The Lending Cupboard at UNCG University Libraries: A Pilot Project

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Background
- UNCG has robust study abroad and exchange programs
- An international student on a tour asked if UNCG had a Lending Cupboard (we did not)
- A small group of interested library employees decided to apply for a Bright Ideas grant from the State Library of NC
- We received the grant, did our research (thanks to our colleagues at Clarkson University) and went shopping
- Piloted the Lending Cupboard in Spring 2023 because there were fewer new exchange students and we could get a sense of what the most popular items were

Student Success
- Exchange students often have to make one-time purchases of household items they cannot take home
- Other financial burdens include lack of transportation to buy necessary household items, limited work opportunities, and high exchange rates
- UNCG Libraries used their connection with the International Programs Center (IPC)
- Student Success Librarian worked with the Assistant Director of Study Abroad and Exchanges to brainstorm ideas for the Lending Cupboard
- IPC formerly hosted an exchange Pop Up Shop but found it unsustainable due to lack of space, so the Lending Cupboard offered a solution

Future Directions
- The Lending Cupboard has proven to be a significant success:
  - As of September 2023, 69.5% of 141 items are checked out
  - We will continue to monitor usage to determine specific demands and circulation trends
  - Future plans include developing and conducting formal assessment, as well as exploring expansion opportunities
  - Visit the link or use the QR code below for more details on the Lending Cupboard project

Logistics

Check Out/In Workflow
- Lending Cupboard Form
- Scan item barcode
- Select Check Out or In Action
- Complete Borrower Information
- MS Power Automate
- Form Submission Trigger
- Map Response
- Update Inventory App and Public Availability
- Spreadsheets
- Notify on Failure

The International Programs Center (IPC) tells students when the Lending Cupboard will be open. Students register to use the service online. When they’re ready, they come to the reference desk in the library. We created our own check out and check in systems using Microsoft 365.

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uncg.libguides.com/lendingcupboard