

One phone number to rule them all



Welcome to Multnomah County Library's

Contact Center

The old way

Available only during Central Library hours:

Account Services (aka “renewal line”)

503.988.5342

Ask a Librarian (aka “info line”) 503.988.5234

Available Monday-Friday, 8:00-5:00:

Switchboard 503-988-5402

Isom Library Operations Center

503-988-5402

Library Administration 503-988-5402

(all listed separately, but all same number)

InterLibrary Loan 503-988-5245

Available mostly as a callback service

Account Management 503-988-4040

Available a variety of different open hours,
depending on library location and day of the week:

Albina Library 503-988-5362

Belmont Library 503-988-5382

Capitol Hill Library 503-988-5385

Central Library 503-988-5123

Fairview-Columbia Library 503-988-5655

Gregory Heights Library 503-988-5368

Gresham Library 503-988-5387

Hillsdale Library 503-988-5388

Holgate Library 503-988-5389

Hollywood Library 503-988-5391

Kenton Library 503-988-5370

Midland Library 503-988-5392

North Portland Library 503-988-5394

Northwest Library 503-988-5560

Rockwood Library 503-988-5396

Sellwood-Moreland Library 503-988-5398

St Johns Library 503-988-5397

Troutdale Library 503-988-5355

Woodstock Library 503-988-5399

The new way

Available one hour before any library opens, and open until the last library closes for the evening.

503-988-5123

Before / After

Old Contact Page

Old Location Page

Old ILL Contact Page

Current Contact Page

Services covered currently

All account help, including the highest level account management

Ready Reference / Brief Facts

Help navigating library website, events, services, policies, e-resources, databases

Access to deeper reference service - reference interview conducted, email ticket created for response from Information Services staff

Help available in 5 languages

Services that were lost

Mid-level reference (some questions that currently end up as reference tickets would have been answered via phone prior to the Contact Center)

Access to help in some of the languages spoken by MCL staff

- Initially, only English and Spanish were available
- Recently added: Cantonese, Mandarin, Vietnamese
- Still missing: Russian, Somali

Next steps

Phone services are being re-integrated with existing chat and email reference services. This is in very early stages, but I hope that we can reinstate some mid-level reference service.

Add staff to phone service to serve Russian- and Somali-speaking patrons.

Office work / telework

Original location of the Contact Center was the Central Library. An office space of cubicles was created. Each of the 8 spaces was outfitted with a sit/stand desk, two adjustable monitors, noise-cancelling bluetooth headset, and ergonomic chair. A separate quiet room was established so staff could answer patrons' email questions away from the distractions of the busy and noisy phone room.

During the pandemic, all operations (and peripherals) went remote. A \$500 stipend was given to staff to purchase desks/chairs etc for their home offices. Staff still telework, with no plans for a return to the office at this time.

Questions?

Catch up with me at the conference or...

Ama Bentley - amab@multco.us

Community Information Administrator