



# *Service Level Agreement*

University Library

Jun 2016 – Jul 2017

**CONTENTS**

**1.0 Executive Summary ..... 2**

**2.0 Service Line Summary ..... 2**

**3.0 General Service Overview ..... 2**

**4.0 Service Line Detail ..... 3**

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**1.0 EXECUTIVE SUMMARY**

The UCR Library serves as an information commons and intellectual center for the campus and is the focal point for research and study at UCR.

Our collections include more than 3 million print volumes, nearly 500,000 e-books, and 143,000 serials. We also provide access to hundreds of databases and state-of-the-art information technology. These resources are made accessible through five locations: Tomás Rivera Library, Orbach Science Library, Special Collections & University Archives (located on the 4<sup>th</sup> floor of Rivera Library), the Multimedia Library, and the Music Library. Through our collaboration with our University of California peers, we are able to provide access to more than 39 million books to the students, faculty, and staff of UCR.

Wireless network access is provided throughout the libraries, and the vast majority of electronic databases and other resources can be accessed remotely by UCR students, staff and faculty.

Under the vision and leadership of University Librarian Steven Mandeville-Gamble, the library is on a path to excellence coordinated with the Chancellor's UCR 2020: The Path to Preeminence initiative. For more information, please read the UCR Library Strategic Plan.

The UCR Library ranks among the 120 largest research libraries in the U.S. and Canada and is a member of the Association of Research Libraries and the Center for Research Libraries.

**2.0 SERVICE LINE SUMMARY**

Service Line Summary				
Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Unit Services				
Service 1	√			03

**3.0 GENERAL SERVICE OVERVIEW**

- Total users in Library facilities this fiscal year – 1,302,909
- Total circulation of library materials (excluding reserves and renewals): 84,995 annually
- Total circulation/use of library reserve materials (including electronic reserves): 140,247 annually
  - Number of Research Instruction sessions: 539 annually
  - Number of Research Instruction attendees: 12,278 annually
  - Number of Monographs: 17,749 (includes 7,245 electronic mono records)
  - Number of Journals: 633 (includes 480 electronic serial records)

- Total number of records added to the catalog (including CDL and Documents-without-shelves titles) increased almost 500% from 106,905 in 2010-2012 to 524,213 in 2013-2015
- Catalog (SCOTTY) search sessions: 386,667 annually
- Inter library Loans for UCR borrowers: 10,754 annually
- Inter library loans for other UCR campuses: 8,032 annually
- Total research consultations: 5,970 annually
- Number of grants supported (federal/external): 17 this fiscal year
- Curricular 3D printing projects: 46 annually
- Circulation of laptops: 34,968 annually
- Library website will have an estimated 920,000 hits this fiscal year. New website in BetaTest had 1,150 hits and 106 comments in first month.

**4.0 SERVICE LINE DETAIL**

Name of Service:	University Library
Requirements of Service:	This unit services the research and teaching needs of the campus through 4 library facilities. The collections include over 3.5 million volumes of books, 90,000 titles of print and electronic serials, 2.2 million microforms, 300,000 government information sources and close to 50,000 audiovisual materials. There are over 400 public computers to support and enhance student learning and research. Other services include circulation, course reserves, technology and multimedia, printing and scanning, research assistance, workshops, tutorials, grant support, university archives, data management, copyright consultation, and collection development.
Staffing Requirements:	110 FTE (Librarians & Staff)
Annual Cost to Provide Service	\$16,615,730
Exceptions to a Standard Cost Allocation	None
Service Level Agreement Specifics:	<p><b><u>Research and Curation</u></b> Dynamically curate the unique information resources acquired by or generated on the University of California, Riverside Campus to accelerate the research and teaching programs of the university</p> <p><b><u>Learning Spaces</u></b> Create dynamic learning spaces that propel the university's research and learning objectives forward by providing diverse environments for information-based academic inquiry.</p> <p><b><u>Collection Access</u></b> Nimbly and effectively connect the UCR community with world-class information resources in a timely basis to advance the academic success of the university community.</p> <p><b><u>Teaching, Learning, and Literacies</u></b></p>

	<p>Serve as a catalyst for the creative acquisition, exploration, and dissemination of ideas through the implementation of new methodologies and pedagogies in a variety of information literacies.</p>
<p>KPIs for the Service</p>	<ol style="list-style-type: none"> <li>1. Support research grant generation and data management plans by inserting library support into key points in the grant process as appropriate including an increase in the number of research consultations.</li> <li>2. Curate distinctive collections on campus of purchased, licensed, and unique content in the right formats to meet the academic needs to support the diverse research and teaching initiatives on campus and increase the number of interlibrary loans to other UC campuses.</li> <li>3. Increase the number of users of Library facilities by creating physical and virtual spaces for dynamically creative interaction, group study, innovation and knowledge creation, as well as quiet contemplative study. This also includes increasing the number of laptops available to patrons.</li> <li>4. Create robust and timely access to world-class research collections to ensure that UCR faculty and students have the information resources necessary to be globally competitive with researchers from top tier universities world-wide. Increase the number of pages of scanned library materials using public scanners (Zeta). Implement the new Library website.</li> <li>5. Empower students to develop the skills, literacies, experiences, and perceptions necessary for them to be competitive in the world marketplace of ideas by increasing the number of sessions and attendees in research instruction. Increase the total of circulation/use of library materials, including Library reserve materials and the number of interlibrary loans to UCR borrowers.</li> <li>6. Develop partnerships with faculty to include the library in grant-funded projects that require data management and curation and by increasing the number of grants supported.</li> <li>7. Build a scalable, sustainable infrastructure to support library strategic goals in research and curation; learning spaces; collection access; and teaching, learning, and literacy. This includes increasing the number of curricular 3D printing projects.</li> <li>8. Curate digital research data in order to preserve and disseminate the unique research findings of UCR faculty and students with the world and to enable new forms of academic inquiry and discovery through creative and dynamic use and reuse of the digital assets of the university.</li> <li>9. Create tailored user interface web portals for various user groups of faculty and students, regardless of location or format, as they seek out intellectual content.</li> </ol>