



MEMORANDUM OF UNDERSTANDING

between

The VA MEDICAL CENTER, _____(city)_____, _ST_

and

The VA OFFICE of _____, ____ (city)_____, _ST_

1. **Purpose:** This Memorandum of Understanding (MOU) is intended to describe the level of Library Service to be provided from the Library at the VA Medical Center (VAMC) in _____ to the VA Office of _____ in _____, _____. Each level of service will carry a specific time frame and an associated cost, including administrative fees as assigned by the VAMC.
2. **Background:** VAMC Libraries are funded by the parent Medical Center to serve the staff, students, patients and their families in meeting their administrative, clinical, research and educational information needs. The Veterans Health Administration (VHA), Office of Information (OI) Communications Service supports the VA Library Network by providing a national periodicals contract, centralized cataloging, bibliographies and audiovisuals to support national training needs and statistical information regarding VALNET services.
3. **Responsibilities:** The responsibilities of the medical center, the library, the VA Office of _____ and the individual user are delineated below.
 - A. The VA Office of _____, _____, ____ will identify a means of collection for items that are lost or destroyed while in the possession of their staff.
 - B. The Medical Center will allow access to the Medical Center Library to identified Library users. Annually, they will provide the administrative cost factor to be added to the cost of each library service.
 - C. The Library will identify specific services, timeframes and costs available to the VA Office of _____, _____, _____. Services will then be provided within the timeframes and costs cited.
 - D. The VA Office of _____, _____, ____ will identify a single contact person for any issues that may require resolution during the duration of the MOU.
 - E. The individual user will abide by the same rules as other Library users. The rules cover provision of identification upon request and all other Library policies in effect at the time the MOU is signed.

4. **Renewal / Expiration:** On an annual basis, established by the initial signing of this MOU, both parties will review this MOU to add, delete or edit any items necessary. At the time of review and renewal either party may withdraw from this agreement at will. At any other time, the MOU can be canceled by either signatory using a 30 day written notification process.

XXXXXXXXXX
Library Manager
Date: _____

XXXXXXXXXX
Director, VA Medical Center
Date: _____

XXXXXXXXXX
Director, VA Office of _____
Date: _____

LIST OF POSSIBLE SERVICES

SERVICE	TIME FRAME	COST*
Access to On-Line materials	Desk Top: 24/7	License fee
<i>NOTE: This would be very difficult to charge on a usage basis. Suggest that access charges be part of a base fee to be charged before any other charges are added.</i>		
Access to the Collection -	Routine Hours	See above
Audio visual, periodical and book Ordering	Routine Hours	Cost per item + Staff time
<i>NOTE: Cost of book plus 3% of cost to cover staff time.</i>		
Circulation	Policy	per item
<i>NOTE: This could be offered on a flat-fee basis depending on the size of the requesting office; perhaps 1.5 items per staff member for the first year. Renegotiated at the end of the initial contract year. Could also be charged individually at the local ILL rate, \$8.00 - \$10.00 per item. Depends on the rest of the "deal".</i>		
Data Base Searching	24 hrs	Staff Time + Cost per title
<i>NOTE: The hourly wage of the staff person doing the search times the hours involved with .5 hours as a minimum.</i>		
Health Education materials	Routine Hours	see circulation
Inter-Library loan	Routine Hours	cost per item** plus staff time
<i>NOTE: The same as your NN/LM Regional Library or a flat fee depending on the proportion of staff, perhaps .5 per staff member for the first year. Renegotiated at the end of the first year.</i>		
Reference	Negotiated turn around time	Staff time
<i>NOTE: Hourly wage of the staff providing service time the actual time taken.</i>		
Satellite Program Access	Routine Hours	N/A
<i>NOTE: This depends on the source of the broadcast and whether or not the source will allow you to charge for access.</i>		
Staff Education materials	Routine Hours	see circulation

*Your facility will add an administrative cost (6% to 12%) to each bill.

** You may wish to add a citation confirmation fee. If you have to pay to obtain the loan, you may want to add a service fee on top of the charge you incur.