

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

**Program Contact:** June Mikkelsen

**Program Characteristics:** In Target

**Executive Summary**

Volunteer Services provides opportunities for more than 1,800 people annually who contribute their time and talents to Multnomah County Library. Volunteers are active in all locations, including 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 over 1,800 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, 10-18 years old. Students are given an experience that provides life skills and engages them in their community. Last year, 1,839 volunteers contributed over 65,000 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 \$218,000 in revenue.

**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	Hours contributed by volunteers	65,335	58,900	65,400	65,500
Outcome	Student volunteers who report using their svc for school/community requirement	42.0%	39.0%	42.0%	43.0%

**Performance Measure - Description**

Outcome: All library volunteers under the age of 18 years old were surveyed to see if their volunteer hours were eligible for school or community service requirements. 42% of the responding volunteers reported that their volunteer hours counted toward school or community service requirements.

## 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	2011	2011	2012	2012
Personnel	\$0	\$309,181	\$0	\$357,334
Contracts	\$0	\$11,400	\$0	\$59,900
Materials & Supplies	\$0	\$31,205	\$0	\$33,703
Internal Services	\$0	\$11,338	\$0	\$18,126
Total GF/non-GF:	<b>\$0</b>	<b>\$363,124</b>	<b>\$0</b>	<b>\$469,063</b>
Program Total:	<b>\$363,124</b>		<b>\$469,063</b>	
Program FTE	0.00	3.00	0.00	3.50
<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 (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.

Volunteer Services is receiving \$50,767 from a Library Services & Technology Act (LSTA) grant received from the State Library for the establishment of an internship program.

## Significant Program Changes

**Last year this program was:** #80010, Volunteer Svcs/Title Wave Book Store

Net increase of .50 FTE. This position was added due to the increase in library locations that need volunteer support and the increase in volunteer hours. In FY 2010 there was a 12% increase in the number of volunteer hours contributed by community members.