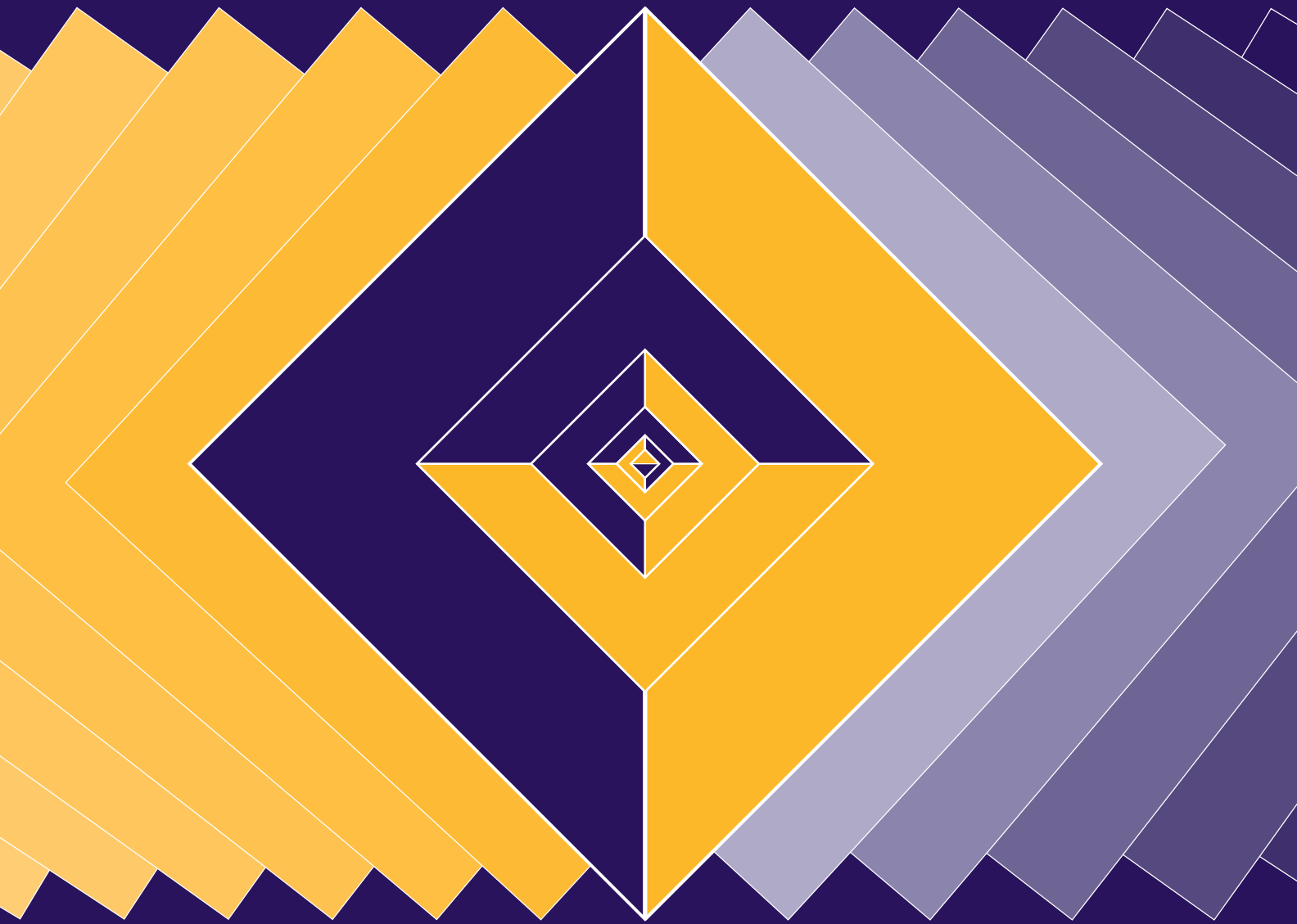


# Kit 295

Remote Shelving Services  
October 2006



ASSOCIATION OF RESEARCH LIBRARIES

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# SPEC Kit 295

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Remote Shelving Services

October 2006

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ASSOCIATION OF RESEARCH LIBRARIES

