



Service Agreement

Chester Fritz
Library

FY19 through FY23 Budget Information

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
	Chester Fritz Library				
Service Unit Allocation for Primary Unit	\$ 6,104,537	\$ 6,604,076	\$ 6,280,652	\$ 6,462,661	\$ 6,771,883

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			3
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			4
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	X		5
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			6
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			7
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			8

Name of Service Unit:	Library Administration
Contact:	Stephanie Walker, Dean of Libraries and Information Resources
Web address:	https://library.UND.edu/
Brief Description:	Library Administration is responsible for leadership in planning, implementation, assessment, and revision of Library programs and services.
Customers Eligible to Request Service:	All UND faculty, staff, & students. Also, secondarily, the Greater Grand Forks community and other libraries and universities.
Core Services Specifics:	<ul style="list-style-type: none"> • 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 • 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. • 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. • Library administration is involved in advancement of Library fundraising from public and private sources. This includes grant writing and solicitations from prospective donors. • The unit maintains relationships with the Health Sciences Library and the Thormodsgard Law Library and ensures strong relations and communications with branch libraries. • 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.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Public Services Department
Contact:	Stephanie Walker, Dean of Libraries and Information Resources
Web address:	https://library.UND.edu/
Brief Description:	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
Customers Eligible to Request Service:	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.
Core Services Specifics:	<p>The Reference & 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.</p> <p>In addition, they 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.</p> <p>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.</p>
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Collections
Contact:	Stephanie Walker, Dean of Libraries and Information Resources
Web address:	https://library.UND.edu/
Brief Description:	The Collections department establishes acquisition and access strategies for the scholarly resources required to support the teaching, learning, research and service missions of UND.
Customers Eligible to Request Service:	All UND faculty, staff, and students.
Core Services Specifics:	<p>The Collections department oversees interlibrary loans and gathers information on what gaps may exist in the collections.</p> <p>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.</p> <p>The Collections department is responsible for acquisition, accessibility, and deaccessioning decisions for both print and electronic resources.</p> <p>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.</p> <p>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.</p>
Recharge Services:	N/A
Premium Services:	Most ILL items can be obtained for free, but not all. In instances where the lending institution charges a fee over \$100, faculty are required to pay such fees. They are told in advance if there will be such a fee and may agree or not agree to pay. In case of the latter, the item will not be ordered.

Name of Service Unit:	Technical Services
Contact:	Stephanie Walker, Dean of Libraries and Information Resources
Web address:	https://library.UND.edu/
Brief Description:	The Technical Services Department is responsible for obtaining, processing, and providing access to materials and information resources for use by the campus community
Customers Eligible to Request Service:	All UND faculty, staff, and students. Secondly, other libraries and institutions and the public.
Core Services Specifics:	<p>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.</p> <p>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.</p>
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Library Digital Initiatives, Systems & Services (LDISS)
Contact:	Stephanie Walker, Dean of Libraries and Information Resources
Web address:	https://library.UND.edu/
Brief Description:	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.
Customers Eligible to Request Service:	All UND faculty, staff, and students. Secondly, other libraries and institutions, and the public.
Core Services Specifics:	<p>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.</p> <p>Digital Initiatives may include collaboration on and facilitation of access to digital collections in conjunction with the Collections department, the Technical Services department, the Reference & Research Services Department, and Archives & Special Collections; support for Digital Humanities; support for Research Data Management; support for Citizen Science initiatives and other Open Access/Open Educational Resources/Open Source initiatives; collaboration with the Digital & New Media Working Group and the High Performance Computing Group to facilitate creation of, access to, and preservation of digital collections in multiple formats, and more.</p> <p>Training for library staff in various technological resources and services is also a function of this department, in collaboration with other units.</p> <p>This unit also plans, designs and implements the Library’s web presence, manages the Scholarly Commons institutional repository, manages and provides access to electronic resources in fulfillment of the Library’s mission, and supports information technology equipment used by CFL staff and patrons.</p>
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Elwyn B. Robinson Department of Special Collections
Contact:	Stephanie Walker, Dean of Libraries and Information Resources
Web address:	https://library.UND.edu/
Brief Description:	Special Collections collects, preserves, and makes accessible records of enduring historical value to the University community, other scholars and interested persons.
Customers Eligible to Request Service:	All UND faculty, staff, and students. Members of the public. External researchers.
Core Services Specifics:	<ul style="list-style-type: none"> • The Orin G. Libby Manuscript Collection, which consists of over 1,600 individual collections. The manuscript collection documents many different subjects related to ND history, including politics, business, women’s history, and more. • 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. • The Family History Room, which maintains resources to support genealogical research • The North Dakota Book Collection, which houses publications regarding all aspects of ND history and heritage. It includes publications by UND students, faculty, staff, and alumni, as well as authors from the state of North Dakota.
Recharge Services:	N/A
Premium Services:	N/A