Some services for students are still available within the Holland Centennial Commons.

**Computers**
The 2nd floor computers are available for students who do not have computer or internet access at home.

**Books & A/V**
Students are requesting physical books and A/V materials retrieved by a staff member on duty. Curbside pickup is available.

**Laptops**
Over 60 laptops were provided for checkout in collaboration with CSET. Service was up within 48 hours of receiving the first laptop.

**Averaging 26 items per day.**

**40 laptops circulated**
Virtual Services & Resources

All of these services and resources were offered virtually before the COVID-19 response.

- **35 virtual research appts**
  - Virtual appointments available with 6 librarians for research assistance.

- **Avg 59-74 tutoring appts per week**
  - Virtual tutoring from the Academic Performance Center & Writing Center are available. Though total appointments are down, virtual appointments have increased 93% across both centers.

- **20 questions answered**
  - Virtual reference help available 8am-10pm M-F, 10am-10pm Sat-Sun.

- **135 Inter-Library Loans fulfilled**
  - Interlibrary Loan is fulfilling digital requests for items a student needs if we don't have a holding for them. Request numbers are from March 1–April 16.

- **203 databases available 24/7**
  - Databases continue to be heavily used. For example, searches in Academic Search Ultimate remained relatively constant (22,559 in March 2019 and 21,145 in March 2020).

- **ebook use increased 30%**
  - 190,245 ebooks are available for access. Use has increased 30% across our major EBSCO and Proquest platforms from March 2019 to March 2020.
Digital Resources Created

Resources were created to help support students and faculty use of the Library & Learning Services

Video Tutorials

Video guides were created to help supplement online learning for students as well as faculty

- Accessing online resources through the library web page
- Searching in Academic Search Ultimate
- How to request items from Interlibrary Loan

LibGuide

A new library guide was created on topics of

- Public domain and fair use
- OER resources
- How to integrate articles from the DSU Library into Canvas

Many guides already exist for programs, classes, and subject areas.
Additional Student Support

Library & Learning Services staff are also assisting students in other ways with their academic needs.

95 oral histories were sent to 21 students for class assignments from Special Collections & Archives

50 students are utilizing instructional videos for an Abstracted Bibliography assignment in Life Sciences.