



July 6, 2020

Dear Members of the University Community,

**The University is sending regular updates once per week on Mondays.** Other notices will be sent by the President, other members of Cabinet or members of the University community when necessary.

**Get Up-to-date Information at [www.scranton.edu/covid-19](http://www.scranton.edu/covid-19).**

#### **Key Information to Expect and Recent Communications**

- Jeff Gingerich, Ph.D., Provost/Senior Vice President for Academic Affairs, will be sending information and a survey link to faculty early this week regarding **fall semester instruction**.
- Scott R. Pilarz, S.J., President, will be writing to the University community later this week with additional information about the **University's plans for on-campus instruction** beginning August 17.

#### **Updates**

- **The Weinberg Library has begun lending physical books and media** from the Library's collection to the University community. Please use the "place a hold" button in the catalog to request your items. You will receive an email when materials are available for "curbside" pick-up in the library lobby. The lobby will be open Monday-Thursday, 8 a.m. to 7 p.m., and Friday, 8 a.m to 4:30 p.m. Other than the lobby, the Library building will remain closed to the community, including University faculty, students, and staff, so that library employees can safely process materials. We will announce when the library building will reopen to the University community at a later date. To return library materials, please use the book drop in the lobby. For questions about holds, please call 570-941-7524 or email [circulation@scranton.edu](mailto:circulation@scranton.edu). Although the Library building remains closed, remote services, including assistance from Librarians, are still available. Please see the [library webpage](#) for additional details.

- **The Technology Support Center (TSC) Zoom Update:** starting July 19th, Zoom will require that all meetings have a Passcode or a Waiting Room enabled for all paid accounts to provide additional security measures. Previously scheduled Zoom meetings will appear with a waiting room if a Passcode was not originally used. For more information concerning this change, please review the Zoom FAQs at <https://support.zoom.us/hc/en-us/articles/360045009111>.
- **The Technology Support Center (TSC) will continue to assist our community remotely** until August. We plan to resume our on-campus operations on Monday, August 3. The TSC is planning its reopening by reviewing and creating improved processes that will enable us to safely provide our in-person services.
- The TSC hours of operation are:
  - Monday through Thursday, 8 a.m. to 7 p.m.
  - Friday: 8 a.m. to 5 p.m.
  - Saturday and Sunday: 12 p.m. to 6 p.m.
- Contact the TSC at:
  - Phone: (570) 941-4357. When leaving a phone message, make sure to leave your name, phone number and a description of your problem, so that our team may assist you.
  - Email: [techsupport@scranton.edu](mailto:techsupport@scranton.edu)
  - Enter a ticket in Royal IT Support (authentication required)

**You should expect your next regular update on Monday, July 13.**

Sincerely,

Robert W. Davis Jr., Ed.D.  
Vice President for Student Life

Jeff Gingerich, Ph.D.  
Provost/Senior Vice President for Academic Affairs

Patricia Tetreault  
Vice President for Human Resources