Program # 80019 - Customer Support & Account Management | **Version 3/05/2010 s**

Lead Agency: Library	**Program Contact:** Cindy Gibbon
Program Offer Type: Support	
Related Programs:	
Program Characteristics:	

Executive Summary

Customer Support & Account Management facilitates the public's use of library collections and services and supports staff delivering library services directly to the public through policy development, coordination of IT support, workload measurement, process improvement, development and training for circulation procedures, stewardship of library collections, and management of special projects.

Program Description

This program develops library policies and procedures that ensure equitable and safe access to library services; works with IT management to ensure adequate IT support for library services; trains and coaches staff and monitors uniform implementation of policies and procedures systemwide; handles escalated customer service issues; oversees the collection of overdue library materials; monitors ever-growing materials handling workloads, streamlines processes, and recommends staffing adjustments to improve productivity and minimize staff injuries; protects patron privacy; ensures the library's compliance with applicable federal, state, and local law; and manages special projects. The program ensures that Multnomah County Library users have equitable access to library services, that the public's investment in the library's collection is protected, that processes are efficient and staffing adequate to meet the public's demand for library resources at best value for the taxpayer's dollar, and that materials move efficiently among neighborhood libraries. Policies and procedures are designed to balance the public values of access and stewardship.

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	Total new cards/welcome notices issued annually	74,677	83,000	75,000	76,000
Outcome	Average $ value of customer accounts sent to collection agency (rounded)	123	140	125	125
Efficiency	Cost per item checked out or renewed (requires decimal - see below)	0	0	0	0
Output	% of first time circulations done by self checkout	18.9%	30.0%	25.0%	40.0%

Performance Measure - Description

Output: Total of welcome/address verification postcards issued to new library registrants (adult and juvenile) to verify addresses and to inform parents of the library's Internet access policy for children and teens.

Outcome: Average $ value of customer accounts sent to collection agency annually. (Total dollar value of accounts/total number of accounts). Should stabilize or trend downward in response to changes in library circulation policy.

Efficiency: Cost per item checked out (total annual expenditures/total circulation): FY 09 actual = $2.57; FY 10 purchased = $2.50; FY 10 estimate = $2.62; FY 11 Offer = $2.64. Among comparable urban libraries, MCL has one of the lowest costs per item checked out.

Output: New measure related to RFID checkout station implementation. Increased use of patron self checkout leads to fewer repetitive stress injuries and worker's compensation claims related to materials handling. (This measure was included in last year's Program Offer #80021.)

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	$416,374	$0	$549,616
Contracts	$0	$251,400	$0	$180,560
Materials & Supplies	$0	$110,028	$0	$395,500
Internal Services	$0	$591,229	$0	$277,916
Capital Outlay	$0	$1,136,190	$0	$0
Total GF/non-GF:	**$0**	**$2,505,221**	**$0**	**$1,403,592**
Program Total:	**$2,505,221**		**$1,403,592**	
Program FTE	0.00	4.00	0.00	5.00
Program Revenues				
Other / Miscellaneous	$0	$1,858,000	$0	$0
Total Revenue:	**$0**	**$1,858,000**	**$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   ✔ **Significantly Changed**

Last year this program was: #80015, Customer Access & Account Management

Net increase of 1.0 FTE.

This program is managing the library's conversion to RFID technology across the system. During FY 2010, Central Library and six neighborhood libraries had their collections tagged, and new security gates, checkout stations, and circulation equipment installed; the remaining 12 libraries will be converted in FY 2011.