

**SRRC - AskRI Operations
FY2013 Agreement**

An agreement between the Office of Library and Information Services and the Providence Community Library providing for the Providence Community Library to support the operations of the Statewide Reference Resource Center (AskRI) pursuant to Sections 29-6-3 and 29-6-9(b)(1) of the General Laws of Rhode Island as amended.

The Office of Library and Information Services designates the Providence Community Library to receive a grant for the operations of the statewide resource center in fiscal year 2013 from Resource Sharing and State Library Aid funds appropriated by the 2012 General Assembly in a total amount not to exceed \$224,344 provided that it meets the following minimum criteria. Under the direction of the Office of Library and Information Services:

The Providence Community Library performs the services defined in the attached Request for Proposals ("Reference Resource Center 2013: Statewide Reference Resource Center: Operations" issued by the Office of Library and Information Services) as delineated in the attached proposal submitted by the Providence Community Library.

The Providence Community Library develops and maintains a 'reference portal' as a gateway to AskRI databases and resources and coordinates statewide electronic databases and a live homework help service to be available to other libraries and to all residents of Rhode Island.

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

The Providence Community Library provides for administrative review in accounting for State funds, and furnishes substantiation of the use of funds to be reimbursed by the Office of Library and Information Services.

Payments will be made on a quarterly basis in accordance with the attached Payment and Reporting Schedule; each payment is contingent on the accomplishment of the objectives of the Request for Proposals as addressed in the attached proposal submitted by the Providence Community Library.

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 2012.

s/ _____
Howard Boksenbaum, Chief Library Officer
Office of Library and Information Services

s/ _____
Laura Marlane, Director
Providence Community Library

Statewide Reference Resource Center Grants, 2013

Operations: Payment and Reporting Schedule

The Providence Community will be paid for services rendered in this agreement in accordance with the following criteria:

I. Reporting

1. Monthly statistical reports on individual product use and website use reviewed by the Providence Community Library and submitted by the 15th of each month to the Office of Library and Information Services in formats that are usable by libraries (Excel) and will enable OLIS to clearly assess product use. Any anomalies in statistics must include an explanation.
2. Monthly log of problems associated with online resources, specified by vendor, complainant and resolution of the issue, including time frame for resolution.
3. Programmatic reports will be provided at the end of each quarter by October 15, 2012, January 15, 2013, April 15, 2013 and a final report by July 31, 2013. These reports will provide a narrative of the accomplishments of the objectives of the grant to date as specified in the Request for Proposals.
4. Financial reports will be submitted by October 15, 2012, January 15, 2013, April 15, 2013 and a final report by July 31, 2013. Expenditures will be listed according to categories presented in the proposed SRRC FY2013 budget.

II. Payment

1. Following the submittal and acceptance of reports as stated above and the accomplishment of relevant objectives in this agreement, the Office of Library and Information Services will process payment in four equal installments on a quarterly basis.

Statewide Reference Resource Center Grants, 2013

Statewide Reference Resource Center: Operations

Rhode Island's Statewide Reference Resource Center (SRRC) was established by law at the Providence Public Library in 1989 to make available to everyone in Rhode Island the special resources of the Providence Public Library including materials on the shelves as well as the skills of the staff. The SRRC focused on enhancing the Library's reference collections and reference staff and training staff of the state's other libraries in their use. As Providence Public Library and the library world in general evolved, the character of the SRRC evolved as well; first incorporating new technologies as they became available, then adding online communications and resources and publicity for the SRRC's services. The last five years witnessed a substantial evolution as access to subscription online services for everyone who could log on to the internet from home, school or work in Rhode Island, as well as for the state's libraries, grew to over half of the budget. At the same time, with the growth of the Library of Rhode Island network, all of the state's libraries began routinely making their resources available through the other libraries; now, whoever enters a Rhode Island library virtually enters them all. The importance of the Statewide Reference Resource Center has come to lie in the online subscriptions and the skilled generalist librarians who can utilize them and provide a personal gateway to reference resources throughout the LORI network for users anywhere at any time.

