

Best Practices for Access Services During Extended Library Closures
LSP Project Circulation Work Group
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REQUESTS & NOTICES

- Turn off hold requests for physical items, If deleting all physical item requests placed prior to closure, see [instructions for batch deletion of physical item requests](#). (also see [How to temporarily change all items of a library or institution to be not for loan and not requestable](#).)
- Turn off patron request button in Primo. (See [How to temporarily remove the request link from Primo even for requestable items](#).)
- Or, use requests to inform ebook [purchases](#). If allowing physical item requests, notify patron of ebook availability upon cancellation of the request.
- Modify Digitization Request form in Primo to accommodate inquiries for Course Reserves textbooks (i.e. allow certain requests in order to assist students by locating free online sources).
- Turn off all or selected notices to patrons. (See [Answer to question about overdue lost loan profiles](#).)
- If certain notices stay on, add an emergency closure statement to the notices. (See [How to send a customized letter to a set of users](#).)

DUE DATES, EXPIRATION DATES, & FINES/FEES

- Add exceptions to library opening hours to push out due dates and/or bulk change due dates. Note that bulk due date changes can affect other institutions due dates as well, e.g., ILLs. (See: [How to make the due date be a fixed date](#))
- Patron account expiration dates may need to be adjusted. Due dates cannot be pushed beyond the account expiration. (See instructions [here](#).)
- Waive any fines and fees accrued as a result of the closure.

ELECTRONIC RESOURCES & ACCESS TO TECHNOLOGY

- Prepare student and faculty guides to e-resources, including textbooks and streaming media when available (RedShelf, VitalSource, Cengage Unlimited, OpenStax, EBSCO, Kanopy, SWANK etc.).
- Notify faculty when e-versions of textbooks and streaming media are available so links can be posted in Canvas. RedShelf textbooks are accessible to students without .edu email addresses only when links are integrated into Canvas course. (See [MiraCosta College tutorial](#) for integrating RedShelf titles into Canvas.)
- Consider adding free e-resources to Alma with an end date embedded in the record as applicable. This may require keeping a separate log of what's been added so it can be deleted later. Choosing to do this is considered personnel resource dependent, balancing user discovery with staff time. (See [How to activate an electronic collection for a limited time period](#).)

- Prepare for all online classes and working off-site by having an inventory of all loanable IT (laptops, Chromebooks, hotspots, calculators, etc.) in-library and in other departments. Develop distribution plans for getting equipment to students, faculty and staff.

HOUSEKEEPING

- Update library web site with closure information and add banner in Primo with closure information (probably not the responsibility of the circulation staff; instructions for Primo banner can be found [here](#)).
- Update library website with information regarding suspension of receiving library donations.
- Suspend delivery of print serials if mail cannot be accepted or held at your institution. Note that this may result in missing issues for some titles as replacements may not be available, particularly if subscriptions must be suspended temporarily to suspend delivery.
- Consider sanitizing collections:
<http://www.ala.org/alcts/preservationweek/resources/pandemic>
<https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/>

INTERLIBRARY LOAN

- Modify ILL lending status in OCLC per instructions outlined in this video:
[Managing your library's ILL services during the COVID-19 crisis](#)

ExLibris RESOURCES

- [Page of links to documents and presentations](#) related to extended library closures.
- FAQ page:
https://knowledge.exlibrisgroup.com/?title=Cross_Product/Best_Practices_for_the_Ex_Libris_Community_During_COVID-19/Alma_and_Primo/04Q%26A