Multnomah County
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Program # 80019 - Customer Support & Account Management

Version 2/18/2011 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. Staff in this program develop and implement policies, coordinate IT support for all library operations, manage the integrated library computer system (ILS), assist frontline staff and managers with process improvement, develop and deliver systemwide trainings on circulation procedures and customer service, steward the library's collections, and manage 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; manages the ILS; 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 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 effective 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 (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Total new cards/welcome notices issued annually	71,809	76,000	75,930	75,000
Outcome	Average dollar value of customer accounts sent to collection agency (rounded)	126	125	129	132
Efficiency	Cost per item checked out/renewed (see below)	0	0	0	0
Output	% of checkouts done by self checkout	25.0%	40.0%	60.0%	75.0%

Performance Measure - Description

Output: Total of welcome/address verification postcards issued to new library registrants 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.) Trending slightly upward, perhaps due to recession.

Efficiency: Cost per item checked out (total annual expenditures/total circulation). FY10 actual = $2.62; FY11 purchased = $2.64; FY11 estimate = 2.64; FY12 offer = 2.62. Among the nation's busiest libraries, Multnomah County Library has one of the lowest costs per item checked out.

Output: This measure relates to RFID checkout station implementation to be completed systemwide by the end of FY11. Increased use of patron self-checkout should lead to decreased repetitive stress injuries and worker's compensation claims related to materials handling.

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	2011	2011	2012	2012
Personnel	$0	$549,616	$0	$542,500
Contracts	$0	$180,560	$0	$115,300
Materials & Supplies	$0	$395,500	$0	$187,929
Internal Services	$0	$277,916	$0	$24,130
Total GF/non-GF:	**$0**	**$1,403,592**	**$0**	**$869,859**
Program Total:	**$1,403,592**		**$869,859**	
Program FTE	0.00	5.00	0.00	5.00
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 (57%), Library Fund balance (15%), and library-generated revenues such as overdue fines, interest earnings, and user charges for services provided to library patrons (5%). General Fund revenue represents about 23% of the library’s total revenue.

Significant Program Changes

✓ **Significantly Changed**

Last year this program was: #80019, Customer Support & Account Management
During FY10 and FY11 this program managed the implementation of the library's RFID check-out and security system. Conversion of collections and installation of equipment at the final 12 library locations will be completed by the end of FY11, resulting in a decrease in the FY12 budget.