



# *Service Level Agreement*

University Library

Jul 2017 – Jun 2018

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<b>FY 17-18 Library SLA Summary of Costs (Section 3.0)</b>		
<b>Total Service Costs</b>	<b>Total Overhead Costs</b>	<b>Total Unit Cost</b>
14,819,654	3,932,165	18,751,819
<b>79.0%</b>	<b>21.0%</b>	<b>100.0%</b>

**1.0 SERVICE SUMMARY**

Service Line Summary				
Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
<p><b>Research and Instruction</b> (See Table 1)</p> <p>Support research, teaching and learning by connecting the UCR community to information, via research and curricular support (data management plans, citation information, grant support, maker technologies, bibliographic management, geospatial and data visualization techniques, etc.), and providing medical library services. Provide circulation, reserves, media streaming collection maintenance &amp; resource sharing (interlibrary loan) services.</p>	√			5
<p><b>Collections and Scholarly Communication</b> (See Table 2)</p> <p>Acquire and manage general, distinctive and special collections of books, journals, media, data, and other resources to support research, teaching and learning. Curate special, distinctive, and university history collections and provide reference, research, and curricular support. Support UC open access policies.</p>	√			6
<p><b>Digital Library</b> (See Table 3)</p> <p>Provide technical and cyberinfrastructure for access to discovery of library resources. Archive, preserve and maintain physical and digital library materials. Provide and support workstations, printing, scanning, copying, instruction, presentation and creativity spaces.</p>	√			7

## **2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY**

### **RESEARCH AND INSTRUCTION**

- 1,260,237 users in Library facilities
- 50,871 reservations made for 68 group study rooms
- 271,832 library items circulated, including 140,247 course reserves & 62,576 renewals
- 5,970 research consultations
- 12,278 students attended 539 research instruction sessions
- 111 course-related library guides, covering 29 subjects
- 17 federal/external grants supported
- 10,754 interlibrary loans for UCR borrowers
- 8,032 interlibrary loans for other UC campuses

### **COLLECTIONS AND SCHOLARLY COMMUNICATION**

- 17,749 books & 633 serials (print & electronic) added to library collections
- \$4,810,716 spent on collections, including \$3,223,293 for electronic resources, \$684,566 for serials, \$634,008 for books, & \$20,745 for media
- 3,205,755 records in UCR Library catalog for 3,689,314 individual items, including more than 2,880,000 books, 139,700 journals (including 77,821 e-journals), 300,000 government publications, & nearly 50,000 audiovisual materials
- Nearly 500 unique manuscript/archival collections

### **DIGITAL LIBRARY**

- 338,553 catalog search sessions, averaging 927 sessions per day, 7 minutes per session
- 362 UCR theses & dissertations cataloged and discoverable through eScholarship
- 34,968 laptop loans
- 620,639 hits on Library website; in first month of beta test (June-August 2016), redesigned Library website received 1,150 hits & 106 comments
- 500 public & staff workstations supported
- 273,336 pages printed/copied on 12 public printers/copiers/print stations
- 1,316,330 scans made on 8 public scanners since installation in 2014
- 46 curricular 3D printing projects
- 54,719 digital objects in 10,621 collections, 10.2 terabytes
- 524,213 records added to catalog (including CDL & Documents-without-Walls items) in 2013-2015, an increase of almost 500% over 106,905 records added in 2010-2012

**3.0 COST SUMMARY TABLE**

[This section will be used to display: (A) **Service Cost** and FTE information for all services. (B) **Overhead Cost** which is defined as costs not directly tied to any specific service line. Examples include Deans/Vice Chancellors, CFAO, Budget/Finance Staff, S&E that does not support a specific service line.]

Service Cost Summary Table						
(A) Service Cost	FTE to Provide Service <i>(Must tie to Budget / Staffing template)</i>	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost	Total Cost Driver* per Student and Academic FTE <i>(FTE = 21,420.88)</i>
<b>Research and Instruction</b>	39.5	4,340,292	0	0	4,340,292	202.62
<b>Collections and Scholarly Communication</b>	17.8	6,781,955	0	120,158	6,902,113	322.21
<b>Digital Library</b>	23	3,275,249	0	302,000	3,557,249	167.00
<b>Total</b>	<b>80.3</b>	<b>14,397,496</b>	<b>0</b>	<b>751,984</b>	<b>14,819,654</b>	<b>707.23</b>
Overhead Cost Summary Table						
(B) Overhead Cost	FTE	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost	Total Cost Per Driver* <i>(Per FP&amp;A, same as above)</i>
<b>Library Administration</b>	23.5	3,932,165	0	0	3,932,165	183.57

