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OhioLINK Webinar: Print Services and the Impact of COVID-19

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OhioLINK print services and the impact of COVID -19

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**The University of Dayton closed to the public on March 18.
There are a few library staff that come in on Thursdays and
Fridays.**



What kinds of services are you keeping open right now? For example, bookdrops, sending print items to patrons, ILL, etc. And have you seen changes in how patrons are using these services?

- Local paging slips are generated and pulled from the stacks.
- The book drop is open and emptied twice a week. Staff handling those materials wear masks/gloves/aprons. Items are quarantined on a cart for a week before shelved in stacks.
- ILL Borrowing - receiving article and book chapter etc... requests.
- ILL Lending - sending article and book chapter etc... requests.
- Local scanning requests for faculty, and graduate students that are classified as distance learners.
- Process video content requests through our digital service providers.



Continued.....

- Accepting ILL book returns through the mail.
- Library staff are retrieving requested materials for pickup between 8a.m. and noon Fridays during the library closure.

	Number Of Holds Picked Up	Number of Patrons
3/27/2020	33	8
4/3/2020	22	12
4/9/2020	14	7
4/17/2020	12	5
4/24/2020	39	11
5/1/2020	15	7




How are you communicating with patrons right now?

- Email
- Chat service
- Zoom
- Telephone

Adapting to the current circumstances by changing /updating website content as well as creating a remote services libguide that showcases our services in the support of remote learning.

<https://udayton.edu/libraries/remote.php>



Have you extended renewals and loan periods for local and INN-Reach items? How have you done this? Through the days closed table, making renewals on behalf of patrons, enabling auto renew, etc.

- Local items were originally extended to May 15, and now have been extended to September 14.
- Manually extend OhioLINK items to September 14.
- Auto renewals were enabled last Spring.
- The number of renewals has been increased based on the recommendations of the Resumption of Print Lending Project Team to the following:

Changed from 6 to 14 renewals for 21 day non-faculty book loans

Changed from 6 to 10 renewals for 42 day faculty book loans

Changed from 3 to 27 renewals for 7 day media loans



Returning library materials

- Patrons are not penalized for unreturned materials, and no registration holds have been placed on student accounts.
- Issue of concern for patrons is the \$125 replacement fee.
- Once an OhioLINK item has reached a billed status, Prevents staff from renewing and the charge remains on the account until returned. UD does not charge overdue fines, so replacement fines are overridden when necessary for the checkout of local materials. Staff is communicating to patrons that the fee will be removed automatically when the item is returned.
- Patrons have the choice of mailing items to the University as well.



Are there other changes to services that you've found to be helpful during this time?

What are other institutions planning to do to get items back from students?



Thank you!

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