

**Lead Agency:** Library

**Program Contact:** Becky Cobb

**Program Offer Type:** Administration

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

Business Services manages the library's finance and budget operations, provides administrative clerical support for management and program staff, and provides front-desk reception for the Library Administration building.

**Program Description**

Business Services manages the annual budget preparation and submittal process; monitors and adjusts the budget throughout the fiscal year; manages contracts, procurements, and grants; and processes and oversees accounts payable and receivable for the library system. This program ensures that library funds are budgeted, received, accounted for, and spent appropriately. Administrative staff answer the main phone number for the library system and assist people by explaining policies, answering questions, and referring people to the appropriate library service, while also completing clerical tasks and projects for management and program staff.

**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	Telephone calls answered by administrative support staff	15,513	16,000	15,500	15,500
Outcome	Invoices paid within 30 days	84.0%	88.0%	90.0%	88.0%

**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
	2010	2010	2011	2011
<b>Program Expenses</b>				
Personnel	\$0	-\$404,361	\$0	\$931,842
Contracts	\$0	\$5,000	\$0	\$3,000
Materials & Supplies	\$0	\$118,325	\$0	\$103,571
Internal Services	\$0	\$94,348	\$0	\$276,836
<b>Total GF/non-GF:</b>	<b>\$0</b>	<b>-\$186,688</b>	<b>\$0</b>	<b>\$1,315,249</b>
<b>Program Total:</b>	<b>-\$186,688</b>		<b>\$1,315,249</b>	
Program FTE	0.00	8.00	0.00	7.75
<b>Program Revenues</b>				
<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 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

✔ Significantly Changed

**Last year this program was:** #80009, Business Services

The FY 10 personnel budget for this program offer reflects the COLA/Step/Merit freeze savings adjustment for the entire Library. Adjusted for this accounting, the real personnel change is noted below.

Net decrease of .25 FTE. The fiscal unit was reorganized during FY 2010 with the addition of a .75 Finance Specialist I and the reclassification of a current Finance Specialist 2 to a Budget Analyst. This will allow the Library's Finance Office to handle an increased load of budget responsibilities in the absence of the Business Services Manager position (incumbent moved to the Deputy Director position and the vacant position is being reallocated to fund this change as well as the change described in Marketing & Communications, #80008).

Budgeted debt service payments were reduced by \$124,245 due to the General Fund covering half of the costs that were anticipated to be supported by borrowing funds.