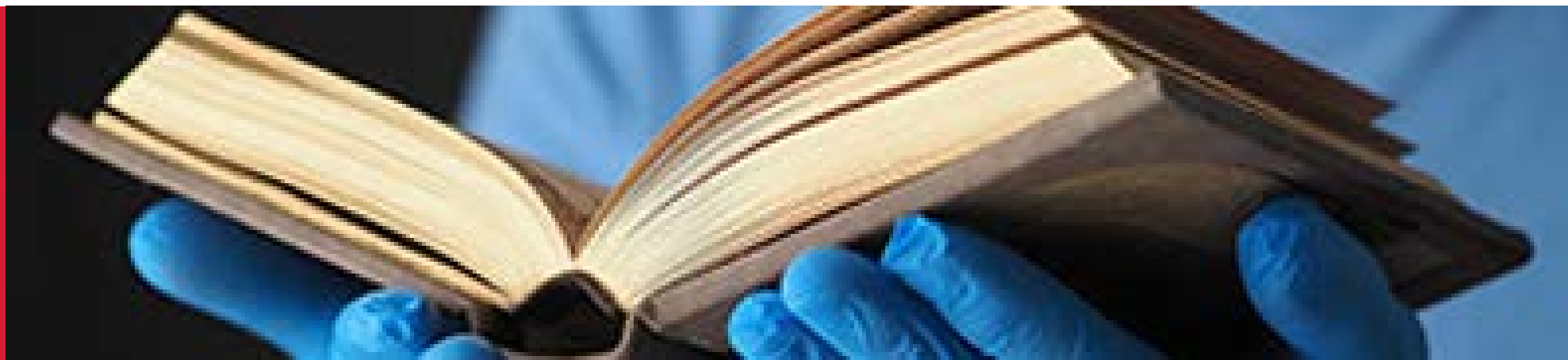




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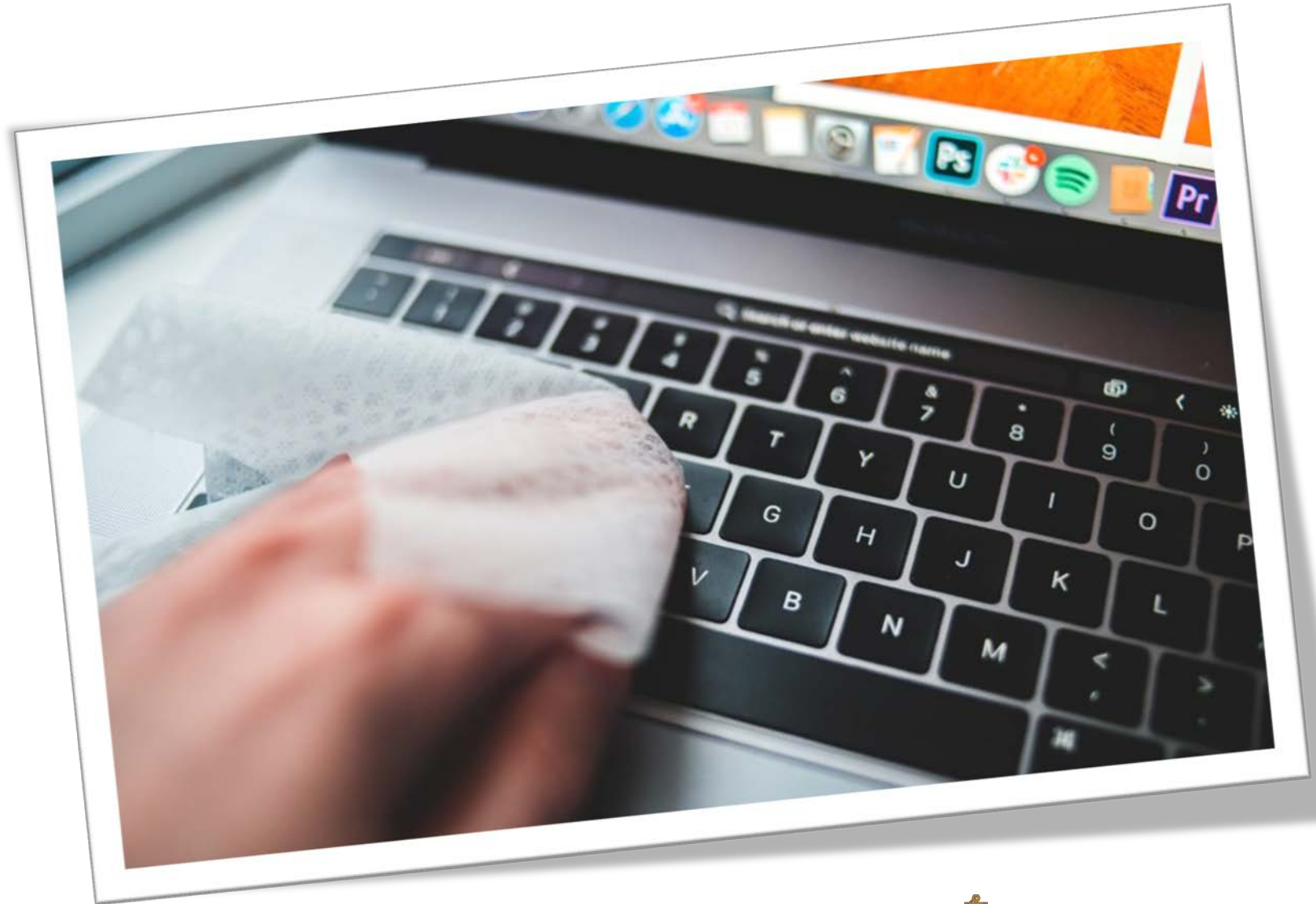
COVID-19 and Inter-lending Services: Challenges and opportunities