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## **SURVEY RESULTS**



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## EXECUTIVE SUMMARY

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### Introduction

Libraries are undergoing profound transformations as digital networked resources alter how library users interact with library staff, collections, and spaces. ARL member libraries are responding to changing use patterns and pedagogical trends by creating more spaces for digital resource access, group studies, media laboratories, and technology-based learning spaces. As reported in the *Chronicle of Higher Education* for September 30, 2005, James G. Neal, University Librarian at Columbia University, stated that we are now seeing “trompe l’oeil libraries” that have the appearance of a traditional library “but, in fact, what we are creating is something far more progressive and far more dynamic inside, in terms of social space, academic space, and learning space.” This transformation requires more library space, usually in a location central to campus. As library collections continue to grow, administrators are faced with the choice of trying to create new central library spaces to accommodate growing collections and new services or developing other alternatives for housing lesser-used materials. More and more, the development of remote shelving facilities is a response to these space pressures.

Remote shelving facilities have been a strategy for ARL member libraries for a long time and a number of SPEC surveys have been conducted to document design, selection of materials, costs, and services. Building upon this work, this SPEC survey will focus on user services and how they

have changed since the last survey in 1998. The results of that survey were published in May 1999 in SPEC Kit 242 *Library Storage Facilities, Management, and Services*. We have continued to use the previous definition of this type of facility: “the housing of more than 50,000 volumes in a site remote from the collections of which they are a part.” For libraries that use more than one facility, respondents were asked to describe the facility to which they send the most material (primary facility).

### Background

Eighty-five of the 123 ARL member libraries (69%) responded to the survey. Of that group, 68 (80%) use at least one remote shelving facility or are currently planning for one. A sizeable number of libraries have relatively new facilities; 25 of the respondents reported that they send material to a facility that has been in operation fewer than six years. Of that group, eight reported an existing facility in the 1998 survey. Most of the responding libraries (45 or 71%) use only one remote shelving facility; 13 (21%) use two facilities; and four (6%) use three facilities. One respondent sends materials to four remote shelving facilities.

### Management of Remote Shelving Facilities

Forty respondents (63%) use one or more facilities that are not shared by libraries from other institutions. Forty-eight of these 60 facilities are owned and/or managed by the reporting library and

three are managed by the library system; ownership of the remaining nine facilities was unspecified. Twenty-three respondents (37%) report using a total of 18 unique shared facilities. Nine of these are managed by a library (either the responding library or a partner at another institution), four are managed by a consortium, two by a library system, and three by commercial firms engaged in document storage and management.

### Description of Facilities

Remote shelving facilities have grown not only in number but also in size since the 1999 survey. On average, a facility today has a capacity of more than 1.5 million volumes and currently holds more than 820,000 print volumes, a 43% increase over the 1998 average volume count of 572,000. Most of the facilities also house non-print material, such as microforms, and to a lesser extent, archival boxes and flat files. The average facility added over 200,000 new items last year. The materials in remote shelving facilities now average approximately 18% of respondents' entire library collections. The majority of facilities have been in operation fewer than 10 years, are within six miles of the main library, hold under two million volumes, and are more than 70% full.

Although many of the facilities use standard or compact shelving units, a majority now have high-density storage similar to the Harvard model (33 responses or 52%) and the trend has been to install more of this type of shelving. Of the 35 new remote shelving facilities developed in the past 10 years, 23 (66%) installed some high-density shelving. In addition, materials are stored in various kinds of cabinets (e.g., file, map, or microfilm), tube shelving (for architectural drawings), and archival boxes on pallets.

While statistics provide the quantitative aspect of facility description, many libraries have developed Web sites that provide narrative and visual descriptions of their facilities that more fully describe the operations and environment. The Minnesota Library Access Center, for example, has created a

highly visual virtual tour of a remote shelving facility hosted by an initially reticent inductee to the facility, Bib the Book (see <http://www.minitex.umn.edu/mlac/bib.asp>).

### Facility Names

The most commonly used terms for remote shelving facilities are "annex" (usually as part of the phrase library annex) and "storage;" these terms are each used 14 times in reported facility names. "Storage" is frequently used as a noun, as in "Harper Storage," but more often as an adjective and has apparently lost its negative connotation. "Facility" appears in 12 names, "depository" in six. There doesn't seem to be a trend in naming, however. Names of facilities developed over the past five years show little or no consistency. There is a trend for more proactive sounding names such as "service center," though. Ironically, only two sites use the word "shelving" in the name of their facility.