In 2011, the General Assembly modified Title 29-6-9 to open competition for the Statewide Reference Resource funding to all Rhode Island public libraries through a solicitation from the Office of Library and Information Services (OLIS). This is part of that solicitation, which OLIS has parsed into three engagements: Online Resource Licensing, Operations and Reference Services. OLIS will manage Online Resource Licensing, soliciting proposals based on recommendations of the AskRI advisory group and negotiating licenses. Grants for Reference Services and Operations may be awarded together to a single applicant who submits two proposals, or separately in response to two proposals. Proposals from a public library working in partnership with another library or consortia are welcome. Preference will be given to applicants who respond to both RFPs.

Request for Proposals

Statewide Reference Resource Center: Operations (up to \$240,000)

I. Background

1. RIGL 29-6-9(a)(1) provides state funding for a statewide reference resource center (SRRC) located in a public library to be chosen biennially by the Office of Library Information Services (OLIS) from responses to a request for proposals issued by OLIS.
2. OLIS secures online electronic resources for the use of all Rhode Islanders. Through contractual agreements with commercial vendors, these resources are made available to all types of libraries throughout the state and to all Rhode Islanders remotely.
3. Services are requested from July 1, 2012 through June 30, 2013 with an option to renew the award for an additional year at OLIS' discretion.
4. The grant for SRRC operations will be awarded separately from the grant award for reference services. A public library may respond to requests for proposals for both services, but must respond to each request with a separate and unique proposal.

II. Services Required

OLIS seeks proposals for the technical support of statewide online electronic resources, the portal to access those resources, marketing and publicity for the portal and its resources, and education for library staff and the general public on the use of portal resources. The successful bidder will provide the following:

1. Technical support for online resources.
 - a) Technical support for databases and electronic resources. Rhode Island libraries, as defined in each individual contract between OLIS and an online resource provider ("vendor"), will have free and unfettered access to all electronic resources secured by the state for inclusion in AskRI, the portal for the SRRC. In addition, all Rhode Islanders will have free and unfettered access to all of those electronic resources through remote access as defined in each vendor contract. Following are examples of work required to ensure this access:
 - (i) Maintain a current list of all library IPs in the state, working with individual vendors to ensure that vendor IP lists are current.

- (ii) Understand the various authentication models used by the various AskRI vendors, including geographic authentication.
- (iii) Troubleshoot and resolve problems with access as experienced by individual libraries and patrons.
- (iv) Routinely test access for libraries and remote users to ensure all products are accessible as required by contracts with individual vendors.
- (v) Work with vendors to ensure maximum access to products through mobile devices.

b) Reporting.

- (i) Prepare monthly statistical reports on individual product use as directed by OLIS in formats that are usable by libraries and OLIS to assess product use.
- (ii) Post monthly statistics for individual product use in a timely manner on the AskRI website.

2. AskRI portal and website services.

a) URL registration and website hosting

OLIS will register the askri domain(s) and arrange for hosting and such related services as email at no cost to the grantee. Grantee will be provided with full access to the web hosting service and will be delegated complete responsibility for all aspects of maintaining the domain and web hosting services.

b) Website development and maintenance.

- (i) Website must be accessible to users of all abilities, including those who are blind, deaf or unable to interact with computers and browsers in the same manner as sighted, hearing and able bodied individuals. The website must meet World Wide Web Consortium Accessibility Guidelines 2.0 Level A.
- (ii) Website will provide individual access to all online resources available through the SRRC, using product logos to identify individual resources and created in a manner to provide clear and simple access to all resources.

- (iii) Website must be updated regularly and in a timely manner to reflect online electronic resources available and other reference materials and services provided through the SRRC.
 - (iv) Statistics of website use will be reported on a monthly basis.
 - c) Email reference services.
 - (i) Website services include maintaining an email service for reference services provided through SRRC Reference Services.
 - (ii) Links to email reference service should be prominently displayed on the website.
 - d) Chat service.
 - (i) Website services include integrating a chat application into the website. The chat application and technical support for the application will be provided by RI.gov. Responses to the chat service will be provided through SRRC Reference Services.
 - (ii) Links to chat reference service should be prominently displayed on the website.
- 3. Marketing and publicity.
 - a) Libraries.
 - (i) Print materials. Create and distribute materials that publicize AskRI and the SRRC to RI libraries of all types in cooperation with OLIS.
 - (ii) Online materials. Collaborate with vendors to customize materials for RI libraries of all types that promote individual products and make such materials available for download via the AskRI website.
 - (iii) Promote AskRI resources and service updates to library staff through email, blogs, social tools and other innovative ways to make all library staff aware of resources, updates, training sessions and webinars.
 - (iv) Work with OLIS to promote AskRI at library conferences and events.

b) Schools.