Maria Mtsweni

17 August 2021

Introduction

"Be fast, have no regrets... If you need to be right before you move, you will never win", said Mike Ryan, epidemiologist at WHO, in March 2020



Overview

- Challenges
- How we addressed these challenges
- Achievements
- The way forward...



Challenges experienced in 2020

- Staff wellness
- Access to physical buildings
- IT, tools and access (data)
- Need for information resources
 - Textbooks
 - Print material
 - eBook models
- Budget



How did we address these challenges?

- Daily check-ins, webinars
- Health and safety
- Virtual services
- Online information resources
- Other services:
 - Book pick-up service
 - Book drops to return material
 - Digitization



ILL services

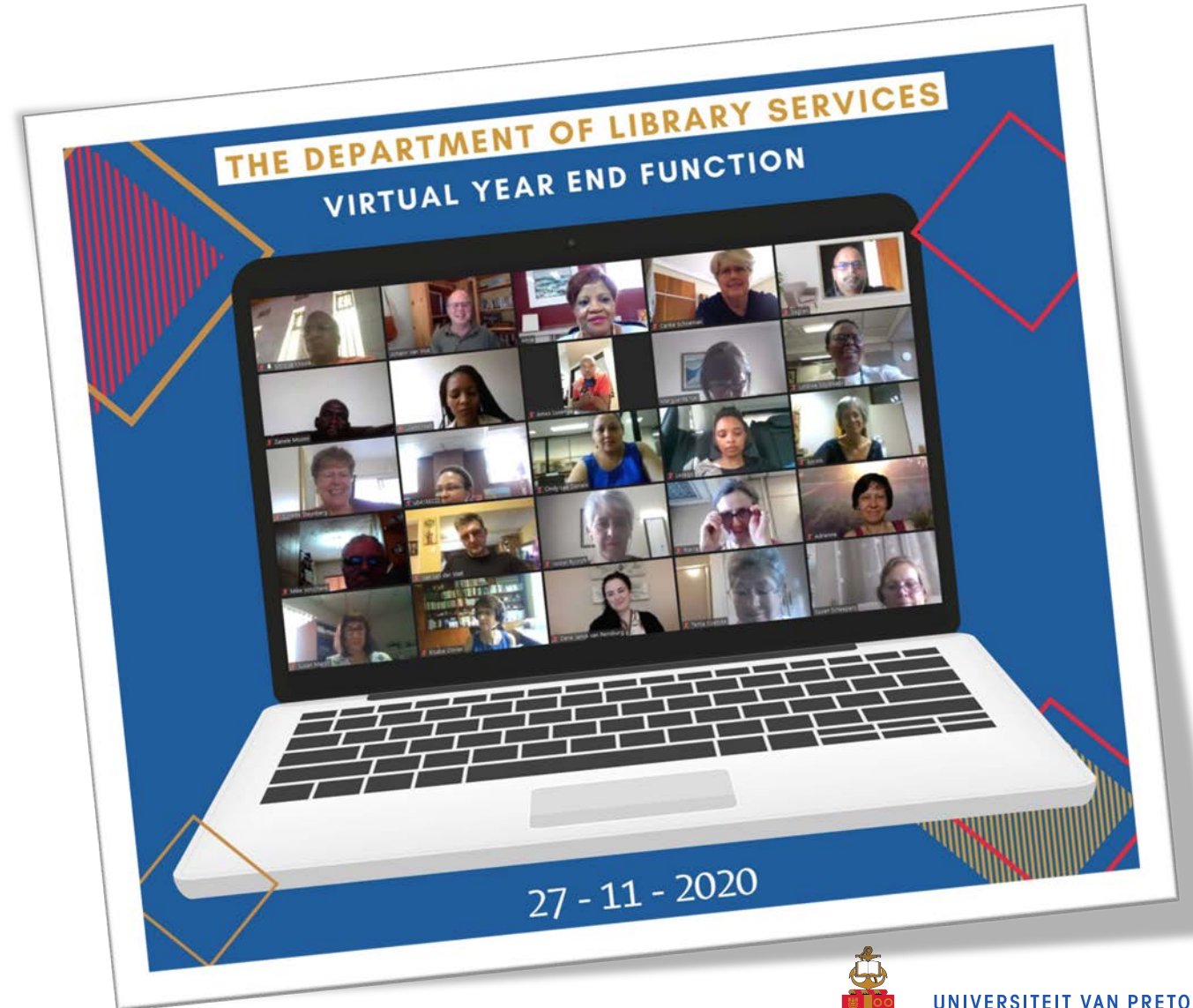


- Challenges with print material
- Electronic material
- Other challenges



Achievements

- 2020 Year end function organised and presented by the ILL team
- Express Digital Delivery Program



The way forward...



Thank You



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