### Staffing

This survey did not attempt to capture one-time workloads related to planning a new facility and relocating entire collections. Rather, the focus was on the ongoing workload of receiving new material, retrieving material, making copies, and maintaining the collections. Support staff and students are the most common staff categories in a remote shelving facility (52 responses or 95% and 31 responses or 56%, respectively). There are administrative staff at 23 facilities (42%). Only ten (18%) have librarians on staff; seven (13%) have other professionals. Eleven report having other categories of staff, typically temporary project staff. Three respondents explained that the facility is not staffed. Rather, library staff make trips to the facility periodically to add, retrieve, or reshelve items.

In the facilities that are staffed the number of support staff ranges from 1 to 26; the FTE ranges from .05 to 25 and averages 3.65. The number of student employees ranges from 1 to 45; the FTE ranges from .18 to 10 and averages 2.35. Typically, there is only one administrator, librarian, and/or

other professional assigned to the facility. Fewer than half of the administrators or librarians work full-time for the facility; all of the other professionals do.

Although there is variation in the services that each remote shelving facility provides, the core activity is processing requests for loans and copies. Support and/or student staff most often handle these requests. The average remote shelving facility had a total of 6 FTE and processed 11,749 retrieval requests last year. This indicates that one FTE can process 1,958 requests per year. The sites that receive more requests seem to make more efficient use of FTEs. The five sites that filled the most requests averaged 11.45 FTE and 48,833 requests or 4,265 requests per FTE. It is not clear from the data if sites that did more article delivery (whether print or electronic) needed more staff time per request.

### **Catalog Record**

Most respondents reported that the catalog records for materials in the remote shelving facility are similar to those for other materials in the library's collection. Typically, the name or code for the facility is in the location field in the item or holdings record. Many libraries highlight retrieval options by adding requesting information to the item record. Some libraries include information in the location field and add a note to the item status, for example, "Location=LDRE, Status=Request item." While most respondents want to indicate the "remote" nature of their shelving facility, one reported, "We use a location code that does not suggest remote storage, since we don't want to dissuade users from requesting materials. Plus, it's not really remote—only about six blocks from the main library." A few libraries (10 or 16%) have made cataloging enhancements to provide more information about material in the remote shelving facility, mainly by providing tables of contents. Others have developed online finding aids for highly specialized or archival collections. Two report that links to images are provided. Another has created a "...request form which auto-fills with item information

and includes information on how they will be able to pick up and use item when retrieved." Overall, it appears that additional descriptive information about materials in remote shelving facilities has not been a high priority for most responding libraries.

### **Planning**

A majority of responding libraries (34 or 55%) reported that they did not involve the user community in planning for their remote shelving facility. Those that did typically worked with their university library committees to review plans for the facility. A few had faculty as active participants in a facility planning committee, though most decisions focused on the selection of materials and the services to be provided. A few libraries reported the use of surveys and public meetings to discuss facility planning. One respondent reported extensive consultation with user communities including faculty and student participation in planning, review and approval of plans by the university's library committee, and solicitation of feedback at presentations for student and faculty groups.

### **Services**

All respondents retrieve materials from their remote shelving facility. More than half also make print copies of items. Copies are frequently scanned and delivered electronically to the requestor's desktop. Some respondents will make photographs of items in the facility. Fifty-eight percent assist patrons with identifying items that might be in the remote facility and verifying citations.

A surprising number of facilities (38 or 61%) allow on-site user access. Most of these have reading rooms with photocopiers (32 or 84%) and computers (28 or 74%) for public use. A sizeable number (17 or 45%) have special equipment for viewing non-print media. Ten have wireless Internet connections and six provide scanners. On-site reference assistance is provided at eight facilities.

Thirty-four facilities provide some collection management services. Of these, 11 provide conservation treatment including cleaning and wrap-

ping. Nine will scan and digitize print items, five do preservation reformatting, and one microfilms theses. One facility is weeding journal backfiles as online content becomes available.

All but a few respondents (53 or 85%) report that users can request items directly from the online catalog. Perhaps because most integrated library systems limit requests to currently registered borrowers and libraries want to provide access to, if not borrowing of, materials to a larger community, the majority also accept requests from a non-catalog Web form, in-person, and by e-mail. Slightly less than half of the respondents accept requests by telephone, as well. A few will process ILL, fax, and mail requests.

