



March 27, 2020

Memo: University Libraries' Online Support for Faculty and Students

Dear colleagues,

As you continue with your teaching and scholarship online, University Libraries is here for you!

During this time of global pandemic, we believe the best service we can provide comes remotely. **Our services remain largely the same, though distanced.** We offer robust virtual services and collections. We continue to look for ways to increase our support of students' learning and your asynchronous teaching needs.

Consider our [website](#) a branch library. Our online synchronous hours are updated online. Get up to date information and help, including:

- University Libraries' faculty and staff are [available via chat and email](#) to help with your research during [virtual hours](#). We've increased our chat staffing to ensure students are receiving the quickest answers possible.
 - Remote questions can be submitted numerous ways:
 - [Chat with Us](#)
 - Text: 616-818-0219
 - Email: library@gvsu.edu
 - 24/7 self-help available via our [online Knowledge Bank](#)
- The [Knowledge Market](#) remains open with [virtual services](#). These services still allow for peer-to-peer learning via Google Meet. 24/7 help is available through the [Online Resource Market](#).
- **No late fines** will accumulate during this time for checked out materials. In fact, materials were renewed until the end of the summer term.
- Liaison librarians have **experience with asynchronous information literacy instruction**. We have experience creating videos that can be watched at point-of-need and can be embedded in BlackBoard classes for discussion forum conversations. **Liaison Librarians welcome invitations to [collaborate on synchronous and asynchronous approaches](#).**
 - We have an existing [library of videos](#) and can create more customized to your needs.

Annie Bélanger, Dean of University Libraries

Library Administration, 430 Mary Idema Pew Library Learning and Information Commons
Grand Valley State University
1 Campus Drive, Allendale, MI 49401
616-331-2621 www.gvsu.edu/library

- **Librarians** continue to provide research consultations through Google Meet, and provide guidance in identifying and using library collections and services.
- Our electronic collections remain available to support your teaching and research, including nearly one million e-books, [10s of 1000s of e-journals](#) and hundreds of [article databases](#). We have online [subject guides and course pages](#) to help focus your search.
 - You can access any of these information resources by **logging in with your GVSU username and password (No VPN required!)**.
- [Millions of articles are available through our library search](#) or by [browsing research databases](#). If we don't have the article you need, we will try to get it from another library through our [Document Delivery](#) service.
- If the move to remote teaching requires us to purchase more online resources, you can [request a purchase](#) and we'll do our best to meet your needs quickly. We can help you better understand [fair use and copyright](#) as you move materials online.
- Our social media presence on [Twitter](#) and [Instagram](#) keep students and faculty up-to-date on the latest information and creates a sense of community and place in a virtual environment.

We are here for you and your students in this difficult time! We pride ourselves on our user-first approach and continue working to serve our campus community to the best of our ability. We understand that the lack of access to our spaces and print materials is causing some disruptions and are open to collaborating on innovative approaches to mitigate any frustrations.

Stay safe and healthy,



Dean Bélanger

On behalf of all your Libraries Faculty and Staff colleagues

Annie Bélanger, Dean of University Libraries

Library Administration, 430 Mary Idema Pew Library Learning and Information Commons
Grand Valley State University
1 Campus Drive, Allendale, MI 49401
616-331-2621 www.gvsu.edu/library