



# Service Agreement

Chester Fritz  
Library

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FY20 through FY24 Budget Information

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
	Chester Fritz Library				
<b>Service Unit Allocation for Primary Unit</b>	\$ 6,604,076	\$ 6,280,652	\$ 6,462,661	\$ 6,771,883	\$ 7,789,612

## Statistics and Facts Relevant to Chester Fritz Library

### RESEARCH AND INSTRUCTION:

- 157,629 users in Library facilities
- 11,408 physical library items circulated
- 520,781 online full text journal articles accessed
- 30,047 eBooks and streaming videos accessed
- 1,794 research consultations and 1,159 chats answered
- 2,371 students attended 193 in-person research instruction sessions; 491 attended 27 online research instruction sessions
- 1,403 students completed 23 online library tutorials
- 226 research guides, covering 63 subjects
- 1,864 interlibrary loans for CFL borrowers

### COLLECTIONS AND SCHOLARY COMMUNICATION:

- \$ \$3,327,361.42 pent on collections, including \$\$ 2,061,666.00 for serials, \$ \$1,128,775.00 for databases, and \$103,432 for books
- Records in catalog for 1,486,979 individual items, 517,018 portfolios, including more than 1.2 million physical volumes, 102,100 journals (including 81,329 e-journals), 426,273 government documents (physical and digital; or 390,658 volumes), and 254,640 audiovisual materials (including over 80,000 streaming videos)
- # Unique manuscript, archival collections 1,700 unique archival collections

### DIGITAL LIBRARY:

- the library's web site was viewed over 188,000 times, our off-campus proxy was used over 81,000 times, and visitors conducted 845,000 searches in Primo (the library's catalog). **38,828 digital objects in the UND Scholarly Commons with more than 908,061 downloads fiscal year 2023**
- 103,631 records cataloged by staff. 5,293 activated in ALMA,

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Library Administration	Library Administration is responsible for leadership in planning, implementation, assessment, and revision of Library programs and services.	X			5
Public Services Department	A combination of two departments: Reference & Research Services and Access Services. Services include providing direct assistance and guidance to CFL users and making resources available to members of the UND community and beyond.	X			6
Collections Department	The Collections department establishes acquisition and access strategies for the scholarly resources required to support the teaching, learning, research, and service missions of UND.	X			8
Technical Services	The Technical Services Department is responsible for obtaining, processing, and providing access to materials and information resources for use by the campus community.	X			9
Library Digital Initiatives, Systems & Services (LDISS)	The Library Digital Initiatives, Systems, and Services (LDISS) department is responsible for providing support of digital initiatives, library systems, digital library services, computing, telecommunications, and networks for access to information for the faculty, staff, and students of UND and, where applicable and lawful, to the public.	X			10
Elwyn B. Robinson Department of Special Collections	Special Collections collects, preserves, and makes accessible records of enduring historical value to the University community, other scholars and interested persons.	X			11
UND Art Collections	UND Art Collections facilitates the use of the University's collections of art for education, research, and community cultural enrichment in ways that forward the University's mission and goals.	X			12

