

CLEVELAND PUBLIC LIBRARY

Board Meeting

May 13, 2014

RESOLUTION TO ACCEPT LSTA GRANT TO ADMINISTER KNOWITNOW

WHEREAS, The KnowItNow Suite of virtual services was initiated by Cleveland Public Library and the CLEVNET Consortium in 2001; and

WHEREAS, In July 2004, KnowItNow evolved into a statewide program provided by three (3) equal library partners: Cleveland Public Library, Northeast Ohio-Regional Library System (NEO-RLS) and Cuyahoga County Public Library and was funded for a period of three (3) years with LSTA federal monies awarded by the State Library of Ohio; and

WHEREAS, Pursuant to an evaluation conducted in 2006 by Kent State University School of Library and Information Science, the State Library of Ohio asked that the KnowItNow statewide virtual reference service be consolidated under one organization, Cleveland Public Library, rather than operating as a partnership; and

WHEREAS, For the seven (7) Fiscal Years commencing July 1, 2007 through June 30, 2014 the Board of Trustees has accepted the State Library Board's award of LSTA grants to continue this statewide virtual reference service; and

WHEREAS, In May 2014, the State Library Board awarded a LSTA grant in the amount of \$259,416 to Cleveland Public Library for the continued administration of KnowItNow for the period July 1, 2014 through June 30, 2015; now therefore be it

RESOLVED, That the Cleveland Public Library Board of Trustees accept this most recent LSTA grant in the amount of \$259,416 from the State Library of Ohio and that the Executive Director, CEO or his designee is authorized to enter into and execute such agreements and instruments as may be necessary or appropriate, including those in excess of \$25,000.00, to effectuate the terms and conditions of this Resolution, which agreements and instruments shall be subject to the approval of the Library's Chief Legal Officer; and be it further

RESOLVED, That the Cleveland Public Library Board of Trustees expresses its appreciation to the State Library of Ohio for the continued funding of KnowItNow.

THE STATE LIBRARY OF OHIO
COLUMBUS, OHIO
43201

OHIO FFY 2014
LSTA
CFDA 45.310
PROJECT # II-3-14
CLEVELAND PUBLIC LIBRARY
KNOWITNOW 24x7
RESOURCE SHARING
PROJECT
FUNDED WITH FFY13
CARRYOVER FUNDS/FFY14
FUNDS
IMLS

This agreement between the Board of Trustees of

CLEVELAND PUBLIC LIBRARY

hereinafter known as the ADMINISTERING AGENCY,

and the State Library Board, hereinafter known as the STATE LIBRARY,

WITNESSETH THAT:

The ADMINISTERING AGENCY proposes to act as administrative agent for the KNOWITNOW 24x7 RESOURCE SHARING project as described in the project application which shall become part of this AGREEMENT.

This project will BEGIN July 1, 2014 and TERMINATE June 30, 2015.

The STATE LIBRARY agrees to grant to the ADMINISTERING AGENCY the sum of \$30,000 from FFY 2013 carryover LSTA funds and \$229,416 from FFY 2014 LSTA funds to fund this project, said sums to be paid in monthly installments to the ADMINISTERING AGENCY.

\$50,000 from FFY 2013 carryover and FFY 2014 funds shall be paid as soon as possible upon the signing of this agreement by both parties;

the balance of **\$209,416** from FFY 2014 LSTA funds to be paid in monthly installments to the ADMINISTERING AGENCY based on estimated disbursements supplied to the STATE LIBRARY by the ADMINISTERING AGENCY.

Grant funds cannot be obligated or disbursed until after the project officially begins July 1, 2014 and with the signing of the AGREEMENT by both parties.

All 2013 carryover funds must be obligated/encumbered on or before September 30, 2014 and must be disbursed on or before October 31, 2014. All 2014 funds must be obligated/encumbered on or before June 30, 2015 and must be disbursed on or before July 31, 2015.

The ADMINISTERING AGENCY agrees to expend the federal funds granted by the STATE LIBRARY in accordance with the items stated in the application budget.

Budget amendments may be made only with written approval by the STATE LIBRARY.

The ADMINISTERING AGENCY shall return all unexpended federal grant funds to the STATE LIBRARY at the CLOSE-OUT of this project.

The ADMINISTERING AGENCY is responsible for maintaining adequate records of federal funds received and expended for reporting to the STATE LIBRARY.

The Administering Agency agrees to make separate cumulative financial reports of federal expenditures for the project quarters ending September 30, 2014, December 31, 2014, March 31, 2015, and June 30, 2015 and to make a final report of expenditures upon Close-Out of the project on or before July 31, 2015 following the project period.

