Statewide Reference Resource Center – AskRI
FY2015 Agreement

An agreement between the Office of Library and Information Services and the Providence Public Library providing for the Providence Public 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 Public Library to receive a grant for the operations of the statewide resource center in fiscal year 2015 from Resource Sharing and State Library Aid funds appropriated by the 2014 General Assembly in a total amount not to exceed $302,786 provided that it meets the following minimum criteria. Under the direction of the Office of Library and Information Services:

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

> The Providence Public Library provides reference services electronically to other libraries and to all residents of Rhode Island at least 60 hours a week and develops and maintains online reference resources.

> The Providence Public Library promotes the resources of AskRI to libraries and the general public and provides materials and training to foster use of those resources.

> The Providence Public 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 Public 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.

> The Providence Public Library makes every effort to accomplish the objectives defined in the attached Program of Service.

Payments will be made on a quarterly basis in accordance with the attached Reporting and Payment Schedule; each payment is contingent on the accomplishment of the objectives 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 of Library Services, Office of Library and Information Services.

This agreement made this _____ day of _____ in the year of 2014.

s/ _____   s/ _____
Karen Mellor. Chief of Library Services (Acting)   Jack Martin, Director
Office of Library and Information Services   Providence Public Library

Statewide Reference Resource Center Grants, 2015

Title 29-6-9, as modified in 2011, provides funding for a Statewide Reference Resource located in a Rhode Island public library chosen biennially by the Office of Library and Information Services (OLIS) from responses to a request for proposals. The Statewide Reference Resource Center provides online resources and skilled reference librarians who can utilize them and provide a personal gateway to reference resources throughout the Library of Rhode Island (LORI) network for users anywhere and at any time.

Funding and assignment of Statewide Reference Resource Center services is divided into three parts: Online Resource Licensing, Operations *and* Reference Services. *OLIS manages* 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. In state fiscal years 2014 and 2015 the Providence Public Library has been selected to serve as the Statewide Reference Resource Center for Operations and Reference Services.*

Program of Service

 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. A contract for services supporting online electronic resources is awarded to the Providence Public Library for state fiscal year 2015 (July 1, 2014 through June 30, 2015) and may be renewed for state fiscal year 2016 (July 1, 2015 through June 30, 2016), the second year of the two year proposal.

  4. The grant for SRRC Operations during the above period is awarded jointly with the grant for SRRC Reference.

II. Operations Services

The Providence Public Library will provide 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 following services will be provided:

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. The following services are required to ensure this access:

      (i) Maintain a current list of all library IPs in the state, working with individual vendors and libraries to ensure that vendor IP lists are current.

      (ii) Understand and document the various authentication models used by AskRI vendors, including geographic authentication.

      (iii) Work with vendors to ensure maximum access to products through mobile devices and document access methods for mobile devices.

      (iv) Routinely test access for libraries and remote users to ensure all products are accessible as required by contracts with individual vendors. Testing should be performed on a regularly scheduled weekly basis and documented.

      (v) Troubleshoot and resolve any problems with access or products as experienced by individual libraries or patrons in a timely manner. Libraries or individuals who report technical problems must receive an acknowledgment of receipt of the reported issue on the day it is received, or, if submitted outside of normal business hours, the first business day thereafter. All technical problems and follow-up must be logged with date, time and description of the action taken, including the reported problem, the first response, vendor response when it is deemed a vendor

issue, and the resolution. OLIS must be notified of technical issues that cannot be resolved within two business days.

(vi)   Should any vendor products experience downtime, this should be immediately reported to OLIS; OLIS must be informed of the resolution of any and all issues, and updated regularly should the problem extend beyond one business day.

(vii) Technical service support will be available at a minimum from 8:30 a.m. – 4:30 p.m. Monday through Friday.

b) Reporting.

(i)   Databases. Prepare and submit to OLIS monthly statistical reports on individual product use as directed by OLIS in formats that are usable by libraries and OLIS to assess product use. Any anomalies in product use should be noted and explained in the report, e.g., if product use is less than normal that may be due to an academic cycle or technical issues with the product. Contact vendors as necessary to explore anomalies of usage. Reports to OLIS are due no later than the 10th of the month.

(ii) Technical issues. Maintain and submit logs of technical issues and resolution.

(iii) Quarterly Reports should include a summary of database use and analysis of trends. In addition, reports should document major technical issues for users and/or with vendors. The quarterly report should also document successes and challenges in the provision of database services for both users and vendors.

2. AskRI portal and website services.

a) URL registration and website hosting
The Providence Public Library will arrange for web hosting services and assumes complete responsibility for all aspects of maintaining the AskRI website. The website must be available 24/7 with industry standard uptime. OLIS will maintain AskRI URL registration.

b) Website development and maintenance.

(i)   Website must be designed to present information in a clear, easy to navigate manner for users of all abilities using current website technologies. The website must be designed to work on desktop computers, tablets and mobile devices and provide users of these with comparable, user-friendly experiences.

(ii)   Website must be accessible to users of all abilities, including those who are blind, deaf or have physical disabilities. The website must meet World Wide Web Consortium Accessibility Guidelines (WCAG) 2.0 Level A.

(iii)   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.

(iv)   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.

c)   Email and chat reference services.

(i)   Website services include maintaining an email service for reference services provided using the AskRI branding.

(ii)   Website services include integrating a chat application into the website for Reference Services use. The chat application must be accessible to users of all abilities in accordance with the Americans with Disabilities Act Section 508. Responses to the chat service will be provided through SRRC Reference Services.

(iii)   Email and chat reference service should be promoted through the website and other channels.

d)   Reporting.

