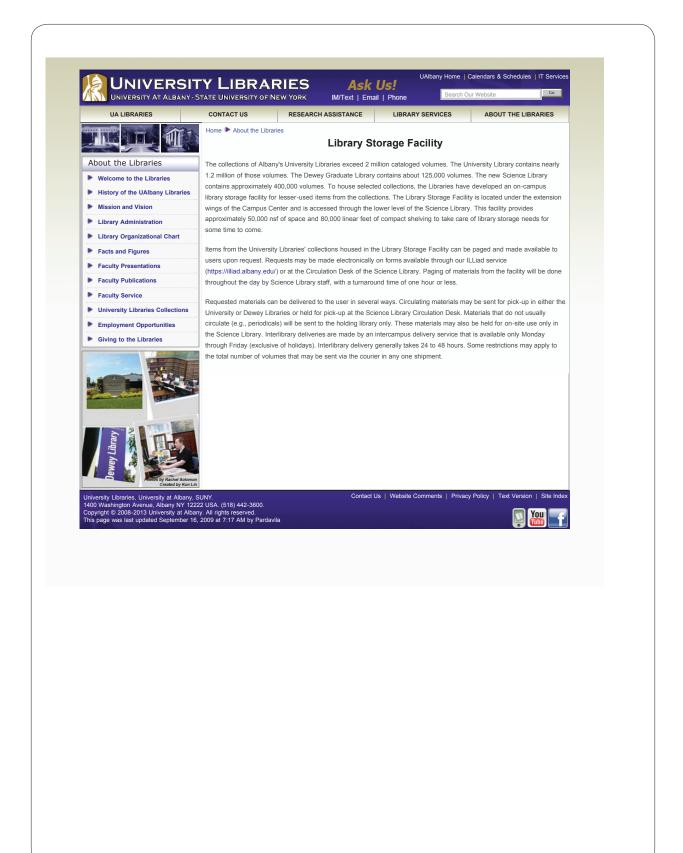
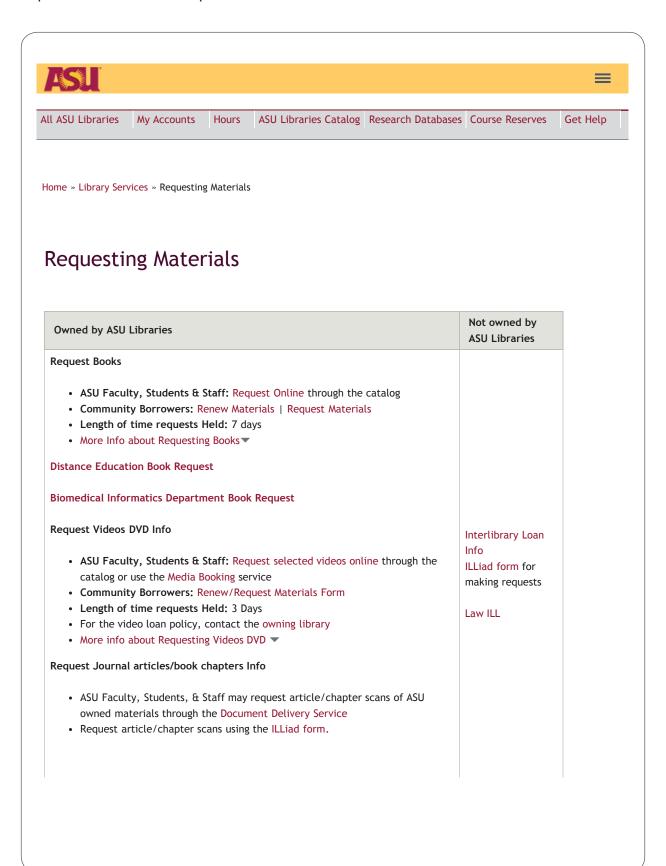
Material Retrieval Request Procedures



ARIZONA STATE UNIVERSITY

Requesting Materials

https://lib.asu.edu/services/request



ARIZONA STATE UNIVERSITY

Requesting Materials

https://lib.asu.edu/services/request

Books owned by ASU Libraries

Items with shelf status

- The ASU Libraries provide a book pull service from eligible collections for current ASU affiliates.
- The service is available Monday through Friday.
- Placing a hold does not prevent another patronfrom retrieving the item and checking it out.
- The majority of items are available for pickup at the Circulation Desk within 3 workingdays.
- Tempe campus students are limited to five perday from collections located on the Tempe campus.
- Excluded collections: journals,non-circulating material, media material (e.g. videos), and reserve items.
- This service is not available to CommunityBorrowers.

Items that are checked out

- Most items from the general stacks collection with a status of "Due mm/dd/yyyy" may be recalled.
- An item recalled from the current borrower could take up to 15 days to receive.
- · Not all checked out items qualify for recall.
- For the complete recall policy, see Recall Policy information.