The ADMINISTERING AGENCY agrees to submit usage data reports to the State Library on a monthly basis. Data is due within 15 working days of the following month. The ADMINISTERING AGENCY also agrees to submit quarterly narrative progress reports for the quarters ending September 30, 2014, December 31, 2014, March 31, 2015, and a cumulative narrative report upon Close-Out of the project, on or before July 31, 2015. The narrative reports shall describe the activities carried on toward reaching the objectives of the project as set forth in the application, including problems encountered as well as successful activities. This final narrative report shall, as objectively as possible, review and evaluate the project as a whole against the objectives.

All financial and narrative reports are due within 15 working days of the report period stated above.

The Single Audit Act of 1984 requires that the STATE LIBRARY ensure that subrecipients meet the provisions of the Single Audit Act, and that, in instances of non-compliance with Federal laws and regulations, the STATE LIBRARY take appropriate corrective action. The State Library may request back-up documentation to verify expenditures for audit purposes.

The ADMINISTERING AGENCY agrees to submit to the STATE LIBRARY within 30 days from the date the report is issued, one copy of its audit report for each fiscal year which includes any part of this project period.

Two copies of the promotional materials, book lists prepared for this project and newspaper publicity and articles shall be submitted with the narrative report.

The ADMINISTERING AGENCY agrees that all Federal funds received under this agreement will be expended solely for the purpose stated in the grant application. Any such funds not so expended, including funds lost or diverted to other purposes, shall be repaid to the STATE LIBRARY. In the event that such funds are lost or diverted, the terms of this contract shall cease. In the event that federal moneys included in this contract become unavailable to the State of Ohio, the STATE LIBRARY shall modify or cease the terms of this contract based upon the financial restrictions imposed by the Institute of Museum and Library Services.

The ADMINISTERING AGENCY shall maintain inventory records of equipment purchased for the project using forms and procedures established by the STATE LIBRARY per Section 1183.130 and, 1184.140 Code of Federal Regulations.

At such time that equipment purchased for this project, in whole or in part with Federal funds, is no longer needed or being utilized for the purposes identified in the project application, it shall revert back to the federal government through the STATE LIBRARY, per Section 1183.139 Code of Federal Regulations.

The ADMINISTERING AGENCY agrees that if it fails to meet any term of this contract, the STATE LIBRARY may, upon reasonable notice to the ADMINISTERING AGENCY, suspend the payment of funds and/or the project in whole or in part. The notice of suspension shall state the reasons

for the suspension and any corrective action required of the ADMINISTERING AGENCY and the effective date. The suspension shall remain in effect until the ADMINISTERING AGENCY has taken corrective action satisfactory to the STATE LIBRARY or given evidence satisfactory to the STATE LIBRARY that such corrective action will be taken.

Failure of the ADMINISTERING AGENCY to comply with the terms of the suspension may result in termination of the contract.

The ADMINISTERING AGENCY assures that it does not discriminate on basis of race, religion, age, gender, national origin, or handicapped condition in providing space for public meetings.

The ADMINISTERING AGENCY agrees that it is an Equal Employment Opportunity employer which will comply with all applicable State and Federal EEO Affirmative Action Laws and regulations when filling advertised positions.

The ADMINISTERING AGENCY also agrees to hire personnel for this project in accordance with Section 907 of Public Law 90-132:

"No part of the funds appropriated in this project shall be used to provide payments, assistance, or services, in any form, with respect to any individual convicted in any Federal, State, or Local court of competent jurisdiction, of inciting, promoting, or carrying on a riot, or any group activity resulting in material damage to property or injury to persons, found to be in violation of Federal, State or Local Laws designated to protect persons or property in the community concerned."

The ADMINISTERING AGENCY agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended, all requirements imposed by the applicable regulation and all guidelines and interpretations issued pursuant thereto.

The ADMINISTERING AGENCY agrees that it will comply with Section 319 of Public Law 101-121:

"No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement."

The ADMINISTERING AGENCY also agrees that it will comply with the Drug-Free Workplace Act of 1988. 34 CFR part 85, subpart F, all requirements imposed by the applicable regulation and all guidelines and interpretations issued pursuant thereto.

The ADMINISTERING AGENCY agrees that it will comply with Section 126.07 of the Ohio Revised Code.

"No contract, agreement, or obligation involving the expenditure of money chargeable to an appropriation, nor any resolution or order for the expenditure of money chargeable to an appropriation, shall be valid and enforceable unless the director of budget and management first certifies that there is a balance in the appropriation not already obligated to pay existing obligations, in an amount at least equal to the portion of the contract, agreement, obligation, resolution, or order to be performed in the current fiscal year. Any written contract or agreement entered into by the state shall contain a clause stating that the obligations of the state are subject to this section."

This agreement becomes effective at the time of signing by both parties.

_____	_____
Date	President of the Board
_____	_____
Date	Fiscal Officer
_____	_____
Date	Librarian

	Library



Date: 5/2/14

State Librarian

This grant was approved by the State Library Board on May 2, 2014.



