Managing your library’s ILL services during the COVID-19 crisis
Peter Collins
Director of Resource Sharing, OCLC
Today’s guest presenters

Meg Massey
Manager Interlibrary Loan, Penn State University Libraries

Meg Atwater-Singer
Fulfillment Librarian, University of Evansville
Today’s OCLC presenters

**Jenny Rosenfeld**  
Product Analyst, Resource Sharing

**Tony Melvyn**  
Product Manager, Resource Sharing
Today’s topics

Learn how to adjust your library’s ILL processes

- Changes to consider regardless of ILL system used
- Specific changes to consider for WorldShare ILL, Tipasa, ILLiad
- Consider using one specific Reason for No
- Consider not enforcing overdues and granting all renewals
- Maximize your e-content to easily lend digitally using the WorldCat knowledge base
- Hear thoughts from ILL community members
SUPPLIER STATUS AND DEFLECTION POLICIES
Questions to consider

- Are you completely unable to fill requests for physical items?
- Can you still access your library's electronic collections to fill article and other requests for e-materials?
- Are you concerned with items in transit to or from your library?
- Can you temporarily change your policy and grant all renewal requests from borrowing libraries?
If you are unable to ship physical items

Can you still access your e-resource collection to fill article requests?

- **If yes**, consider setting up a deflection for all loan requests

- **If no**, change your status to non-supplier ("go lowercase")
Deflecting all loan requests - setup

https://illpolicies.oclc.org
OR
Access directly from within your WorldShare Staff interface, under Quick Links
Deflecting all loan requests - setup

Add Deflection Policy

* Policy Name:
  Temporary Loan Deflection COVID19 Closure

Service

*Request type: Loan

*Deflection type: Enable Real Time Deflection
Deflecting all loan requests - setup

Add Deflection Policy

E-License Terms:  ○ None  ○ Include  ○ Exclude

Select the e-license terms to include with this policy...

Material Age:
Less than:  Select...
More than:  Select...

Notes:
This policy was set up on 3/20/20 due to our library’s closure. We are not able to access our physical collection but can still send electronic documents from our collection.

Cancel  Save
Deflecting all loan requests - setup

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>FEES</th>
<th>BORROWERS</th>
<th>ITEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests: Loan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deflection Type:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enable Real Time Deflection</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** This policy was set up on 3/20/20 due to our library's closure. We are not able to access our physical collection but can still send electronic documents from our collection.
If you are unable to supply at all

- Set your library to non-supplier status in the Policies Directory
- You can do this by just changing supplier status from yes to no
- Be sure to switch back to supplier when you reopen
Changing to non-supplier
Changing to non-supplier

Edit Profile

OCLC Supplier: 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:
2 days

Days To Respond - Loans:
4 days

Cancel  Save
CLEARING OUT LENDING QUEUES
Say No to lending requests you cannot supply

• After setting up deflections or changing supplier status, clear out your lending queues
• Requests will remain until they age if you don’t say no to them
• Use the Preferred Delivery Time Not Possible Reason For No
• You can bulk update requests to No for this reason
Say No to Lending Requests

Batch respond to "Can You Supply" items

<table>
<thead>
<tr>
<th>ID</th>
<th>Status</th>
<th>Media Type</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>202545205</td>
<td>Submitted</td>
<td></td>
<td>The art of fielding</td>
</tr>
<tr>
<td>202545204</td>
<td>Submitted</td>
<td></td>
<td>The art of fielding</td>
</tr>
</tbody>
</table>
Say No to Lending Requests

**Step 1**
- First, select **Preferred delivery time not possible** from the drop-down list of RFN.

**Step 2**
- Next, use the green plus signs to move all requests you cannot supply to the top of the screen where you can then...

**Step 3**
- Click the blue No button to bulk reply no to the list of requests for the selected reason.
- Do this 20 requests at a time.
Say No to Lending Requests

• This is what success looks like after bulk responding no to each group of requests
A Note about Reasons for No (RFN)

• If your library uses Tipasa or WorldShare ILL, you will select Preferred Delivery Time Not Possible from the drop-down menu in your lending requests.

