



KnowItNow24x7 Memorandum of Understanding

The library/institution named in this memorandum agrees to provide live virtual reference service coverage and/or asynchronous email virtual reference service for KnowItNow24x7 (KIN24x7) on the designated days of the week and hours of the day.

This agreement is to be continued until such time as the institution's designated KIN24x7 Representative or Administrator formally notifies the KIN24x7 Statewide Coordinator of any permanent changes of staff or scheduling which will affect the library/institution's ability to fulfill the agreed-upon coverage. This notification should be made as soon as possible before any permanent changes take place.

The primary contact for matters of training, scheduling or staffing for public libraries, First Call For Help, and Cleveland Law Library is the KIN24x7 Statewide Coordinator. Agents staffing the service under KIN Academic (OhioLINK) and KIN24x7 AfterDark have their own primary contact persons but are always able to contact the Statewide Coordinator directly if they wish. See *Section VII* of the **KIN24x7 Provider Handbook** for guidelines on contacting KIN24x7 for technical assistance.

The four basic principles of KIN24x7 collaboration are:

- 1. To login** at the beginning of (and to monitor throughout) each assigned KIN24x7 shift.
- 2. To answer** incoming questions equitably with others sharing the same shift.
- 3. To stay informed** of news and important updates to the service. This can be done through a number of avenues, including, but not limited to, regularly visiting the KIN24x7 Provider web site (<http://provider.knowitnow.org>), subscribing to the KIN24x7 newsletters there, and contacting the KIN24x7 Statewide Coordinator or your local representative for answers to specific questions.
- 4. To notify** the KIN24x7 Statewide Coordinator of any changes that affect scheduling/staffing of designated shifts, contact information for the local library, or any other issues pertinent to the statewide service.

Background

KnowItNow24x7 was the first 24-hour, 7-days-a-week virtual reference service in the world. An LSTA grant awarded by the State Library of Ohio in 2004 allowed KIN24x7 to be made available statewide. An average of over 9,000 sessions per month are handled by KIN24x7. The service is administered through Cleveland Public Library, and librarians from across Ohio provide service during regular hours. After-hours service is provided by freelance librarians supervised by the Northeast Ohio Regional Library System. OhioLINK formally joined the service in 2008 to provide virtual reference service to college and university students as well as the general public. A collaboration with Oregon's virtual reference service was also initiated in 2008. "Local" service was initiated in 2009, and KIN24x7 was consolidated into one web portal in 2010. Each KIN24x7 agent's contribution to the service is greatly appreciated and makes him or her an integral part of Ohio's continuing tradition of excellence in library service.



This project was supported in whole or in part by federal Institute of Museum and Library Services funds, granted by the State Library of Ohio.

KnowItNow24x7 Memorandum of Understanding Account Information Sheet

Date _____

Library/Institution _____

KnowItNow24x7 Account(s) _____
(Spark login name(s): Attach separate sheet, if necessary)

Library's KnowItNow24x7 Representative: Name _____

Library Address _____

Phone _____ **FAX** _____

Library's KnowItNow24x7 Representative: Email _____

Shifts & Services:

I. KnowItNow24x7 Live Virtual Reference Shift:

Days of the Week (choose all that apply):

- Monday Tuesday Wednesday Thursday Friday Saturday Sunday (seasonal)

Hours: _____ am/pm to _____ am/pm (circle am or pm)

Subjects Covered (check all that apply for above-named account(s))

- | | |
|--|---|
| <input type="checkbox"/> Business, Finance & Labor Info. | <input type="checkbox"/> History, Geography & Travel |
| <input type="checkbox"/> Music, Art & Architecture | <input type="checkbox"/> Literature, Theater & Movies |
| <input type="checkbox"/> Foreign Langs & Non-English Lit | <input type="checkbox"/> Science, Math, Cooking, & Crafts |
| <input type="checkbox"/> Genealogy | <input type="checkbox"/> Soc Sciences, Politics, Rel., Ed. & Sports |
| <input type="checkbox"/> General Questions | <input type="checkbox"/> Reading Recommendations/RTN |
| <input type="checkbox"/> Federal Gov't Information | <input type="checkbox"/> Other _____ |

II. KnowItNow24x7 Email Virtual Reference Shift:

Days of the Week (choose all that apply):

- Monday Tuesday Wednesday Thursday Friday
 Saturday Sunday (Seasonally)

Hours: _____ am/pm to _____ am/pm (circle am or pm)

III. My library would like to be involved in KnowItNow24x7 Instant Messaging.

IV. My library would like to be involved in KnowItNow24x7 local service.

Notes: _____

Signed: _____ **Date:** _____

Library Director/Administrator

Signed: _____ **Date:** _____

Local KnowItNow24x7 Representative