**CERTIFICATIONS REGARDING NONDISCRIMINATION; DEBARMENT AND
SUSPENSION; DRUG-FREE WORKPLACE; FEDERAL DEBT STATUS;
LOBBYING; AND TRAFFICKING IN PERSONS**

By signing this form, the authorizing official acknowledges compliance with and agreement to all statutes and regulations referenced herein. Further information may be obtained by contacting the LSTA Office of the State Library of Ohio.

1. NONDISCRIMINATION

The authorized representative, on behalf of the applicant, certifies that the library will comply with the following nondiscrimination statutes and their implementing regulations:

- (a) Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. § 2000 *et seq.*), which prohibits discrimination on the basis of race, color, or national origin;
- (b) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 701 *et seq.*), which prohibits discrimination on the basis of disability (note: IMLS applies the regulations in 45 C.F.R. part 1170 in determining compliance with § 504 as it applies to recipients of Federal assistance);
- (c) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681–83, 1685–86), which prohibits discrimination on the basis of sex in education programs; and
- (d) The Age Discrimination in Employment Act of 1975, as amended (42 U.S.C. § 6101 *et seq.*), which prohibits discrimination on the basis of age.

2. DEBARMENT AND SUSPENSION

As required by 2 C.F.R. part 3185, the authorized representative, on behalf of the applicant, certifies to the best of his or her knowledge and belief that neither the library nor any of its principals for the proposed project:

- (a) Are presently excluded or disqualified;
- (b) Have been convicted within the preceding three years of any of the offenses listed in 2 C.F.R. part 180.800(a) or had a civil judgment rendered against it or them for one of those offenses within that time period;
- (c) Are presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses listed in 2 C.F.R. part 180.800(a); or
- (d) Have had one or more public transactions (Federal, State, or local) terminated within the preceding three years for cause or default.

Where the applicant is unable to certify to any of the statements in this certification, the authorized representative shall attach an explanation to this form.

The Applicant, as a primary tier participant, is required to comply with 2 C.F.R. part 180 subpart C (Responsibilities of Participants Regarding Transactions Doing Business with Other Persons) as a condition of participation in the award. The applicant is also required to communicate the requirement to comply with 2 C.F.R. part 180 subpart C (Responsibilities of Participants 2 Regarding Transactions Doing Business with Other Persons) to persons at the next lower tier with whom the applicant enters into covered transactions.

3. DRUG-FREE WORKPLACE

The authorized representative, on behalf of the applicant, certifies, as a condition of the award, that the applicant will or will continue to provide a drug-free workplace by complying with the requirements in 2 C.F.R. part 3186

(Requirements for Drug-Free Workplace (Financial Assistance)). In particular, the applicant as the recipient must comply with drug-free workplace requirements in subpart B of 2 C.F.R. part 3186, which adopts the Government-wide implementation (2 C.F.R. part 182) of sections 5152-5158 of the Drug-Free Workplace Act of 1988 (P. L. 100-690, Title V, Subtitle D; 41 U.S.C. §§ 701-707).

This includes, but is not limited to: making a good faith effort, on a continuing basis, to maintain a drug-free workplace; publishing a drug-free workplace statement; establishing a drug-free awareness program for the applicant's employees; taking actions concerning employees who are convicted of violating drug statutes in the workplace; and identifying (either at the time of application or upon award, or in documents that the applying library keeps on file in its offices) all known workplaces under its Federal awards.

4. FEDERAL DEBT STATUS

The authorized representative, on behalf of the applicant, certifies to the best of his or her knowledge and belief that the applicant is not delinquent in the repayment of any Federal debt.

5. CERTIFICATION REGARDING LOBBYING ACTIVITIES (Applies to Applicants Requesting Funds in Excess of \$100,000) (31 U.S.C. § 1352)

The authorized representative certifies, to the best of his or her knowledge and belief, that:

- (a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the authorized representative, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (b) If any funds other than Federal appropriated funds have been paid or will be paid to any person (other than a regularly employed officer or employee of the applicant, as provided in 31 U.S.C. § 1352) for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the authorized representative shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
- (c) The authorized representative shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

6. CERTIFICATION REGARDING TRAFFICKING IN PERSONS

The applicant must comply with Federal law pertaining to trafficking in persons. Under 22 U.S.C. §7104(g), any grant, contract, or cooperative agreement entered into by a Federal agency and a private entity shall include a condition that authorizes the Federal agency (IMLS) to terminate the grant, contract, or cooperative agreement, if the grantee, subgrantee, contractor, or subcontractor engages in trafficking in persons, procures a commercial sex act, or uses forced labor. 2 C.F.R. part 175 requires IMLS to include the following award term:

As a subrecipient or partner under this award your employees may not engage in severe forms of trafficking in persons during the period of time that the award is in effect; procure a commercial sex act during the period of time that the award is in effect; or use forced labor in the performance of the award or subawards under the award.

This certification is a material representation of fact upon which reliance is placed when the transaction is made or entered into. Submission of this certification is a prerequisite for making or entering into the transaction imposed by 31 U.S. C. § 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above certifications.