Items located in the High Density Collection:

- Use the 'request' button to have items delivered to a campus library for pickup and use. An email will be generated when the item is ready for pickup.
- For items without a 'request' button available, use ILLiad to have volumes delivered to a campus library for pickup and use.
- Non-ASU affiliates may use the online request page OR phone (480) 965-3605 for assistance.
- For articles or book chapters, ASU affiliates should place requests through ILLiad for desktop document delivery

Videos/DVDs owned by ASU Libraries

Videos eligible for requesting

- · Videos currently checked out
- Videos with a "SHELF" status on a different campus (Downtown, Polytechnic, Tempe, West) than the requested campus for pickup.
- ASU faculty, students and staff who need a video or DVD on a specific date in the future should use Media Booking.

Restrictions on video requests

- Videos with a "SHELF" status at the Tempe campus location for pickup at the Tempe campus may not be requested
 online.
- · Media Bookings will take precedence over other requests and may delay fulfilling requests made online.

ARIZONA STATE UNIVERSITY

Requesting Materials

https://lib.asu.edu/services/request

How to request materials owned by ASU Libraries:

- Enter the Online Catalog and conduct your search: http://library.lib.asu.edu/.
- Click on the entry you wish to request.
- Find and display the complete record for the title.
- Click the Request button which is displayed at the top and bottom of your screen.
- Choose a library pick-up location from the drop-down menu and click the

 Submit button.
- If there are multiple entries for a single title, mark the one you want and click "REQUEST SELECTED ITEM".
 - The message "Your request for [TITLE] was successful." verifies that your request was sent.
- The book you request will be pulled from the shelf and taken to the Circulation Desk of the Library you selected.

Note: The _____ button will not display if the item cannot currently be requested. Check with the Circulation Desk for additional information on these items.

How will I be notified?

- By e-mail if your library record includes your e-mail address.
- By campus mail if your library record does not include your e-mail address and you work for ASU.
- · By US mail if you library record does not include your e-mail address and you do not work for ASU.
- Online: Track status of requested item. Items that have arrived will have a status of "Ready. Must pickup by mm/dd/yyyy".
- Items that are not picked up by the date noted are returned to the shelves of the owning library.



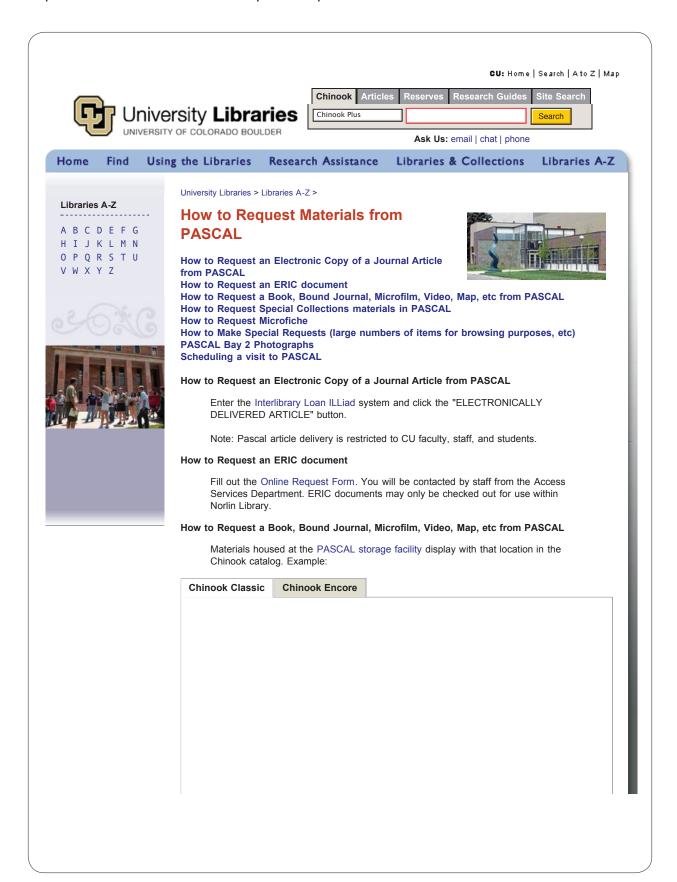
- About the Libraries
- ▶ Articles
- ▶ Books, CDs & DVDs
- Specialized Collections
- ▼ Services
 - ► Course Reserves
 - Disability Services

0

UNIVERSITY OF COLORADO AT BOULDER

How to Request Materials from PASCAL

http://ucblibraries.colorado.edu/about/pascal_request.htm



UNIVERSITY OF COLORADO AT BOULDER

How to Request Materials from PASCAL

http://ucblibraries.colorado.edu/about/pascal_request.htm



You may place a request in one of three ways:

1. Once you have found a PASCAL item in the Chinook catalog, click the REQUEST IT! button at the top of the page. If there is only one volume you will be asked for your IdentiKey and password (or name, ID, and PIN code).

If there is more than one volume, you will be asked to authenticate, then a screen listing the multiple volumes will appear. Select the radio button for the volume desired. Unfortunately only one volume may be requested at a time. However, if you are logged into My Chinook you do not have to reauthenticate for each request. Multiple volumes may also be requested by contacting Circulation staff at 492-7477 or norcirc@colorado.edu.

If you are successful in placing the hold a confirmation message will appear.

If you are unsuccessful, you will be asked to contact a librarian and should try one of the following two request methods:

- 2. Email the Access Services Department at norcirc@colorado.edu. Please include your name and ID number, and call number information (including specific volume information, if applicable) for the item you want to request.
- **3.** Call the Access Services Department at 303-492-7477 and place your request over the phone.