All respondents report that staff process requests during weekdays. Thirty-four percent process requests at least once a day; 59% process them more often. Only one respondent processes requests less often than daily. Some facilities with on-site staff process requests throughout the day as they come in and also process requests for on-site requesters. The frequency for filling copying requests generally parallels the schedule for physical item retrieval although a few libraries report that copying is done less frequently. Only 18 facilities do any weekend processing, usually once a day or on demand.

Calculating average turnaround times is somewhat problematic, but all but a few respondents estimate that requests are filled within 24 hours; a few take two to three days. Some respondents noted that the average time for material to get to a requester is highly variable given that the request could come from another campus or library unit. For physical delivery of items, turnaround times are dependent on when the request was made. Libraries usually set request deadlines, so, for example, a request received before 9 a.m. would be available for pickup by noon. Requests received close to the deadline will be processed much faster than requests that just miss the deadline.

Most facilities (44 or 71%) will deliver physical items to any library service point while a smaller number will deliver direct to faculty offices (11 or

18%). Some respondents mentioned that rare or fragile materials may only be delivered to certain units, such as an archives reading room. In other cases, materials are directly mailed to off-campus patrons or off-campus distance education sites.

A majority of respondents who provide copies of items (24 or 53%) reported that they scan and place copies on a Web/ftp server for user download, 14 (31%) scan and send PDFs via e-mail. Photocopies can also be delivered to library units (20 or 44%), to a central library point (13 or 29%), or faxed to the user (10 or 22%). Some libraries report that requests are made and delivered through the ILL system. Most deliveries are handled by library staff (35 or 58%) or remote shelving facility staff (24 or 40%) who are typically library staff. Thirteen respondents (22%) use the campus mail and eight (13%) use a contract courier service. Many libraries report using multiple delivery modes. One, for example, reports using couriers, staff, UPS, and US mail.

### **Service Evaluation**

There is little evidence of formal evaluation specific to remote shelving facilities. Only seven have surveyed users and only two have conducted focus groups. One included questions about their remote shelving facility in a general survey on library facilities and services. Sixteen of the 23 respondents who report doing any evaluation primarily rely on informal feedback. Other methods include analysis of turnaround time and fill rate for requests, an internal flowchart study, and an evaluation of environmental conditions. One respondent reported they were "evaluating all aspects of service through routine statistical analysis." Another reported that every instance of a service failure was reviewed to identify the problem and determine possible action, such as enhancing the catalog record or re-training staff.

### **Changes to Services**

There have been a number of changes in services over the past seven years, mostly additions or im-

provements to services and facilities, but also a few discontinuations. New services fall into several categories. Electronic/desktop delivery of documents was the most frequently reported with 14 remote shelving facilities adding this service. Enhancements to the frequency or site of delivery were reported by 13 libraries. Many of these are offering more frequent deliveries and shorter turnaround times and will also deliver to more locations than before. Improvements to the facility was a third category. Some added walk-in hours or expand open hours. Others added wireless service to the publicly accessible reading rooms. Two opened new, climate-controlled facilities. All of these changes were intended to either improve patron service or protect the collections.

Only nine respondents reported eliminating any services. Three reduced the number of deliveries, two eliminated photocopying, and one eliminated public service hours either because of low user demand or a need to reduce costs. One respondent has stopped adding items to the facility because the available shelving is full. Another lost a staff member and did not finish adding holdings information to catalog records. On the up side, a legacy storage facility was discontinued because the collections were moved to a new high-density storage facility.

A majority of respondents (40 or 54%) said that they are planning new services for their facilities. Initiating or improving document delivery service, particularly desktop delivery by e-mail or secure Web page, leads the list. Others will respond to ILL requests. Two sites report the development of preservation services for the collection. Additional plans include on-demand paging/scanning/digitizing, mass digitization, microform scanning, reference service, and linking catalog records to order forms, among others. One facility expects "to purchase Remote Film Access software and carrier for microfilm scanners when commercially available in summer 2006. This will allow users to advance, rotate, crop, etc., images remotely from film loaded at the shelving facility."

### **Future of Remote Shelving Facilities**

Thirty-nine respondents have current plans to develop additional library remote shelving facilities. Of this group, 16 are planning additions to an existing facility, 11 are planning new facilities, and six are at an early stage of planning with no specific type of facility determined. Libraries in the early stages of planning are looking at different alternatives for solving space issues and therefore the need for a shelving facility; these include weeding existing collections and installing compact mobile shelving in existing libraries. Five libraries are evaluating the use of a consortial facility operated by another university. Two libraries will be installing high-density shelving systems in new additions immediately adjacent to the main libraries on campus. One of these will be a robotic storage facility with space for 1.2 million volumes. Material will be delivered automatically to the circulation desk in about one minute.