- (i) Develop a marketing plan to promote appropriate AskRI resources to targeted school districts.

c) General public.

- (i) Develop a public awareness campaign to promote AskRI and individual resources to the general public.
- (ii) Work with OLIS partners to publicize AskRI and relevant resources to target markets, such as jobseekers and students.
- (iii) Identify statewide events where AskRI may be promoted, collaborating with partners to promote awareness of AskRI at specific events.

4. Education.

a) Library staff.

- (i) Develop workshops to familiarize library staff with the online resources available on AskRI. Workshops may be developed in cooperation with OLIS and should target specific library types (such as school, public, academic)
- (ii) Collaborate with vendors to offer in-depth trainings on specific products, delivered in-person or via webinar.
- (iii) Create an online resource on AskRI that includes on-demand tutorials and materials that will serve as a reference resource for the use of AskRI databases and electronic resources. The resource will likely include links to vendor materials, downloadable vendor materials, and locally created content.

b) Schools.

- (i) Work with RILINK and the association for school library media specialists to offer trainings to school library media specialists.
- (ii) Work with targeted school districts to provide training to teachers on AskRI resources that are especially relevant to schools.
- (iii) Create an online resource on AskRI that includes on-demand tutorials and materials that will serve as a reference resource for

the use of AskRI electronic resources. The resource will likely include links to vendor materials, downloadable vendor materials, and locally created content that is relevant to school faculty and students of all ages.

c) General public.

- (i) Create an online resource on AskRI that includes on-demand tutorials and materials that will serve as a reference resource for the use of AskRI electronic resources specifically for the general public. The resource can include links to vendor materials, downloadable vendor materials, and locally created content. It should also include short videos or narrated screen captures on how to use AskRI resources.

III. Selection Criteria

1. Strategy: 1) how does the library propose to provide the services requested? 2) does the library operate any analogous or similar services; such as training, marketing, technical support? 3) how will the library integrate SRRC functions with existing services? (40 points)
2. Capacity: 1) does the library have or propose adequate space, redundant power, internal wiring and internet connectivity and staff to provide services as requested? 2) how will plans to perform the services required by this grant fit into the library's long-range plans? 3) is the library and/or the municipality it serves financially stable? will it be able to expand to accommodate the additional financial and reporting burden of the SRRC? (15 points)
3. Capability: 1) does the library have the skills and experience appropriate to and adequate to the management of and performance of the tasks necessary to maintain the service? 2) does the library have the skills and experience appropriate to and adequate to creative development of the service in response to developments and changes in the technical environment and the needs of the clientele? (15 points)
4. Collaborative orientation: does the library have a history of cooperating and collaborating with other public libraries, other types of libraries and other relevant institutions? (5 points)
5. Customer service orientation: does the library demonstrate a customer service orientation? (5 points)
6. Budget: is the library's budget proposal sound? (20 points)

IV. Instructions

1. Applicant must be a Rhode Island public library; to wit, a library that currently receives a state grant-in-aid through its parent municipality from the RI Office of Library and Information Services.
2. Proposals from combinations or consortia of libraries are welcome; lead applicant must be a Rhode Island public library.
3. Proposals must include a narrative that addresses each of the items under "Services Required" above, following the outline in this RFP and providing
 - a) a detailed strategy for providing that service, and
 - b) a description of how that service will integrate into the applicant's current operations
4. Some of the items under "Services Required" may be contracted, in which case all requirements of the specifications must be met by the contractor.
5. Proposal narratives should answer as completely as possible each of the questions posed as "Selection Criteria" above, following the outline in this RFP. Samples and documentation are welcome.
6. Proposals must include a completed Proposal Response Form, including Appendices I and II. Appendix III must be completed by those submitting a proposal that includes one or more partners.
7. Any questions or requests for clarification of this RFP should be sent via email to Karen Mellor (email: karen.mellor@olis.ri.gov) by February 8, 2012 at 4 pm; responses will be posted on the OLIS website by 4 pm on February 10, 2012.
8. Proposals must be delivered before 4:00 pm, Wednesday February 15, 2012; applicants must allow adequate time for delivery via:
 - a) interlibrary delivery: DSL,
 - b) address for mail or hand delivery:
Rhode Island Department of Administration –OLIS
One Capitol Hill, 4th floor, Providence, RI 02908 attn: Karen Mellor
 - c) email (as a *.pdf file): karen.mellor@olis.ri.gov
 - d) receipt of proposals will be acknowledged via email; if applicants do not receive an acknowledgement, proposals are not considered received.

