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Subject: Weekly Update #27: Challenging Situations, Fulfillment, Vaccinations, and Remote Work Survey
Date: Tuesday, February 16, 2021 4:59:51 PM

Colleagues:

Some important things to share today.

Challenging Situations

This is a really challenging time for all of us and our patrons, and unfortunately, the current environment with all the changes in policies and procedures lends itself to frustration on the part of many. In addition to reminding everyone to exercise patience as much as possible under these trying circumstances, we wanted to take this opportunity to remind everyone that no one should feel alone in trying to navigate uncomfortable situations with patrons or colleagues. We also would encourage everyone to loop in their unit head when these situations arise. The AULs and directors are also available to help mediate situations as necessary, and Library Human Resources (BHRSC) is always ready to lend a hand as well.

If you are working with a patron in person or on the phone, a quick option to give yourself time to step away and request support would be to let the patron know: "There may be an alternative solution I am not aware of, but would like to ask (PERSON) to provide assistance to ensure we've considered all options for meeting your needs." In many cases these days the simplest solution is to simply pause before responding to an email and ask for assistance if necessary. Please also note that we do have a policy regarding patron conduct that can be found at

https://www.library.illinois.edu/geninfo/policies/patron_conduct/.

Taking the time to consult others serves a number of purposes: it provides support to individuals who shouldn't have to navigate difficult situations alone, it provides an opportunity to get a second opinion with possible additional solutions to the underlying issue(s), and it allows everyone involved to understand that issues and concerns are taken seriously. In other words, please don't hesitate to reach out if you need any assistance.

Fulfillment

Just a reminder that if a patron is asking for online access to a title that is a course-assigned textbook, we should generally neither acquire the ebook nor scan the text. The text is available for student acquisition through the Illini Union Bookstore (IUB). A new list of the titles available for the Spring semester through Redshelf and IUB is available at G:\Collections Info\COVID-Fulfillment\RedShelf Spring 2021. There may be some instances where an exception to purchase the ebook may be appropriate, but please note we should not scan entire works if the title is already available online.

Vaccinations

As implied in [last week's message from Chancellor Jones](#), CUPHD is no longer requesting lists of eligible employees from the University and will no longer be directly contacting individuals who meet one of the CDC vaccination group criteria. Instead, general announcements from the CUPHD will be issued, and people will be asked to self-identify and signup as each group is announced.

Remote Work Survey

We encourage you to take the Remote Work Survey from Illinois Human Resources (IHR). Survey answers will be used to help shape policies and guidelines for onsite and remote work options, once the pandemic is over. Please see the [Feb 15 email](#) for more information.

Best,

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