• If your library uses ILLiad, you can create your own local RFN. However, we ask you to map your local RFN to our recommendation. If you have created a local RFN for these circumstances, you would need to map the local RFN to RFN number 24 in the ILLiad Customization manager. Please see this RFN documentation. Also see these specific instructions under the Options for Disabling Lending section.
CHANGES TO BORROWING WORKFLOWS – REQUEST BUTTONS
Disabling or curtailing borrowing

Do you want to stop all borrowing or continue to request copies?

• **If stopping all borrowing**: Remove ILL request buttons from WorldCat Discovery, FirstSearch, other vendors, and forms from your website

• **If you still want to request copies**, remove the request button based on material types
WorldCat Discovery

• In Service Configuration (worldcat.org/config)
  – WorldCat Discovery and WorldCat Local
    • Place Hold/Request Buttons

• You can remove request buttons OR
• You can change when they display
Place Hold/Request Buttons

Customize your Place Hold and Request Buttons for ND- Clone of Hennepin County Library - Test Library

Required fields are marked with an asterisk (*).

- ND- Clone of Hennepin County Library - Test Library Place Hold/Request Button (Level 1)
- Resource Sharing (Any Level)
- For items owned by ND- Clone of Hennepin County Library - Test Library
- For items owned by WorldCat Libraries

Save Changes  Cancel
WorldCat Discovery – Remove request button

Change to **None** to remove request buttons for ILL
WorldCat Discovery – Edit request button

Place Hold/Request Buttons

Customize your Place Hold and Request Buttons for ND- Clone of Hennepin County Library - Test Library

Required fields are marked with an asterisk (*).

- ND- Clone of Hennepin County Library - Test Library Place Hold/Request Button (Level 1)
- Resource Sharing (Any Level)
- For items owned by ND- Clone of Hennepin County Library - Test Library

- For items owned by WorldCat Libraries
# WorldCat Discovery – Edit request button

## For items owned by WorldCat Libraries

Specify when to display each fulfillment button.

<table>
<thead>
<tr>
<th>Display WorldCat Libraries fulfillment button:</th>
<th>OpenURL 1.0 - &quot;Request Item through Interlib ▼</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monograph (default type)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Serial</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Article</strong></td>
<td></td>
</tr>
<tr>
<td><strong>E-Serial</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Mass digitized electronic content</strong></td>
<td></td>
</tr>
<tr>
<td><strong>All other electronic content</strong></td>
<td></td>
</tr>
</tbody>
</table>

[Save Changes] [Cancel]
FirstSearch – Remove request button

[firstsearch.oclc.org/admin](firstsearch.oclc.org/admin)

- Log in with your 9-digit autho and password
FirstSearch – WorldShare ILL libraries

- Make sure you are on the **Resource Sharing** tab
- In **Patron ILL Settings**, Select **ILL Processing**
FirstSearch – WorldShare ILL libraries

- Uncheck ILL Access
- Then Save Changes
FirstSearch – WorldShare ILL Libraries

Before unchecking the ILL Access box
After unchecking the ILL Access box

Kitten's first full moon /
Kevin Henkes
English • Book : Fiction : Juvenile audience • Internet Resource 32 unnumbered pages : Illustrations ; 27 x 27 cm
ISBN: 0060588284 9780060588281 0060588292 9780060588298 0439800560 9780439800563

When Kitten mistakes the full moon for a bowl of milk, she ends up tired, wet, and hungry trying to reach it.

Availability: Check the catalogs in your library.
- Libraries worldwide that own item: 4415 (1 Committed to Retain)
- Search Woodbury University Library catalog

External Resources:
- Find full text
- Cite This Item
FirstSearch – Tipasa/ILLiad

• Log in to FirstSearch Admin with a FS-Admin autho

• Click on the **Linking** tab
FirstSearch – Tipasa/ILLiad

• From the Linking tab, click OpenURL Links in the left side menu
FirstSearch – Tipasa/ILLiad

- Highlight the OpenURL link to your ILL system
- Click Delete Server
- Save Changes
Other discovery layers and databases

For OpenURL

- Remove or disable any custom links to ILL forms
- Alternatively, configure those links to display only on articles and not books/AV materials

Request Forms on your website

- Remove or add a note to forms indicating delays in processing
CHANGES TO BORROWING WORKFLOWS - AUTOMATION
Automation (Formerly Direct Request)

• Consider updating the Automated Request Manager to route new loan requests to the review queue instead of automatically submitting to lenders

• You could leave existing processing in place for copy requests
Automated Request Manager

• In OCLC Service Configuration, click on WorldShare ILL

• Under WorldShare ILL, click on Automated Request Manager

• Your Direct Request profiles were migrated here on March 8
Automated Request Manager

- An existing profile might look like this
- It is sending requests for books to lenders

**Main Automations**

Configure automations that will be applied to new borrowing requests. Only the best matching automation will be applied to a request.