Statewide Reference Resource Center 2013 Operation Grant
Providence Community Library

1. Strategy: How does the library propose to provide the services requested? Does the library operate any analogous or similar services; such as training, marketing, technical support? How will the library integrate SRRC functions with existing services? (40pts.)

The Providence Community Library (PCL) was formed on July 1, 2009, when it assumed management of the nine libraries that had formed the entire branch library system of the Providence Public Library (PPL). PCL is a 501(c)(3) non-profit organization that obtains approximately 90% of its operating budget from the City of Providence and State of Rhode Island grant-in-aid. The remainder of the budget is raised in-house from a variety of private, public, and foundation sources. PCL is the largest public library system in the state and employs approximately 65 staff members.

PCL proposes to establish the Statewide Reference Resource Center (SRRC) at three of our nine libraries. Mount Pleasant, Knight Memorial, and Rochambeau Libraries, all currently open to the public six days a week, are our largest libraries and serve as regional centers for our six other smaller neighborhood libraries. They will share in providing statewide access to email, phone, and chat reference services. This will allow the citizens of the State of Rhode Island to have access to resources 24/7, and live help 60 hours per week, six days per week, from a staff that is already familiar with providing and maintaining these services from both the reference and technical perspectives.

Through the SRRC funds, PCL will create and fill three new positions dedicated to SRRC: (1) a full-time SRRC Technology Coordinator who will provide technical support for the databases that OLIS contracts to provide to the citizens of the State of Rhode Island, (2) a part-time SRRC Technology Assistant, and (3) a full-time SRRC Project Assistant (for marketing, publicity and administrative tasks; described below). The SRRC Technology Coordinator will be responsible for maintaining a current list of library IP addresses, working with the individual vendors to ensure these lists are current and service is uninterrupted, understanding all relevant authentication models, testing access for libraries and remote users, troubleshooting and resolving any problems as they arise, and working with vendors to ensure maximum ease of access.

He/she will also prepare monthly statistical reports as requested, and post them on the AskRI website. The Technology Coordinator, with the assistance of the SRRC Technology Assistant, will also develop and provide workshops, trainings and online resources for library staff, schools, school library media specialists, teachers, and the general public in order to assist them in accessing and using the products offered. The Technology Assistant will work with RILINK, and the School Librarians of Rhode Island to create tutorials and resource guides to assist students and teachers in accessing the databases.

PCL's Web Developer will maintain the email account for SRRC email. She will maintain and ensure that the AskRI website is accessible to users of all abilities and that the site meets World Wide Web Consortium Accessibility Guidelines 2.0 Level A. Our Web Developer has provided

this service in the past and brings that knowledge and experience back to the SRRC. She will also assist in implementing Meebo chat on the reference computers and iPod touch devices at the Mount Pleasant, Knight Memorial, and Rochambeau Libraries, and provide training to the staff and troubleshoot any problems as they arise. She will install and maintain the Meebo bar on the library's website to provide patrons with an interface to access the chat services from there. She will also coordinate the purchase and maintenance of three Apple iPod touch devices, one for each library, so that staff manning the SRRC can use the handheld devices to stay connected to chat and email in order to provide the fastest response times.

Meebo has been selected as the chat product based upon its ease of use to both the patrons and the staff. This product affords the ability to have one SRRC account that can simultaneously be open on more than one staff computer at more than one location, thus ensuring that patrons' questions are answered quickly and efficiently. Meebo also has apps for all devices, including iPhone, Android, Blackberry and iPad, thus making it a more versatile product and allowing us to reach more patrons in more ways. LivePerson, the product currently being used, has just released its only app for the iPad, iPhone, and iPod touch, but there currently aren't apps available for other devices. The iPod touch has been selected based on its long battery life and ease of use, making it the better and more cost effective choice over cell phones.

PCL's Technology Coordinator will be available to assist the SRRC Technology Coordinator and Technology Assistant in providing tech. support for the SRRC products and services. This will allow for overlap and backup support for these crucial services should any problems arise that need to be dealt with immediately. This will be provided as an in-kind service.

