Program # 80020 - Reference Services Coordination	Version 2/18/2011 s

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

Program Offer Type: Administration

Related Programs:

Program Characteristics: In Target

Executive Summary

Reference Services provides leadership, training, support, information and resources to Multnomah County Library's reference librarians and library assistants so they can quickly and accurately connect Multnomah County residents with the resources they want and need. Reference staff are available to assist in person, by phone, by e-mail, or online in partnership with L-net, Oregon's statewide online reference service. Staff connect with patrons virtually through Facebook, Twitter, and library blogs.

Program Description

Reference Services is responsible for the training and support of the systemwide 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, offers classes and workshops for county residents, and provides job labs at several library locations for those seeking employment and assistance.

Reference Services staff work with other library 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. The Reference, Adult Services, and Programming (RASP) Coordinator is responsible for the development, coordination, support, and review of reference, public programming, and adult services, ensuring consistent quality in collaboration with the Youth Services Director, and the managers of Central Library and Neighborhood Libraries.

The Family and Adult Programming section of RASP plans, coordinates, supports, and executes approximately 2,500 events and public programs at libraries and other community gathering places each year, all designed to enrich and transform the lives of children, families, and adults. The Adult Outreach section of RASP provides library services and programs to Multnomah County residents underserved by traditional library means, including older adults, new immigrants, people with disabilities, adult learners, institutionalized people, and homeless people. 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 (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Number of reference questions answered	785,009	800,000	793,000	790,000
Outcome	Increase in the % of reference staff who are contributing shifts to L-Net	8.0%	5.0%	20.0%	7.0%
Output	Number of staff who attend reference forums	235	200	190	205

Performance Measure - Description

Output: With the two new libraries and the move to finding patrons that need assistance via mobile reference, the number of reference questions answered should hold steady or increase slightly in FY 2012.
Outcome: In FY 2011 the number of staff that contributed to L-net grew as some staff from the two new libraries began contributing L-net shifts. As staffing "L-net Local" begins in FY 2011, the number of staff systemwide contributing L-net shifts should increase modestly in FY 2012.
Output: In FY 2012 staff will be trained on emerging technologies such as ebooks and ereaders.

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	$447,408	$0	$451,131
Contracts	$0	$101,800	$0	$136,800
Materials & Supplies	$0	$16,044	$0	$30,522
Internal Services	$0	$10,902	$0	$21,325
Total GF/non-GF:	**$0**	**$576,154**	**$0**	**$639,778**
Program Total:	**$576,154**		**$639,778**	
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 (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.

This program offer will receive $358,000 from the Oregon State Library for the statewide online reference service, L-Net.

Significant Program Changes

Last year this program was: #80020, Reference Services Coordination
No significant changes.