

Lead Agency: Library
Program Offer Type: Existing Operating
Related Programs:

Program Contact: Linda Fenster

Program Characteristics:

Executive Summary

The Central Library offers books, informational services, public programs and classes, and meeting space. Central Library serves the diverse people and communities throughout Multnomah County: urban core, suburban neighborhoods, disadvantaged, affluent, preschoolers, students, retirees, job hunters, and culture seekers. Central Library provides services to all seven days per week, including two evenings.

Program Description

Central Library engages citizens with ideas and brings them together for community interaction by providing programs, meeting rooms, and public forums as well as books and other informational materials. More than 977,000 people visit Central annually, averaging over 2700 visits per day. Central Library fosters opportunities and resources for lifelong learning by offering access to more than 778,000 books and other items. Each year, Central Library provides 67 public computers with free Internet access used more than 152,000 hours (87.2% utilization rate); answers over 218,000 information queries; offers 1,387 programs; and contributes to sustainability by sharing resources that would have cost \$24 million annually if purchased by individuals.

In particular, this offer provides opportunities for diverse neighbors to interact and engender a sense of community. People attend programs done in partnership with other organizations, such as the PCC co-sponsored "lunch & learn" series that improves work and life skills. Central Library also offers a variety of forums and resource fairs where people meet, gather, and discuss ideas and issues pertinent in the community. Groups use meeting rooms for their own community meetings and events. Central Library provides essential services to the "technology poor" by providing free Internet access through Internet stations, wireless access, and a variety of free computer labs and classes. Central Library provides people from all walks of life with a lifetime of learning through books, magazines, and online resources in an array of subjects—from art & music to job hunting & car repair, from poetry & philosophy to adult literacy & language learning—for people from all walks of life. Breaking down cultural and economic barriers, Central empowers new immigrants, small business owners, seniors, students, and the homeless by providing information survival tools needed to develop life skills.

Performance Measures

| Measure Type | Primary Measure | Previous Year Actual (FY08-09) | Current Year Purchased (FY09-10) | Current Year Estimate (FY09-10) | Next Year Offer (FY10-11) |
|--------------|--|--------------------------------|----------------------------------|---------------------------------|---------------------------|
| Output | Books and items checked out or renewed | 2,940,613 | 3,000,000 | 2,881,800 | 2,800,000 |
| Outcome | Patrons who found books and items they wanted | 91.2% | 93.0% | 92.0% | 92.0% |
| Efficiency | Books and items checked out/renewed per capita | 30 | 28 | 29 | 29 |

Performance Measure - Description

Outcome: From the library's annual Output Measures survey.

Efficiency: Checkouts & renewals per capita (circulation/service population): Multnomah County has the second highest circulation per capita in the nation among libraries serving more than 250,000 people. (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 |
|-------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses | 2010 | 2010 | 2011 | 2011 |
| Personnel | \$0 | \$10,216,296 | \$0 | \$10,183,097 |
| Contracts | \$0 | \$93,376 | \$0 | \$82,380 |
| Materials & Supplies | \$0 | \$227,661 | \$0 | \$245,638 |
| Internal Services | \$0 | \$286,616 | \$0 | \$178,690 |
| Capital Outlay | \$0 | \$10,000 | \$0 | \$15,000 |
| Total GF/non-GF: | \$0 | \$10,833,949 | \$0 | \$10,704,805 |
| Program Total: | \$10,833,949 | | \$10,704,805 | |
| Program FTE | 0.00 | 142.24 | 0.00 | 140.25 |
| Program Revenues | | | | |
| 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 (66%) and library-generated revenues such as overdue fines, interest earnings, Library Fund balance and user charges for services provided to library patrons (11%). General Fund revenue represents about 23% of the library's total revenue.

Significant Program Changes

Last year this program was: #80000, Central Library

Reduction of 2.0 FTE including 0.75 FTE of page and clerk positions reallocated to Neighborhood Libraries during FY 2010.

During FY 2010, Central Library implemented the use of Radio Frequency Identification (RFID) technology by tagging the collection (over 642,000 items), installing security gates, and installing checkout stations for the public and circulation equipment for the staff. The implementation was completed on schedule in January, 2010. Self-service checkout rates are increasing, allowing staff to provide more direct customer service rather than focusing almost solely on materials handling tasks.