The Providence Community Library deploys a Mitel 5000 system, a hybrid phone system capable of managing digital/analog and VOIP phones. Currently we have a combination of 40 phone lines among our libraries. Each line is capable of local, long distance, and international calls and fax. Rochambeau Library will be designated as the main call center. Two additional phone lines will be installed to cover the additional workload and to designate a SRRC phone number, separate from the Rochambeau library number. To maximize call center service, four additional VOIP phone handsets will be installed among Rochambeau library, Mount Pleasant library, and Knight Memorial library; staff at any of these libraries may answer calls in the event that one library may be busy or closed. This will be paid for by PCL, maintained by the PCL Technology Coordinator, and serve to provide seamless access to SRRC services at all three PCL libraries during all their open hours.

The SRRC Project Assistant will coordinate contracted services for marketing and publicity, centralize scheduling for events related to promoting AskRI, ensure all promotional materials are delivered regularly (and order more when necessary) and archive the statistics for the entire project. This position will also provide back up support for any staff working on SRRC.

In the past two years Providence Community Library has aggressively sought out and received significant media attention for the services and programs that we provide. We are confident that with our staff and subcontractors, we can expand and broaden the use of AskRI. This list represents some of the publicity PCL has received in the past year: Television coverage-WJAR Channel 10 (NBC) and WLNE Channel 6 (ABC); Radio coverage- WRNI 88.1 FM (RI NPR);

WBUR 90.9 FM (Boston NPR); PODER 1110 AM (Providence Latino Radio); Newspaper / print coverage - Providence Journal, Providence Phoenix, Providence en Español, Providence Monthly, East Side Monthly, Jewish Voice & Herald, Newport Mercury, Motif, and Prime Time; Online coverage: Providence Daily Dose, Go Local Prov, and KidoInfo.

Updated information and news about AskRI will be incorporated into all our media communications including our monthly e-newsletter and bi-weekly events newsletter (7,018 subscribers), PCL's Facebook page (1,371 followers) and Twitter (579 followers). Marketing and publicity will be addressed in the following way:

Libraries: PCL staff has been offering Professional Development (PD) workshops to the Providence Public School Department librarians in the past and will add updated information about AskRI to these workshops as well as provide brochures to all public school librarians throughout the state. This is a great way to get information to the students, as the librarians are among the only school staff that meets with all students in each school. We will also offer PD workshops to the librarians throughout the state twice a year at PCL. During these workshops, we will promote and invite them to in-depth trainings on the use of AskRI resources that are relevant to their schools and students.

- **Print materials:** PCL, in collaboration with our Graphic Design consultant, will design a tri-fold, self-mailing brochure that will be mailed to all school librarians throughout the state; 100 brochures will also be sent to all LORI libraries. This brochure will also be mailed to community organizations throughout the state. We will print an initial run of 20,000 brochures so that all libraries can have the brochures readily available for their patrons.
PCL will also design and print up 20,000 bookmarks for distribution to the libraries along with pencils that advertise AskRI.
- **Online materials:** In addition to promoting these resources through email, blogs and social networking tools, the SSRC Tech. staff will work with the PCL IT staff to develop new ways of marketing AskRI and the SRRC. One priority will be to explore the opportunity to develop an app that can be used to provide direct access to these electronic resources in order to maximize outreach to people who rely predominantly on mobile devices to access information.
- **Promote AskRI:** PCL staff will establish a monthly e-newsletter specifically for AskRI resources to alert librarians statewide of any updates, training sessions that we will be offering, new resources, etc. We will also create and maintain a Facebook page, and use QR codes on all SRRC publicity to connect patrons to the resources via their smart devices.
- **OLIS:** PCL will have staff available to work with OLIS in continually promoting AskRI at library conferences and other pertinent events.

Schools: PCL has established a unique collaboration with the Providence Public School Department (PPSD). In the fall of 2012, we will be providing Professional Development (PD) workshops to all 2,000 teachers in the 36 PPSD schools. In recent meetings with PPSD administrative staff, it became apparent that many teachers are unaware of the services provided by AskRI and were very interested in learning more so that they could guide their students to the

use of these products. The design of the PD workshop will include comprehensive training about what's available through AskRI. We will make these workshops available statewide. Our Program Coordinator and the lead Children's Librarian on the PD project will coordinate with the SRRC trainers and offer their time in disseminating this information to the schools. This has been incorporated into the budget for the SRRC project.

