Program # 80020 - Reference Services Coordination	Version 3/05/2010 s

Lead Agency: Library   **Program Contact:** Brett Lear

Program Offer Type: Administration

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 via chat in partnership with L-net. Staff also connect with the residents of Multnomah County virtually through Facebook, Twitter, and library blogs.

Program Description

Reference Services is responsible for the training and support of the system-wide reference staff through classes and professional development forums. Reference Services continually reviews patrons' needs and trains staff to respond to those needs. Reference Services aligns its work with the library's priorities and the needs of county residents. For example, to help those struggling with job loss, Reference Services maintains a website that links to local agencies providing services, and provides job labs at several library locations for those seeking employment and assistance.

Staff work with other MCL sections and County agencies, such as HR, Learning Systems, Technical Services, and IT to ensure reference staff throughout the system are up to date with the latest trends in technology, have a print and electronic reference collection that helps them serve their patrons, and are trained to use that collection. 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 managers of the Central Library and Neighborhood Libraries.

L-net, Oregon's statewide online reference service, connects Oregonians to librarians online with 24/7 chat and e-mail reference service. The extended network of libraries allows referral of reference questions among libraries. Librarians and other staff at 36 Oregon public, academic, school, and special libraries who provide the service are supported through ongoing training and quality assurance programs.

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	Number of reference questions answered	753,699	817,291	791,000	800,000
Outcome	Increase in the % of reference staff who are contributing	12.0%	24.0%	22.0%	5.0%
Output	Number of staff who attend reference forums	256	398	257	200

Performance Measure - Description

Output: The number of reference questions asked by patrons has been tapering off over the past few years. With two new libraries opening in 2010, the number of reference questions should hold steady in FY 2011.

Outcome: In FY 2010 several additional MCL staff began contributing hours toward staffing L-net. The number of staff that contribute to L-net may grow slightly with the two new libraries opening in 2010.

Output: In FY 2011 the number of reference forums will be reduced from 12 per year to six, hence the lower number of projected attendees.

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 under-served 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	$436,494	$0	$447,408
Contracts	$0	$86,100	$0	$101,800
Materials & Supplies	$0	$11,100	$0	$16,044
Internal Services	$0	$17,917	$0	$10,902
Total GF/non-GF:	**$0**	**$551,611**	**$0**	**$576,154**
Program Total:	**$551,611**		**$576,154**	
Program FTE	0.00	4.00	0.00	4.00
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. This program offer will receive $305,000 from the State Library to fund the L-net program.

Significant Program Changes

Last year this program was: #80019, Reference Services Coordination
No significant changes.