Signature of Authorized Certifying Official

Print name and Title of Authorized Certifying Official

Date

3/2013



2014 – 2015

LSTA Grant Proposal

**Cleveland Public Library
325 Superior Avenue
Cleveland, Ohio 44114**

Submitted by
Don Boozer
KnowItNow24x7 Statewide Coordinator
216.623.2960
dboozer@cpl.org

KnowItNow24x7 Fiscal Year 2015 LSTA Grant Proposal

Introduction

Cleveland Public Library is requesting LSTA funding to administer KnowItNow24x7, Ohio's collaborative virtual reference service project for July 1, 2014, through June 30, 2015 (FY2015). Beginning solely as a statewide online chat reference service in 2004, KnowItNow24x7 now incorporates email, instant messaging, and texting (SMS) and offers Ohio libraries the chance to provide localized online reference services with seamless after-hours coverage. Through the use of technology and the expertise of individual librarians staffing the service, KnowItNow24x7 complements the State Library of Ohio's mission of making online library services available across the state.

Ohio can be rightly proud of the fact that KnowItNow24x7 remains the busiest statewide virtual reference service in the country. From July 2013 through February 2014, librarians working with KnowItNow24x7 handled a total of 25,414 sessions. Live online chat reference sessions accounted for 91% of all patron activity and text messaging made up 5% of the total. Since going statewide in 2004, KnowItNow24x7 has allowed residents of every county in Ohio to initiate a total of over 850,000 sessions with librarians.

Selected FY2014 Activities and Strategic Directions for FY2015

Virtual Reference Service Software Platform Chosen: LibraryH3lp

KnowItNow24x7 began using the SparkRef/Openfire software platform in September 2008. Over the five years, the software (developed from an open source solution) has been reliable and flexible in meeting the needs of patrons, librarians, and KnowItNow24x7 administration. However, updates and continuing development of SparkRef/Openfire by the open source community have been sporadic at best, and its reliance on Java has been problematic. These concerns, along with others, made investigation of an alternative platform during FY2014 a necessity.

From three strong respondents to an RFP, LibraryH3lp was chosen in February 2014 as the new software platform for KnowItNow24x7. The change will be implemented in July 2014. LibraryH3lp has a proven track record in serving *NC Knows*, North Carolina's statewide virtual reference service, as well as over 600 libraries of all kinds worldwide. LibraryH3lp provides a number of benefits including:

- remote hosting for the platform and no software to download for librarians
- a streamlined web-based interface for librarians making it easier to focus on service rather than technology
- chat widgets for libraries to post on their webpages for immediate access by patrons (including those using screen readers such as JAWS)

- the ability to provide local chat widgets for libraries with roll-over to the statewide service for 24x7 coverage
- integration of statewide texting into the regular workflow of librarians
- a built-in mobile interface precluding the need for apps (which can require constant and costly updating)

Training materials for the LibraryH3lp began to be posted to the KnowItNow24x7 Community Site shortly after the decision to go with the platform was made. Practice accounts were made available to any interested librarians in March 2014 for exploration and self-training. In-depth documentation will be posted to the KnowItNow24x7 Community Site to provide 24x7 access to training for librarians, and in-person trainings will be scheduled as well.

The new availability of integrated chat widgets in LibraryHelp provides a very exciting opportunity. Anecdotal evidence from other services shows increased patron traffic after making widgets easy to access on libraries' websites. Having libraries post them in prominent locations on their sites will be key in on-going marketing efforts for the service.

New After-Hours/Contracted Coverage Service Chosen: ChatStaff

While OCLC QuestionPoint has provided fine service during FY2014, they are not the exclusive option for after-hours contracted coverage. In addition to choosing LibraryH3lp for the service's platform, KnowItNow24x7 has also chosen ChatStaff as the new after-hours coverage service for FY2015. ChatStaff, a partner of LibraryH3lp, can easily be integrated into that platform's implementation for seamless 24x7 coverage. ChatStaff already provides coverage to a number of LibraryH3lp's clients including the *NC Knows* statewide service.

For FY2014, OCLC QuestionPoint provided staffing for after-hours coverage as well as major holidays. Major holidays in previous years only provided patrons with an email option. For FY2015, ChatStaff will also be covering major holidays plus full weekends (Saturday and Sunday) to alleviate issues of staffing those days with in-kind Ohio librarians and volunteers.

In addition to providing flexibility, reliability, and seamless 24x7 coverage through the implementation of LibraryH3lp and ChatStaff, the decision to utilize these services will allow KnowItNow24x7 to reduce its after-hours/contracted coverage budget line by 45% compared to FY2014.