Requests from PASCAL are usually delivered the next business day, and come to the main library circulation desk at Norlin. You should receive an email advising you that the material has arrived. You can also check to see if you have any items on the "hold shelf" by checking your own library account (My Chinook). PASCAL

UNIVERSITY OF COLORADO AT BOULDER

How to Request Materials from PASCAL

http://ucblibraries.colorado.edu/about/pascal_request.htm

requests are kept on our hold shelf for 10 days. If the material hasn't been picked up in ten days, it is returned to the storage facility.

Materials from PASCAL generally follow the same checkout rules as materials housed in libraries on campus. If you can check out a book from Norlin for 28 days, a PASCAL book will also check out to you for 28 days. Bound journals circulate for 7 days to most patrons.

How to Request Special Collections materials in PASCAL

Special Collections materials in PASCAL are requestable through the Chinook catalog, as described above. However, these materials may only be used in the Special Collections department under staff supervision. You will be contacted by staff from Special Collections to make an appointment.

How to Request Microfiche

Microfiche housed at PASCAL may be requested directly in Chinook, the online catalog. When you find an item you would like to order, simply click the REQUEST IT! Button and the fiche will be delivered to the main Circulation desk in Norlin the next business day. You should receive an email letting you know that the fiche has arrived.

Example record: http://libraries.colorado.edu/record=b3651508

If there is no **REQUEST IT!** button, look for a link to a Microfiche Request From displayed in the record.

Example record: http://libraries.colorado.edu/record=b1055687

Again, the fiche will be delivered to the main Circulation desk in Norlin the next Business day. You should receive an email letting you know that > the fiche has arrived

How to Make Special Requests (large numbers of items for browsing purposes, etc)

Please contact the Head of Access Services, or the Manager for Circulation and Media Services, at 303-492-7477 to make arrangements for any special PASCAL access needs you may have.

PASCAL Bay 2 Photographs

Michael Kelty, Photographer

- 1. Overhead view looking toward exit
- 2. Overhead view looking down
- 3. Ground view showing workman and equipment

Scheduling a visit to PASCAL

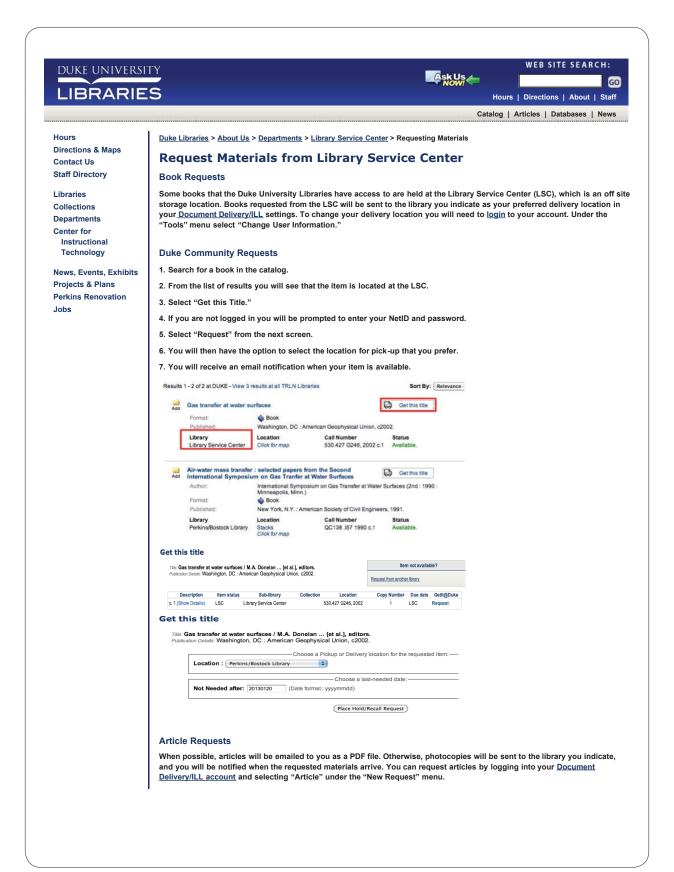
If you would like to visit the University of Colorado's off-site storage facility at PASCAL, please call the PASCAL Manager at 303-724-1114 or 1115 to schedule a time. There is a reading room available at PASCAL and materials may be checked out directly from PASCAL, if you have your UCB identification card. Please note, however, that materials stored at PASCAL cannot be browsed as they are stored by size, not subject classification.

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Contact University Libraries: email | chat | phone
University Libraries: email | chat | phone
University Colorado, Boulder, CO 80309-0184
Libraries Information 303-492-8705 | Research Assistance 303-492-7521

DUKE UNIVERSITY

Request Materials from Library Service Center http://library.duke.edu/about/depts/lsc/request/



DUKE UNIVERSITY

Request Materials from Library Service Center http://library.duke.edu/about/depts/lsc/request/

Rubenstein Library Requests

 $Some \ materials \ held \ by \ the \underline{\textit{David M. Rubenstein Rare Book \& Manuscript Library}} \ are \ located \ in \ the \ Library \ Service \ Center.$ These materials must be requested through the <u>Rubenstein Library online request system</u>. Select the box or volume you wish to request. If you want to request multiple items, you must request each one individually. They will be retrieved from the Library Service Center and delivered to the Rubenstein Library for use at that location.

