



## Letter of Agreement for **Referral Partnership** in Answerland

### Purpose of this Document

This is an agreement between an Oregon library (“Partner Library”) and the State Library of Oregon (“State Library”) for **Referral Partnership** in the virtual reference service known as Answerland. This document is not intended to create binding or legal obligations on either party.

### About Partnerships

Answerland relies on partner libraries working together to provide service. While all Oregon libraries are welcome to connect their library to Answerland, partner libraries reap additional benefits in return for their contributions to the service.

There are two types of partnership:

- Full Partners: Staff participate in the live chat service, and help answer general reference questions.
- Referral Partners: Staff respond to questions sent to them via email, and help answer general reference questions.

### Benefits of Becoming a Referral Partner Library

- Enhance your librarians’ skills by participating in a collaborative environment that facilitates sharing of expertise, virtual reference trends, and best practices.
- Help serve the citizens of Oregon by contributing subject matter expertise for questions that need more specialized information.
- Communicate directly with reference librarians statewide via the email discussion list.

## Referral Partner Library Responsibilities

1. Appoint a project liaison to facilitate communication between the Answerland service and the library. Duties of the liaison include, but are not limited to:
  - a. Joining and participating in the Answerland email discussion list.
  - b. Identifying staff to provide service.
  - c. Reporting local needs to the Answerland Coordinator.
2. Answer reference referrals. This may include:
  - a. Responding to questions in a timely manner.
  - b. Acting as a Subject Matter Expert (examples: business, legal, medical).
  - c. Contributing answers to general reference questions.
3. Assist with promotion and assessment of Answerland by:
  - a. Making the service visible on the library's website. This may be accomplished by posting the Answerland logo and providing a link to the service.
  - b. Providing input and feedback to continually improve the Answerland service.

## State Library Responsibilities

1. Provide:
  - a. Virtual reference software for the statewide service.
  - b. Administrative coordination of the service.
  - c. Promotional materials.
  - d. A website to facilitate communication and provide support.
  - e. A listserv for communications.
2. Communicate with partner libraries about virtual reference trends, best practices and changes to the service.
3. Assist with librarian-led projects such as mentoring, Quality Team, and the Oregon Virtual Reference Summit.

## Partnership Changes

This agreement is at-will and may be modified by mutual consent of the Partner Library or State Library.

Libraries wishing to make changes to their participation in Answerland shall contact the Answerland Coordinator at least 30 days in advance of the change.

If this agreement is terminated by either party, the Answerland Coordinator shall remove the Partner Library's librarians from the listserv.

## Signatures

This agreement shall become effective upon signature by the authorized officials from the Partner Library and the State Library. If new persons are appointed to any of these roles, this agreement will have to be resigned to ensure all parties are aware of and agree to their respective responsibilities.

**Name of Library** \_\_\_\_\_

**Subject Matter Expertise (optional)** \_\_\_\_\_  
(examples: medical, business, legal)

**Library Liaison Name** \_\_\_\_\_

**Library Liaison Email** \_\_\_\_\_ **Phone** \_\_\_\_\_

**Library Director Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Library Liaison Signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
(if same as director, enter "N/A")

**Answerland Coordinator Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**State Librarian Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Please mail or email the completed form to the Answerland Coordinator:**

Tamara Ottum  
State Library of Oregon  
250 Winter St. NE  
Salem, Oregon 97301  
[tamara.ottum@state.or.us](mailto:tamara.ottum@state.or.us)