<table>
<thead>
<tr>
<th>Name</th>
<th>Matches</th>
<th>Actions</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOOKS</td>
<td>Format(s): Book</td>
<td>Send Request to Lenders if at least 1 lender(s) from Custom Holdings Path DEMOPATH hold(s) the item. Apply Constant Data: LOANNOIFM.</td>
<td>7</td>
</tr>
</tbody>
</table>

[Add New Automation]
Automated Request Manager

- Click **Edit** to edit the automation
- Remove the action to send to lenders
- If desired, edit again and select the action **Build a lender string**
Automated Request Manager

- After editing the automation
- Applies constant data and moves to review

<table>
<thead>
<tr>
<th>Name</th>
<th>Matches</th>
<th>Actions</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOOKS</td>
<td>Format(s): Book</td>
<td>If Held By Your Institution, Route to Document Delivery. (else) Route Request to Review. Apply Constant Data: COPYIFM.</td>
<td>7</td>
</tr>
</tbody>
</table>
DEALING WITH REQUESTS IN PROGRESS
Borrowing Requests in Progress

• **Cancel loan requests** that have already been submitted to lenders. Alternately, plan for any items that may arrive from a lender

• **Proactively submit renewal requests** where appropriate

• **Before shipping items back**, verify someone at the other library can receive them
Lending Requests in Progress

If your library loaned an item to an impacted library:
• Approve renewal requests from impacted libraries whenever possible
• Relax any overdue penalties
• Use the ILL Policies Directory to formalize any policy exceptions for impacted borrowers
WHAT CHANGES SHOULD WE CONSIDER FOR TIPASA?
Notifications

Notifications to your patrons
  – Disable automated overdue and about to be due notifications or update the content to provide extra information about what patrons should do

Notifications to borrowing libraries
  – Disable automated overdue and about to be due notifications
## Tipasa - Notifications

<table>
<thead>
<tr>
<th>Purchase Options</th>
<th>Notifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patron Request Workforms</td>
<td><strong>SMS Notifications</strong></td>
</tr>
<tr>
<td>Print Settings</td>
<td><strong>Borrowing Library to Patron</strong></td>
</tr>
<tr>
<td>Advanced Workflows</td>
<td><strong>Lending Library to Borrowing Library</strong></td>
</tr>
<tr>
<td>Patron Settings</td>
<td><strong>Document Delivery Library to Patron</strong></td>
</tr>
<tr>
<td>Contacts</td>
<td><strong>Custom</strong></td>
</tr>
</tbody>
</table>

**Required fields are marked with an asterisk (*)**

View, manage, and create automated email notifications specific to your institution. *Offset times are scheduled relative to GMT-5.*

**SMS Notifications**

- Send SMS for automated notifications.
- Save Changes

**Notifications**

- **Borrowing Library to Patron**
- **Lending Library to Borrowing Library**
- **Document Delivery Library to Patron**
- **Custom**
Tipasa – Patron Notifications

- **Uncheck Automated** so that these notifications are not sent out by the system
- **Remember to save** changes at the bottom of the screen
Tipasa – Borrower Notifications

- Do the same for Lending Library to Borrowing Library notifications
Tipasa – User Portal

- **Add a Custom Link** to any special statement about the event from the library, the university/parent organization, local government officials, etc.
- **Disable any Patron Request Workforms** to prevent patrons from placing new requests
- **Hide patron due dates** in the user portal
- **Allow patrons to renew or cancel their own requests** from the user portal
User Portal – Add a Custom Link

In Service Configuration
>WorldCat Discovery
>>User Interface Options
>>>Custom Links
User Portal – Add a Custom Link
Tipasa – Request Workforms

• If your patrons use your blank request forms in the Tipasa User Portal to place requests (as opposed to using OpenURLs from databases), you can disable the forms.

