

**From:** [Murphy, Heather](#)  
**To:** ["LIBNEWS-L@LISTSERV.ILLINOIS.EDU" \(LIBNEWS-L@LISTSERV.ILLINOIS.EDU\)](mailto:LIBNEWS-L@LISTSERV.ILLINOIS.EDU)  
**Subject:** Messaging re: Library Opening/Study Spaces and Services Available/Collections Accessible  
**Date:** Monday, June 29, 2020 2:04:57 PM  
**Attachments:** [image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)

---

The following is messaging tailored to our users which will be added to the [Library's COVID-19 page](#) and pushed out via the Library's social media accounts today.

~~~

We miss you too! We are working to open as quickly and safely as possible. As soon as we have a reopening date, we'll let you know.

### **When will the University Library be open?**

The Library will not return to full service until the state of Illinois has reached [Phase 5](#). During [Phase 4](#), the Library will only be open to those with in-person appointments (see below). We are still providing many services in new and innovative ways and recommend you visit our [COVID-19 web page](#) for a comprehensive list of those options.

### **When will library buildings have study spaces available?**

While the threat of the pandemic persists, the Library will not be able to provide general study or collaboration space for students and faculty.

However, now that the state of Illinois has moved into Phase 4, the Library is investigating options to offer limited, individual study spaces in the Grainger Engineering Library Information Center and the Undergraduate Library. More information will be forthcoming as known.

### **How will the Library provide reference and research services?**

While the state of Illinois is in Phase 4, reference and consultation services will foreground remote services offered through chat, email, phone, and other delivery methods. In-person appointments will be utilized in situations where remote access is insufficient, for example, when providing research support requires access to physical reference materials or equipment, such as microfilm readers. All in-person appointments will observe CDC social distancing guidelines and PPE requirements, include clean-up of spaces after consultations, and be conducted in accordance with space capacity restrictions.

Appointment access is prioritized for University of Illinois students, faculty and staff. Access to the community will be available with prior approval for research needs which meet the Library's requirements as a federal depository library, and with limited other exceptions.

### **How will the Library provide access to its collections?**

Library staff will attempt to fulfill any requests for materials with an online version and notify the patron with a link to the requested material. If no electronic version is available, the patron will be notified if the print material is available and ready for pickup at the location chosen when the

request was made; this is currently the [Main Library](#) or [Grainger Engineering Library Information Center](#).

In Phase 4, the Library will focus on digitizing both circulating and special collections materials to support instruction and research, including patron requests. When providing research support requires access to physical reference materials or equipment, such as microfilm readers, in-person appointments will be utilized. Appointments must be booked in advance; there will be no walk-up services.

The Library will not return to full service until the state of Illinois has reached Phase 5.

~~~

**HEATHER MURPHY**

*Chief Communications Officer*

University Library | University of Illinois at Urbana-Champaign

435 Library | 1408 W. Gregory Drive | M/C 522

Urbana, IL 61801

217.333.3758 | [hmurphy@illinois.edu](mailto:hmurphy@illinois.edu)

[www.library.illinois.edu](http://www.library.illinois.edu)



*Under the Illinois Freedom of Information Act any written communication to or from university employees regarding university business is a public record and may be subject to public disclosure.*