

AN AGREEMENT BETWEEN THE OFFICE OF LIBRARY AND INFORMATION SERVICES AND THE PROVIDENCE PUBLIC LIBRARY PROVIDING FOR THE PROVIDENCE PUBLIC LIBRARY TO PROVIDE ACCESS TO SPECIALIZED COLLECTIONS AND SERVICES 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 2010 State grant-in-aid appropriated by the 2009 General Assembly 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 continue to be available to other free libraries in the State at least 38 hours per week including two evenings and Saturdays, and Sundays September to mid-May.

The collections and services of the Providence Public Library continue to be directly available to the residents of all Rhode Island cities and towns at least 38 hours per week including two evenings and Saturdays, and Sundays September to mid May. In-person reference services will be available a minimum of 38 hours per week.

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

Providence Public Library will purchase and coordinate statewide electronic databases and a live homework help service to be available to other free libraries and 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 FY2010 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 submittal of quarterly financial reports and attainment of objectives enumerated in the Program of Service.

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 2009

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
July 2009 – June 2010**

- I. Collections and Materials/Subject Expertise and Support**
- II. AskRI Services**
- III. Marketing & Web Development**
- IV. Continuing Education Consultant Services**
- V. Administration & Collaboration**
- VI. Reporting**

Overview

Providence Public Library (PPL) will work with staff from the Office of Library and Information Services (OLIS) to plan, develop and fund the Statewide Reference Resource Center (SRRC). This will include: selection of statewide databases, coordinating trainings and access for databases, and joint marketing efforts of services supported by SRRC funding.

I. Collections and Materials/Subject Expertise and Support

PPL will provide direct access for all RI residents to its collections a minimum of 38 hours per week including two evenings and Saturdays, and Sunday afternoons September through mid-May. PPL will work with the Providence Community Library to assure the libraries of Providence comply with *Minimum Standards for RI Public Libraries*. PPL will continue to accept and fulfill LORI subject requests using its collections and staff expertise. Using the collections of depth and breadth at PPL, the subject expertise of the reference and special collections librarians will support patrons and libraries alike.

II. AskRI Services

Reference Services

PPL will answer reference questions received online through the state government portal, RI.gov, via email and through real time online services a minimum of 60 hours per week. The subject expertise of the reference staff will support good customer services in the provision of AskRI services.

PPL will answer reference questions, including ILL subject requests, received from all LORI member libraries directly by telephone, email or fax, or through ILL delivery a minimum of 60 hours per week.

PPL will answer reference questions received from all RI residents. Walk in access with no prior appointment will be available a minimum of 38 hours per week. Telephone and electronic access will be provided 60 hours per week.

Every effort will be made to answer questions within one business day. PPL will accurately record the time required to complete each query response (turnaround time). Based upon each quarter's record, PPL, in consultation with OLIS, will set quarterly turnaround time targets beginning in January 2010.

PPL will conduct a survey annually to establish geographic and demographic distribution of usage.

Statewide Online Resources

PPL will manage the provision and implementation of statewide online resources as coordinated by OLIS, including license management and provision of external and remote access statewide and to all Rhode Island residents irrespective of location in the amount specified in the attached FY2010 budget. These resources will include a minimum of \$550,000 for World Book Online, an array of EBSCO databases, and a live homework help program through Tutor.com. Other statewide electronic resources may be added as directed by OLIS as funding or negotiation permits. PPL will coordinate the technical aspects of the databases, including ensuring smooth access by patrons and troubleshooting issues.

III. Marketing & Web Development

PPL will work with OLIS to ensure that the services supported by the State of RI and OLIS (via SRRC) are adequately marketed and publicized to the other libraries in the state and to the general public.

In FY2010 this will include:

- revising the AskRI web page, including making any additions for new resources,
- working with OLIS to ensure that AskRI is publicized, including especially publicity for available online resources,
- working with OLIS to ensure that the AskRI presence on RI.Gov is adequate, and
- marketing efforts that support libraries statewide.

IV. Continuing Education and Consultant Services

PPL will make available all professional staff to LORI libraries for consultation, upon request, including development and public relations staff, reference librarians, children's services librarians, the interlibrary loan librarians, the Special Collections Librarian, and the Information Technology Coordinator.

PPL staff will also conduct technology training for LORI staff and other workshops of interest to staff of LORI member libraries.

In FY2010 this will include:

- Coordination of a minimum of 4 trainings by online resource vendors (including Tutor.com). At least one of those workshops will be related to the new World Book products.
- A minimum of 4 trainings by PPL staff on AskRI services. This may be accomplished by piggybacking onto preexisting meetings, such as library association conferences or library consortium meetings.
- A minimum of 4 programs focusing on early childhood and children's services, special collections, RI Collection, Foundation resources, marketing, or website development.
- A minimum of 8 computer and technology related programs by PPL staff at various public libraries throughout the state.
- The PPL computer trainer will work with vendors and staff on providing and archiving selected online resources training or other technology related trainings as online programs for viewing by any library staff 24/7.

V. Administration & Collaboration

PPL will work with OLIS to review and revise contractual arrangements between OLIS and PPL as deemed necessary.

PPL professional staff will make themselves available for participation on appropriate committees. The Head of Reference will attend committee meetings held throughout the year involving or affecting statewide online resources. The IT coordinator will attend any meetings held throughout the year involving or affecting technical aspects of statewide online resources. Other staff will participate as OLIS deems appropriate.

VI. Reporting

Statistical reports will be submitted monthly to OLIS. These reports will include number of reference questions received from the public, including in person, phone, and email reference transactions and patent requests. Monthly reports will include statistics on LORI Reference and ILL subject requests from other libraries, and quarterly reports of usage of databases.

Financial reports will be submitted quarterly. Expenditures will be listed according to categories presented in the proposed SRRC FY2010 budget.

Bi-annual reports will include summaries of the activities completed in the Program of Service, cumulative SRRC statistics, and cumulative database statistics.

Statewide Reference Resource Center, 2010 Budget

CATEGORY		TOTAL
Collections & Subject Expertise		\$90,713
Personnel	\$90,713	
AskRI		\$776,554
Personnel	\$226,554	
Databases	\$550,000	
Marketing & Web		\$43,284
Personnel	\$43,284	
Continuing Education & Consultant Services		\$23,214
Personnel	\$23,214	
Administration		\$78,614
Personnel	\$32,614	
Supplies & Overhead	\$46,000	
TOTAL		\$1,012,378