Program # 80019 - Customer Access & Account Management	Version 2/09/2007 s

Priority:	Accountability	**Lead Agency:**	Library
Program Offer Type:	Support	**Program Contact:**	Cindy Gibbon
Related Programs:			
Program Characteristics:			

Executive Summary

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

Program Description

This program develops library policies and procedures that ensure equitable and safe access to library services; works with IT Customer Advocacy to ensure adequate IT support for 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; monitors materials handling workloads, streamlines processes and recommends staffing adjustments to improve productivity and minimize staff injuries; protects patron privacy; ensures the Library's compliance with applicable federal, state and local law; and manages special projects.

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 use of community meeting rooms where neighbors come together; providing escalated customer service support to patrons of all ages who use neighborhood library collections for lifelong learning; making sure materials move among neighborhood libraries efficiently; and removing barriers to access for users.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Total new cards/welcome notices issued annually	69,973	75,000	71,000	70,000
Outcome	Average $ value of customer accounts sent to collection agency-rounded	120	0	130	120
Efficiency	Cost per item checked out (requires decimal--see below)	0	0	0	0

Performance Measure - Description   ✔ Measure Changed

Output: Total of welcome/address verification postcards issued to new library registrants (adult and juvenile). These cards are issued to verify addresses and to inform parents of the Library's internet access policy for children.

NEW Outcome: Average $ value of customer accounts sent to collection agency annually. (Total dollar value of accounts/total number of accounts). Should be stable or trend downward in response to changes in library circulation policy. FY 04/05 was $123. FY 06 & 07 are unusual because of issues with sending accounts to collections due to the ILS migration (including a break in the process). FY 08 should be back to normal.

Efficiency: Cost per item checked out (total annual expenditures/total circulation): FY 05-06 actual = $2.27; FY 06-07 purchased = $2.40; FY 06-07 estimate = $2.35; FY 07-08 Offer = $2.40. Among comparable urban libraries, MCL has one of the lowest costs per item checked out.

Measure No. 26-81 "Renew Five-Year Local Option Levy to Continue Library Services", November 2006 General Election – The levy language reads: "Continue programs for school age children, story hours for babies and toddlers, summer reading, literacy services for children in child care, programs for teens; Help teachers and students use library resources; provide homework helpers to assist children with school work; Maintain free access to information; Update books and materials; Continue books delivery to homebound seniors and nursing home residents; Open planned libraries in underserved neighborhoods of East County and North Portland: Keep libraries open; maintain current hours and services at Central and neighborhood libraries."

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2007	2007	2008	2008
Personnel	$125,149	$292,029	$138,783	$323,826
Contracts	$72,697	$169,628	$65,400	$152,600
Materials & Supplies	$9,695	$22,623	$14,250	$33,250
Internal Services	$7,150	$16,686	$6,809	$15,886
Subtotal: Direct Exps:	**$214,691**	**$500,966**	**$225,242**	**$525,562**
Administration	$0	$0	$0	$0
Program Support	$0	$0	$0	$0
Subtotal: Other Exps:	**$0**	**$0**	**$0**	**$0**
Total GF/non-GF:	**$214,691**	**$500,966**	**$225,242**	**$525,562**
Program Total:	**$715,657**		**$750,804**	
Program FTE	1.50	3.00	1.50	3.50
Program Revenues				
Indirect for dep't Admin	$3,099	$0	$0	$0
Program Revenue for Admin	$0	$0	$0	$0
Total Revenue:	**$3,099**	**$0**	**$0**	**$0**

Explanation of Revenues

Significant Program Changes

Last year this program was: #80020, Customer Access & Account Management
OLD Outcome Measure: % of items checked out not returned or recovered by collection agency (Items not recovered/total annual circulation): FY 04-05 = .2% (two tenths of one percent); FY 05-06 actual NOT AVAILABLE. The data for this measure was taken from Dynix, the library's previous integrated library system. The library migrated to a new ILS, Millennium, in September 2005. Millennium cannot track this data.

Net increase of .50 FTE.