Program # 80020 - Reference Services Coordination	Version 6/08/2012 s

Lead Agency: Library

Program Offer Type: Administration

Related Programs:

Program Characteristics:

Program Contact: Stephanie Chase

Executive Summary

Reference Services provides coordination, 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 with 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 reference staff through classes and professional development forums. Staff in this section coordinate with Learning Systems, Human Resources, IT and other work groups to ensure that reference staff throughout the system are up to date with the latest technology trends and tools, have print and electronic resources that help them serve patrons, and are trained to use those resources.

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	Number of reference questions answered	826,444	790,000	840,000	840,000
Outcome		0	0	0	0

Performance Measure - Description

Legal/Contractual Obligation

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	$451,131	$0	$217,993
Contracts	$0	$136,800	$0	$1,000
Materials & Supplies	$0	$30,522	$0	$31,643
Internal Services	$0	$21,325	$0	$6,928
Total GF/non-GF:	**$0**	**$639,778**	**$0**	**$257,564**
Program Total:	**$639,778**		**$257,564**	
Program FTE	0.00	4.00	0.00	2.00
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.

$9,120 comes from The Library Foundation for Technology Training Kits.

Significant Program Changes

✔ **Significantly Changed**

Last year this program was: #80020, Reference Services Coordination
Net reduction of 2.0 FTE. This unit is reorganized as part of the reorganization of the Reference, Adult Services, and Programming division (RASP) due to span of control issues and the need to make budget reductions. 1.0 vacant Reference, Adult Services, and Programming Coordinator position (senior library manager) is eliminated. 2.0 FTE are transferred to Customer Support & Account Management (80019) and 1.0 FTE is transferred from Central Library (80000). Other details of the reorganization of the division are found in Family & Adult Programming (80005).