University Archives Requests

Materials in the University Archives that are located in the Library Service Center are requested by the same process as for Rubenstein Library items.

Guests

If you do not have a NetID or Duke Library card, please use the <u>Guest Request Form</u>. You may not check out materials, but you may use them at the LSC or in one of the campus libraries.



Alumni Portal | Divinity School Library | Ford Library | Goodson Law Library | Library Service Center | Lilly Library | Marine Lab Library | Medical Center Library | Mobile | Music Library | Perkins/Bostock Library | Rubenstein Library | The Link

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Last modified October 23, 2012 2:32:03 PM EDT

FIVE COLLEGE CONSORTIUM

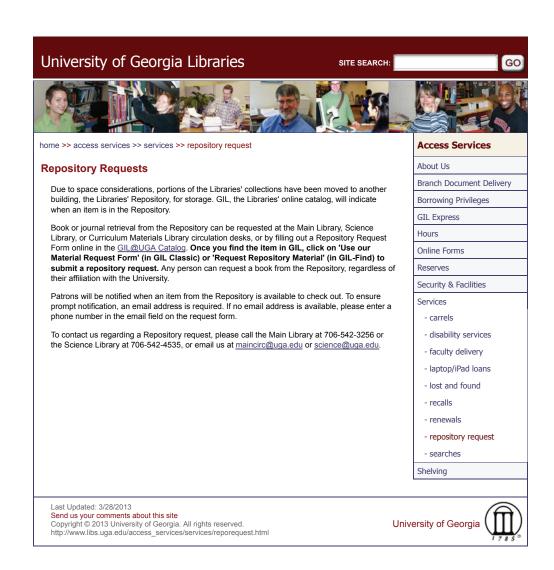
Five College Depository Article Request https://www.fivecolleges.edu/libraries/depository/forms/request_article

※ FIVE COLLE	Search Find People Visit Jobs Courses Calendars Libraries FAQ Log in
Home The Conso	tium Academics Admissions For Faculty For Staff For Students For Community
Home » Libraries » Five Co	llege Library Depository » Request Forms » Five College Depository Article Request
Five College Library Depository	Five College Depository Article Request
Access Instructions	USE THIS FORM ONLY TO GET ARTICLES FROM JOURNALS LOCATED IN THE FIVE COLLEGE LIBRARY - DEPOSITORY, AN OFF-SITE STORAGE FACILITY FOR LIBRARY MATERIALS
Affiliates	Please note that certain fields below must be completed in order to submit this form.
Depository Directory	 Please submit a separate form (complete this page again) for each item requested. To save repetitive information after "submitting," use your browser back button.
Depository Policies	 If you need assistance with this request, please contact a Reference Librarian at your home library: Amherst College, Hampshire College, Mount Holyoke College, Smith College, or UMass/Amherst.
Map and Directions	Requested articles will be sent as an email or photocopy to the address you specify.
Request Forms	For more information on access and procedures, visit the Depository web page.
■ Five College Depository Article Request	Requester's Name *
Five College Depository Book Request	Affiliation * Amherst Email *
	Enidii
	Barcode *
	15-digit number on ID/library card Address *
	Auuress
	Campus, or local if not on campus.
	Phone *
	Full phone number, including area code, as in 413-000-000
	Article Information:
	Article Title *
	If you need to borrow the whole volume please make note of this here. It will be sent to your home library for use in the library only.
	Periodical Title *
	Article Author
	Date, Volume and Issue *
	Pages
	Depository Call Number
	Example: CA010045
	Submit
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UNIVERSITY OF GEORGIA

Repository Requests

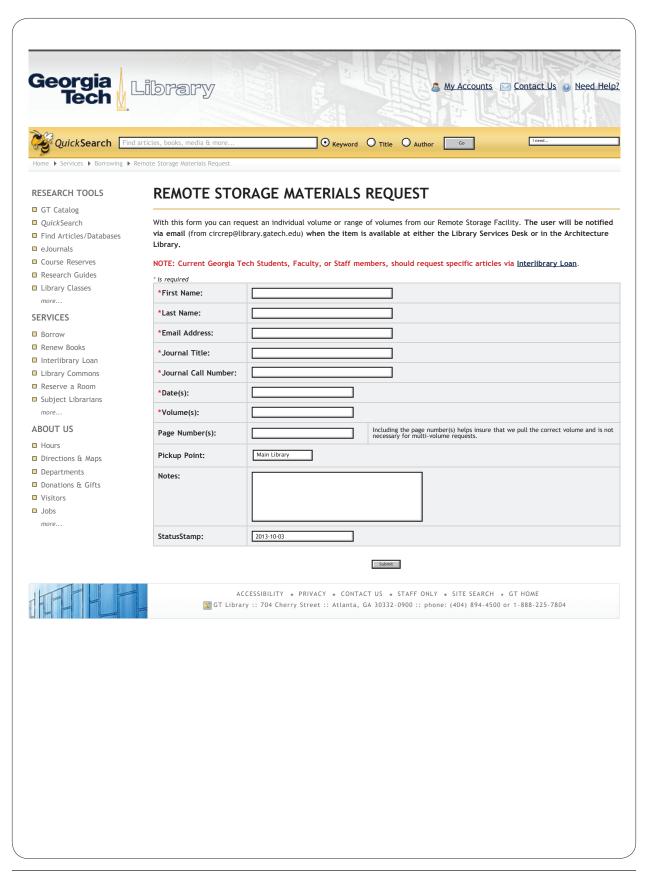
http://www.libs.uga.edu/access_services/services/reporequest.html