Total Student FTE: 21.65, \$517,225 (includes 3.3 Student FTE in Administration)

4.0 FTE currently unfilled

**4.0 SERVICE LINE DETAIL**

TABLE 1

<b>Name of Service:</b>	<b>Research and Instruction</b>
<b>Brief Description of Service:</b>	Support research, teaching and learning by connecting the UCR community to information, via research and curricular support (data management plans, citation information, grant support, maker technologies, bibliographic management, geospatial and data visualization techniques, &c), and providing medial library services. Provide circulation, reserves, media streaming collection maintenance & resource sharing (interlibrary loan) services.
<b>Web Address</b>	<a href="http://library.ucr.edu/">http://library.ucr.edu/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Access Services and Support</li> <li>• Circulation Services</li> <li>• Reserve Services</li> <li>• Media Streaming</li> <li>• Collection Maintenance</li> <li>• Resource Sharing</li> <li>• Medical Library Services</li> <li>• Research Services</li> <li>• Teaching &amp; Learning Services</li> </ul>
<b>Current Staffing</b>	Staff – 25.5 FTE Librarians – 14 FTE <i>Students – 10.36 FTE</i>
<b>Recharge Services</b>	None
<b>Premium Services</b>	None
<b>List units that do not pay to use services</b>	Not applicable

TABLE 2

<b>Name of Service:</b>	<b>Collections and Scholarly Communication</b>
<b>Brief Description of Service:</b>	<p>Select, acquire, and manage general, distinctive and special collections of books, journals, media, data, manuscripts, archives, and other resources to support research, teaching and learning.</p> <p>Support research, teaching and learning by curating and enhancing the University's special, distinctive, and university history collections, and connecting UCR and other scholarly communities to unique, rare and distinctive information resources, via reference and research assistance, curricular support, mediated curation, records management, and other services.</p> <p>Support university and faculty participation in knowledge creation and knowledge sharing, including support of UC open access policies.</p>
<b>Web Address</b>	<a href="http://library.ucr.edu/">http://library.ucr.edu/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Collection development and management (including licensing for digital resources)</li> <li>• Acquisitions</li> <li>• Special Collections &amp; University Archives (services include collection development and management, research and reference, instruction, circulation and reserves, resource sharing, exhibitions, and records management)</li> <li>• Open Access Support</li> </ul>
<b>Current Staffing</b>	<p>Staff -- 7.8 FTE</p> <p>Librarians -- 10 FTE</p> <p>Students – 5.3 FTE</p>
<b>Recharge Services</b>	None
<b>Premium Services</b>	None
<b>Service Cost Exclusions</b>	Not applicable

TABLE 3

<b>Name of Service:</b>	<b>Digital Library</b>
<b>Brief Description of Service:</b>	<p>Provide the technical &amp; cyberinfrastructure for access to &amp; discovery of library resources, via library website, integrated library management system, California Digital Library systems, etc.</p> <p>Archive, preserve &amp; maintain physical &amp; digital library materials. Create &amp; maintain metadata for identification &amp; discovery of library materials in all formats.</p> <p>Provide &amp; support public &amp; staff technology (workstations, productivity &amp; specialized software, printing, scanning &amp; copying, instruction, presentation &amp; creativity spaces).</p>
<b>Web Address</b>	<a href="http://library.ucr.edu/">http://library.ucr.edu/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Metadata Services</li> <li>• Preservation Services(print &amp; digital)</li> <li>• User Experience and Web Support Services</li> <li>• Discovery Services (including integrated library management system/catalog &amp; other digital tools)</li> <li>• Cyberinfrastructure</li> <li>• Computing Support (public &amp; staff)</li> <li>• Scholarly Technology &amp; Digital Initiatives</li> </ul>
<b>Current Staffing</b>	<p>Staff -- 17 FTE</p> <p>Librarians -- 6 FTE</p> <p><i>Students – 2.69 FTE</i></p>
<b>Recharge Services</b>	None
<b>Premium Services</b>	None
<b>Service Cost Exclusions</b>	Not applicable