

Priority: Vibrant Communities

Lead Agency: Library

Program Offer Type: Support

Program Contact: Becky Cobb

Related Programs:

Program Characteristics:

Executive Summary

Volunteer Services provides opportunities for about 1,600 people annually to contribute their time & talents to Multnomah County Library. Volunteers are active in all locations including the Central Library, the 16 branch libraries, Library Administration, & the Title Wave Bookstore as well as in the outreach programs.

The Title Wave Bookstore is a retail outlet that generates revenue for the Library through the sale of discarded books & other materials. Opened in 1988, the Title Wave provides an effective means of recycling the Library's collection back into the community.

Program Description

Volunteer Services oversees the recruitment, interviewing, training and placement of over 1,600 volunteers. The volunteers enhance the services that the Library can provide at the neighborhood libraries and in the community. The scope of volunteer opportunities includes booktalking with Books 2 U, conducting storytimes in day care centers with Raising A Reader, delivering library materials to shelters and homebound persons through Library Outreach Services, & teaching seniors basic computer skills through Cyber Seniors classes. Volunteers are given skills and responsibilities that engage them in their libraries and neighborhoods. About 30% of library volunteers are students from 10-18 years old, & volunteering gives them an experience that can provide life skills.

The Title Wave Bookstore recycles & sells discarded library books & materials to the community. The store is open 36 hours/week and is fully staffed by 50 volunteers with the support of one paid staff person. Because the used books are sold at reasonable prices, many of the TW's regular customers are teachers & media specialists buying books for their classroom collections & school libraries. Many homeschoolers buy books for educational purposes as well.

Program Justification

Engaged and active volunteers are an indicator of a vibrant, thriving community and organization. By providing multiple opportunities for people to contribute their talents and participate in library programs, the volunteer program improves the overall health of the community. Last year 1,652 library volunteers contributed 66,000 hours in support of 10 outreach programs, Central Library & 16 neighborhood libraries.

The Title Wave Bookstore provides another opportunity for volunteer involvement and engagement in the community. It also gives the Library an outlet to recycle its discarded books, supporting the County's sustainability initiative. Typical annual revenues are about \$200,000. Since September of 2004, the TW has also sold older & more collectible books online through Alibris.com, generating an additional \$3,500 in revenue.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Hours contributed by volunteers	66,038	64,000	60,000	62,000
Outcome	Student volunteer applicants who meet their school community svc requirement	10%	15%	15%	25%

Performance Measure - Description

Outcome measure - Increasingly, middle and high school students are applying to the Library's volunteer program to satisfy class or graduation requirements. Students may need to work from 10-30 hours during the school year.

Legal/Contractual Obligation

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
	2006	2006	2007	2007
Program Expenses				
Personnel	\$49,373	\$99,027	\$91,694	\$163,013
Contracts	\$1,697	\$3,403	\$3,780	\$6,720
Materials & Supplies	\$7,069	\$14,176	\$8,334	\$14,816
Internal Services	\$1,607	\$3,223	\$4,497	\$7,996
Subtotal: Direct Exps:	\$59,746	\$119,829	\$108,305	\$192,545
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$59,746	\$119,829	\$108,305	\$192,545
Program Total:	\$179,575		\$300,850	
Program FTE	0.00	0.00	1.00	2.00
Program Revenues				
Indirect for dep't Admin	\$396	\$0	\$1,181	\$0
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$396	\$0	\$1,181	\$0

Explanation of Revenues

Significant Program Changes

Last year this program was: #80013, Volunteer and Staff Support
 Transfer of 1.0 FTE from Human Resources/Learning Systems.