agency (total circulation/items not recovered). FY04 = .18% (eighteen hundredths of one percent).

Percent of systemwide first circulation by patron self check-out: FY04 = 27.5%

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

A change in collection agency procedures implemented in November 2003 resulted in a lower cost of service with no significant decline in materials or fines collected in FY04. The 2004 Auditor's report acknowledged decisions that moved more staff to materials handling functions to better support customer use of the Library's collections. This program is responsible for implementation of FY05 changes to the Library's Internet access policies and procedures that will give parents additional options to make decisions about filtering for their children. In FY06, the migration to a new integrated computer system will require a reevaluation and significant rewrite of all circulation policies, procedures and workflows, along with retraining of staff and public to use the new system. At the same time we are working to develop and validate additional materials handling workload measures that will provide the best evaluation possible of ongoing staffing needs.

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	\$230,906	\$79,610	\$237,793
Contracts	\$0	\$138,000	\$42,253	\$84,747
Materials & Supplies	\$0	\$18,550	\$8,783	\$17,617
Internal Services	\$0	\$18,168	\$1,725	\$4,233
Subtotal: Direct Exps:	\$0	\$405,624	\$132,371	\$344,390
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$405,624	\$132,371	\$344,390
Program Total:	\$405,624		\$476,761	
Program FTE	0.00	0.00	1.00	2.50
Program Revenues				
Indirect for dep't Admin	\$1,627	\$0	\$1,157	\$0
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$1,627	\$0	\$1,157	\$0

Explanation of Revenues**Significant Program Changes**

None.