• Disabling OpenURL links (as previously mentioned) is also important.
# Tipasa – Request Workforms

### WorldShare ILL

- Interlibrary Loan Options
- Borrower Data
- Lender Data
- Custom Holdings Groups
- Custom Holdings Paths
- Automated Request Manager
- Direct Request Profiles
- Purchase Options
- Patron Request Workforms

### ND- Clone of Hennepin County Library - Test Library (148755)

**Patron Request Workforms**

Customize the request forms that display for your patrons in WorldCat Discovery and Tipasa®. To alter the logo, links, and colors that display on the header of each of the form displays, visit the User Interface Options section of the My WorldCat.org page.

- Article Request Form
- Book Request Form
- Other Request Form
- WorldCat Discovery Request Form

Click the 'Save' button to save the workform. Click the 'Reset' button to use the Standard Workform for this institution.
Tipasa – Request Workforms

• You can disable one or all of your request forms
Tipasa – Request Workforms

This example shows all except the Articles (named Copies here) form disabled.
Tipasa – Patron Settings

WorldShare ILL
- Interlibrary Loan Options
- Borrower Data
- Lender Data
- Custom Holdings Groups
- Custom Holdings Paths
- Automated Request Manager
- Direct Request Profiles
- Purchase Options
- Patron Request Workforms
- Print Settings
- Advanced Workflows
- Patron Settings
- Contacts

Patron Settings

Patron Account Management
- Route requests from newly registered patrons to New for Review so their account can be verified prior to processing the request.
- Require approval for new ILL patron accounts
  - [ ] On

Patron Request Management
- Enable patron actions for interlibrary loan requests in the user portal application.
- Display patron due date
  - [ ] On
- Allow patrons to renew ILL requests online
  - [x] On
- Allow patrons to cancel ILL requests online
  - [x] On
- Number of days to offset patron’s due date
  - [ ]
- Number of active requests allowed per patron
  - [ ] Enter 1 - 500

Help on this screen

Note: No value indicates unlimited
WHAT CHANGES SHOULD WE CONSIDER FOR ILLIAD?
Accessing OCLC-hosted ILLiad remotely

You will need either:

• An ILLiad Client installed on your local PC and connected to a VPN server at your institution whose IP address is defined in the OCLC ILLiad firewall  **OR**

• An ILLiad client running at your institution that is already working and allowed through the OCLC ILLiad firewall and using remote access software (e.g., PCAnywhere, GoToMyPC, etc.)

More information here
ILLiad changes to consider

Borrowing

• Disable your patrons’ ability to place new requests by Editing Web Pages.
• Limit your patrons’ ability to request an entire book by Editing OpenURLMapping.
• Provide information to patrons regarding service availability by Editing Status Lines and Creating Web Alerts.
• Explore the ILLiad Addon Directory and new version 9.1 Decision Support Pipeline options to further streamline and automate staff workflows.
• Re-route your existing ILL requests with Bulk Email for Requests.
ILLiad changes to consider

Lending

• Add OCLC Reason For No #24 to Customization Manager LendingReasonsForCancellation table for COVID-19 response and statistics
• Disable overdues
• Implement the AutoRenewal addon to automatically approve renewal requests
ILLiad changes to consider

- For updates as new ILLiad addon options and tips become available, see Atlas Systems’ 
  Managing ILLiad Workflow During COVID-19
STOPPING OVERDUES AND RENEWING ITEMS
Stopping overdues and renewing items

- Stop overdues
- Managing the renewal of items
- For WMS libraries, there’s the new WorldShare Circulation Bulk Renewal client
USING THE OCLC KNOWLEDGE BASE TO MAKE ARTICLE FULFILLMENT SIMPLER
• WorldCat knowledge base collections are managed via WorldShare Collection Manager

• Collection Manager can set WorldCat holdings for those collections to which you have access

• If you need access to Collection Manager, use the link below to get started

Learn more at oc.lc/getCM
Enable WorldCat Holdings
Configure Proxy
Search for collections
Select collections
Configuring ILL Licenses in Collection Manager

4 easy steps

1. For each collection, open Holdings and MARC records
2. Choose yes or no depending on the collection in the “ILL allowed” section
3. (optional) select one or more lending instructions depending on what’s necessary
4. Click save and repeat for each collection
Turning on kb integration for ILL

Interlibrary Loan Options

Persistence Setting

Select whether you wish constant data records be automatically applied to each resource sharing request. If persistence is turned on, a default constant data record will automatically be applied, and if a modified constant data record is selected, that record will be applied to future requests. If persistence is turned off, users must manually select a constant data record for each resource sharing request.