GEORGIA INSTITUTE OF TECHNOLOGY

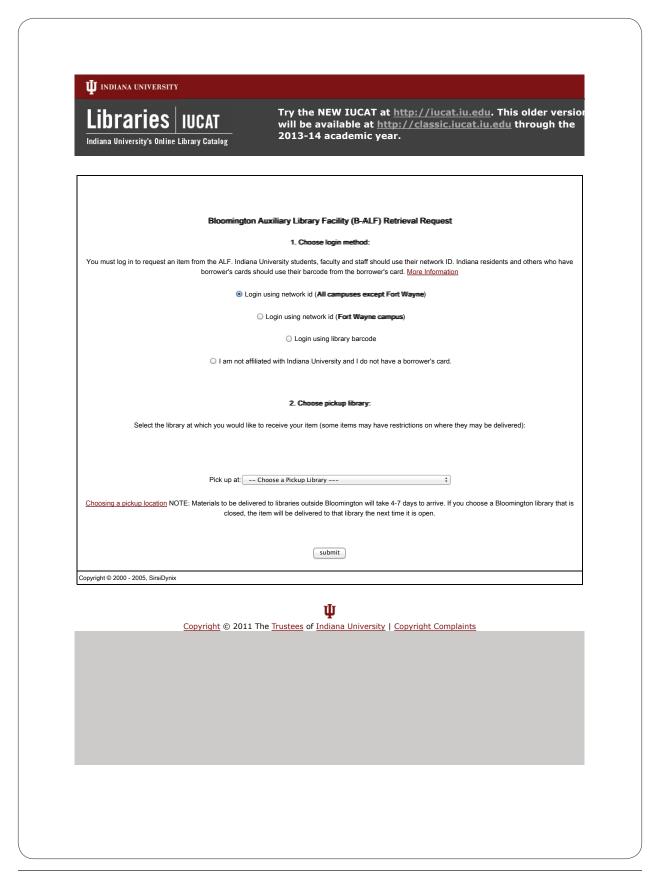
Remote Storage Materials Request

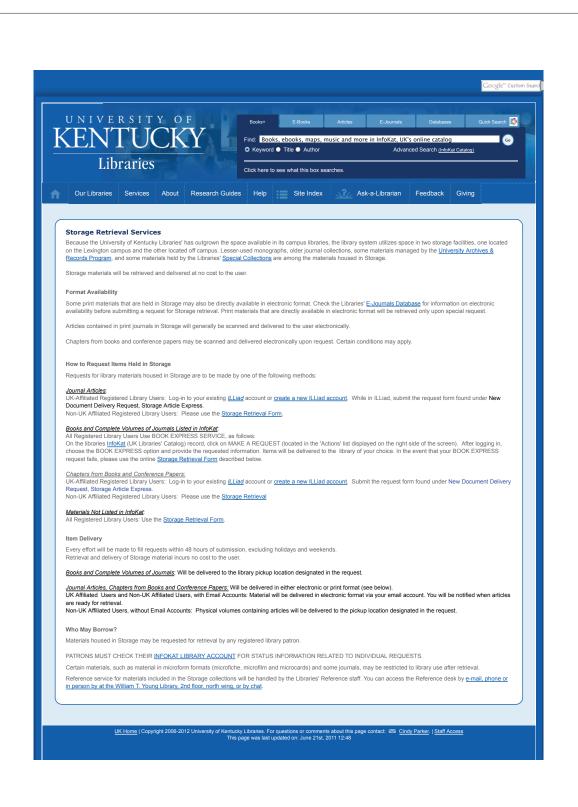
http://www.library.gatech.edu/Remote_Storage_Patron_Request_Volumes/dataEntry.php



INDIANA UNIVERSITY BLOOMINGTON

Bloomington Auxiliary Library Facility (B-ALF) Retrieval Request http://classic.iucat.iu.edu/alf.cgi?userid=WEBSERVERBBA&itemid=30000099024808&location=_ALF