As part of these workshops, we will promote and invite the teachers to in-depth trainings on the use of AskRI resources that are relevant to their schools and students

General Public

- PCL will develop a Public Service Announcement and seek prime airtime from Cox, RI PBS, and other local network affiliates. PCL will work with RIPTA to advertise using a Bus Card campaign.
- PCL will work closely with OLIS to publicize AskRI to target markets, such as jobseekers and students. PCL already has established relationships with local schools and colleges (RIC, Johnson & Wales, URI, Brown University, PPSD).
- PCL will work with OLIS to identify statewide events where we can promote AskRI including such events as the annual RILA legislative day at the State House, the RILA conference, the HELIN conference, and the Statewide Back to School events where we have consistently had tables that as many as 5,000 families; the annual School Librarians of RI conference.
- PCL will contract with RIPTA to push out a state wide bus card campaign promoting the services of the SRRC and the use of AskRI.

The library currently maintains a large network over nine buildings. Our Technology Coordinator has been in library IT services for seven years, working with desktop and network support. Our Web Developer, in addition to creating, designing and maintaining our website, also provides a wide variety of computer training for staff and patrons and has 16 years of experience in this role. We are fortunate to have a highly trained staff that has successfully provided marketing and publicity for our programs and our organization. Our monthly newsletter reaches over 7000 subscribers and our website receives 32,000 hits per month with 54,000 page views.

The SRRC Technology Coordinator, Technology Assistant, and Project Assistant will have office space along with PCL's Technology Coordinator at the South Providence Library. This site houses our mobile computer lab and will, within the next three months, also house our DNS and domain server which will provide better control, security, and overall efficiency to our network. This will allow us to integrate SRRC functions into our existing services securely and easily.

2. Capacity: Does the library have or propose adequate space, redundant power, internal wiring and internet connectivity and staff to provide services as requested? How will

plans to perform the services required by this grant fit into the library's long range plans? Is the library and/or municipality it serves financially stable? Will it be able to expand to accommodate the additional financial and reporting burden of the SRRC? (15pts.)

PCL has the space and resources needed to maintain the SRRC technology. Currently all data lines and cables are being upgraded to type Category 6 Ethernet at seven of our nine libraries. The cabling and power at South Providence Community Library are completely up to date. Our servers have tape backups that will be run daily and we will have an HP StorageWorks 1/8 G2 Tape Autoloader Ultrium 920 for back up, as well as APC Smart-UPS RM 2200VA for our equipment. We have the capacity in both staff and infrastructure, as described in the previous section, to ensure that the services are running consistently and well at the three SRRC locations.

PCL's long range, strategic plan (which is attached as a PDF to this email) has, at its core, the guiding principles of providing, "lifelong learning for all members of the community, from infants to senior citizens." Our goals for strategic areas of focus include being a lifelong learning center, providing out of school time learning, along with life skills and workforce education. Serving as the SRRC would be an important extension of those principles and goals. We recognize and support the technology needed to make it possible for our services and resources to evolve to meet the changing needs of the communities we serve. Enhancing and developing our network infrastructure provides the backbone needed to meet the goals and objectives of our strategic plan.

The library has a commitment of support from the City of Providence – from the both the Mayor's Office and the City Council. Their support of our organization is firmly established. They have worked long and hard to secure the purchase of the seven library buildings from PPL (one facility is rented from another owner and one was already owned by the city) and provide us with long-term leases to these facilities. They have also maintained our full budget during a time when many other organizations have been suffering cuts and understand well that full city funding is required for continuation of state grant-in-aid. Our own fundraising efforts have been very successful. We have a full-time Development Director with twelve years of professional experience in the field and have raised more than \$250,000 in each of our first two years and are approaching \$300,000 with our third fiscal year not yet two-thirds complete; these facts combine to demonstrate our stability.

The addition of the three SRRC staff members, working in conjunction with PCL's existing IT and public service staff, will allow PCL to meet the requirements of the SRRC. Our business department will oversee the financial aspects of the grant and provide any reports necessary, in conjunction with the relevant staff, to meet the requirements of the grant. The Business Director worked as a nonprofit auditor for 18 years performing both local and federal audits in compliance with OMB A-133. One of the skills necessary in that job was designing financial systems for various clients which would provide accurate financial reporting and appropriate audit trails. In addition, she was responsible for the \$15 million budget at the Met School in Providence for 5 years during which time she provided reporting for 12 federal grants. She has been an employee of PCL since its inception in July, 2009, and has designed a financial system that is capable of expansion as well as compliance with grant requirements.

