

**AN AGREEMENT BETWEEN THE OFFICE OF LIBRARY AND INFORMATION SERVICES AND THE PROVIDENCE PUBLIC LIBRARY PROVIDING FOR THE PROVIDENCE PUBLIC LIBRARY FOR THE OPERATION OF A STATEWIDE REFERENCE RESOURCE CENTER PURSUANT TO CHAPTERS 29-3 AND 29-6 OF THE GENERAL LAWS OF RHODE ISLAND AS AMENDED.**

Pursuant to chapters 29-3 and 29-6 of the General Laws of Rhode Island, as amended, the Office of Library and Information Services designates the Providence Public Library to receive in fiscal year 2009 State grant-in-aid appropriated by the 2008 General Assembly for a "reference resource center at the Providence Public Library" in a total amount of \$1,012,378 provided that it meets the following minimum criteria:

The collections and services of the Providence Public Library's central facility continue to be available to other free libraries in the State at least 48 hours per week including two evenings and Saturdays.

The collections and services of the Providence Public Library's central facility continue to be directly available to the residents of Rhode Island cities and towns, other than the City of Providence, at least 48 hours per week including two evenings and Saturdays. Telephone and in-person reference services will be available a minimum of 40 hours per week.

Reference services of the Providence Public Library are made electronically available to other free libraries and all residents of Rhode Island at least 60 hours per week.

Providence Public Library will purchase and ensure unimpeded statewide access to such online resources as electronic databases and a live homework help service to be available to other free libraries and to all residents of Rhode Island.

The Providence Public Library keeps separate financial records for this project and provides quarterly financial reports and monthly statistical reports to the Office of Library and Information Services.

The Providence Public Library provides for administrative review in accounting for State funds, and furnishes substantiation of the use of funds transmitted as an "advance" by the Office of Library and Information Services.

The Providence Public Library makes every effort to accomplish the objectives presented in the attached Program of Service for FY 2009 and submits progress and statistical reports as required by the Office of Library and Information Services.

Payments will be made upon successful implementation of online resources or upon submittal of quarterly financial reports.

Any changes or modifications of the terms or conditions of this agreement shall be made only after consultation with and approval of the Chief Library Officer, Office of Library and Information Services.

This agreement made this \_\_\_\_\_ day of \_\_\_\_\_ in the year of 2008.

s/ \_\_\_\_\_  
Chief Library Officer  
Office of Library and Information Services

s/ \_\_\_\_\_  
Director, Providence Public Library

**Program of Service  
Statewide Reference Resource Center  
Providence Public Library  
2008 – 2009**

1. Work with staff from the Office of Library and Information Services to plan, develop and fund the Statewide Reference Resource Center. This will include: selection of online resources to be accessible statewide, coordinating training for those resources, and joint marketing efforts of services supported by SRRC funding.
2. Provide direct access for all Rhode Island residents to collections and services at the Providence Public Library's Central facility a minimum of 48 hours per week including two evenings and Saturdays year round, and Sunday afternoons September through May. (The Providence Public library system will continue to comply with the Minimum Standards for Rhode Island Public libraries.)
3. Answer reference questions received from all Rhode Island residents in person, by telephone, by email and through real time online services. In person and telephone access will be available a minimum of 40 hours per week. Electronic access will be available a minimum of 60 hours per week.
4. Answer reference questions received through the state government portal, RI.gov, via email and through real time online services a minimum of 60 hours per week
5. Answer reference questions, including ILL subject requests, received from all LORI member libraries directly by telephone, email and fax, or through ILL delivery.
6. Make all PPL professional staff, including development and public relations staff, reference librarians, children's services librarians, the interlibrary loan librarian, the Special Collections Librarian, and the Electronic Information Services Coordinator, available to LORI librarians for consultation, upon request.
7. Publicize activities of the Statewide Reference Resource Center in conjunction with the Office of Library and Information Services at expositions and through the library's web site.
8. Create and maintain web accessible digitized content (as supplemental grant funding allows) of interest to R.I. residents and libraries.
9. Provide access (including remote access) for all residents of Rhode Island throughout the state to such online electronic resources as databases and electronic services in the amount specified in the attached FY09 budget. Electronic services shall include but are not limited to World Book Web Complete, World Book Discover, tutor.com and other electronic services and/or databases to be determined in consultation with the Office of Library and Information Services as funding permits.
10. Work with the Office of Library and Information Services to review and revise contractual arrangements between the Office of library and Information Services and the Providence Public Library.

## **Activities**

The following specific activities will take place during FY 2009:

- Procurement and implementation of statewide licenses to online electronic resources, including World Book, World Book Discover, tutor.com and others to be determined in consultation with the Office of Library and Information Services, accessible to RI residents from their local library, home, school, college, community center or other facilities.
- Coordination of training for library staff in the use of statewide databases and tutor.com.
- A minimum of 10 training sessions on computer application programs for staff of LORI libraries, presented at various public libraries in Rhode Island. PPL staff will work with OLIS staff to determine the subjects and dates of these programs for the OLIS Continuing Education program.
- A minimum of three reference training programs will be presented for professional staff of LORI libraries, at least one of which will be in the area of youth services.
- A minimum of two workshops on development and/or library marketing will be developed for LORI libraries for the OLIS Continuing Education program.
- Professional staff from the Providence Public library will attend appropriate professional development programs and training sessions.
- Lists of new reference materials at the Providence Public Library will be posted on the Providence Public Library website, with links on the OLIS web site.
- Providence Public Library will assist OLIS in the marketing of statewide databases, tutor.com, and AskRI.gov.
- Periodic surveys of users will be conducted to establish geographic usage patterns.

## **Reporting:**

- Providence Public Library will submit statistical reports monthly to the Office of Library and Information Services. These reports will include the number of reference questions received from the public, including in person, phone, and email reference transactions and patent requests. These monthly reports will also include statistics on LORI Reference and ILL Subject Requests from other libraries, and quarterly reports of usage of online electronic resources including databases. (The Library will also provide OLIS with passwords to database reports to enable them to view report details).
- Providence Public Library will submit financial reports quarterly. Expenditures will be listed according to categories presented in the proposed SRRC FY 2009 Budget.
- Quarterly reports will include summaries of the activities completed in the Program of Service.

## FY 09 BUDGET

### Proposed expenditures SRRC

Grant \$1,012,378

Salaries \$389,284

FICA \$29,780

Health Insurance \$43,500

Total Personnel \$462,564

Online electronic resources \$550,000

Total \$1,012,564

Surplus/Deficit -\$186

Library Clerk 1 \$29,460

Library Clerk 1 \$35,247

Electronic Information Librarian 1 \$61,580

Comp. Train. Spec. 1 \$33,868

Reference Assistant 1 \$35,247

Librarian 1 \$55,360

Librarian 1 \$49,550

Librarian 1 \$59,512

Library Clerk 1 \$29,460

\$389,284