Program # 80020 - System Information Services
Version 2/15/2013 s

Lead Agency: Library
Program Offer Type: Administration
Related Programs:
Program Characteristics: In Target

Program Contact: Cindy Gibbon

Executive Summary

System Information Services provides coordination, training, support, information and resources to Multnomah County Library's Information Services librarians and library assistants so they can quickly and accurately connect Multnomah County residents with the resources, experiences and information they seek. Information Services staff are expected to be knowledgeable, compassionate, respectful and committed to improving the quality of life for the community and available to assist in person, by phone, by e-mail, or online. Staff also connect with patrons virtually through Facebook, Twitter, My MCL and library blogs.

Program Description

System Information Services is responsible for the training and support of Information Services staff through classes, virtual micro-trainings and professional development forums. Staff in this section coordinate with Learning Systems, Human Resources, IT and other work groups to ensure that Information Services 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 (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Number of reference questions answered	869,855	840,000	750,000	750,000
Outcome	% of training participants who said they gained skills that will help them perform their jobs better	83.6%	0.0%	85.0%	87.0%

Performance Measure - Description
✔ **Measure Changed**

Output: Because of the reduction in library hours due to budget constraints, the number of reference questions answered is expected to decrease in FY12-13.

Outcome: This is a new measure looking at staff evaluations of classes offered by System Information Services.

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
Program Expenses	2013	2013	2014	2014
Personnel	$0	$217,993	$0	$228,223
Contracts	$0	$1,000	$0	$1,000
Materials & Supplies	$0	$31,643	$0	$14,065
Internal Services	$0	$6,928	$0	$8,148
Total GF/non-GF:	**$0**	**$257,564**	**$0**	**$251,436**
Program Total:	**$257,564**		**$251,436**	
Program FTE	0.00	2.00	0.00	2.00
Program Revenues				
Total Revenue:	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

The revenue allocated to this program offer represents a pro-rated share of Library District taxes (94%) and other revenues such as overdue fines, delinquent library levy taxes, interest earnings, grants, and user charges for services provided to library patrons (6%).

Significant Program Changes

Last year this program was: #80020, Reference Services Coordination
No significant changes to this program. Organizationally, this program is moving from the former Reference, Adult Services, & Programming division (now Programming & Community Outreach) to System Access & Information Services (formerly Systemwide Access Services).