Using new COVID-19 Profiled Groups and identifying lenders

New COVID-19 Profiled Groups

ACOV: Libraries that can supply copy requests for articles

Definition: This group consists of libraries that can access either their digital collections to fulfill article requests from e-journal packages and subscriptions and/or their physical journal collection to scan copies of print journals to send electronically. Use the new profiled group ACOV to locate lenders for article requests.

Libraries in this group should **not** have deflection policies in place to deflect copy requests for:

- E-Serials
- Computer Files (which include most e-serials and electronic articles)
- Serials (if you can provide scans from print serials; if not, you can deflect these)

To add your library to the ACOV group, complete this form.

BCOV: Libraries that can supply copy requests for entire e-books

Definition: This group consists of libraries that are willing to fulfill copy requests for entire e-books. Use the new profiled group BCOV to locate lenders for e-book requests.

Libraries in this group should **not** have deflection policies in place to deflect copy requests for:

- E-Text
- Internet Resources

To add your library to the BCOV group, complete this form.

Using COVID-19 Profiled Groups to build lender strings

There are two ways to use these groups.

Create a Custom Holdings Group made up of **ACOV or BCOV** libraries and place the Groups in Custom Holdings Paths to use when requesting article copies or e-books, respectively. Use these paths temporarily during the COVID-19 crisis instead of your usual paths. (For details on editing groups and paths, including a short video, see Custom Holdings Groups.)

Or, select **ACOV or BCOV** as appropriate as a profiled group in the staff interface of WorldShare ILL, Tipasa, or ILLiad to filter holding libraries to **ACOV** libraries only.

Note for ILLiad users: Our partners at Atlas have provided [this information for ILLiad users](#) who would like to use the new **ACOV** and **BCOV** profiled groups.

Setting your days to respond as a visual cue to borrowers

- If your library cannot fulfill loan requests because you cannot ship from your print collection, but you can provide copies from your electronic collections only, we encourage you to set your **Days To Respond for loan requests** to **20 days**.
- If your library cannot fulfill loan requests because you cannot ship from your print collection, but you can provide copies from **both** your print and electronic holdings (because you can still physically access your library collection)**,** we encourage you to set your **Days To Respond for loan requests** to **16 days**.

Changing your Days To Respond for loan requests only will be a quick indicator to staff at other libraries that you are not lending physical items. It will also help borrowing libraries differentiate between libraries that can fulfill requests from print serials vs. e-serials only.

To change your Days To Respond in the Policies Directory:

1. Navigate to the OCLC Policies Directory from links in WorldShare ILL, Tipasa or ILLiad or directly at http://illpolicies.oclc.org.

2. On your Profile tab, click the **Edit** link to the right of the **Days To Respond** for **Loans**.

3. In the Edit Profile window, select either **16 days** (if you can provide scans of physical items as well as e-materials from your collection) or **20 days** (if you can provide only e-materials and not scans of physical items).
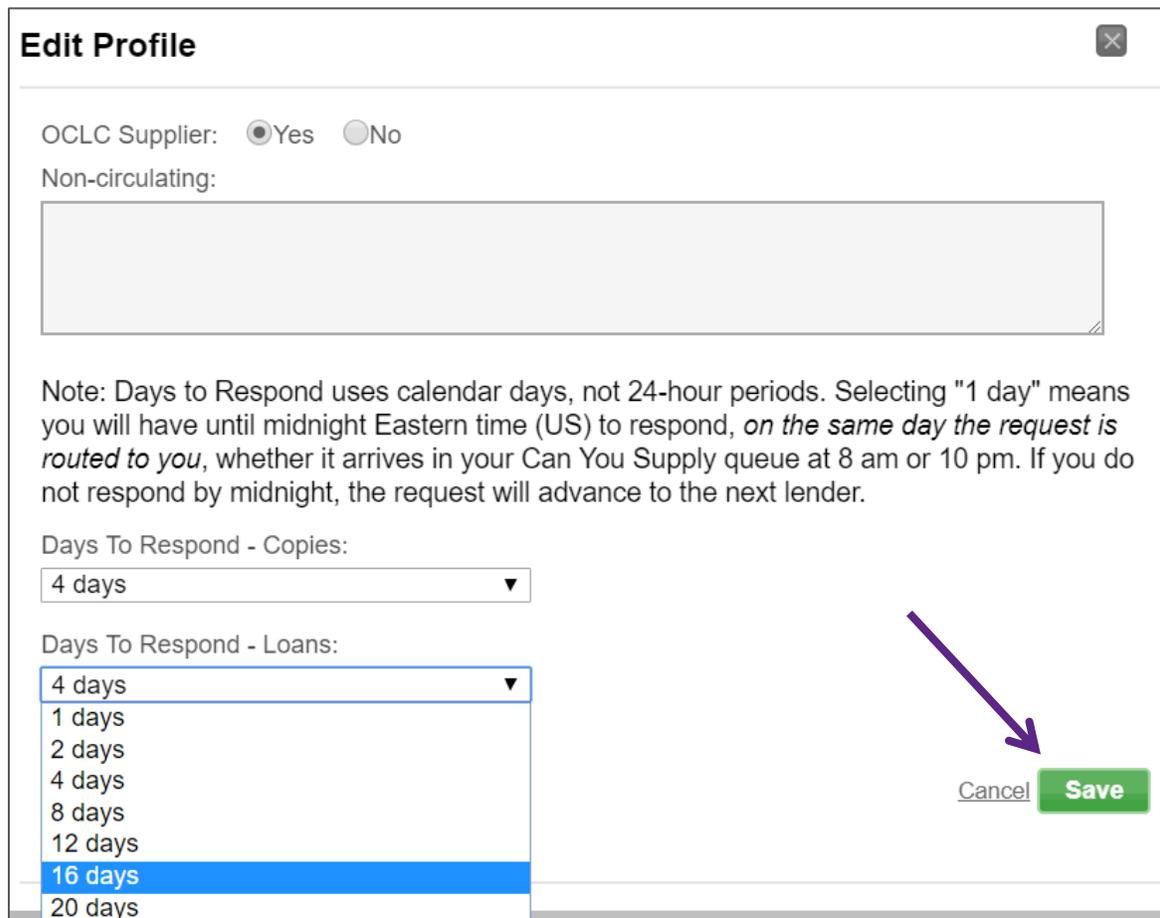
Edit Profile