Promotional Activity

In 2013, 65% of patrons self-identified as K-12 students (although from question content, this percentage is significantly higher in reality). Survey results in 2013 also confirmed that a plurality of respondents (48%) heard about KnowItNow24x7 at school. With the knowledge that a majority of KnowItNow24x7 users are students in grades K through 12, FY2014 saw an increased outreach effort to schools and school librarians and media specialists. Working through INFOhio, their network of

ICoaches, and Information Technology Centers (ITC) around the state, the Statewide Coordinator distributed promotional materials and spoke at conferences/meetings in south-central and northeast Ohio. Additionally, interest in KnowItNow24x7 was high at the exhibit table at the Ohio Educational Library Media Association conference in October 2013.

This outreach initiative to educators will continue in FY2015 albeit with an added focus. Being that many schools do not have a full-time school library media specialist to serve the students or to advocate for library services, marketing/awareness efforts will also include school administrators and boards. The plan is to reach out to organizations such as the Ohio School Board Association, Ohio Mid-Level Association (middle school), and the Ohio Association of Secondary School Administrators. Administrators and board members will be targeted with the fact that KnowItNow24x7 can serve as a complement to local school library services and as an around-the-clock option when the in-person librarian is not available. Staffing exhibit tables (or sharing exhibit space with other organizations) at conferences associated with these organizations will also allow further opportunities for spreading the word of the value of KnowItNow24x7 to this audience.

In addition to word-of-mouth efforts and promotional materials, the fact that schools will be offered the opportunity to post chat widgets to their school library web pages should also increase traffic from the student population. One school district librarian and master teacher contacted KnowItNow24x7 when this upcoming opportunity was announced to say, "What a great idea! I have been a supporter of KnowItNow for several years. I have links from our Media Center page and agree that a 'chat widget' would be even easier."

Non-traditional audiences for KnowItNow24x7 services can also be explored in the coming year, such as people coming to the Ohio Department of Job and Family Services and literacy programs. Increasing awareness of the service in these areas could potentially complement services currently provided by them. Communicating to these organizations that KnowItNow24x7 is staffed by librarians (not social workers or tutors) would be key in approaching these opportunities.

Changes to OhioLINK Involvement with KnowItNow24x7

Although OhioLINK had internal discussions and voted to dissolve the formal partnership with KnowItNow24x7 in March 2014, a number of colleges and universities have already expressed great interest in joining KnowItNow24x7 on an individual basis. With the added features of LibraryH3lp, the institutions joining in this way will be able to seamlessly integrate into the full statewide service as well as be able to offer local chat reference if they choose.

Continued Collaboration and Sharing of Resources

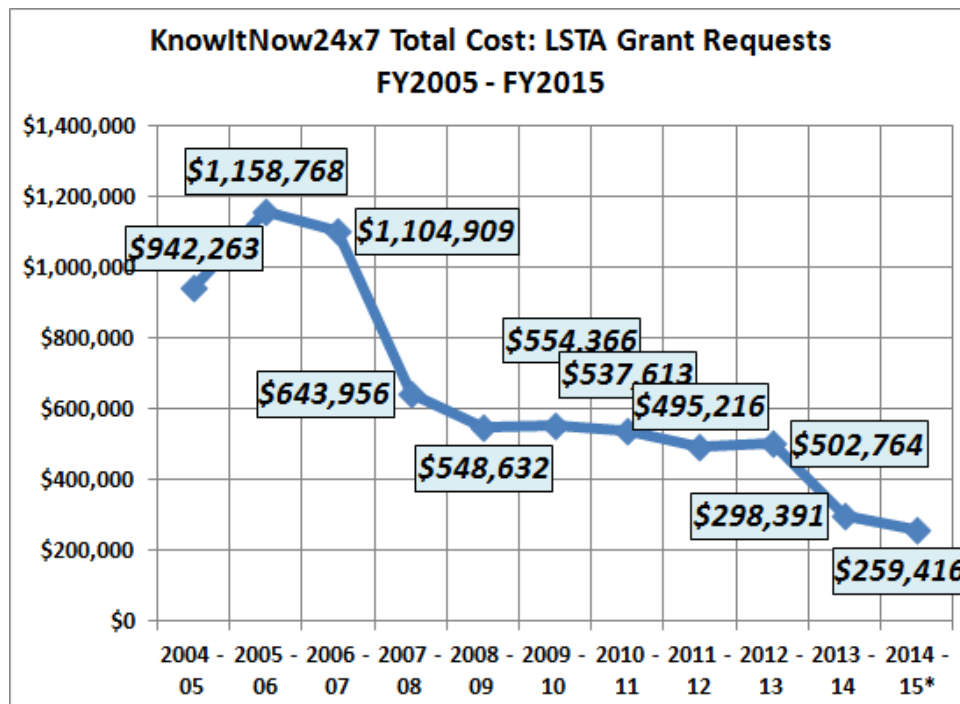
The collaboration between KnowItNow24x7 and Kent State University's School of Library and Information Science (KSU SLIS) will also be continued in FY2015. The volunteer internship program for

students and alumni of KSU SLIS (in addition to other librarians between jobs) has proven very successful. The volunteers themselves have gained valuable real-world experience and many have used this to find employment. KnowItNow24x7 also looks forward to hosting another practicum student during the upcoming fiscal year. Students in the KSU SLIS *Reference Sources and Services* class will also continue to have a taste of real-world reference by taking part in the project which has them staff KnowItNow24x7. This project has also encouraged a number of students from this class to become volunteers for the statewide service.

