

## L-net Statement of Shared Understanding

### L-net Partner Libraries agree to

- provide L-net service at one of the levels of partnership described below
- appoint a project liaison to facilitate communication between the L-net service and the library
- identify staff to provide service and have them participate in necessary training
- add a visible link to L-net on the library's web site
- use software and hardware that will meet the minimum L-net requirements
- share responsibility with L-net for promotion of the L-net service to patrons and the community
- provide input and feedback to continually improve the L-net service
- comply with L-net's privacy policy
- join and participate in the L-net email discussion list

### L-net agrees to

- provide at least one training manual
- provide training opportunities
- provide the virtual reference software
- provide technical assistance with the virtual reference software
- provide administrative coordination
- provide promotional materials
- provide web site host and development

Levels of Partnership	Chat	Email		
		Level 1	Minimum 2 hours per week	Answer questions from the general e-mail queue
Level 2	Minimum 2 hours per week		Answer local questions	May answer subject specialty questions
Level 3	Less than 2 hours per week	Answer questions from the general e-mail queue	Answer local questions	May answer subject specialty questions
Level 4	no chat		Answer local questions	May answer subject specialty questions

### Partnership Changes

Libraries wishing to change their level of participation in L-net shall contact the L-net at least one month in advance. Libraries are responsible for all scheduled chat shifts.

### Signatures

Library Library Director Signature	L-net Fiscal Agent Signature
Level of Partnership _____ Date	Date
Service Liaison:	
Mailing Address:	
Telephone number:	
Fax:	
Email Address:	

Please mail or fax to the L-net Service Coordinator: **Caleb Tucker-Raymond, Multnomah County Library, 801 SW 10<sup>th</sup> Ave., Portland, OR 97205 Fax: 503 988-5226**