

**SRRC – AskRI Reference
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 reference services 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 reference services at 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 \$100,000 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: Reference Services” 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 provides reference services electronically and via telephone to other libraries and to all residents of Rhode Island at least 60 hours a week.

The Providence Community Library develops and maintains online reference resources and fills subject requests from other Rhode Island libraries.

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

Reference Services: 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 statistics for email, chat and phone reference service and ILL subject requests submitted by the 15th of each month to the Office of Library and Information Services.
2. Monthly log of questions received and answered by email, chat and phone reference services.
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: Reference Services

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: Reference Services (up to \$100,000)

I. Background

1. RIGL 29-6-9(b)(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 seeks a public library to provide virtual reference services on a statewide level accessible through online sites such as AskRI and RI.gov. Reference services will also be provided to Rhode Island libraries of all types by phone, email and chat and will include subject requests for inter-library loan.
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 contract for SRRC reference resources will be awarded separately from the contract award for technical operations of the SRRC. 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 reference services to the general public through online tools such as email, chat and instant messaging. In addition, services are requested for libraries of all types, including subject requests for inter-library loan. The successful bidder will provide the following:

1. Email reference services.
 - a) Librarians¹ will provide responses to questions received via email, conducting research as necessary to answer those questions. Librarians providing online reference should be trained in the area of reference librarianship and online service.
 - b) The service will be available a minimum total of 60 hours a week, with services available at least six days a week.

¹ Librarian is defined throughout as an individual who has received a master's degree in library and information services from an institution accredited by ALA.

- c) Response time should be as soon as possible, but no longer than 48 hours from the time the question is received.
- d) Statistics will be maintained on questions asked, question content, question answers, and when possible, the zip code of the request's origin.
- e) Access to the reference service will be provided on AskRI, RI.gov, and other websites as designated by OLIS.
- f) SRRRC Operations will develop online forms and an email address for SRRRC email reference.

2. Chat reference services.

- a) Librarians will provide responses to questions received via the chat service, conducting research as necessary to answer those questions. Librarians providing chat service should be trained in the area of reference librarianship and online service.
- b) The service will be available a minimum total of 60 hours a week, with services available at least six days a week.
- c) Response time should be immediate, with questions that require a longer research window referred to email reference service.
- d) Statistics will be maintained on questions asked, question content, question answers, and when possible, the zip code of the request origination.
- e) The chat service will be provided through AskRI, RI.gov, and other websites as designated by OLIS.
- f) SRRRC Operations will provide the chat utility, technical support for and training on SRRRC chat service in cooperation with RI.gov.

3. Online reference resources.

- a) Develop reference tools (vetted links) for target audiences as identified by OLIS. For example, job seeker resources, health resources, student resources, etc.
- b) Work with SRRRC Operations to post reference resources on AskRI.
- c) Review online reference resources on AskRI for currency, working with SRRRC Operations to keep online resources current and timely.

4. Subject requests.

- a) Subject requests from Library of Rhode Island (LORI) members will be filled within 48 hours Monday thru Friday.
- b) Statistics will be maintained on subject requests filled.

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 Reference Services
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?

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.

Using SRRC funds, PCL will hire two new full-time reference librarians (37.5 hours per week) who will float among the three libraries in order to assist the PCL reference staff with providing 60 hours of service per week, six days per week (these three libraries are already staffed by 12 full-time librarians). This will include four nights per week, as well as Fridays and Saturdays. All PCL reference staff are trained in providing phone, email and in-person reference services to the public. PCL has sufficient librarian staff that response time will take no longer than 48 hours from the time a question is received. Reference staff will retain statistics on questions asked, question content, question answers, and when possible, the zip code of the request's origin.

The library will add Meebo chat services and provide training to the staff in this function. 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 for the reference librarians to use to access chat no matter where they are throughout the three libraries. This device has been given preference based on its long battery life and ease of use, making it the better and more cost effective choice over cell phones

With Meebo, PCL reference staff will provide responses to questions received via the chat service, conducting research as necessary to answer those questions. This service will also be available 60 hours a week, six days a week. Response time will be as immediate as possible, with questions that require a longer research window referred to email reference service. Statistics will be maintained on questions asked, question content, question answers, and when possible, the zip code of the request origination.

