

**Priority:** Vibrant Communities  
**Program Offer Type:** Innovative/New Program  
**Related Programs:**

**Lead Agency:** Library  
**Program Contact:** Rita Jimenez

**Program Characteristics:**

**Executive Summary**

This new offer builds on the Library's recent efforts to serve County residents who speak Chinese, Russian, and Vietnamese as their first language and complements long-term efforts to serve Spanish speakers. This offer increases the number of bilingual staff at eight libraries and adds related outreach and support staff.

**Program Description**

Currently there are 27.5 FTE bilingual library employees providing assistance to the public at libraries for 15% of the Library's open hours. This offer would add 7.75 FTE bilingual staff at Central Library, Fairview-Columbia, Gregory Heights, Gresham, Holgate, Midland, Rockwood and Woodstock libraries and would increase the bilingual coverage during open hours to 20% systemwide. This offer would increase bilingual coverage at the libraries specified above from 67% of open hours to 87% of open hours. It would also add 3.0 FTE outreach specialists (one in each language to provide outreach and bilingual programming), 1.25 FTE selection and cataloging librarians (for buying books and other library materials in these languages), and 1.0 FTE program manager to oversee the targeted languages program.

**Program Justification**

A 2006 needs assessment for services to members of the Asian and Slavic communities makes key recommendations related to staffing, outreach, collections and programming to improve library services to patrons who speak these languages. It states, "The single most effective thing the library can do to increase access and improve service is to have staff members who speak the same languages as county residents." Although 5% of County residents speak Chinese, Russian or Vietnamese in the home, currently fewer than 1% of library staff speak these languages. While 7.9% of county residents speak Spanish in the home, only 3.4% of library staff speak Spanish.

This offer links to Factor 2, Valued & Engaged Citizens, by addressing the gaps in the Library's ability to serve these communities. The needs assessment states: "These communities see the library as a potentially powerful force for helping them integrate into the larger community, improving their quality of life, and helping them preserve their cultures." Outreach specialists will collaborate actively and systematically in these communities by building partnerships with agencies working with these populations.

This offer also links to Factor 3, Opportunities for Improving & Enjoying Life. At a range from 57% to 69%, these four communities report having extremely high rates of Low English Proficiency (LEP). The Library will help these residents to develop critical life and literacy skills with better access to library materials and programs that support their learning and civic engagement. Cultural events such as Dia de los Ninos and Lunar New Year celebrations contribute to lifelong learning and meaningful multigenerational community involvement.

**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	Additional books and items checked out in target languages	0	0	0	50,000
Outcome	Additional library card registrations in target languages	0	0	0	1,500
Output	Additional bilingual programs and events	0	0	0	25

**Performance Measure - Description**

For all measures, base numbers from FY05-06 are: books & items checked out in target languages: 392,477; library card registrations: 6,256; and bilingual programs and events: 300.

**Legal/Contractual Obligation**

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2007	2007	2008	2008
Personnel	\$0	\$0	\$869,191	\$0
Internal Services	\$0	\$0	\$19,904	\$0
<b>Subtotal: Direct Exps:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$889,095</b>	<b>\$0</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
<b>Subtotal: Other Exps:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total GF/non-GF:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$889,095</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$889,095</b>	
Program FTE	0.00	0.00	13.00	0.00
<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$0	\$889,095	\$0
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$889,095</b>	<b>\$0</b>

**Explanation of Revenues**

**Significant Program Changes**

Last year this program was: