



Office of
Commonwealth Libraries

September, 2015

Dear Library Director:

The Office of Commonwealth Libraries is accepting applications from libraries to become participants in Pennsylvania's statewide live chat service, Ask Here PA.

Ask Here PA provides the residents of Pennsylvania with synchronous online reference assistance, 24 hours per day, 7 days per week. While the service is available to all residents of Pennsylvania regardless of whether or not your library participates, the benefits to participating libraries are:

- Add a new library service in a cost effective way
- Become part of an innovative and popular service
- Reach new patrons and improve service to current patrons
- Add a new reference statistic that counts in online times
- Staff trained on a cutting edge service
- Participating libraries provided with a unique interface to the service that captures local use statistics via links through your web site
- Provided with a completely customizable e-mail submission form and full online reference management system

If you have any questions regarding the application form, contact Joanne Krentz at krentz@hslc.org or 215-222-1532.

Sincerely,

Glenn Miller
Deputy Secretary of Education,
Commissioner for Libraries

Enclosure

Ask Here PA Application Information and Instructions

Please mail or fax this application to:

Mail:

HSLC
3600 Market Street, Suite
550 Philadelphia, PA 19104

Fax:

215-222-0416
Attention: Joanne Krentz (Ask Here PA)

Submission

Submit the application and participation agreement to HSLC. Applications must be complete with all attachments and enclosures when submitted.

How to Apply

This package includes information about eligibility and other requirements, an application form and agreement form. Please read the entire package before preparing the application, and

- Review the eligibility requirements and policies.
- Obtain the appropriate authorization signatures.

Eligibility Requirements

Staff that contribute time to the Ask Here PA collaborative service must have an MLS or be certified to be a Librarian in Pennsylvania. Additionally, as a collaborative reference service, participants must have a strong commitment to sharing the expertise of their reference staff.

Ask Here PA Application and Agreement Form

Library Name (if applicable) _____

Institution _____

Street Address _____

City/State/ZIP _____

Library Director _____

Email _____

Our library has: (please select one)

4 or more professionals on staff

3 or less professionals on staff

Telephone _____ Telefax _____

Site Coordinator (Please see item a on next page)

Telephone _____ Telefax _____

Email _____

Enrollment/Population Served (in numbers) _____

Library Website _____

County _____

State Representative District _____

State Senatorial District _____

This commitment is made for a period of one year and is automatically renewed or it can be terminated by the participating library or the Office of Commonwealth Libraries. Libraries may not alter this agreement. Commonwealth Libraries will continue to underwrite Ask Here PA contingent upon funding.

ASK HERE PA PARTICIPATION AGREEMENT

As a partner library in the Ask Here PA service, the undersigned agrees to work with the Office of Commonwealth Libraries, HSLC and other participating libraries to provide service in the statewide collaborative virtual reference service.

_____ agrees to:
Institution and/or *Library Name*

- a) Appoint a staff person to be your library’s Ask Here PA Site Coordinator. The ideal representative to serve in this position would be someone who is responsible for reference staff, scheduling, and will promote and integrate new technologies into the library.
- b) Send staff to training (training will occur locally or regionally).
- c) Contribute staff time to the collaborative service. The number of hours contributed will be negotiated between your Site Coordinator and the Ask Here PA Coordinator.
- d) Promote use of the Ask Here PA service to library users, including providing links to the service from the library’s website

(Date)

(Authorized Signature)

(Name - Printed)

(Title)