

## Leatherby Libraries 'Curbside' Pick-Up Service

A limited 'curbside' service will be offered during the Fall 2020 semester to provide current students, faculty, and staff with the ability to checkout circulating, physical items from the Leatherby Libraries. This service is only available to current students, faculty, and staff with permission from Chapman University to be on campus to pick-up requested library items from the Leatherby Libraries.

To request an item please follow the instructions listed below.

### **Items from the Circulating Collection only:**

Library patrons (current students, faculty, and staff) may locate items in the online library catalog and use the "Place a Hold" feature to request an item. Patrons will be prompted to enter their name, University ID number, and library PIN to authenticate and complete the request.

Circulation staff will receive the request and page the items from the library collection. Once the items have been retrieved, an email will be sent to the patron containing the following information:

- Patrons will be informed that Circulation staff will be in the building to distribute requested items Monday - Thursday from 8am to 5pm.
- Patrons will be informed that when they come to the campus they must follow campus entrance protocols (see Chapman University requirements at <https://cusafelyback.chapman.edu/return-to-campus-process-for-one-time-visits/>; <https://cusafelyback.chapman.edu/return-to-campus-process-for-staff-faculty-and-graduate-research-students/>).
- Patrons will be instructed to call the Circulation Department at (714) 532-7723 to notify staff that they have arrived on campus and are ready to pick-up their requested library items.
- Patrons will be directed to the Wells Fargo entrance doors at the Leatherby Libraries where a Circulation staff member will be waiting.
- Patrons will be instructed that they must show both their University ID and the email confirming that they have been cleared to be on campus. The confirmation email can be displayed on a mobile device or provided in hard copy. Patrons can also display their digital barcode using the MyLibrary! application in place of the University ID. No other form of identification will be accepted.
- Patrons will be instructed that Circulation staff will open the entrance doors so they can retrieve the requested items. Requested items will be left on a cart placed next to the entrance doors. This will allow for proper social distancing and safe pick-up of library items. (Students are reminded that they must leave the campus after picking up their library items).

### **Items in the Course Reserve Collection: (Place a Hold feature does not function for these items)**

Items that have been placed on physical course reserve by an instructor for the Fall 2020 semester can be requested for limited curbside checkout. These are the current limits and checkout times for all items on course reserve:

- Patrons will be limited to a maximum of three course reserve items checked out at one time.
- Any request for a physical course reserve item must be picked up the same day it is requested.
- All course reserve items are due back the following day by noon.
- Course reserve items must be returned in the outside book drop located next to the Wells Fargo Stage entrance doors.
- Any course reserve item that circulates will be placed in quarantine upon return for a minimum of 24-hours to 72-hours.

To request a physical Course Reserve, please follow the instructions listed below:

- Patrons will call the Circulation Department at (714) 532-7723 to request a course reserve item. Circulation staff will be available in the library Monday – Thursday between 8am and 5pm to process requests.
- Patrons must provide the instructor name, course number, and title of the item to the Circulation staff member in order for us to locate the item.
- Patrons must confirm that they will pick-up the course reserve item the same day it is requested.
- Patrons will be informed that items not picked-up on time will be checked in at the end of the day and put into a minimum 24-hour to 72-hour quarantine.
- Patrons will be informed that when they come to the campus they must follow campus entrance protocols (see Chapman University requirements at <https://cusafelyback.chapman.edu/return-to-campus-process-for-one-time-visits/>; <https://cusafelyback.chapman.edu/return-to-campus-process-for-staff-faculty-and-graduate-research-students/>).
- Patrons will be instructed to call the Circulation Department at (714) 532-7723 to notify staff that they have arrived on campus and are ready to pick-up their requested library items.
- Patrons will be directed to the Wells Fargo entrance doors at the Leatherby Libraries where a Circulation staff member will be waiting.
- Patrons will be instructed that they must show both their University ID and the email confirming that they have been cleared to be on campus. The confirmation email can be displayed on a mobile device or provided in hard copy. Patrons can also display their digital barcode using the MyLibrary! application in place of the University ID. No other form of identification will be accepted.
- Patrons will be instructed that Circulation staff will open the entrance doors so they can retrieve the requested items. Requested items will be left on a cart placed next to the entrance doors. This will allow for proper social distancing and safe pick-up of library items. (Students are reminded that they must leave the campus after picking up their library items).

**Items from the Limited Access Collections including the Huell Howser Archives, the Center for American War Letters Archives, the Frank Mt. Pleasant Library of Special Collections and Archives, and the Sala and Aron Samueli Holocaust Memorial Library are generally prohibited to circulate and will require permission. (Place a Hold feature does not function for these items)**

- Patron emails a list of items containing Titles and Call #'s (or other identifying information) to the Circulation Department email account at [libcirc@chapman.edu](mailto:libcirc@chapman.edu).
- A Circulation staff member will email the requested item(s) to the librarian responsible for the collections to approve the request.
- Once a request is approved or the items have been pulled by Special Collections staff, steps from above will be followed to contact and distribute materials or initiate other arrangements.

**Requesting of physical Interlibrary Loan items will be suspended during the Fall 2020 semester. Interlibrary Loan requests for articles and online documents will continue to be available.**

If you have any questions, please contact the Circulation Department at [libcirc@chapman.edu](mailto:libcirc@chapman.edu) or call (714) 532-7723.

#### **Technology equipment loans from IS&T:**

Technology equipment loan requests from current students, faculty, and staff may be requested through the IS&T Service Desk via email at [servicedesk@chapman.edu](mailto:servicedesk@chapman.edu) with an explanation of need and duration of the loan. Note, given the demand and limited supply, IS&T reserves the right to prioritize the provision of equipment to students, faculty, and staff – in that order.

IS&T staff will receive the request and provide further instructions once the request is approved. IS&T will gather the items from their inventory. Once the items have been retrieved, an email will be sent to the requestor containing the following information:

- Requestor will be informed that Circulation or IS&T staff will be in the building to distribute requested items Monday - Thursday from 8am to 5pm.
- Requestor will be informed that when they come to the campus they must follow campus entrance protocols (see Chapman University requirements at <https://cusafelyback.chapman.edu/return-to-campus-process-for-one-time-visits/>; <https://cusafelyback.chapman.edu/return-to-campus-process-for-staff-faculty-and-graduate-research-students/>).
- Requestor will be instructed to call the Circulation Department at (714) 532-7723 to notify staff that they have arrived on campus and are ready to pick-up their requested equipment.
- Requestor will be directed to the Wells Fargo entrance doors at the Leatherby Libraries where a Circulation or IS&T staff member will be waiting.

- Requestor will be instructed that they must show both their University ID and the email confirming that they have been cleared to be on campus. The confirmation email can be displayed on a mobile device or provided in hard copy. Patrons can also display their digital barcode using the MyLibrary! application in place of the University ID. No other form of identification will be accepted.
- Requestor will be instructed that Circulation or IS&T staff will open the entrance doors so they can retrieve the requested items. Requested items will be left on a cart placed next to the entrance doors. This will allow for proper social distancing and safe pick-up of technology items. (Students are reminded that they must leave the campus after picking up their equipment).