(i)   Website use statistics. Website use statistics will be reported on a monthly basis. Monthly reports should include a log of any technical issues and their resolution and are due no later than the 10th of each month. Any anomalies in website use should be noted and explained in the report. Quarterly reports should include summaries of website use and technical issues.

(ii)   Website development. OLIS must be informed of and approve any substantive changes in the website before they are implemented. Substantive changes include but are not limited to design, addition or removal of content areas, and presentation of the AskRI.org home page.

(iii)   Email and chat services. Any technical issues or downtime for these services should be logged, documented and immediately reported to OLIS.

(iv) Quarterly reports should include a summary of website use and analysis of trends, and a brief narrative of website development, including major new content published. In addition, reports should document technical issues or problems with email and chat services. The quarterly report should also document successes and challenges in the provision of website, email, and chat services.

3. Marketing and publicity.

a) Marketing Plan. Develop and implement a marketing plan to promote the AskRI brand and AskRI resources and to expand and increase use of AskRI at libraries and schools and by the general public.

b) Social Media. Marketing will focus on social media and placement of both the AskRI brand and individual product links to connect with the library and school communities and the general public.

c) Vendor print material. Collaborate with vendors to acquire and distribute AskRI branded materials on individual products.

d) AskRI print material. Distribute AskRI branded materials such as bookmarks as requested by libraries and schools and for promotional events.

e) Promotional events. Exhibit and promote AskRI at library conferences and other library or educational events such as the School Libraries of Rhode Island and RI Library Association conferences, Library Legislative Day, and other appropriate meetings.

f) Reporting.

(i) Print materials. Maintain log of materials requested and distributed to libraries, including date of request, date distributed, type of materials, and library. Include in quarterly report.

(ii) Online materials. Provide summary of materials developed and posted in quarterly reports.

(iii) Electronic outreach. Provide monthly statistics on social media use. Quarterly, provide summaries of activities and analysis of impact.

(iv) Conferences and events. Maintain a log of events for inclusion in quarterly reports.

(v)   Marketing campaigns. Provide summary of all marketing campaigns planned, executed, or ongoing, including reach, scope and estimated target audience, in quarterly reports. Plans for marketing should be reviewed with OLIS prior to execution.

4. Education.

a) Library staff.

(i)   Develop workshops to familiarize library staff with the online resources available on AskRI. Workshops should include sessions that target specific library types (such as school, public, academic). In the initial year, a minimum of two AskRI programs will be presented in the spring.

(ii)   Collaborate with vendors to offer in-depth trainings on specific products, delivered in-person or via webinar. Workshops should include sessions that target specific library types (such as school, public, academic). Workshops should be promoted and included in the OLIS Continuing Education (CE) program.

(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 should 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 provided by AskRI and/or AskRI vendors.

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 should include links to vendor materials, downloadable vendor materials, and locally created content.

d) Reporting.

(i)   Maintain a log of all workshops conducted, including attendance, for inclusion in Quarterly Reports. For CE programs registered

through OLIS, use the OLIS CE attendance list and submit to OLIS immediately following the session.

    (ii)   Provide summary of online resources created and posted during each quarter in the Quarterly Report.

III.   Reference Services.

The Providence Public Library will provide 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. The following services will be provided:

1. Email reference services.

    a)   Librarians[1] 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.

    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 response time.

    e)   Access to the reference service will be provided on AskRI, RI.gov, and other websites as designated by OLIS.

    f)   SRRC Operations will develop online forms and an email address for SRRC 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.

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[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.

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 response time.

e) The chat service will be provided through AskRI, RI.gov, and other websites as designated by OLIS.

f) SRRC Operations will provide the chat utility, technical support for and training on SRRC chat service.

3. Online reference resources.

a) Maintain and develop reference tools (vetted links) on the AskRI website for target audiences as identified by OLIS. For example, job seeker resources, health resources, student resources, etc.

b) Review online reference resources on AskRI for currency, working with SRRC Operations to keep online resources current and timely.

4. Professional Development and Outreach.

a) An AskRI librarian should represent AskRI and participate in the Ocean State Libraries Reference Working Group.

b) To stay current in their skills and connected with reference librarians across the state, AskRI librarians should attend professional development courses and participate in collaborative reference efforts, for example, events hosted by the OLIS Multi-type Reference Group or other consortia or organizations, as opportunities present themselves.

c) AskRI librarians will assist in identifying training needs and develop training courses on AskRI reference resources.

5. Reporting.

a) Monthly reports. Statistics on reference services will be provided no later than the 10th of each month:

   (i) Number of Email and Chat Reference questions. Any anomalies in service use should be noted in the report and explained if possible, e.g., if transactions are trending lower or higher than

average, this may be due to an academic cycle, technical issues with reference tools, or promotional efforts.

    (ii)   Log of all reference transactions, including date and time received. If questions are not answered immediately, progress should be noted and date and time of the conclusion of the transaction logged.

b)   Quarterly report. Narrative reports will be provided at the end of each quarter, clearly stating the objectives achieved in that quarter (and for the annual report, the year):

    (i)   Overview of statistics, with analysis of trends and use and any issues summarized. Also include successes and challenges in the provision of email and chat services.

    (ii)   Description of online resources developed and those planned on being developed.

    (iii)   Summary of professional development sessions attended, events and outreach.

IV.   Additional Services.

1. The Providence Public Library and OLIS will collaborate to identify other programs offered by the Providence Public Library that will benefit the libraries and/or residents of Rhode Island and that may be incorporated into the SRRC in the future

2. The Providence Public Library and OLIS will collaborate to evaluate the services of the SRRC to develop a robust and responsive online information commons.