

AN AGREEMENT BETWEEN THE OFFICE OF LIBRARY AND INFORMATION SERVICES AND THE PROVIDENCE PUBLIC LIBRARY PROVIDING FOR THE PROVIDENCE PUBLIC LIBRARY TO DEVELOP, MAINTAIN, AND PROMOTE A STATEWIDE REFERENCE RESOURCE CENTER, PURSUANT TO CHAPTERS 29-6-3 AND 29-6-9 OF THE GENERAL LAWS OF RHODE ISLAND AS AMENDED.

Pursuant to chapter 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 2011 State grant-in-aid appropriated by the 2010 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 Rhode Island cities and towns at least 38 hours per week including two evenings and Saturdays and Sundays from 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 electronically and via telephone available 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 FY 2011 and submits progress and statistical reports as required by the Office of Library and Information Services.

Payments will be made on a quarterly basis; each payment to be made upon attainment of the milestones enumerated in the Program of Service and 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 2010

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 2010– June 2011**

- **General Access**
- **Collections and Expertise**
- **AskRI Services**
 - *Reference services*
 - *IT/Database services*
- **Marketing/Web Services**
- **Continuing Education and Consultant services**
- **Administration & Collaboration**
 - *Reporting*

Providence Public Library (PPL) will develop, maintain, and provide access to specialized collections and services for the State of Rhode Island via the Office of Library and Information Services (OLIS) for the purposes of resource sharing. It will do this by the following activities:

➤ **GENERAL ACCESS**

- (1) PPL will provide safe and efficient public access to all in-building library resources 38 hours a week September through May, and 34 hours a week May through August. This will include two evenings, Saturdays, and Sundays from September through mid May.

➤ **COLLECTIONS AND EXPERTISE**

- (1) PPL will provide *timely* sharing of PPL materials to other libraries through its Resource Sharing Department. (Monday through Friday 24 hour turnaround)
- (2) PPL will continue to accept and fulfill Library of Rhode Island (LORI) subject requests in a *timely* manner using its collections of depth and breadth and the subject expertise of the reference and special collections librarians to support individual patrons and libraries alike. (Monday through Friday 24 hour turnaround)
- (3) PPL will continue to develop collections of depth and breadth.
- (4) PPL will continue to expand access to its specialized collections through digitization initiatives.

➤ **ASKRI SERVICES**

Reference Services

- (1) PPL will provide information services online through AskRI for 60 hours per week, including email and chat reference, and whatever research is needed to answer those questions.
- (2) PPL will provide information services via telephone for 60 hours per week.
- (3) PPL will provide information services on-site to the general public for 38 hours per week.
- (4) PPL will answer questions received via mail and fax to whatever level is necessary to appropriately answer the inquiry.
- (5) A survey of usage will be conducted annually to establish geographic usage; the survey will include an analysis of the collected data.

IT/Databases Services

- (1) PPL will host, troubleshoot, and compile statistics for the following databases: WorldBook online, EBSCOhost, Tutor.com, HeritageQuest, ReferenceUSA, LearningExpress, and Mango Languages. This includes handling the purchasing/invoicing process, and coordinating the technical aspects of the databases and ensuring smooth access by patrons.
- (2) PPL will facilitate/arrange a minimum of 4 vendor provided training sessions for RI librarians (multiple vendors at single day/time will count as one training).

➤ **MARKETING/WEB SERVICES**

- (1) PPL Marketing Director will cooperate with OLIS Library Program Manager to ensure that the services supported by the State of RI and OLIS are adequately marketed and publicized, to the other libraries in the state and to the general public. PPL Marketing Director and OLIS representative shall designate priorities for the year's activity and implement a combination of the following actions as outlined in the attached plan.

➤ **CONTINUING EDUCATION AND CONSULTANT SERVICES**

- (1) PPL will conduct 8 computer related CE trainings for LORI library staff as directed by OLIS.
- (2) PPL will conduct 4 professional CE workshops for LORI library staff as directed by OLIS
- (3) PPL will make available all professional staff to LORI libraries for consultation, upon request, including development and public relations staff, reference librarians, children's

**SRRC
FY2011 agreement**

services librarians, the interlibrary loan librarians, the Special Collections Librarian, and the Information Technology Coordinator.

➤ **ADMINISTRATION & COLLABORATION**

- (1) PPL will work with OLIS to review and revise contractual arrangements between OLIS and PPL as deemed necessary.
- (2) PPL professional staff will make themselves available for participation on appropriate committees as their schedules allow. The head of reference will attend committee meetings held throughout the year involving or impacting upon statewide databases. The IT coordinator will attend any meetings held throughout the year involving or impacting upon technical aspects of statewide databases. Other staff will participate as appropriate.

Reporting

- (1) 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. These monthly reports will include statistics on LORI Reference and ILL subject requests from other libraries, and quarterly reports of usage of databases.
- (2) Financial reports will be submitted quarterly. Expenditures will be listed according to categories presented in the proposed SRRC FY2011 budget.
- (3) Bi annual reports will include summaries of the activities completed in the Program of Service, cumulative SRRC statistics, and cumulative database statistics. Statistics for databases awarded through any LORI grants will follow the reporting requirements outlined in the grant.

Services not specifically mentioned in this contract are subject to negotiation between the Providence Public Library and the Office of Library and Information Services.

Statewide Reference Resource Center, FY 2011 BUDGET

Personnel.....\$ 436,329

- Salaries and benefits to support the contract obligations:
 - 38 hrs. a week access
 - Resource sharing
 - AskRI 60 hours a week plus research time
 - Phone services 60 hours week
 - Collections
 - Hosting, troubleshooting, statistics for 3 databases (7 total)
 - CE 4 vendor trainings, 8 LORI computer trainings, 4 LORI professional workshops
 - Web/marketing
 - Administrative and fiscal reporting

nb. Personnel costs are assigned for services. It is recognized that PPL staff perform services for both PPL and AskRI and as such personnel costs are not allocated for specific salaries.

Materials.....\$ 576,049

- Databases \$571,049
- PR Materials \$5,000

TOTAL \$ 1,012,378