MCMASTER UNIVERSITY

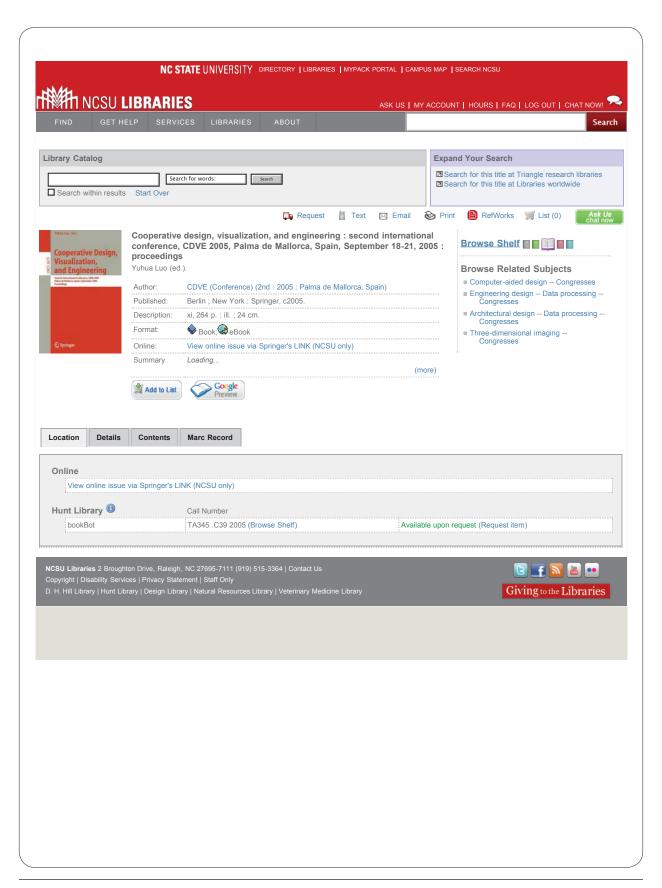
Thode Storage Retrieval Request-Journal/Gov Pubs http://library.mcmaster.ca/forms/thode-storage-journals

University Inspiring Innovation and Discovery	MUGSI Quick Links Select GO Faculty & Staff Directory Search O McMaster O Library website
McMaster Home	Research Using the Libraries Collections Faculty Support About Help
library .mcmaster.cay	Home >
	Thode Storage Retrieval Request - Journal/Gov Pubs Items from the Thode storage area will be available for use NO LATER than 3 hours after your request is placed.
Ask	Please note: you will NOT receive email confirmation that the volume is ready for your use We WILL contact you if we are unable to locate the item.
Chat with a librarian	Requested volumes will be available in the Journal/Gov Pubs Consultation Room , on the lower level of Thode Library, Room B118 (northwest corner).
How library stuff works	NOTE: Journals and some Gov pubs are non-circulating and must be used in the library.
video tutorials	Your name *
	Your email address
	Please use your McMaster email address if you are a current McMaster student, staff or faculty member. If it has not been activated, please activate it through MUGSI.
	If you do not have an email address, please provide a phone number where a message ca be left:
	Phone number
	Next Page >
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	library.mcmaster.ca works best with Firefox 3+ and Internet Explorer 7+ W3C Valid HTML5 Admin Login ITU Login

NORTH CAROLINA STATE UNIVERSITY

bookBot online catalog request example

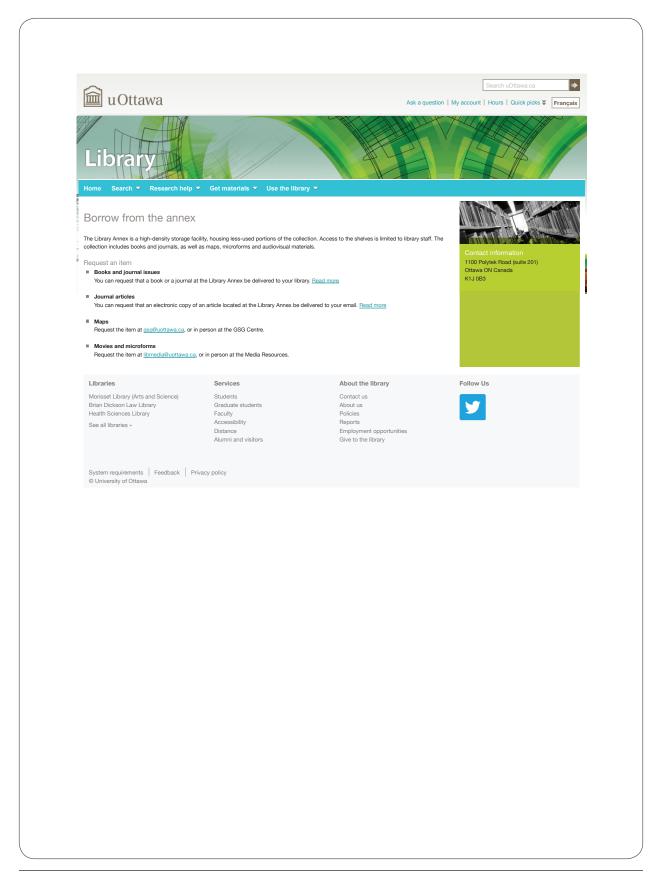
http://catalog.lib.ncsu.edu/record/NCSU1864526



