Program # 80019 - Customer Support & Account Management	Version 4/24/2012 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 physical and electronic 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) and the ILS discovery layer; assist frontline staff and managers with process improvement; develop and deliver systemwide trainings on electronic resources and research tools, 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 and its discovery layer for patrons and staff; 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 and streamlines processes; 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 (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Total new cards/welcome notices issued annually	73,566	75,000	71,000	71,000
Outcome	Average $ value of customer accounts sent to collection agency	122	132	123	124
Efficiency	Cost per item checked out/renewed (See below)	0	0	0	0
Output	% of checkouts done by self check-out	69.0%	75.0%	79.0%	79.0%

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). FY11 actual = $2.47; FY12 purchased = $2.62; FY12 estimate = 2.57; FY13 offer = $2.35. 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 completed systemwide at 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.

The FY 2013 budget assumes passage of Measure No. 26-125 "Local library funding: continues local option levy at current rate," May 2012 Primary Election. The levy summary states in pertinent part: "Renewing the library levy will: Continue programs such as: story hours for babies and toddlers, after-school homework help for school students; summer reading, programs for teens and more; Help teachers and students use library resources; provide homework helpers to assist children with school work. Update books and materials; maintain free access to information; Continue book delivery to homebound senior citizens and retirement home residents. Fund 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	2012	2012	2013	2013
Personnel	$0	$542,500	$0	$948,226
Contracts	$0	$115,300	$0	$223,170
Materials & Supplies	$0	$187,929	$0	$235,937
Internal Services	$0	$24,130	$0	$34,697
Total GF/non-GF:	**$0**	**$869,859**	**$0**	**$1,442,030**
Program Total:	**$869,859**		**$1,442,030**	
Program FTE	0.00	5.00	0.00	9.00
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 (56%), Library Fund balance (7%) 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 26% of the library's total revenues, and the remaining 6% is coming from an allocation of one-time-only funding for FY 2013.

This program will receive $329,000 from the Oregon State Library for the statewide online reference service, L-Net.

Significant Program Changes   ✔ **Significantly Changed**

Last year this program was: #80019, Customer Support & Account Management
Net increase of 4.0 FTE: 2.0 from Central Library (80000) and 2.0 from Reference Services Coordination (80020). This program will now oversee L-Net, Oregon's state-wide 24/7 chat reference service, and the maintenance of the on-line public access catalog as well as its discovery layer that helps staff and patrons use the catalog.