

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 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 Used Bookstore as well as various outreach programs.

The Title Wave Used Bookstore is a retail outlet that generates revenue for the Library through the sale of discarded books and 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 1,600 volunteers. The volunteers enhance the services that the Library can provide at all library locations 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 through Adult Outreach, 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 the 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 Used Bookstore recycles and sells discarded library books and materials to the community. The store is open 36 hours per week and is fully staffed by 65 volunteers with the support of one paid staff person. Because the used books are sold at reasonable prices, many of the Title Wave's regular customers are teachers/media specialists buying books for their classrooms and 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 1,634 volunteers contributed nearly 55,000 hours in support of 10 outreach programs, Central Library, 16 neighborhood libraries and administrative services.

The Title Wave Used 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 2004, the Title Wave has also sold older and more collectible books online through Alibris.com, generating additional revenue of \$16,800.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Hours contributed by volunteers	54,540	57,000	55,500	55,600
Outcome	Student vols who report using their svc for school/community requirements	38.0%	42.0%	38.0%	39.0%

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 book delivery to homebound seniors and nursing home residents; Open planned libraries in underserved neighborhoods in 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
	2009	2009	2010	2010
Program Expenses				
Personnel	\$0	\$282,226	\$0	\$298,070
Contracts	\$0	\$17,200	\$0	\$17,700
Materials & Supplies	\$0	\$29,980	\$0	\$24,505
Internal Services	\$0	\$13,060	\$0	\$15,160
Subtotal: Direct Exps:	\$0	\$342,466	\$0	\$355,435
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$342,466	\$0	\$355,435
Program Total:	\$342,466		\$355,435	
Program FTE	0.00	3.00	0.00	3.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

The Library Fund revenue allocated to this program offer represents a pro-rated share of Library Levy taxes (64%) and library-generated revenues such as overdue fines, interest earnings, Library Fund balance and user charges for services provided to Library patrons (12%). General Fund revenue represents about 24% of the Library's total revenue.

Significant Program Changes

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