In addition to continuing to provide resources like the monthly *Newsletter*, the *KIN CORE Training Handbook*, KnowItNow24x7's Delicious links, and the @kin24x7 Twitter feed, KnowItNow24x7 will look for other ways to share pertinent resources and news with librarians staffing the service. Librarians will also continue to be encouraged to share their new finds and valuable skills with their colleagues. Cultivating a "culture of curiosity" within the wider KnowItNow24x7 network can help all those involved to continually improve their customer service and reference skills and keep up-to-date on topics pertinent to patrons of Ohio's statewide virtual reference service.

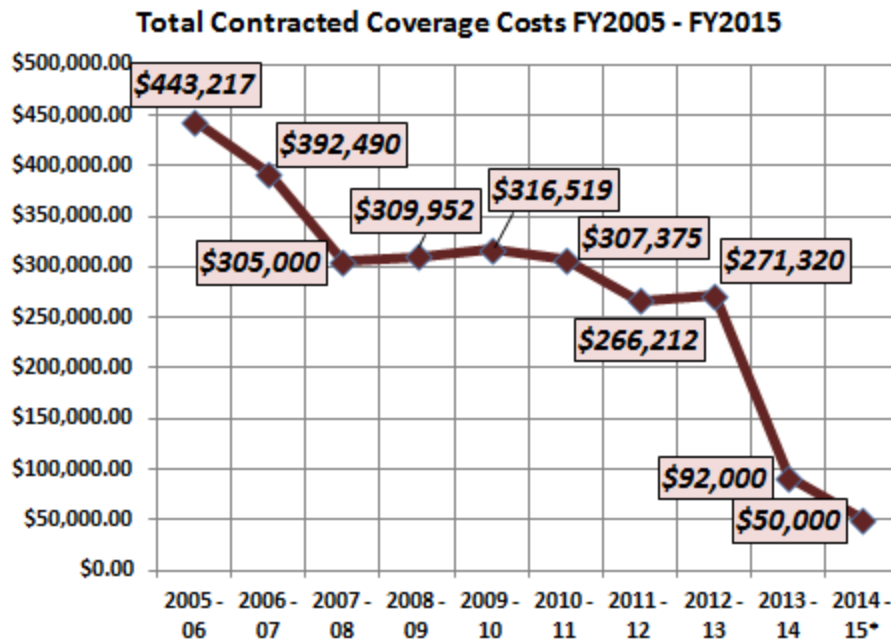
KnowItNow24x7 Operating Costs: A Retrospective

The 10-year anniversary of the inauguration of KnowItNow24x7 as a statewide service allows for a retrospective look at the service's operating costs over time.

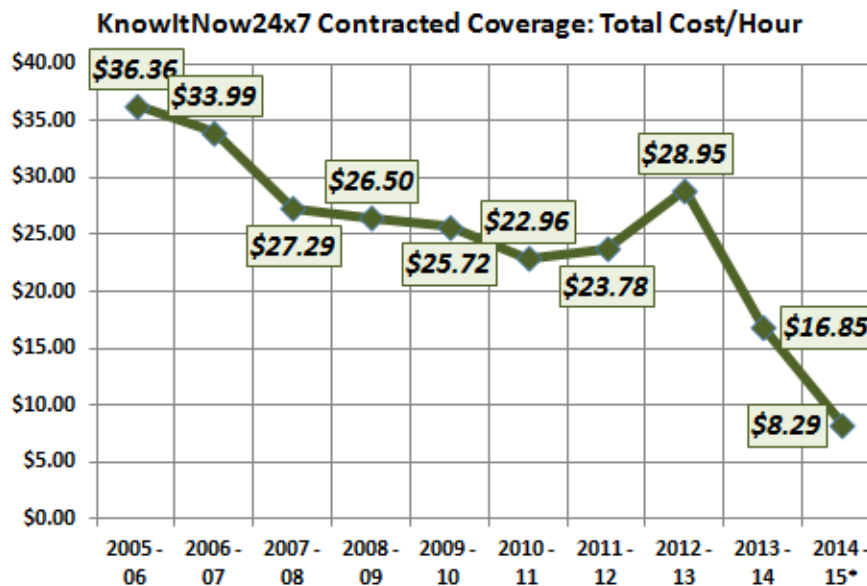


The chart above shows the **total budget request** for LSTA funds for KnowItNow24x7 from FY2005 (September 2004 through June 2005) through the current proposed request for FY2015 (July 2014 through June 2015). Other than the rise from the first to second year, operating costs have trended

downward with a 78% decrease from the FY2006 high to the current FY2015 request. Other than an experiment in FY2013 (when contracted staffing for early evening hours (1:00 am to 7:00 am) was re-allocated to afternoon), there has *not* been a reduction in services.