<b>Name of Service Unit:</b>	<b>Library Administration</b>
<b>Contact:</b>	Rebecca Bichel, Dean of Libraries and Information Resources Sally Dockter, Asst. Dean of Libraries and Information Resources
<b>Web address:</b>	<a href="https://library.UND.edu/">https://library.UND.edu/</a>
<b>Brief Description:</b>	Library Administration is responsible for leadership in planning, implementation, assessment, and revision of Library programs and services.
<b>Customers Eligible to Request Service:</b>	All UND faculty, staff, & students. Also, secondarily, the Greater Grand Forks community, citizens of North Dakota and other libraries and universities.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Responsible for all administrative activities, including budget, facility, and personnel management. The unit ensures compliance with UND policies, oversees supervision of staff, and establishes budget plans.</li> <li>• In collaboration with other library units, establishes acquisition and access strategies for the scholarly resources required to support the teaching, research, and service mission of UND.</li> <li>• In collaboration with other library units, handles strategic planning for the libraries, including space, technology, and program/service planning and ensures that the libraries’ strategic planning is congruent with UND strategic and space plans.</li> <li>• Library administration is involved in advancement of Library fundraising from public and private sources. This includes grant writing and solicitations from prospective donors.</li> <li>• The unit maintains relationships with the SMHS (School of Medicine and Health Sciences) Library Resources and the Thormodsgard Law Library and ensures strong relations and communications with EERC, Music, and Geology branch libraries.</li> <li>• Responsible for building and maintaining relationships with faculty, staff, and student groups, for fostering community engagement, and for representing the library across campus and beyond – locally, regionally, nationally, and globally.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Public Services Department
<b>Contact:</b>	Sally Dockter, Asst. Dean of Libraries and Information Resources; Head of Public Services.
<b>Web address:</b>	<a href="https://library.UND.edu/">https://library.UND.edu/</a>
<b>Brief Description:</b>	A combination of two departments: Reference & Research Services and Access Services. Services include providing direct assistance and guidance to CFL users and making resources available to members of the UND community and beyond.
<b>Customers Eligible to Request Service:</b>	All UND faculty, staff, and students. External researchers. Secondly, members of the Greater Grand Forks community and the public in general, and other libraries and universities.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• The Reference &amp; Research Services Department is responsible for providing direct assistance and guidance to CFL users by identifying appropriate resources to solve their information needs, providing instruction and guidance to users in how to locate, evaluate, and use these resources, and ensuring collections meet user needs to the greatest extent feasible.</li> <li>• In addition, librarians provide specialized reference and research services, instruction, and assistance with scholarly publishing to their assigned departments. They also provide assistance with Government Documents and patents.</li> <li>• In FY23, librarians held 1,794 research consultations and answered 1,159 chats. 2,371 students attended 193 in-person research instruction sessions and 491 attended 27 online research instruction sessions. 1,403 students completed 23 online library tutorials. They also created and updated 112 research guides, covering 63 subjects.</li> <li>• The Access Services Department includes the Circulation Unit and the Periodicals Unit. They also work closely with the ILL unit of Collections. Access Services is responsible for making resources available to members of the UND community and beyond by a) managing physical and electronic collections, including Reserves; b) providing access to resources held within the library system by answering quick informational questions and assisting users with finding materials; c) handling the circulation of materials; d) providing assistance with scanners, reader/printers, and other equipment; e) providing general building security and oversight; and generally providing superior customer service. In FY 23, 157,629 people visited the library's facilities, 11,408 physical library items circulated, 520,781 online full text journal articles were accessed, 30,047 eBooks and streaming videos were accessed.</li> </ul>

