

March 19, 2020

Dear Grand View University campus community,

With classes not meeting face-to-face, the Grand View University Library wants our students, faculty and staff to be assured that our assistance, resources, and facilities continue to be available. However, during the upcoming period, the library is making some changes to its services in order to better support and protect the campus community, both on-campus and remotely. These service enhancements are outlined below:

For the protection of all, the Library building is only accessible to current students, staff, and faculty. In accordance with statewide regulations, we will be limiting occupancy to a maximum of 10 people.

Library Hours:

Monday 7:45 am-4:30 pm

Tuesday 7:45 am-7:00 pm

Wednesday 7:45 am-4:30 pm

Thursday 7:45 am-7:00 pm

Friday 7:45 am-4:30 pm

Closed Weekend

The Library will also be taking a few additional precautions for the safety of its users. All computer mice and keyboards will be kept at the front desk until requested for use by students, staff or faculty. After each use, a member of the library staff will sanitize the mouse, keyboard, and work area. We will also be practicing social distancing.

PLEASE NOTE: If you need research assistance, contact the library or one of the librarians *in advance* of coming into the library using one of the methods listed below. This will ensure that your needs will be met.

Materials already checked out: Items already checked out will not be considered overdue until after the end of May or longer, depending upon how the situation develops.

Materials already out on ILL: The due dates of these materials will remain as indicated on the item, BUT the \$1/day fine will be waived until after the end of May or longer, depending upon how the situation develops.

Book check out procedure: For the protection of our users, the library *will no longer check out books* directly to the user. However, a request can be still be made to the library either by phone, email (library@grandview.edu), or via the "Resource Sharing Request Form" embedded in the library catalog for a book from which the user would like to have chapters or sections copied and sent to their home address. To use the form, users locate a book of interest, click on the "Resource Sharing request" link under "Find in Library". A form will be displayed with all the book information filled out. The user will need to add the chapter or topic information. Once the form is filled out, Click on "Request" to send it. Scans will be sent to GV email addresses only.

Access to physical materials: To protect users from unnecessary risk, the library is closing the second floor and basement reference room, however library personnel will retrieve materials from those areas upon request and assist students in making copies/scans of useful sections.

Course Reserves: The library will scan and email articles and book chapters (one chapter per request) that have been placed on reserve by their instructors.

ILL requests : User may continue to request materials using the same method as before. However most institutions have closed ILL services for any materials that must be shipped, such as books. However, the library will work with the user to provide book chapters and articles via email. For this service, the borrower will need to provide chapter titles or topics in the “comments” section of the ILL form. There is no change to current article ILL process. Copies of either request will be sent to GV email addresses only.

Research assistance

Librarians will be offering in-time reference assistance through Skype so that you can reach out to our librarians during this time. Once the user has logged into the Skype app, they must search for gvlibrary@outlook.com (including @outlook.com). If you do not currently have Skype you'll need to download the Skype app and create an account to contact us. You can either download it from <https://www.skype.com/en/get-skype/> or your smartphone's app store. (Users having difficulty with the download process can contact Brad at bgilbert@grandview.edu) Once the user finds the gvlibrary@outlook.com account, they must type a message in the chat bar (bottom of the screen) and click on the send message icon. If the message was sent during scheduled hours, a librarian will respond shortly with a text or a video chat if preferred. If the initial message was sent outside of scheduled hours, a librarian will respond during the next scheduled time.

This service hours will be available:

Monday, Wednesday, Friday 10:00 am-2:00 pm

Tuesday, Thursday 10:00 am- 2:00 pm, 5:00 pm-6:30 pm

If users would like **to set up an appointment outside those times** or would prefer to communicate via phone or email, they are welcome to contact the library staff using the information below

Library phone :515-263-2877

library email: Library@grandview.edu

Pam Rees prees@grandview.edu

Sheri Muller smuller@grandview.edu

Katelyn Handler khandler@grandview.edu

All of these enhanced services will be free of charge.

Please know that the library staff is available to help you during this challenging time.

Best Wishes to all

Pam Rees

Director of the Library

515-263-6098