OCLC Supplier:　●Yes　○No

Non-circulating:

Note: Days to Respond uses calendar days, not 24-hour periods. Selecting "1 day" means you will have until midnight Eastern time (US) to respond, *on the same day the request is routed to you*, whether it arrives in your Can You Supply queue at 8 am or 10 pm. If you do not respond by midnight, the request will advance to the next lender.

Days To Respond - Copies:

4 days ▼

Days To Respond - Loans:

4 days ▼
1 days
2 days
4 days
8 days
12 days
16 days
20 days

Cancel　**Save**

4. Click **Save**. Remember to change back to your typical days to respond for Loan requests once your library reopens.

Set Deflections for lending of physical items

We assume that most of you cannot currently supply physical items to other libraries. If you are unable to supply physical materials, please set up a deflection policy to deflect all loan requests.

To set your loan deflection:

1. From OCLC Policies Directory, access the **Policies** tab and click the green **Add** button.
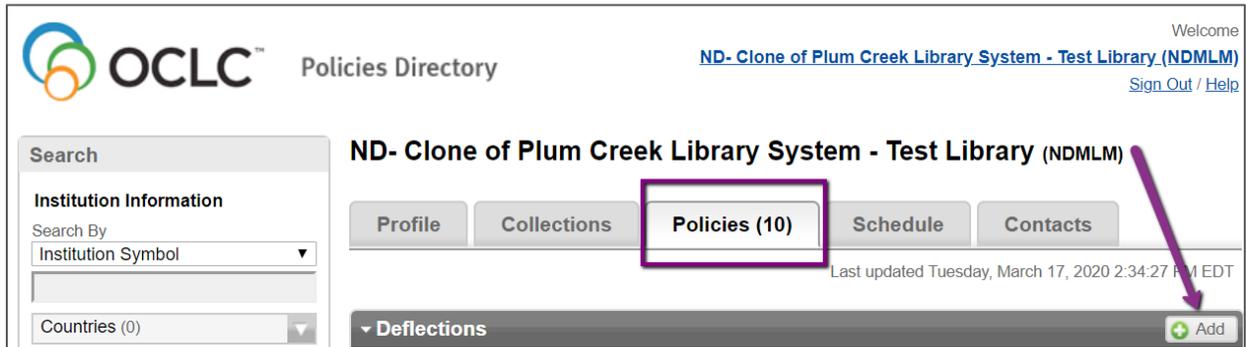
2. In the Add Deflection Policy window, configure the deflection policy. Name it, select **Loan** as the request type, and select **Enable Real Time Deflection** as the deflection type. Since this should apply to all loan requests from all lenders, these are the only options you need to set.

3. Scroll to the bottom of the window, add a note as appropriate, and click **Save**.

The finished deflection will look as shown below. When your library reopens, simply delete this deflection as shown.

More information

Video Tutorial: A recording demonstrating how to take the above actions along with applications of two different workflows to add ACOV and BCOV libraries to lender strings.

- [Recording](#) (40 minutes)
- [Full slide deck](#)

Office Hours: Additional questions answered about using ACOV and BCOV, including information from James Madison University's Director of ILL, Mikki Butcher, about supplying whole e-books.

- [Recording](#) (40 minutes)
- [Full slide deck](#)

Managing your library's ILL services during the COVID-19 crisis: Our goal for this session was to offer useful information to help you navigate your library's ILL department through these challenging times.
- [Recording](#) (90 minutes)
- Full [slide deck](#)
- Notes for [Slides 70-81](#)

OCLC's [COVID-19 Resources Page](#)

Updated list of [ACOV and BCOV symbols](#): This list breaks out the 2 profiled groups even further into ACOV LVIS libraries and BCOV LVIS libraries.