UNIVERSITY OF OTTAWA

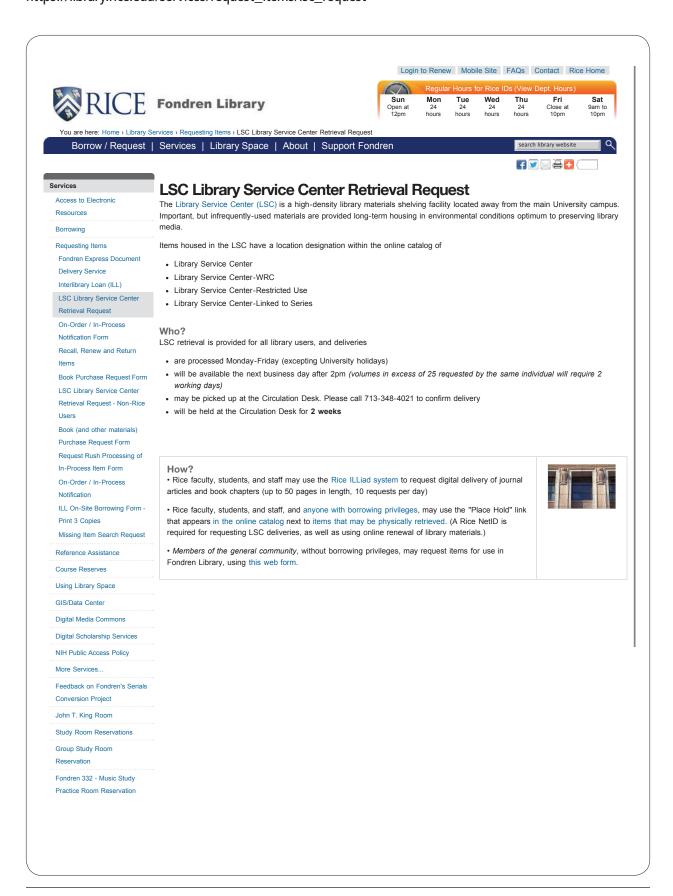
Borrow from the Annex

http://www.biblio.uottawa.ca/html/Page?node=get-storage&lang=en



RICE UNIVERSITY

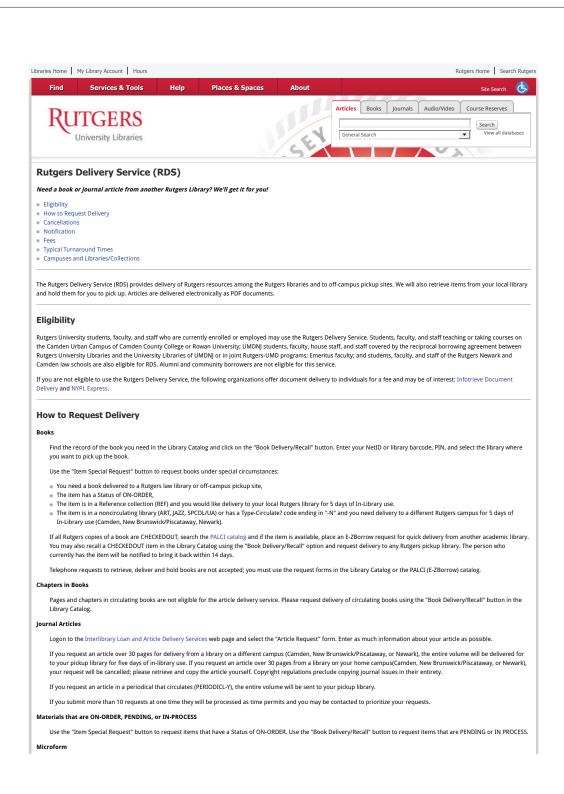
LSC Library Service Center Retrieval Request https://library.rice.edu/services/request_items/lsc_request



RUTGERS UNIVERSITY

Rutgers Delivery Service (RDS)

http://www.libraries.rutgers.edu/rutgers_delivery_service



RUTGERS UNIVERSITY

Rutgers Delivery Service (RDS)

http://www.libraries.rutgers.edu/rutgers_delivery_service

Journal articles in microform will be copied and delivered electronically as PDF documents if a specific citation is given. Amount of copying, requesting, and delivery guidelines are the same for articles in print and microform.

Some microform is available for loan. Use the "Item Special Request" option in the Library Catalog to request microform on loan. In libraries with fiche duplicating capabilities, a fiche copy may be provided. In other libraries, the fiche may be loaned.

Items Not in the Library Catalog

If you need an uncataloged government document or an uncataloged microform delivered, print and fill out a paper Rutgers Delivery Service form (Rutgers Delivery Service (RDS) — Uncataloged Materials [PDF]) and fax it to the owning Rutgers library.

Modia

Use the Media Materials booking request form to book media materials to preview or for classroom use.

Cancellations

If you wish to cancel a book hold or request, write to Ask A Librarian. Include your name and the title of the item. You will receive email notification whenever a hold or request is cancelled. As soon as a hold is cancelled, it is removed from your MY ACCOUNT file the in Library Catalog.

Holds will be cancelled when placed on single copies of items that are later discovered to be missing, and when items have been held for you for 14 days at your pickup library and not picked up

If you wish to cancel an article request, logon to the Interlibrary Loan and Article Delivery Services webpage. Select "Outstanding Requests," find the article request you wish to cancel and click on its transaction number in the left-hand column. Click on "Cancel Request" at the top of the Transaction Information screen. The canceled request is removed from "Outstanding Requests" and can be viewed under "Cancelled Requests."

Notification

Rooks

You will receive email messages when books are available to check out. You will also receive messages from the Libraries in your MY ACCOUNT "Checkouts, Catalog Requests, and Bills" file. If you requested delivery to a law library or off-campus site, books will be checked out to you before shipment and will be listed in your "Checkouts" file.