PCL is a full service public library system of nine libraries spanning the Providence area. As can be seen on the scheduled events on PCL's website (www.provcomlib.org) we offer a full array of classes and programs for all ages. We also market and publicize those programs through a monthly-newsletter (7,018 subscribers), website (32,000 hits per month with 54,000 page views), Facebook page (1,371 followers), Twitter (579 followers), newspapers, and via blogs and partnerships and links with other organizations and their websites.

In the past two years, PCL has aggressively sought out and received significant media attention for the services and programs that we provide. 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.

PCL currently has a full-time IT staff of two – a Technology Coordinator and Web Developer. David Sok, the library's Technology Coordinator, holds both an associates and bachelor's degree in Information Technology with a concentration in Software Engineering, and maintains our computers, network, and phones. Stephanie Chausse, PCL's Web Developer, oversees all the technology classes we offer. The two provide all our staff with outstanding technical support.

The addition of two full-time reference librarians will serve to supplement PCL's existing workforce. PCL currently employs 17 full-time librarians out of our staff of 57 public service staff. 12 full-time librarians currently work out of the three libraries that will comprise the SRRC.

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?

PCL has the space and resources needed at each SRRC location to accommodate the two additional reference librarians, and will use our current staff at those locations to supplement SRRC reference services as needed, thus providing overlapping and consistent coverage. Currently all data lines and cables are being upgraded to type Category 6 Ethernet at seven of our nine libraries. Within the next three months, PCL's South Providence Library will house our DNS and domain server which will provide better control, security, and overall efficiency to our network. We have the capacity in both staff and infrastructure to ensure that reference 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.

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 two full-time reference librarians, working in conjunction with PCL’s existing reference 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?

PCL currently maintains a network of 177 public computers. In addition to this, we have an eleven seat computer lab at Rochambeau Library with specialized software such as DreamWeaver, a web design program, and JAWS, a screen reader program for the visually impaired. We also offer and maintain a mobile lab with ten laptops running Windows 7 Ultimate Edition and Adobe Photoshop Elements installed on each. Video and voice conferencing has been recently installed at Rochambeau. Our IT staff brings a combined 23 years of experience to the fore in offering computer classes, creating and maintaining our website and email, and troubleshooting and maintaining our nine library network. Our Executive Director has 26 years of experience spanning public, academic, and research libraries, she currently still works in a reference capacity on a substitute basis at a public and an academic reference department. This allows her to stay informed and current with the resources and services offered to patrons, and to also stay in touch with the patrons and understand their service needs.

PCL's reference staff handled over 103,000 reference questions last year via phone, email and in-house transactions. We had over 676,000 people through our doors. We possess the capacity, skills and experience necessary to meet the additional needs that the SRRC will have. Many of our staff transitioned over from Providence Public Library and are familiar with the SRRC and its services and resources, and welcome the opportunity to provide those services again.

PCL is fortunate to have a high retention rate among our staff members. Thus providing us with a pool of employees who bring a wide range of knowledge of their collections and the diverse communities they serve. PCL Administration is dedicated to furthering professional development among the staff; encouraging participation in committees and roundtables, attendance at local library related conferences, and sponsoring professional development workshops (we've recently had Phil Goldman present his program on Dealing with Bullying, have a second round of Technology Boot Camp scheduled, and are providing staff and patron training in Overdrive downloads and e-readers).

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?

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?

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: Reference Services 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	401-467-2700 x1610
Project Director Fax	401-467-2786
Grant Partner(s) (optional) Attach Appendix III with partner information.	
Total Proposal First Year Cost (July 1, 2012 – June 30, 2012 attach Budget, Appendix II)	\$100,000.00

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.

2-15-2012

Library Director

Date

Statewide Reference Resource Center 2013: Reference Services Grant

Appendix II: Budget

Double click to activate and enter data into the embedded Excel worksheets.
Click outside of the worksheet to move onto the next part of the form.

Statewide Reference Resource Center 2013: Reference Services Grant

Enter data for Lines A, B and D.

Enter itemized data for Line C in Table 1. The totals will calculate and carry to Line C.

Applicant Costs are those costs carried in-house for the project.

Item	Budgeted	Applicant Costs
A. Salaries, Wages and Benefits	\$100,000.00	
B. Supplies (office costs)		
C. Other Costs (itemize in Table 1)		
D. Contracted Services (itemize in Table 2)		
Total Project Costs	\$100,000.00	

Table 1: Other Costs

Total Other Costs		

Table 2: Contracted Services

Contractor Name	
Service	
Cost	
Contractor Name	
Service	
Cost	
Total Contracted Costs	