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**To:** [libnews-l@listserv.illinois.edu](mailto:libnews-l@listserv.illinois.edu)  
**Subject:** COVID-19: Circulation and Billing Information  
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**Attachments:** [image001.png](#)

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Hello everyone,

We know there are a lot of questions about circulation services, so we want to convey the following information:

- At this time, ILDS is still running, so we will still be sending items through I-Share.
- Departmental libraries will be responsible for keeping up with their callslip requests. These items will be routed through Library shipping at least through Friday, March 20.
- Departmental libraries are no longer options for pickup locations with the exception of SSHEL, Main Library, and Campus Mail.
- At this time, items on the hold shelves at departmental libraries will remain on hold there for patron pickup. Departmental library staff will be responsible for ongoing hold shelf maintenance.
- The Library Billing Office will be staffed during our normal hours (8:30a-12p, 1p-4p) Monday-Friday. Though the doors will be closed, library staff will be available to answer billing inquiries via phone (217-333-8288) or email ([libbill@library.illinois.edu](mailto:libbill@library.illinois.edu)).

We will continue to update you as more information becomes available to us. Please let us know what questions you have.

Thank you,

Janelle

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