- On

Knowledge Base Active Link

Select whether you wish to activate a link to the Library's WorldCat knowledge base for enhanced Interlibrary Loan of articles

- On
Lender view from ILLiad
<table>
<thead>
<tr>
<th>Library's Holdings Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Collection</strong></td>
<td>Emerald Management 111</td>
</tr>
<tr>
<td><strong>ILL OK?</strong></td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Print then mail or fax (Send electronic copy) (Print then send secure electronic) (Same country only) (Non-Profit only)*
Collection Manager resources

- Collection Manager support site
- Knowledge base collections
- Collections available in the WorldCat knowledge base
- More to come on additional e-resources access during the COVID-19 crisis
- Collection Manager Office hours
  - Expanding to bi-weekly starting March 31!
- OCLC Support
ILL COMMUNITY MEMBERS
All University Libraries locations are closed, but we're here to help!

Our ongoing priority is to support our users. Visit our Remote Resources page for quick access to our resources and services, and our COVID-19 page for updates.

- Read more

Last updated on Mar 20, 2020 at 9:47am
# Deflections

## COVID-19

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>FEES</th>
<th>BORROWERS</th>
<th>ITEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests: Loan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deflection Type: Enable Real Time Deflection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note: Unable to loan any physical items at this time.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Online Journals Only

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>FEES</th>
<th>BORROWERS</th>
<th>ITEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests: Copy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deflection Type: Enable Real Time Deflection - except when I am last in the lender string</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note: We can only supply from e-journals (internet resources) at this time.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Formats:
- Book
- Microform
- Newspaper
- Serial
Changes to web pages

Due to the closure of our library locations, the Interlibrary Loan department is no longer able to request physical materials, or provide scans from materials on site. We are still committed to providing resources to you. At this time, we can continue to request chapters or journal articles for you. Please use the book chapter/article request form in your ILLiad account to request materials.

**Electronically Received Articles**

<table>
<thead>
<tr>
<th>Transaction</th>
<th>View</th>
<th>Title</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Articles</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Articles posted to this page will remain accessible for 30 days from the date of posting.

**Outstanding Requests**

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Type</th>
<th>Title</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Outstanding / Active Requests</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Checked Out Items / Renew**

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Title</th>
<th>Author</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2553516</td>
<td>First, break all the rules: what the world’s greatest managers do differently</td>
<td>Gallup</td>
<td>6/6/2020</td>
</tr>
<tr>
<td>2553558</td>
<td>It’s the manager: Gallup finds the quality of managers and team leaders is the single biggest factor in your organization’s long-term success</td>
<td>Clifton</td>
<td>4/10/2020</td>
</tr>
</tbody>
</table>

Recently renewed items may disappear from this list until staff process the renewal.

COVID-19 & ILLiad Due Dates

We are working to adjust due dates on all ILLiad loans. Please view your “Checked Out Items” for updated due dates on your items. Please don’t be anxious about ILLiad due dates. We understand the situation we’re all in with COVID-19. We will get through this together!

University Libraries COVID-19 (novel coronavirus) Updates and Resources

Penn State News article on libraries closure
ILLiad request management system

Loan/Book Request

Due to the closure of our library locations, the Interlibrary Loan department is not currently able to request physical materials, or provide scans from materials on site. If you submit this request, it will be queued for processing after the University Libraries reopen. We are still committed to providing resources to you. At this time, we can continue to request chapters or journal articles for you. Please use the book chapter/article request form in your ILLiad account to request articles or chapters.

- Author/Editors
- Title
- ISBN (International Standard Book Number)
- Publisher / Place
- Date
- Call Number

* Indicates required field
ILLiad Addons: Part 1
ILLiad Addon: Part 2

![ILLiad Addon screenshot]

- **Name:** ILLiad AutoRenews Server Addon
- **Author:** Atlas Systems, Inc.
- **Version:** 1.0.2
- **NYTGC:** ALL
- **Active:** Yes
- **Description:** Automatically handles renewals of borrowing and lending requests.