<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A



<b>Name of Service Unit:</b>	<b>Collections</b>
<b>Contact:</b>	Laura Egan, Head of Collection Strategies
<b>Web address:</b>	<a href="https://library.UND.edu/">https://library.UND.edu/</a>
<b>Brief Description:</b>	The Collections department establishes acquisition and access strategies for the scholarly resources required to support the teaching, learning, research, and service missions of UND.
<b>Customers Eligible to Request Service:</b>	All UND faculty, staff, and students.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• The Collections department oversees interlibrary loans and gathers information on what gaps may exist in the collections.</li> <li>• The Interlibrary Loan Unit is responsible for obtaining library resources for UND patrons and sharing the library’s resources with other libraries (interlibrary loan partners) around the world. In FY 23, 1,864 interlibrary loans were obtained for CFL borrowers.</li> <li>• The Collections department is responsible for acquisition, accessibility, and deaccessioning decisions for both print and electronic resources. In FY 23, \$ \$3,327,361.00 was spent on collections, including \$2,061,666 for serials, \$1,128.775.00 for databases, and \$103,432.00 for books</li> <li>• The unit is also responsible for assessing the level of support and resources needed by each academic department, program, or other campus unit, and working toward ensuring we have the right collections to support faculty and student needs. Reference librarians and other librarians with collections responsibility for departments work with all departments and centers to identify and acquire necessary resources for faculty, students, and staff to conduct the business of the university, including teaching, learning, and research.</li> <li>• The Collections department also handles all resource negotiations and licensing, across all formats of materials in collaboration with legal counsel, procurement, and the Office of the CIO as appropriate. This includes all licenses for shared resources, subscribed to by CFL, and/or the Health Sciences Library, and/or the Thormodsgard Law Library.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	<b>Technical Services</b>
<b>Contact:</b>	Shelby Harken, Head of Technical Services
<b>Web address:</b>	<a href="https://library.UND.edu/">https://library.UND.edu/</a>
<b>Brief Description:</b>	The Technical Services Department is responsible for obtaining, processing, and providing access to materials and information resources for use by the campus community.
<b>Customers Eligible to Request Service:</b>	All UND faculty, staff, and students. Secondly, other libraries and institutions and the public.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• The Acquisitions Team creates acquisitions and serials check-in records to order, receive, claim, and process payments for print and electronic books, standing orders, print and electronic periodicals, databases, microforms, digital objects, audiovisual materials (DVDs, CDs, streaming video, and audio, etc.), maps, and other library materials.</li> <li>• The Cataloging Team creates bibliographic metadata and other records, including item, serial, and acquisitions records, to describe materials and provide online access through CFL's integrated library system (ILS), according to multiple appropriate standards. Materials are also processed to prepare them for public use. This team may also provide metadata for digital and grant-funded projects.</li> <li>• The library's catalog contains 1,516,862 individual items, 1,017,714 portfolios, Print journals 149,985 (includes branches) Electronic journals 125,030, Electronic books 422,016 Federal documents - 245,636 portfolios, 156,309 print State documents - 4915 portfolios, 55,322 print AV 24,530 (includes branches) - Streaming video 81,317</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	<b>Library Digital Initiatives, Systems &amp; Services (LDISS)</b>
<b>Contact:</b>	Will Martin, Head of Digital Initiatives Systems and Services
<b>Web address:</b>	<a href="https://library.UND.edu/">https://library.UND.edu/</a>
<b>Brief Description:</b>	The Library Digital Initiatives, Systems, and Services (LDISS) department is responsible for providing support of digital initiatives, library systems, digital library services, computing, telecommunications, and networks for access to information for the faculty, staff, and students of UND and, where applicable and lawful, to the public.
<b>Customers Eligible to Request Service:</b>	All UND faculty, staff, and students. Secondly, other libraries and institutions, and the public.
<b>Core Services Specifics:</b>	<p>The Digital Initiatives department manages the systems that supply the library's technical infrastructure, including its web presence, catalog, and the UND Scholarly Commons repository. It works closely with UIT, TTADA and other campus partners to:</p> <ul style="list-style-type: none"> <li>• Make UND's scholarly work available in digital form through the UND Scholarly Commons, including copies of theses, dissertations, artwork, faculty publications and special collections.</li> <li>• Assist faculty with creating data management plans as part of grant applications</li> <li>• Maintain and troubleshoot remote access to library resources (EBSCO, ScienceDirect, many others)</li> <li>• Manage the library's web site, social media presence and related systems (Primo and LibGuides)</li> <li>• Maintain and troubleshoot systems supporting library operations (Alma, self-checkout kiosks, scanners)</li> </ul> <p>In FY 23, the library's web site was viewed over 188,000 times, our off-campus proxy was used over 81,000 times, and visitors conducted 845,000 searches in Primo (the library's catalog). The Scholarly Commons institutional repository currently holds 39,670 items which were downloaded a total of 889,845 times in FY 23.</p>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Elwyn B. Robinson Department of Special Collections
<b>Contact:</b>	Curt Hanson, Head of Special Collections
<b>Web address:</b>	<a href="https://library.UND.edu/">https://library.UND.edu/</a>
<b>Brief Description:</b>	Special Collections collects, preserves, and makes accessible records of enduring historical value to the University community, other scholars and interested persons.
<b>Customers Eligible to Request Service:</b>	All UND faculty, staff, and students. Members of the public. External researchers.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• The Orin G. Libby Manuscript Collection, which consists of over 1,900 individual collections. The manuscript collection documents many different subjects related to ND history, including politics, business, women’s history, and more.</li> <li>• University Archives, which preserves historical materials significant to UND. These consist of records from university administrative and academic offices, as well as publications such as the Dakota Student, the Alumni Review and the Dacotah annual. The Department also maintains a copy of every thesis and dissertation authored at UND. Special Collections has a formal mandate from the State Historical Society of North Dakota to collect materials related to UND.</li> <li>• The Family History Room, which maintains resources to support genealogical research, specializing in Norwegian ancestry.</li> <li>• The North Dakota Book Collection, which houses publications regarding all aspects of ND history and heritage. It includes publications by UND students, faculty, staff, alumni, and authors from North Dakota.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	UND Art Collections
<b>Contact:</b>	Sarah Heitkamp, Curator
<b>Web address:</b>	<a href="https://und.edu/about/initiatives/art-collections/">https://und.edu/about/initiatives/art-collections/</a>
<b>Brief Description:</b>	UND Art Collections facilitates the use of the University's collections of art for education, research, and community cultural enrichment in ways that forward the University's mission and goals.
<b>Customers Eligible to Request Service:</b>	All UND faculty, staff, and students. Members of the public.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• The Art Collections are displayed in many ways across the UND campus. The most visible is through the Living Art Museum, putting works of art in the hallways, classrooms, and buildings we use every day.</li> <li>• Works are also exhibited at the UND Art Collections Gallery at the Empire Arts Center in downtown Grand Forks, showcasing the art to the community. Additional campus galleries managed by UND Art Collections are located on the main level of the Memorial Union (the MUG (Memorial Union Gallery)), the second floor of the School of Medicine and Health Sciences, the second floor of Skalicky Tech Incubator, and in the east atrium of Columbia Hall. There is a full listing of Living Art Museum buildings on the UND Scholarly Commons.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A