

Priority: Vibrant Communities

Lead Agency: Library

Program Offer Type: Administration

Program Contact: Brett Lear

Related Programs:

Program Characteristics:

Executive Summary

Reference Services provides leadership, training, support, information and resources to MCL's librarians and library assistants so they can quickly and accurately connect the residents of Multnomah County with the information they need. Staff is available in person, by phone, by email or live online chat in partnership with L-net.

Program Description

Reference Services is responsible for training and support of the system wide reference staff through classes and monthly professional development forums. Staff develop class curriculum, present classes and trainings monthly and as requested. Staff work with other MCL and County departments, like HR, Learning Systems, Tech Svcs, and IT to ensure system wide reference staff are up to date with the latest trends in technology, have a reference collection that helps them serve their patrons, and are trained to use it. Through the Reference, Adult Services, and Programming Coordinator (RASP) position, Reference Services coordinates the library's system wide programming, adult outreach services, and adult & reference services. The RASP Coordinator is responsible for the development, coordination, support and review of reference, public programming and adult services to ensure consistent quality, in collaboration with the Youth Services Director and the directors of the Central Library and Neighborhood Libraries.

L-net connects Oregonians to librarians online with 24/7 chat and e-mail reference service. The extended network of libraries allows referral of reference questions between libraries. Librarians and other staff at 32 Oregon public, academic, school and special libraries who provide the service are supported through ongoing training and quality assurance programs.

Program Justification

This program helps MCL patrons read, learn and connect by focusing on goals 2, 3 and 4 of our strategic plan: People of all ages and backgrounds will find a wide variety of current and popular materials and programs in the languages they read, speak or understand, to satisfy their personal reading interests and educational needs; People of all ages and backgrounds will find literature, information and answers to questions related to work, school, cultural, civic and personal life; People of all ages and backgrounds will have the tools and skills to find, evaluate and use information resources that best meet their needs.

This program helps MCL patrons read, learn and connect by offering programming where people can interact and participate in public discussion; develops staff who are well versed in print and electronic collections, knowledgeable of new technological trends, and committed to customer service so they can best meet the information needs of the community. Trainings are created so staff can help patrons find literature and information related to work, school, cultural, civic and personal life.

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	Number of reference questions asked system wide	749,664	0	742,992	817,291
Outcome	Increase the % of reference staff who are contributing shifts to L-Net	0.0%	0.0%	12.0%	24.0%
Output	Number of staff who attend reference forums	344	0	332	398
Output		0	0	0	0

Performance Measure - Description

These are new measures (see explanation of new program offer in the Significant Changes section).

Outcome: Reference staff refers to information assistants and librarians working at the Central Library and the neighborhood libraries.

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
	2009	2009	2010	2010
Program Expenses				
Personnel	\$0	\$0	\$0	\$436,493
Contracts	\$0	\$0	\$0	\$86,100
Materials & Supplies	\$0	\$0	\$0	\$11,100
Internal Services	\$0	\$0	\$0	\$17,916
Subtotal: Direct Exps:	\$0	\$0	\$0	\$551,609
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$0	\$0	\$551,609
Program Total:	\$0		\$551,609	
Program FTE	0.00	0.00	0.00	4.00
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. This program offer will receive \$277,198 from the State Library to fund the L-Net program.

Significant Program Changes

Last year this program was:

This is a new program offer that restructures the coordination of reference services by pulling together 3.75 FTE that for FY 09 were budgeted in other program offers: Adult Services Coordinator and the System Wide Reference Coordinator from 80011 (Central Library Division Management), and two L-Net librarians from 80019 (Customer Access & Account Management). There is no increase in overall FTE.