Holds are removed from your MY ACCOUNT file when the hold is canceled or when you check out the item. Requests are removed from your MY ACCOUNT file fourteen days after they are filled or cancelled or twenty-eight days after the library recalls an item to satisfy a request.

Articles

You will receive email notification when an article is ready to view. Logon to the Interlibrary Loan and Article Delivery Services webpage and click on "Electronically Received Articles" to view your article.

Fees

There is no charge for book delivery among any of the Rutgers libraries and to off-campus sites listed in the pickup pull-down menu

There is no charge for web delivery of 1-30 page articles from the non-circulating collections of any Rutgers library.

Typical Turnaround Times

The typical turnaround time for books is 2-5 weekdays and for articles it is 1-2 weekdays.

The delivery time for a book depends on its status in the Library Catalog. Books that are PENDING or IN-PROCESS may take longer than 2-5 days. Books that are CHECKEDOUT and need to be recalled are generally available within 2-3 weeks. The delivery time for ON-ORDER books will vary depending upon when they are received from the publisher.

The turnaround time for books may also be influenced by the number of holds on the item, your position in a hold queue, the number of available copies, and the item's location and distance from your home library.

Campuses and Libraries/Collections

Camden Campus

- Robeson Library
- Camden Law Librar

New Brunswick/Piscataway

Busch

- Center of Alcohol Studies Library
- Library Annex (materials may be requested for pickup at any library)
- Library of Science and Medicine
- Math Library
- Physics Librar

College Avenue

- Alexander Library
- Art Library (noncirculating)

TEXAS A&M UNIVERSITY

Joint Library Facility. Interlibrary Lending http://library.tamu.edu/pdfs/JLF- ILL Policies for Joint Library Facility.pdf

Interlibrary Lending

- Who May Use Interlibrary Lending
 - Interlibrary Lending is conducted between libraries, and not between JLF and the individual. JLF loans materials to other libraries for their patrons use.
- · Loans and Loan Period
 - Two months (60 days) with renewal
 - JLF will deliver loaned material by USPS and Texpress. JLF pays delivery charges for outgoing loans with the exception of FedEx which the requester must pay.
 - Three overdue notices will be issued after due date. Invoices will be issued 21 days after due date for materials which have not been returned.
- Delivery, Cancellations, and Returns
 - Delivery: Most requests received at JLF during business hours are processed the next business day.
 - Document Scans/Copies:
 - o JLF will deliver copied material by Odyssey and Email.
 - JLF will deliver loaned material by USPS and TExpress. For urgent requests
 FedEx can be used but only at the shipping cost of the borrower.
 - The borrowing library must notify JLF within seven days following submission if a photocopy request has not been filled.
 - JLF Directory will follow up with institution regarding excessive repeat request per day.
 - $_{\circ}$ $\,\,$ Limit of 50 pages per scanning request.
 - Limit requests to no more than 3 chapters from the same book or 3 articles from the same journal issue.
 - $\circ\quad$ Interlibrary loan service will not be provided to libraries with delinquent accounts.
 - JLF will not fill Clinical Emergency (Urgent Patient Care) requests because the retrieval process that cannot be implemented on demand.
 - Cancellations:
 - Due to the potential for large daily volume of ILL requests, it is not possible for JLF to cancel a request once it is received.
 - Returns:
 - JLF suggests that returned materials be insured or registered and return receipt service used.

TEXAS A&M UNIVERSITY

Joint Library Facility. Interlibrary Lending http://library.tamu.edu/pdfs/JLF- ILL Policies for Joint Library Facility.pdf

The borrowing library agrees to:

- Pay return shipping charges
- Be responsible for loaned material from the time of receipt until the item is returned and received at JLF
- Replace or pay for materials lost
- Cover repair costs for damaged materials or replacement costs for any irreparably damaged items. Replacement charges for lost materials are \$225 for each book.

Billing

- OCLC IFM or DOCLINE EFTS is the preferred method of payment
- Invoices to non-IFM or EFTS participants are sent monthly
- We also accept IFLA voucher for international libraries

Charges

(IFM or EFTS)

Texas Libraries

USPS, Texpress, Odyssey and Email	Free
Fax	Free

U.S. Libraries

USPS, Odyssey and Email	\$9.00
Fax	\$12.00

Canadian and other non-U.S. libraries

USPS	\$11.00 U.S Dollars or
	2 IFLA Vouchers + \$10 USD for postage
Odyssey and Email	\$9.00 U.S. Dollars or
	2 IFLA Vouchers
Fax	\$14.00 U.S. Dollars or
	2 IFLA Vouchers

U.S. Federal Libraries

Free up to 1,000 requests per fiscal year. Federal library charges apply once the 1,000 limit has been reached.

TEXAS A&M UNIVERSITY

Joint Library Facility. Interlibrary Lending http://library.tamu.edu/pdfs/JLF- ILL Policies for Joint Library Facility.pdf

USPS, Odyssey and Email	\$4.00
Fax	\$7.00

Loan or copy to libraries needing to be invoiced please add an addition \$20 for invoice processing. [C.Vinal checking with TAMU business office]

General Information

OCLC symbol: TXJLF

DOCLINE Symbol: TXUOGR

Odyssey: (place number here)