

**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 1,500 people annually who contribute their time and talents to Multnomah County Library. Volunteers are active in all locations including the Central Library, the 16 neighborhood libraries, Library Administration, and 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, screening, placement and recognition of approximately 1,500 volunteers. The volunteers enhance the services that the Library can provide at neighborhood libraries and in the community. The scope of volunteer opportunities includes booktalking with Books 2 U, conducting storytimes in child 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, and searching for reserved items at all library locations. Volunteers are given skills and responsibilities that engage them in their libraries and neighborhoods. About 40% of library volunteers are students from 10-18 years old. Students are given an experience that provides life skills and engages them in their community.

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 60 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 and 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 1,536 volunteers contributed 55,000 hours in support of 10 outreach programs, Central Library, 16 neighborhood libraries and administrative services.

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 \$9,669 in revenue.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Hours contributed by volunteers	55,000	58,000	56,000	57,000
Outcome	Student vols who report using their vol svc for school community svc requirement	41.0%	38.0%	38.0%	42.0%

### Performance Measure - Description

## Legal/Contractual Obligation

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	2008	2008	2009	2009
Personnel	\$0	\$271,883	\$0	\$282,226
Contracts	\$0	\$11,287	\$0	\$17,200
Materials & Supplies	\$0	\$30,780	\$0	\$29,980
Internal Services	\$0	\$13,288	\$0	\$13,060
Subtotal: Direct Exps:	<b>\$0</b>	<b>\$327,238</b>	<b>\$0</b>	<b>\$342,466</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$0</b>	<b>\$327,238</b>	<b>\$0</b>	<b>\$342,466</b>
Program Total:	<b>\$327,238</b>		<b>\$342,466</b>	
Program FTE	0.00	3.00	0.00	3.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

The Library Fund revenue allocated to this program offer represents a pro-rated share of Library Levy taxes (66%) and library-generated revenues such as book fines, interest earnings, and user charges for services provided to Library patrons (6%). General Fund revenue represents about 28% of the Library's total revenue.

## Significant Program Changes

**Last year this program was:** #80017, Volunteer Services/Title Wave Book Store  
No significant changes.