

## **Statewide Reference Resource Center Grants, 2015**

### **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 decade witnessed a substantial evolution as access to online subscription services for all Rhode Islanders and Rhode Island 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 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). OLIS has divided this solicitation into three parts: 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 \$210,000)**

#### 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, 2014 through June 30, 2015 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 libraries, library consortia, and individual vendors to ensure that vendor IP lists are current.

- (ii) Understand and document the various authentication models used by the various AskRI vendors, including geographic authentication.
- (iii) Work with vendors to ensure maximum access to products through mobile devices.
- (iv) Routinely test access for libraries and remote users to ensure all products are accessible as required by contracts with individual vendors.
- (v) Troubleshoot and resolve any problems with access or products as experienced by individual libraries or patrons in a timely manner.
- (vi) Technical service support will be available a minimum of 40 hours per week Monday thru Friday on a regular schedule.

b) Reporting.

- (i) Monthly. Prepare and submit statistical reports on individual product use in formats that are usable by libraries and OLIS to assess product use. Prepare and submit logs of technical issues and resolution.
- (ii) Quarterly Reports. Prepare a summary of database use and general analysis of usage trends. In addition, reports should document major technical issues experienced by users and/or with vendors. The quarterly report will 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.

OLIS will register the askri domain. Grantee will set up web hosting services and assume complete responsibility for all aspects of maintaining the AskRI website. The website must be available 24/7 with industry standard uptime (99.9%).

b) Website development and maintenance.

- (i) Website must be designed using current website technologies to present information in a clear, easy to navigate manner for users of all abilities. The website must be designed to work on

desktop computers, tablets and mobile devices and provide 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 changes, news and updates for online electronic resources 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 through SRRC Reference Services.
- (ii) Website services include providing a chat application that is integrated with the website. 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) Timely reports on usage, website development, and web services must be submitted on a regular basis.

3. Marketing and publicity.

- a) Develop and implement a marketing plan to promote the AskRI brand and AskRI resources to libraries, schools and the general public in a variety of formats that expands and increases use of AskRI resources.
- b) Work with AskRI vendors to promote individual AskRI resources.

4. Education.

- a) Develop workshops to familiarize library staff and educators with the online resources available on AskRI. Collaborate with vendors to offer in-depth trainings on specific products, delivered in-person or via webinar.
- b) Create an online resource on AskRI that includes on-demand tutorials and materials on the use of AskRI databases and electronic resources for library staff, educators and the general public.

III. Format for Proposals

Proposals should address the following questions, incorporating the Services Required in Section II:

1. Plan of Operation.

- (a) Technical. How does the library propose to provide the technical services and web services requested? Include information about the library's capability and staff expertise for providing technical services.
- (b) Marketing. How does the library propose to market AskRI as described? Describe the plan for marketing to the library community and the general public, including underserved communities. Include information about the role of various media in the marketing campaign.
- (c) Education. How does the library propose to provide workshops and information on how to use AskRI and the various online products?
- (d) Staffing. Describe how the project will be staffed and managed. Include positions and duties. Specify whether the library will use existing staff or hire additional staff.
- (e) General. Does the library operate any similar services, such as training, marketing, or technical support? How will the library integrate SRRC functions with existing services? Describe how hosting the SRRC fits in with the library's long range plan and current operations.

2. Budget.

- (a) Submit the budget sheet with the application. Budgeting information should also be incorporated in the narrative so that it is clear how personnel and other costs have been determined.

IV. Review of Proposals

Proposals will be reviewed and evaluated by an ad hoc subcommittee of the Library Board of Rhode Island. The subcommittee will review proposals and make recommendations to OLIS.

The following scale will be used to evaluate proposals:

<b>Proposal Section</b>	<b>Maximum Points</b>
Technical	20
Marketing	10
Education	10
Staffing	20
General	20
Budget	20

V. Instructions

1. Applicant must be a Rhode Island public library (a library that currently receives state grant-in-aid through its parent municipality from the RI Office of Library and Information Services and meets the Minimum Standards for RI Public Libraries).
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 in Section II, Services Required, following the Format of Proposals in Section IV.
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. Proposals must include a completed Proposal Response Form (Parts I and II). Parts III and IV must be completed by those submitting a proposal that includes one or more partners.
6. Any questions or requests for clarification of this RFP should be sent via email to Karen Andrews (email: karen.andrews@olis.ri.gov) by April 15, 2014 at 4 pm; responses will be posted on the OLIS website by 4 pm on April 16, 2014.
7. Proposals must be delivered before 4:00 pm, Monday, April 28 by email to karen.andrews@olis.ri.gov. A hard copy of the signature page must be submitted.
8. Receipt of proposals will be acknowledged via email.