

**Lead Agency:** Library  
**Program Offer Type:** Support  
**Related Programs:**

**Program Contact:** June Mikkelsen

**Program Characteristics:**

**Executive Summary**

Volunteer Services provides opportunities for more than 1,700 people annually who contribute their time and talents to Multnomah County Library. Volunteers are active in all locations including the Central Library, the 18 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 1,700 volunteers. 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 library volunteers are students from 10-18 years old. Students are given an experience that provides life skills and engages them in their community. Last year 1,723 volunteers contributed over 58,000 hours to the library.

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 homeschool families buy books for educational purposes as well. Last year the Title Wave generated over \$220,000 in revenue.

**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	Hours contributed by volunteers	58,171	57,000	58,500	58,900
Outcome	Student volunteers who report using their svc for school/community requirements	39.0%	42.0%	39.0%	39.0%

**Performance Measure - Description**

The outcome measure actual for FY 2009 is based on an estimate from 3 previous years of surveys. The percentage has been within 3 points each year. A recent volunteer database change made it difficult to send out the FY09 survey to an accurate list of potential respondents.

## 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
Program Expenses	2010	2010	2011	2011
Personnel	\$0	\$298,070	\$0	\$309,181
Contracts	\$0	\$17,700	\$0	\$11,400
Materials & Supplies	\$0	\$24,505	\$0	\$31,205
Internal Services	\$0	\$15,160	\$0	\$11,338
Total GF/non-GF:	<b>\$0</b>	<b>\$355,435</b>	<b>\$0</b>	<b>\$363,124</b>
Program Total:	<b>\$355,435</b>		<b>\$363,124</b>	
Program FTE	0.00	3.00	0.00	3.00
<b>Program Revenues</b>				
Total Revenue:	<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

Last year this program was: #80011, Volunteer Services/Title Wave Book Store  
No significant changes.