**Settings**
- **BorrowingEnabled**
- **LendingEnabled**
- **LendingRenewalDueDate**
- **NYTGC**

**Details**
- Controls whether borrowing requests are processed for automatic renewal.
- Controls whether lending requests are processed for automatic renewal.
- Specifies a renewal due date for Lending requests. If the field is left blank, the addon will default to use the normal due date plus the number of days defined in the RenewalLendingDays customization key. If a date is provided for this setting, the addon will consider the provided date and the default date and will prefer the later of the two. Example: "2020-04-15".
Email

Subject: ILLiad request status update [mem548]

Due to library closures as a result of the COVID-19 outbreak, requested items may take longer to arrive than usual. We have not been able to borrow this item from any (currently open) library. Your request will be held until libraries begin to reopen, then will be re-requested.

Transaction #: 2553558

Title: It’s the manager: Gallup finds the quality of managers and team leaders is the single biggest factor in your organization’s long-term success

We are sorry we’re unable to fill this request at this time and thank you for your patience during this difficult time.

To cancel this request: https://psu-illiad-oclc-org.ezaccess.libraries.psu.edu/illiad/upm/illiad.dll?Action=218&Type=10&Value=2553558

Link to your ILLiad account: https://psu-illiad-oclc-org.ezaccess.libraries.psu.edu/illiad/upm/illiad.dll?Action=108&Form=10&Interlibrary Loan]
University of Evansville Timeline

- 3/11: spring break extended; 3/18-27: online instruction
- 3/13: library building closed; call ahead service offered
- 3/13-24: Access Services Staff work staggered shifts
- 3/17: Extended online instruction to end of semester
- 3/23: state issued “shelter in place” effective 24th @ midnight through April 6
- 3/25-4/6: Access Services Staff working from home
University of Evansville

OCLC Policy Directory

• Calamity deflection for loans

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</thead>
</table>
| Requests: Loan  
Deflection Type: Enable Real Time Deflection |

Note: This policy was enacted on 3/23/20 in response to the Indiana Governor’s shelter in place order. We will be unable to access our physical collections but can still send electronic documents.
University of Evansville

Tipasa Patron Portal

• Hid Loan Form
• Added link to COVID-19 info on library website

**Interlibrary Loan**

As COVID-19 closures and stay-at-home directives have spread across the country, including Indiana’s on March 23, libraries are suspending their lending services, making it very difficult to fill interlibrary loan requests for books, DVDs, CDs, scores, etc. As a result, the Interlibrary Loan department will not be placing requests for physical materials. If you do make a request, we will be in contact to see if we can request a chapter or two or if you can wait until a later date.

We are committed to providing resources and will continue to request chapters or journal articles. Please use the book chapter/article request forms in Quill to request materials.

If you have an item from ILL in your possession, PLEASE KEEP IT – even if the due date has passed. We are asking libraries to renew these items. See Quill for new due dates.

Interlibrary loan (ILL) assists [scholarly research](#) by obtaining library materials unavailable at the University of Evansville Libraries. ILL personnel locate requested materials in other libraries, borrowing items and/or obtaining copies on behalf of eligible UE students, faculty, staff and administrators. **ILL users are responsible for the safe return of books/loans to the Information Desk. Failure to observe ILL rules may result in the**
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https://www.evansville.edu/libraries/interlibraryLoan.cfm
Hello!

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Regarding your request:

ILL #: 12345678
Title: Journal of the Medical Library Association
Author: Dickens, Charles

We cannot order this book for you. Is there a particular chapter or two we can request instead? Or can you wait until a later date?

Please email loansrus@evansville.edu with your response.

Yours in health,
UE Libraries ILL Dept
University of Evansville

OCLC Service Configuration

• Edited Automated Request Manager for Books
  – Route to Review so we can order chapters

• Disabled borrowing & lending overdue notifications

• Continuing to renew all lending & borrowing requests
TAKEAWAYS AND
GETTING ASSISTANCE
Our recommendations

• Review OCLC’s Resources list: oc.lc/covid19-service-info
• Review these slides
• Post your question to the OCLC Community Center's Discussion list
• Contact OCLC Customer Support (support@oclc.org)
Q&A

Because what is known must be shared.

support@oclc.org
OCLC Resource Sharing team