3. Capability: Does the library have the skills and experience appropriate to and adequate to the management of and performance of the tasks necessary to maintain the service? Does the library have the skills and experience appropriate to and adequate to creative development of the service in response to developments and changes in the technical environment and the needs of the clientele? (15pts)

Technology Coordinator David Sok, Web Developer Stephanie Chausse, and Executive Director Laura Marlane are the PCL staff members who will be most deeply involved in implementing and overseeing the SRRC.

David Sok, the library's Technology Coordinator, holds both an associates and bachelor's degree in Information Technology with a concentration in Software Engineering. As an example of his unique skill set, in June 2009, when the PPL divided into two separate organizations the main challenge was to separate the computers, network, and phones with a two month deadline and no administrative staff within PCL. By the end of the deadline, the computers and network were successfully separated and a new phone system had been installed for PCL. Handling the phones was a new responsibility for Mr. Sok, and he has continued to successfully administer, manage, and coordinate the system.

Stephanie Chausse, PCL's Web Developer, began work at PPL teaching computer classes for patrons and staff. Soon she was managing their website and oversaw its redesign. Now, with PCL, she is redesigning our website in Drupal and oversees all the technology classes we offer, including teaching one of the classes we taught in partnership with the Economic Development Corporation's Broadband RI Project. She works with a variety of vendors and services that PCL uses: Constant Contact, Corporate Amazon, Eventkeeper, Green Geeks, Go Daddy, Socialweb, Verizon Wireless. And, perhaps most significantly to this application, she became involved with AskRI early on, working closely with PPL's Electronic Resources Librarian, Marketing Director, and PPL Reference staff as AskRI.org was being named and developed, both in terms of the website itself and the products offered. Shortly after AskRI.org's launch, she was asked to maintain the AskRI site, updating content and IP addresses for the various databases and services offered. She also helped with promotion of AskRI to other libraries. In compliance with the SRRC agreement, she was a co-presenter at two workshops for the LORI staff: one about marketing strategies and another focused on best practices for library sites.

Laura Marlane, PCL's Executive Director has 26 years of experience spanning public, academic, and research libraries, with a strong background in technology and systems administration. She assisted in the development of and performed the maintenance on the computer network for the RI Historical Society Library in the 1990s. From there she went on to the West Warwick Public Library where she serviced and maintained the computer network, and implemented a variety of computer classes and trainings for the staff and the patrons. As the director of the Central Falls Public Library, she wrote and was awarded grants to begin a series ESL programs at the library, repair and improve the library and the museum facilities, and institute extensive outreach programs to schools, neighborhood organizations, and the homebound. She served as president of OSL, was chair of their Group Purchasing Committee which evaluated and recommended the purchase of a variety of online resources, recently served as the president of RILA, and currently serves on RILA's Conference Committee. She has always stayed current in the field, constantly

looking for ways of incorporating new technologies that are relevant to library staff, patrons, and programs. She has recently purchased iPads for the Administrative and Regional Librarians and instituted the use of LogMeIn and DropBox for staff to have wide spread access to and sharing of the resources needed to stay connected and current on all our collaborative projects. She is also working with Mobile Beacon to purchase Clear wi-fi hotspots that will be circulated to library patrons who can check them out to have high speed Internet access at home.

4. Collaborative orientation: Does the library have a history of cooperating and collaborating with other public libraries, other types of libraries and other relevant institutions? (5pts)

PCL has forged many partnerships with other institutions. We've continued and nurtured our relationship with the Rhode Island Family Literacy Initiative (RIFLI) in order to maintain the existing classes we were offering and add additional classes. Additionally, our Program Coordinator and Latino Program Coordinator have established a volunteer-taught series of ESL classes that are based on a model developed by the Somerville (MA) Public Library, with that library's encouragement and support. With this program alone, we are managing 55 volunteers teaching ESL classes, and have held a series of trainings over 3 months attended by 20-30 volunteer instructors.