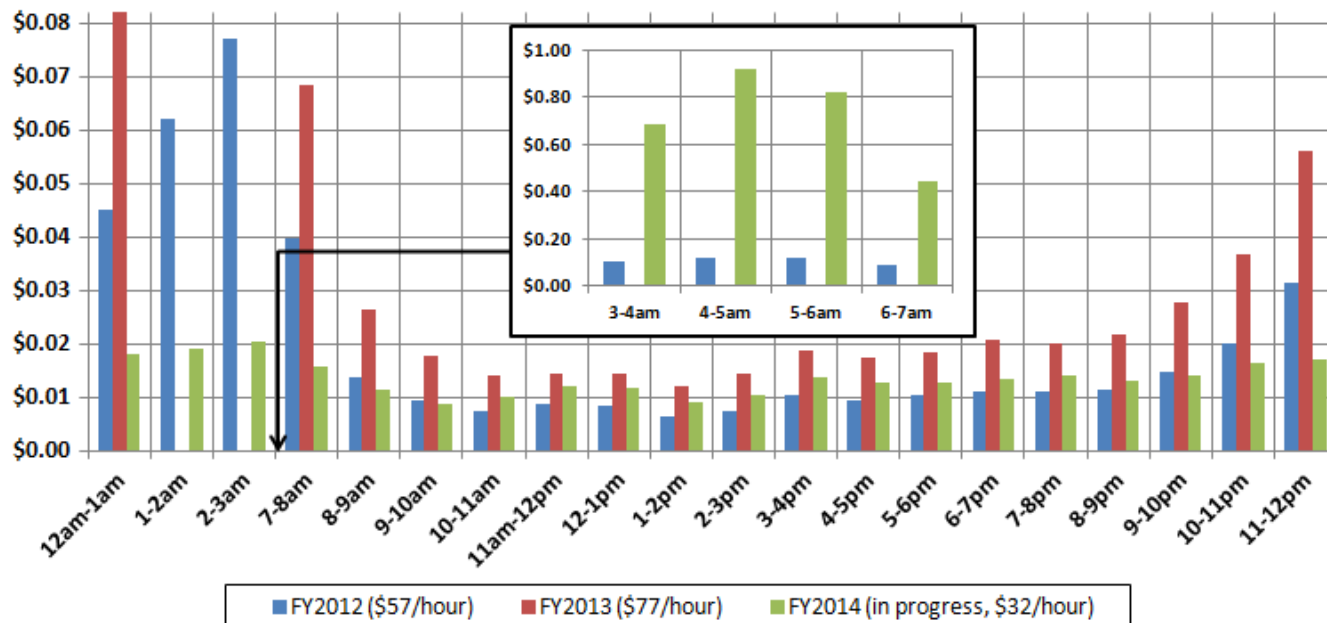
After-hours/contracted coverage has always been a major component of the KnowItNow24x7 budget, accounting for more than 50% of the total LSTA request for many years. The chart above shows the **total cost for contracted coverage** for KnowItNow24x7 from FY2006 through the requested amount for FY2015. From FY2006 to the proposed budget for FY2015, there has been an 89% decrease in costs for contracted coverage with no decrease in coverage except in FY2013 when 1:00 am to 7:00 am were re-allocated to afternoon. The early morning hours were re-instituted in current FY2014, and coverage for major holidays was also added this fiscal year for the first time.



The chart above breaks down **costs for contracted coverage by the total number of hours**

staffed. There have been three entities providing contracted/after-hours coverage during the life of KnowItNow24x7: Northeast Ohio Regional Library System (NEO-RLS) (FY2006 to 13), OCLC QuestionPoint (FY2014), ChatStaff (FY2015). During FY2011 and FY2012, costs for after-hours coverage with NEO-RLS were being shared with L-Net, the Oregon statewide virtual reference service. Oregon began using another after-hours vendor in FY2013, and KnowItNow24x7 returned to NEO-RLS exclusively in FY2013. After an RFP process for after-hours vendors in FY2013, KnowItNow24x7 contracted with OCLC QuestionPoint for FY2014. As demonstrated on the graph above, contracted coverage costs have been reduced by 77% from FY2006 to FY2015.

Raw Cost per Session by Hour: FY2012 - FY2014 (in progress)



Another way of looking at costs is to attempt a cost/session by hour breakdown for KnowItNow24x7. The graph above attempts to provide this by taking total costs for the service (as reflected in each year’s total LSTA budget request), dividing by the number of hours staffed (24x7 in FY2012 and 2014, no 1am to 7am coverage in FY2013), and then dividing each hour by the number of sessions handled within it. This provides a cost/session during each hour staffed. Using this method, most sessions fall below or at 2 cents each (\$0.02) and the highest at less than \$1.00.

