

**Priority:** Vibrant Communities  
**Program Offer Type:** Existing Operating  
**Related Programs:** 80000, 80002

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

**Program Characteristics:**

**Executive Summary**

This program offer is for the 4 regional libraries: Gresham, Hillsdale, Hollywood, and Midland. Regional libraries have more space and larger collections, and offer more services than the smaller neighborhood libraries. Last year over 1.5 million residents visited the regional libraries and benefited from diverse learning, cultural, and recreational opportunities, thereby contributing to their experience of a vibrant community.

**Program Description**

Multnomah County residents currently have access 7 days a week to nearly 510,000 items at the 4 regional libraries, including books and other items in Spanish, Vietnamese, Chinese, and Russian. Children and young people participate in story times, Summer Reading, and after school activities (peak hours for juvenile crime). These libraries provide a free community space for meetings, fostering meaningful citizen involvement and neighborhood interaction. Residents develop critical life skills through book groups, civic discussions, job training, and other library programs. Libraries provide free basic computer classes and Internet access to the "technology poor." Language exchanges and educational programs improve employment opportunities and quality of life for those residents with low English proficiency and limited resources.

**Program Justification**

This program offer links to Factor 2, Valued & Engaged Citizens and specifically to the strategy "Provide places and promote opportunities for neighbors to connect." The 4 regional libraries offer a variety of programs that provide opportunities for neighbors to interact. Engaged volunteers from youth to seniors contribute over 13,000 hours of service each year. In addition, libraries serve as a bridge for the diverse cultures within Multnomah County. Spanish-speaking residents enjoy about 250 bilingual programs and events each year, and regional libraries offer culturally diverse programs such as Dia de Los Ninos celebrations. This offer also links to Factor 3, Opportunities for Improving & Enjoying Life. Regional libraries "provide opportunities & resources for lifelong learning" by providing free access to computers for the "technology poor" (31% of Oregon households do not have Internet access). The 82 public computers with Internet access are used over 206,000 hours each year (83% utilization rate), and library users attend over 400 free computer classes annually. Residents also use information, training, and other resources to increase learning and literacy, addressing the critical needs of the 38% of residents who function at Below Basic or Basic literacy levels (formerly known as levels 1 and 2). Research indicates that youth participation in summer reading programs results in improved reading skills and enhances all other learning. 11,529 children participated in the 2007 Summer Reading program and 63,913 people attended youth programs at regional libraries last year.

**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	Books and items checked out or renewed	6,044,914	6,300,000	6,044,000	6,044,000
Outcome	Overall customer satisfaction	0.0%	97.0%	0.0%	0.0%
Efficiency	Cost (\$) per item checked out (requires decimal – see below)	0	0	0	0
Outcome	Patrons who found books and items they wanted	92.5%	0.0%	92.0%	92.0%

**Performance Measure - Description**

Books and items checked out or renewed: DVD/CD checkout limits enforced just prior to FY07 impacted FY07 actual, resulting in lower than estimated for FY07. Amount purchased in FY08 was based on original FY07 estimates.

Overall customer satisfaction (Source: Multnomah County Auditor's Report). The County Auditor's Office is no longer conducting the citizen satisfaction survey; we hope to participate in a joint effort with other county departments in the near future. For 08-09, replaced with 2nd outcome measure.

Efficiency: Cost per item checked out (total annual expenditures/total circulation): FY 06-07 actual = \$2.35; FY 07-08 purchased = \$2.40; FY 07-08 estimate = \$2.47 FY 08-09 offer = \$2.62. Among comparable urban libraries, MCL has one of the lowest costs per item checked out. (Source: Public Library Data Service Statistical Report)

## 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
	2008	2008	2009	2009
<b>Program Expenses</b>				
Personnel	\$0	\$5,644,266	\$0	\$5,766,472
Contracts	\$0	\$6,800	\$0	\$7,000
Materials & Supplies	\$0	\$79,576	\$0	\$84,150
Internal Services	\$0	\$1,194,399	\$0	\$1,276,220
Subtotal: Direct Exps:	<b>\$0</b>	<b>\$6,925,041</b>	<b>\$0</b>	<b>\$7,133,842</b>
Administration	\$0	\$1,016,417	\$0	\$1,100,008
Program Support	\$0	\$3,892,695	\$0	\$4,456,503
Subtotal: Other Exps:	<b>\$0</b>	<b>\$4,909,112</b>	<b>\$0</b>	<b>\$5,556,511</b>
Total GF/non-GF:	<b>\$0</b>	<b>\$11,834,153</b>	<b>\$0</b>	<b>\$12,690,353</b>
Program Total:	<b>\$11,834,153</b>		<b>\$12,690,353</b>	
Program FTE	0.00	83.00	0.00	83.50
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$12,690,353
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$12,690,353</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:** #80001, Regional Libraries  
Net increase of .50 FTE.