Over the past two and a half years we have worked closely with Americorps to have volunteers go to local daycare centers to do story times and promote library services. We also work with KidoInfo, Festival Ballet, and RIMOSA to both promote and design programming for youth—just to name a few. We have forged a significant alliance with the Providence Public School Department (PPSD.) Our librarians have created summer reading lists for the schools, which were adopted last year by PPSD for grades 1-5, and we are working on expanding this initiative to work more closely with the schools during the school year and to create a more robust summer reading program. Toward this end, the PPSD has shared their curriculum materials with us and we are building programming throughout the school year to enhance and support the needs of the schools, the teachers, and the students.

5. Customer service orientation: Does the library demonstrate a customer service orientation? (5pts)

Any public library's central mission is to provide the best possible service to its customers. PCL strives to do that every day. We have Friends Groups at each of our nine libraries in order to help us stay as connected as possible with the people we serve, and representatives from our Friends Groups serve on our Board of Trustees to help ensure that our commitment to the public and to good customer service is maintained throughout all levels of our organization.

PCL strongly believes in meeting the needs that are demanded by our patrons. We have already discussed above our volunteer-taught ESL classes. Another example is our creation of Bienvenidos Latinos, a volunteer based group formed to meet a community need: to serve the Spanish-speaking population of Rhode Island. They offer over 20 free workshops to the Spanish-speaking community, offering such activities and classes as a Latino Film Festival, computer classes in Spanish, and GED classes in Spanish. We have hundreds of people on our

waiting lists for classes and only wish that we, and all public libraries, had sufficient resources to meet all such needs.

Statewide Reference Resource Center 2013: Operations Grant

Proposal Response

All responses must be typed. Enter data in the highlighted boxes.

Appendix I: Applicant Information

Library Name	Providence Community Library
Library Director	Laura Marlane
Project Director	Laura Marlane
Project Director Title	Executive Director
Project Director Email	lmарlane@provcomlib.org
Project Director Phone	467-2700 x1610
Project Director Fax	467-2786
Grant Partner(s) (optional) Attach Appendix III with partner information.	none
Total Proposal First Year Cost (July 1, 2012 – June 30, 2013, attach Budget, Appendix II)	\$224,344

Certifications and Assurances

The library named above certifies and assures that:

It is a public library in the State of Rhode Island and qualifies for state grant-in-aid as determined by the Office of Library and Information Services (OLIS). The library will continue to operate as a public library for the duration of the grant award.

This proposal is submitted for all services as described in the Request for Proposals. Any additional costs for providing services as described are understood to be the sole responsibility of the applicant. The library shall comply with all grant requirements of OLIS and will make financial records associated with this project available to OLIS on request.

The total grant award will be for the period of July 1, 2012 through June 30, 2013. OLIS may renew the contract as proposed for a second year, ending June 30, 2014.

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Appendix II: Budget

					Budgeted	In Kind
A.	Salaries, Wages, and Benefits					
Sal	1 F-T SRRC Technology Coordinator				45,000	
	1 P-T SRRC Technology Assistant				20,000	
	1 F-T SRRC Project Assistant				27,040	
	PCL Program Coordinator				6,000	6,000
	PCL Librarian					3,800
	Exec. Director Admin time				10,000	10,000
	PCL Web Developer				4,994	
		Total salaries			113,034	19,800
Benefits						
	Total of 30%				33,910	5,940
	Payroll taxes, Health, Pension,					
	Workers Comp					
B.	Supplies (office costs)				5,000	
C.	Other Costs (Table 1)				37,600	33,100
D.	Contracted Services(Table 2)				34,800	
	Total Project Costs				224,344	58,840

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Table 1: Other costs

	Budgeted		In kind
Tech support on phone system, and backup			
support to the SRRC Personnel			
PCL Technology Coordinator			15,600
Telephone system with dedicated line for SRRC			10,000
Mobile devices for MEEBO chat	600		
Two laptop computers for SRRC staff	3,000		
Advertising and promotional supplies	2,500		
Bus card advertising	30,000		
Administrative staff time			7,500
Mileage	1,500		
Total	37,600		33,100

Table 2: Contracted Services

Name	Service	Cost
Shorrock Design	Graphic Design	5,000.00
Guy Benoit	Copywriter for PSA announcement	2,000.00
Ken's Printing	Printing brochures and bookmarks	2,800.00
To be determined	Marketing Consultant	20,000.00
WRNI	Advertising	5,000.00
Total contracted services		34,800.00