Access Services Service Changes Fall 2021

New For Fall

Access Services/Circ

- **Stacks are open to users again**: the caution tape came down around the stacks; library users are free to go into the collections and grab materials for use and checkout.
- **Returning Materials**: we still want to funnel returns to the return bins at ULIB and Dewey. Returns will be accepted at all three circulation points.
- **Course Reserves**: We are offering reserved physical resources again in all three libraries. We continue to offer electronic reserves, too.
- **Equipment Lending**
  - Small equipment: calculators, phone chargers, small adapters, dry erase markers will be available for loan at circulation.
  - IMC equipment: we will lend by appointment. Ryan is coordinating appointments. Circulation staff will assist with checkout and returns.
  - We'll work on phasing down equipment lending this semester.
  - Laptops: we no longer have a laptop loan program. Our laptops are outdated, and there is not funding to maintain a replacement program. This was a costly endeavor from the start. Encourage users to make use of computers in the Information Commons, the Mac Lab, or the IMC.
  - Dean of Students Office and Laptops: this office is no longer lending laptops to students. Please refer students to computers in the Information Commons, the Mac Lab, or the IMC.
  - Headphones: we are going to take a wait and see approach with headphones, or loan on an as-needed basis. Headphones are available at the IMC computers.
- **Recalls**: we are not turning recalls on yet. Items can still be requested, anything checked out will be obtained via resource sharing, which is a bit faster than recall turnaround. We will reopen to library users; unlock at opening/lock at closing.
- **Hold requests**
  - duration: we're keeping the 14-day hold shelf period we developed for COVID. We'll monitor and assess when to return to a 7-day hold shelf period.
  - contactless pickup shelves: these will still be available in ULIB and Dewey for those who want contactless options
  - Science Library: we are turning this pickup location back on, so people can request materials for pickup at the Science Library curbside pickup at Dewey Library has been discontinued.
- **Cash at the service desks**: we will have cash at all three service desks and will be able to make change for users for printing and vending. We will not use an exchange bag Friday - Sunday.
- **Community/SUNY/CDLC borrowers**: We are welcoming community members back into the libraries. People can register for borrowing privileges again and community borrowers. ([Link with updated instructions coming soon](https://library.albany.edu/circ/policies#eligibility))
  - Eligibility Page on the Library Website: [https://library.albany.edu/circ/policies#eligibility](https://library.albany.edu/circ/policies#eligibility)
  - Registering SUNY walk-in borrowers in Alma: [https://slcny.libanswers.com/faq/290608](https://slcny.libanswers.com/faq/290608)
- **Group Study Rooms**
  - The glass cubic group study rooms in the University Library will be available for loan;
  - Science Library group study rooms to the right side (when entering second floor) will be available for loan.
  - Dewey Library group study area is re-opening, the classroom will not be available as a group study room.
  - New Business School building has group study rooms reservable via EMS and accessible with SUNY Card.
  - The Lecture Center has “Huddle” rooms reservable via EMS and accessible with SUNY Card.
- **Zoom Rooms**: Students who need space to use Zoom for classes can access the video chat rooms in the University Library basement (off of Current Periodicals Room)
  - Info page on the Library Website: [https://library.albany.edu/technology/video_chat](https://library.albany.edu/technology/video_chat)
- **Book Drops**: are emptied multiple times each day. Schedules are:
  - ULIB: around opening, 2pm, 7:30pm
  - Dewey: around opening, around 5pm

Service Desk Info

- **Circ Staff on desk**: maximum of 2 (leave middle terminal empty when multiple people on desk).
- **Reference**
  - Desk Hours first week: Mon - Thurs 9am - 8pm, Fri 9am - 5pm, Sun 1pm - 8pm
  - Regular Semester Hours: Mon - Thurs 10am - 8pm, Fri 10am - 5pm, Sun 1pm - 8pm
  - PAWS: primarily virtual, PAWS rooms 2 & 4 will be available for in-person consults (at librarian’s discretion)
- **IT Service Desk Hours**: Monday - Thursday 9:00 am - 11:00pm; Friday 9:00 am - 5:00 pm; Sunday 2:00 pm - 7:00 pm

COVID policy info

- **Mask mandate**: Masks are required inside all university buildings, including the libraries. Some disposable masks are available for users at the service desks. Staff members who feel comfortable addressing users without masks may do so; staff members who do not feel comfortable addressing users without masks should not do so. Staff should seek assistance from a manager if users do not comply with their request to wear a mask or if they encounter repeat infractions from a particular user or group of users.
- **University info**: [https://www.albany.edu/covid-19](https://www.albany.edu/covid-19)

Facilities/Direcitonal Info

- **Library Facilities Access**: user swipe access to enter facilities is being discontinued (staff retain swipe access)
- **ULIB**
  - List of LI Rooms outside the Library: [University Library Rooms (LI) Outside of the University Library](https://library.albany.edu/circ/policies#eligibility)
  - **ULIB Bound Periodicals Room**: will reopen to library users; unlock at opening/lock at closing
  - **ULIB Color Printer**: The color printer is on the first floor in the bank of printers/copiers/scanners. It is the black printer sitting on a tabletop. Use the print release station attached to the printer.
  - **IMC Hours**: The IMC will open when ULIB opens. The IMC will close at 8pm Sunday - Friday; The space will be open Saturdays.
- **Science**
• **Standish Room**: this room remains offline for booking. There are a handful of appointments to use this room during fall, and info will be shared out. Library faculty may check out the key to use the room.
• **Science Info Commons Door**: Unlock the door at opening/lock it at closing.
• **Barnes & Noble Reading Room**: This room is reopening this semester.
• **SL group study rooms that were used by Advisement Plus**: these rooms are being turned over to Career Services for office space.
• **Campus Info**
  • **Accessible path to Lecture Center, Advisement, EOP**: There’s a new elevator in front of the University Library (small enclosure past the overhang and toward the fountain) that people can use to get into the Lecture Center area.

**Old News (just a reminder)**

• **Quarantining returned items**: just a reminder, we are no longer quarantining returned materials.