

## Office of the University Librarian

March 27, 2020

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Dear Faculty and Students,

All of us at Yale University Library are working to support your transition to online classes and remote research. I hope the following information may be helpful:

### **Online access to textbooks and e-resources**

Securing online access to textbooks is a challenge because most publishers do not license e-books to academic libraries for fear of losing revenue from individual purchases. However, in response to the pandemic, some publishers are granting direct, free access to e-books and other licensed materials for various time periods. We have created a [guide to temporarily-free publishers' resources](#) that may be of particular interest to the Yale community; it includes access to textbooks, streaming video, and many other e-resources.

Where known, the library's guide summarizes the limitations on these free-access offers, such as maximum number of titles, time limits, and other factors. We are updating the guide as we receive new information. However, if there are publishers of particular interest to you, you may wish to check their websites for more immediate updates. *Please note: The guide is for information only; Yale Library does not have the ability to set or influence the terms and conditions of these free-access offers.*

Yale Library licenses a wealth of digital content; wherever possible, we strongly recommend accessing materials through the library website — even if they appear on free access lists — to avoid limitations and conditions on the free resources. As always, when you access non-library resources, we encourage you to take note of all terms and conditions, as well as policies on privacy and use of personal information.

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### **Yale Library resources online**

Through the library's website, you have access to e-books, databases, and other electronic resources. If you require for your studies access to an online book or other resource that we do not appear to have, please submit a [purchase request](#) and we will try to obtain it as an e-resource.

To use library resources from off campus, you will need to [download and install Yale's VPN software](#). For security reasons, you will need to authenticate your sign-in with [Duo Multifactor Authentication \(MFA\)](#). This [video tutorial](#) may be useful when signing in for the first time.

Following are some tips for finding and accessing the library's e-resources:

- We have access to more than a billion items (journal articles, newspaper and magazine articles, citations, abstracts, ebook chapters, and reference works) through [Articles+](#). Remove the "Scholarly & Peer Review" and "Journal Article" limits to see the fullest results set.
- We have over two million e-books. The best place to look for those is in [Books+](#).
- We have access to over 250,000 unique online journals, which can be found in [Books+](#) or in the [Journal AZ list](#).
- We have more than 1,000 unique databases, which include e-books, journals, archival materials, and streaming media from across academic disciplines. These are discoverable through the [Quicksearch database list](#).

### **Librarian assistance**

Our librarians are available to conduct virtual research consultations by phone or Zoom, help you identify and access online resources, or provide virtual library instruction. Please reach out to [your department's liaison librarian](#) for assistance. If you are a first- or second-year undergraduate, contact [your personal librarian](#).

We are offering a robust schedule of [librarian-led online workshops](#) and instruction sessions, from [drop-in consultations](#) with the Statistical Support team to [GIS support](#) and [digital humanities services](#).

At any time, you may also direct any library-related question to [askyalelibrary@yale.edu](mailto:askyalelibrary@yale.edu). For your convenience, we have doubled [Ask Yale Library](#) live-chat hours and added a pop-up chat box to the library's home page.

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### Returning physical library materials

If possible, please hold on to any library items you have, including BorrowDirect and ILL, until the library buildings reopen. Any fines or late fees will be waived. Please don't mail materials back to us at this time. All due dates for library materials will be extended, including materials checked out to graduating seniors, to September 15, 2020.

If for some reason, you *must* return physical materials, please use the bookdrops at Sterling Library or Bass Library. All other bookdrops are locked. We will not process returns until library buildings reopen, so you will not see any returns on your library records until then.

### Keeping in touch

We invite you to monitor the [COVID-19 updates](#) on the library's website and follow [@yalelibrary on Twitter](#) for library-related announcements and updates. Again, please use your contacts with individual librarians or [Ask Yale Library](#) to share questions or suggestions on your library experience.

My colleagues and I wish you well in these trying times, and we thank you for your patience as we strive to support your academic work.

Sincerely,



Susan Gibbons  
Stephen F. Gates '68 University Librarian  
Vice Provost for Collections & Scholarly Communication

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Yale

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