

**SRRC
FY2012 agreement**

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 (SRRC), PURSUANT TO SECTION 29-6-9(3)(b)(1) 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 2012 a State grant from Resource Sharing and State aid funds appropriated by the 2011 General Assembly in a total amount of \$1,012,378 provided that it meets the following minimum criteria. Under the direction of the Office of Library and Information Services:

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 October 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 Rhode Island libraries and all residents of Rhode Island at least 60 hours per week.

The Providence Public Library develops and maintains an 'information portal' as a gateway to SRRC databases and resources and coordinates statewide electronic resources and a live homework help service to be available to other Rhode Island 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 2012 and submits progress and statistical reports as required by the Office of Library and Information Services.

Payments will be made on a defined schedule; each payment to be made upon attainment of the milestones enumerated in the Program of Service and submittal of financial and other 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 2011.

s/ _____
Chief Library Officer
Office of Library and Information Services

s/ _____
Director, Providence Public Library

**Program of Service
Statewide Reference Resource Center (SRRC)
July 2011– June 2012**

- **General Access**
- **AskRI Services**
 - *Reference services*
 - *IT/Database services*
- **Marketing/Web Services**
- **Continuing Education**
- **Administration & Collaboration**
 - *Reporting*
 - *Payment*

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 statewide 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 October through May, and 34 hours a week May through September. This will include two evenings, Saturdays, and Sundays from October through mid May.
- (2) PPL will provide *timely* sharing of PPL materials to other libraries through its Resource Sharing Department. (Monday through Friday 24 hour turnaround)
- (3) PPL will continue to accept and fulfill Library of Rhode Island (LORI) subject requests in a *timely* manner to support individual patrons and libraries alike. (Monday through Friday 24 hour turnaround)
- (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, Simple Messaging Service (SMS) 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.

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- (3) PPL will answer questions received via mail and fax to whatever level is necessary to appropriately answer the inquiry.

IT/Databases Services

- (1) PPL will maintain, troubleshoot, and compile statistics for the following databases: EBSCOHost, HeritageQuest, LearningExpress, Mango Languages, ReferenceUSA, Tutor.com, WorldBook and any other databases licensed for AskRI during the year of this contract. This includes coordinating the technical aspects of the databases and ensuring smooth access by patrons and, when required, handling the purchasing and invoicing process.
- (2) PPL will cooperate with OLIS to facilitate/arrange and promote as necessary 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 will collaborate with OLIS 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. Priorities for the year's activity include:
 - a) Production and distribution of marketing materials for libraries and others
 - b) Promotion of AskRI services via traditional pathways, such as advertising via public transportation
 - c) Promotion of AskRI in cooperation with AskRI vendors
- (2) PPL will develop and maintain the AskRI information portal including:
 - a) Updating the website design to utilize php or similar language that enables a more streamlined design
 - b) Regular updates of the AskRI website to include new or expanded resources
 - c) Utilization of social media tools such as Twitter and/or Facebook to expand the reach of AskRI and embedding these tools into the website
 - d) Tracking usage of the AskRI website and any embedded services
- (3) PPL will develop in-house a minimum of 3 short informational videos on AskRI for the general public and post these online on a service such as youTube so that libraries can embed these videos in their websites

CONTINUING EDUCATION

- (1) PPL will conduct 4 technology-related CE trainings for LORI library staff as directed by OLIS on current trends in library services
- (2) PPL will conduct a minimum of 2 professional CE workshops for LORI library staff , one on a reference topic and one on children's services
- (3) PPL will develop in-house 3 short informational videos on current trends in information services (e.g., Facebook, Twitter) for the general public and post online on a service such as youTube so that libraries can embed these videos in their websites

➤ ADMINISTRATION

Reporting

- (1) Statistical reports will be submitted monthly to OLIS no later than the 15 days after the end of the month. These reports will include number of reference questions received from the public, including in person, phone, and email and other online reference transactions and patent requests. These monthly reports will include statistics on LORI Reference and ILL subject requests from other libraries, and monthly reports of usage of all AskRI databases in a format approved by OLIS.
- (2) Financial reports will be submitted quarterly, by October 17, 2011, January 17, 2012, April 16, 2012 and July 31, 2012. Expenditures will be listed according to categories presented in the proposed SRRC FY2012 budget.
- (3) Bi-annual reports will include summaries of the activities completed in the Program of Service, cumulative SRRC statistics, and cumulative database statistics of all AskRI databases.

Payment

- (1) Database contracts for EBSCOHost, HeritageQuest, Tutor.com and World Book may be paid directly by OLIS; when they are, this amount will be deducted from the SRRC grant. If the database contracts are paid by PPL, reimbursement for these expenditures will be made in one payment for all databases paid by PPL following the receipt of database invoices.
- (2) Database contracts for Reference USA, Mango Languages, Learning Express and any other databases licensed for AskRI during the year of this contract will be paid directly by OLIS with funds not designated for SRRC. Maintenance of these databases, as directed by OLIS, is part of the SRRC contract, as specified in AskRI Services – IT/Database Services, Item 1.
- (3) Payment for the remaining services will be made in three equal installments:
 - i. January 2012 upon receipt of all statistical and financial (2 quarters) reports and the bi-annual report

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- ii. April 2012 upon receipt of all statistical and financial reports
- iii. June 2012 upon receipt of all statistical reports. Fourth quarter financial report and final report are due no later than July 31, 2012

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 2012 BUDGET

Personnel and other costs.....\$ 394,835

- Salaries, benefits and other costs to support the contract obligations:
 - AskRI 60 hours a week plus research time
 - Phone services 60 hours week
 - Hosting, troubleshooting and statistics for all AskRI databases and electronic resources as specified in AskRI Services – IT/Database Services, Item 1.
 - Web/marketing
 - Continuing education
 - Administration

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\$ 617,543

- Databases \$607,543
- PR Materials \$10,000

TOTAL\$ 1,012,378