

University Libraries Curbside Delivery Services: Overview

On July 1 (Wednesday) the Libraries will begin a “curbside delivery service” for items from the print collection to campus faculty and students. This document describes various aspects and details of how the service will work as well as selected limitations and exceptions.

Overview:

- Patrons will click on the **Get It For Me** (GIFM) button in the online catalog after finding an item of interest. The GIFM button will not appear if the Libraries’ print copy is recorded as checked out.
- The service will be available only to A&M faculty, staff, and currently enrolled students.
- Patrons will receive a notification by email from GIFM for one of these options:
 - The item is available electronically and will be provided with link
 - The request is being processed and they will be contacted when items are ready for pickup
 - The requested item is not available (not on shelf).
- Once the item is processed/ready for pick-up, patrons will receive notification that item is ready and be provided with pick-up hours and phone number to call when they arrive at the library pickup location. This mirrors the Libraries’ current practice for curbside returning of materials to patrons (already in operation).
- After 10 days if item is not picked up, it will be returned to shelf
- Contactless pick-up will be available Monday-Friday during posted website hours at the following times and locations (hours may vary due to staffing capacity):

Library Location	Hours of Operation (Monday to Friday)
Evans Library: concourse	8am to noon; 1pm to 5pm
MSL: outside front entrance	8am to noon; 1pm to 5pm
BLCC: outside front entrance	2pm to 5pm

Limitations:

- PSEL books will not be available as the Annenberg building is closed (but note that the print collection at PSEL is modest in size).
- The Libraries will not circulate a print item if an electronic format of the book is available at [HathiTrust](#) under its [emergency temporary access service program](#). For as long as the A&M Libraries does not provide access to our print copies for a digital copy present in HathiTrust, the temporary access program remains active and available for all campus users. We know that many users prefer print for monographs but we believe that the benefits of access to the electronic copies of our books in the HathiTrust corpus for all campus users, regardless of location, outweigh the temporary limitations of an electronic

copy. This approach will also limit the requests for print and help the Libraries manage the service as it ramps up.

- Initiation of requests from other libraries via ILL will not be available. The ILL networks show that very few libraries are actively lending worldwide and those that are active tend to be smaller academic libraries, not large research libraries of the type that typically fill our requests. When it appears that sufficient ILL departments have returned to operation, we will restart ILL service. The libraries of GWLA are key partners for A&M Libraries so we will monitor the operational status of those libraries in particular.
- The Libraries will not provide campus office delivery at this time. This is due to the fact that many campus offices remain closed and are not receiving or processing mail.

Notes:

- If the requestor informs the Libraries that they are unable to pick up item curbside (they are in quarantine) the Libraries will mail requested items.
- If the requestor is a Distance Education student, the Libraries will mail requested items.
- The Libraries will establish a limit on how many items can be requested at one time (TBD).

Scanning Services:

In addition to curbside delivery, GIFM requests for scanned items resumed the week of 6/22/20. Typically, scanning requests are for partial elements of print books and most often come up in a request for one or two essays in a book of essays.

Requestors can submit requests for book chapters and articles by logging into their GIFM account, selecting the appropriate option from the menu (e.g., article request) and completing the form. If available, a PDF will be delivered to the requestor.

Note: these plans are subject to change and the possibility of more restrictive rules for shelter in place and other restrictions in the state or Brazos County as may be mandated by local government and public health authorities.