There are a number of issues involved with getting a definitive cost/session by hour that incorporates all the true costs associated with the service, including:

- The “cost” of in-kind staffing by Ohio libraries during daytime and early evening hours would be extremely difficult to calculate due to salary differences throughout the state by those performing the actual staffing.
- A large percentage of daytime/early evening coverage is handled by volunteers.
- Contracted coverage occurred for different hours throughout different fiscal years, including:
 - - During FY2013, contracted coverage occurred in the afternoon hours in addition to after-hours.
 - - Contracted costs for FY2014 also include coverage for all major holidays whereas in past years the

service had to shut down during these times.

- - Contracted costs for FY2014 also include coverage for “calamity” days (e.g., snow days) at no extra cost.

Taking these kinds of factors into account, the above method came to be chosen as the most equitable way to determine a cost/session/hour calculation.

The above information demonstrates the on-going effort to be as cost-effective and fiscally-responsible as possible with no reduction (and, in many cases, an increase) in services available to Ohioans through KnowItNow24x7.

**2014 – 2015 LSTA Grant Proposal
Budget Summary for KnowItNow24x7**

Line Item	Description	2014-2015 Expenditures	Contractor
	Platform & Support		
1	Software Platform Hosting; Texting (coordinated with Twilio by LibraryH3lp)	\$15,160.00	LibraryH3lp
2	KnowItNow24x7 Statewide Coordinator: Full-time (scheduling, training, planning, promotion, communication, etc.)	\$86,000.00	Cleveland Public Library (CPL)
3	KnowItNow24x7 Web Services Coordinator: Full-time (tech support, programming, server maintenance, etc.)	\$83,500.00	CPL
4	Marketing	\$8,000.00	CPL
5	Travel: Training, Meetings, Conferences	\$8,000.00	CPL
6	Equipment Program Expenses	\$1,200.00	CPL
Subtotal A	Platform & Support	\$201,860.00	
	Staffing Coverage		
7	Daytime & Early Evening Reference Staff	In-kind	Ohio public, academic, and special libraries
8	Staffing for After-hours 24x7 coverage	\$50,000.00	ChatStaff
Subtotal B	Lines 1 through 8	\$251,860.00	
	Administrative Costs		
9	3% of Subtotal B	\$7,555.80	CPL
TOTAL	2014-2015 LSTA Grant Request	\$259,415.80	<i>NOTE: 13% Decrease from FY2014</i>

KnowItNow24x7 FY2015 LSTA Grant Request Budget Justifications and Details

Line 1. Software Platform: Hosting, Support, Texting, and Development: This line covers the contract with LibraryH3lp which includes hosting, texting (coordinated through Twilio by LibraryH3lp), and support for the platform itself.

Line 2. KnowItNow24x7 Statewide Coordinator: This line covers one FTE (including benefits: OPERS, health insurance, Medicare and life insurance). This position oversees information-sharing and quality control of the service; coordinates implementation of new aspects of the service; recruits additional libraries to contribute staff time to handle sessions; schedules day-time providers; acts as liaison with partners; and organizes, facilitates, and coordinates regional and local efforts to provide training and grassroots marketing efforts.

Line 3. KnowItNow24x7 Web Services Coordinator: This line covers one FTE (including benefits: OPERS, health insurance, Medicare and life insurance). This position coordinates configuration and maintenance of the web pages, manages upgrades, provides necessary coding for reports and enhancements, and assists in coordinating daytime and early evening staffing. This person also provides day-to-day technical support for participating librarians and is also on-call after-hours.

Line 4. Marketing: This line covers the costs of materials to promote KnowItNow24x7 to the public, educators, librarians, administrators, and other stakeholders within Ohio. This line increased for increased outreach to more groups and associations.

Line 5. Travel: Training, Meetings, and Conferences: This line covers the expenses of traveling to meet with local libraries and librarians within Ohio for training, to present and exhibit at conferences and meetings to promote KnowItNow24x7; to explore potential partnerships with regional or statewide virtual reference services; to engage in professional meetings to maintain KnowItNow24x7's reputation and to learn from colleagues; and to share information at local, regional, and statewide meetings to explore recruitment efforts. This line increased for increased outreach to more groups and associations.

Line 6. Equipment Program Expenses: This line covers the cost of cell phone and monthly cell phone charges for the Website Coordinator and the Statewide Coordinator and home Internet access for the Website Coordinator.

Line 7. Reference Staff: Ohio public, academic, and special library staff will provide reference service during open hours as an in-kind contribution to the service as part of their regular library duties.

Line 8. After-hours Coverage: Beginning July 1, 2014, after-hours coverage will be provided by ChatStaff.

Line 9. Administrative Costs: 3% to Cleveland Public Library to administer LSTA funds.