

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

**Program Contact:** June Bass

**Executive Summary**

Volunteer Services provides opportunities for more than 1,900 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, performance management, position creation, and recognition of over 1,900 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 citizenship classes through Adult Literacy, delivering library materials to shelters through Adult Outreach, teaching basic computer skills, and searching for reserved items at all library locations. Volunteers share their skills and are given 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, 1,900 volunteers contributed over 74,000 hours of time to the library.

The Title Wave Used Bookstore recycles and sells discarded library books and materials to the community. The store is open 40 hours per week and is 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 home-school families buy books for educational purposes as well. Last year, the Title Wave generated over \$207,000 in revenue.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Hours contributed by volunteers	74,397	70,000	69,000	74,000
Outcome	Student volunteers who report using their svc for school/community requirement	40.0%	38.0%	41.0%	42.0%

**Performance Measure - Description**

**Output:** Due to hour reductions Volunteer Services has seen a reduction in volunteer service hours. With open hours being restored in FY13-14, there should be a corresponding increase in volunteer time.

**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. 40% of the responding volunteers reported that their volunteer hours counted toward school or community service requirements.

## Legal/Contractual Obligation

The FY 2014 budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would do the following: Restore and retain library services such as summer reading, books, student and jobseeker support, and outreach to senior citizens; Prevent reductions in services, programs and activities, and hours."

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2013	2013	2014	2014
Personnel	\$0	\$373,298	\$0	\$436,342
Contracts	\$0	\$11,200	\$0	\$9,675
Materials & Supplies	\$0	\$11,543	\$0	\$34,735
Internal Services	\$0	\$13,470	\$0	\$15,711
Total GF/non-GF:	<b>\$0</b>	<b>\$409,511</b>	<b>\$0</b>	<b>\$496,463</b>
Program Total:	<b>\$409,511</b>		<b>\$496,463</b>	
Program FTE	0.00	3.50	0.00	4.00
<b>Program Revenues</b>				
Total Revenue:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the newly formed Library District (98.7%) and resources from the County's Library Fund (1.3%). It represents a pro-rated share of property taxes (93%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (7%).

## Significant Program Changes

**Last year this program was:** #80010, Volunteer Svcs/Title Wave Book Store  
Net increase of .50 FTE.