Appendix: Basis for calculation of librarian/staff resources expended to provide the service.

The University of California pays for its chat reference service in at least two different ways: through a subscription fee for the reference management system and by contributing staffing to the QuestionPoint cooperative.

The subscription fee for 2018/2019 is $73,531.33.

To estimate the cost of staffing we determined the amount of hours UC librarians contribute to the service and multiplied that by estimating the hourly rate for a high associate or low full librarian salary at $52.80 per hour, or $40.00 per hour plus a 42% benefit rate.

We polled all of the campuses to find out how many hours per week they estimated their librarians contributed to the service. In 2017/2018 UC libraries contributed an estimated:

- 3,456 hours staffing the chat reference service during the academic year (96 hours per week for 36 weeks) at the cost of $182,477.

- 1,024 hours staffing the chat reference service during summer and breaks (64 hours per week for 16 weeks) at the cost of $54,067.

- 2,592 hours staffing support for the service during the academic year (including responses to follow-up questions, transcript review, training, scheduling and system-wide taskforce participation) for a cost of $136,858.

- 1,352 hours staffing support for the service during summer and breaks (including responses to follow-up questions, transcript review, training, scheduling and system-wide taskforce participation) for a cost of $71,386.

Total amount of librarian/staff resources expended annually to provide the service is approximately $444,788.

Total amount expended annually for the service (including subscription fee) is approximately $518,319