

# Resource Sharing Services & Processes During COVID-19

## April 13, 2020

Angie Batson, Wellesley College



# Housekeeping

A few reminders before I introduce our presenter and turn the webinar over to Angie Batson.

All attendees are muted. There will be a question and answer period at the end of the presentation, and you can let us know if you'd like to be unmuted to ask a question by clicking on the raised hand icon on the dock. You can also ask questions via the question panel.

This webinar is being recorded and will be made available on the BLC site. The link will be shared via BLC.Announce.

Update [BLC's Libraries Responses to Covid 19 page](#) with up to date information about your library

# Agenda

- Turning off or editing overdues notices?
- Extending default renewal dates for lending and borrowing in customization manager
- Sharing workflow changes/suggestions for handling borrowing and lending requests
- Using the addon to extend due dates for rapid loans on the borrowing and lending side
- Sharing expectations about returning ILLiad loans
- Reviewing ACOV and BCOV custom holdings groups added by OCLC
- Questions/Comments/Suggestions

## Turning off or editing overdue notices

If overdue notices are sent within ILLiad:

Consider turning them off: 'BorrowingOverdueNoticesActive' (borrowing) & 'LendingOverdueNoticesActive' (lending) in customization manager

**ILLiad Documentation - [Configuring Overdue Notices](#)**

Leaving them on and editing email templates

**ILLiad Documentation - [Overdues Email Templates](#)**

If sent from ILS, talk to folks at your library to figure out what best steps to take.

## Extending default renewal dates for lending and borrowing in customization manager

“Renewal days” are the number of days for renewals. You may want to extend the dates on both lending and borrowing due to Covid-19.

**In the customization manager, search for ‘renewal’**



### Borrowing

Find BorrowingRenewDays



# Extending default renewal dates for borrowing in customization manager

Set “key value” to number of days (ex.90 days)

**BorrowingRenewalDays**

**Settings**

Key Value

90

Description

Number of days to automatically add to the due date when a user requests a renewal.

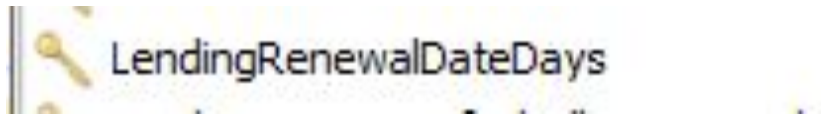
Hit save.



# Extending default renewal dates for lending in customization manager

## Lending

Find LendingRenewalDateDays



Set “key value” to number of days (ex.90 days)

**LendingRenewalDateDays** ILL

**Settings**

Key Value  
90

Description  
For automatic renewals. How many days would you like the lending renewal to default to (added to the original due date)?

Hit save.



# Workflow changes/suggestion- keeping users up to date

## ILLiad Web Alert

WELLESLEY

# Interlibrary Loan

**ILL Covid 19 Update: At this time we can only process article and book chapter requests (pdfs). We are unable to fill loan requests (for physical items).**

If you would like to make a request for an e-book, please contact [acquisitions@wellesley.edu](mailto:acquisitions@wellesley.edu)

If you only need specific chapters from a book, please try placing a book chapter request for each chapter needed and we'll try to get them electronically.

If this is for a class, please check with your instructor who may have already requested the resource for you. If not, please contact [acquisitions@wellesley.edu](mailto:acquisitions@wellesley.edu).

▪ [Logoff abatson](#)

▪ [Dashboard](#)

### Received PDFs

Transaction	View	Size	Title	Author	Expires
No Requests					

[ILLiad documentation](#)



## Workflow changes/suggestion- keeping users up to date

Update library website & lib guide and try to keep up to date:

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# Sharing workflow changes/suggestions for handling borrowing requests

## Borrowing

- Will you be borrowing returnables? If not, set up a workflow to mediate borrowing loan requests (turn off routing rule for rapid look up or contact IDS and create logic rules to auto cancel loan requests and email patrons)
- Are there other ways you can fill requests for print books?
- Talk to director, acquisitions about handling requests for ebooks (they may want to purchase rather than try to fill through ILL, especially if the requests are coming for materials in library)
- Set up a cancellation reason and or email for Covid-19
- Consider manually renewing OCLC requests checked out to customers
- Create email to communicate with patrons within ILLiad client
- Other suggestions?

# Sharing workflow changes/suggestions for lending requests

## Lending

Are you able to scan from in the library or are you offsite?

- Change [days to respond](#) in OCLC policies directory to reflect library status
- If you're lending physical loans, is the BLC library you're sending them to able to receive them? (make sure to update your libraries status on the [wiki](#))

### **Offsite?:**

- Contact Rapid and ask to be changed to electronic only lending
- [Set up OCLC deflections for loans and book chapters for physical materials](#)
- Setting up [Covid-19 reason for no](#) (can not be filled in time requested)
  
- Consider joining Rapid Covid-19 pod to help non-rapid libraries (160 signed up!). Contact [rapidill@exlibrisgroup.com](mailto:rapidill@exlibrisgroup.com) to join.
- Create email to communicate/send updates to lending libraries within client
- Other suggestions

## Using the addon to extend due dates for Rapid loans

Extends due dates for borrowing items (12 weeks) in 'checked out of customer' status and lending items (16 weeks) in 'item shipped' status. (Will post to wiki. Contact Angie with questions).

### Three Steps:

- Create 'covid' group
- Create two custom queues 'Covid-19 Rapid Due Date Shifter' (one for borrowing and one for lending)
- Upload server addons
- Route requests to new queue, which extends the due date, and route back to 'checked out to customer' or 'item shipped'

This should help when overdue notices eventually get turned back on

## Sharing expectations about returning ILLiad loans

Extend due dates consortia wide?

Getting borrowed loans back from patrons

- Are students responsible to pay for postage?

Returning loans

- Most of us are offsite and the MA/RI courier is suspended until a date TBD
- Should we set a date to hold returns until?

Reviewing ACOV and BCOV custom holdings groups added by OCLC

Consider using [OCLC new profile](#) groups for borrowing

Link to form to update ACOV/BCOV membership options: [oc.lc/covgroups](https://oc.lc/covgroups)

Atlas - [New OCLC Profile Groups Available in Response to COVID-19 Conditions](#)

# Tips

- Create a document to keep track of all the changes you made so it will be easier to change things back.
- Any others?

## Other documentation/Resources

Atas Systems - [Managing ILLiad Workflow During COVID-19](#)

IDS Project - [Covid 19 Resources](#)

Facebook Group: ILLers; a FB Group For Interlibrary Loan Librarians