Forty-nine respondents expect to be planning for a new or additional space in the next five years. Many of these will be adding modules to existing facilities and construction on a few of these is imminent. Others are still in the planning stage but expect building to begin within five years. Others are searching for funding before planning can advance.

### **Conclusion**

ARL member libraries' use of remote shelving facilities as a response to space needs has increased since 1998 and, judging from the responses to this survey, this trend will continue. Another upward trend is the use of shared facilities; 22 respondents to this survey use shared facilities compared to 11 in the 1998 survey. A new option found in this survey is the use of commercial firms specializing in document storage and retrieval; three different commercial facilities were reported. Two libraries also report the development of new on-site automated storage and retrieval systems installed adjacent to main libraries on campus.



As new facilities are built and older facilities are upgraded, new services and improvements to existing services have increased access to remote collections. In 1999, eight libraries reported that they scanned documents and delivered them electronically. In 2006, 33 libraries reported that the remote shelving facility delivered documents by e-mail or FTP and 15 more plan on adding this service in the near term. It appears that desktop delivery will become the standard delivery method in the next few years for documents such as articles, book chapters, and microforms. In addition, many libraries have improved access to physical items from the remote shelving facility by increasing the number of deliveries and adding deliveries to more locations.

Although some libraries reported that they are looking at alternatives to new or expanded remote shelving facilities, such as weeding collections for

materials that are available digitally, the amount of new print and other space-consuming materials received by libraries continues to require more collection space. In addition, libraries may want to move more materials to a remote facility so that new computer, instructional, or social spaces can be created in prime library space in the heart of campus. The increased use of digital material and the mass digitization of older works may serve to mitigate the growth of physical collections in the next decade, but these trends have not yet had an effect on library planning. As with politics, all library space planning is local and a solution for one library may not meet the curricular and research needs of another. However, in this survey we clearly see that remote shelving facilities continue to be a favored strategy of ARL libraries facing a space crunch.



## SURVEY QUESTIONS AND RESPONSES

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The SPEC survey on Remote Shelving Facility Services was designed by Thom Deardorff, Coordinator for Access Services, and Gordon J. Aamot, Head, Art, Architecture, and Business Libraries, University of Washington. These results are based on data submitted by 85 of the 123 ARL member libraries (69%) by the deadline of March 31, 2006. The survey's introductory text and questions are reproduced below, followed by the response data and selected comments from the respondents.

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The September 30, 2005 special issue of the Chronicle of Higher Education noted that, despite predictions that the availability of "everything" online on the Internet would soon make the physical research library obsolete, the library building is regaining its position as the "heart of the campus." This new centrality is based on the development of new or expanded library spaces for digital resource access, group studies, media laboratories, and technology-based learning spaces. Since the number of library print resources continues to grow and universities are reluctant or unable to expand library spaces on central campus, there is a need to recalibrate the allocation of space between physical collections and spaces needed for accessing and working with digital resources. Thanks to the availability of high quality catalog information and a service commitment to rapid turnaround, shelving lesser-used materials in remote facilities has become an increasingly acceptable solution for balancing the demand for both collections and user space.

Shelving low-use materials off-site is not a new strategy for research libraries, nor a new topic for SPEC surveys. Previous SPEC Kits on remote shelving facilities were published in 1977, 1990, and 1999 (numbers 39, 164, and 242, respectively) and provide a wealth of information on physical facilities, user access, selection of materials, costs, and user services over time.

This SPEC survey is intended to update parts of the earlier surveys, but its primary focus is on the value-added service aspects of remote shelving operations. How have services matured and been impacted by changes in technology? Are libraries adding enhanced bibliographic information to their catalogs? Is there a link from the catalog to a request form? Are libraries scanning articles or chapters in lieu of delivering the physical item? Do users have a choice of pick-up locations for print materials? How are libraries evaluating the service?

For the purposes of this survey, we use the same definition for "remote shelving facility" as was used for "secondary storage" in SPEC Kits 164 and 242: "the housing of more than 50,000 items at a site remote from the collections of which they are a part." If your library deposits material in more than one remote shelving facility, we ask that you base your answers on the facility to which your library sends the most material (primary facility).

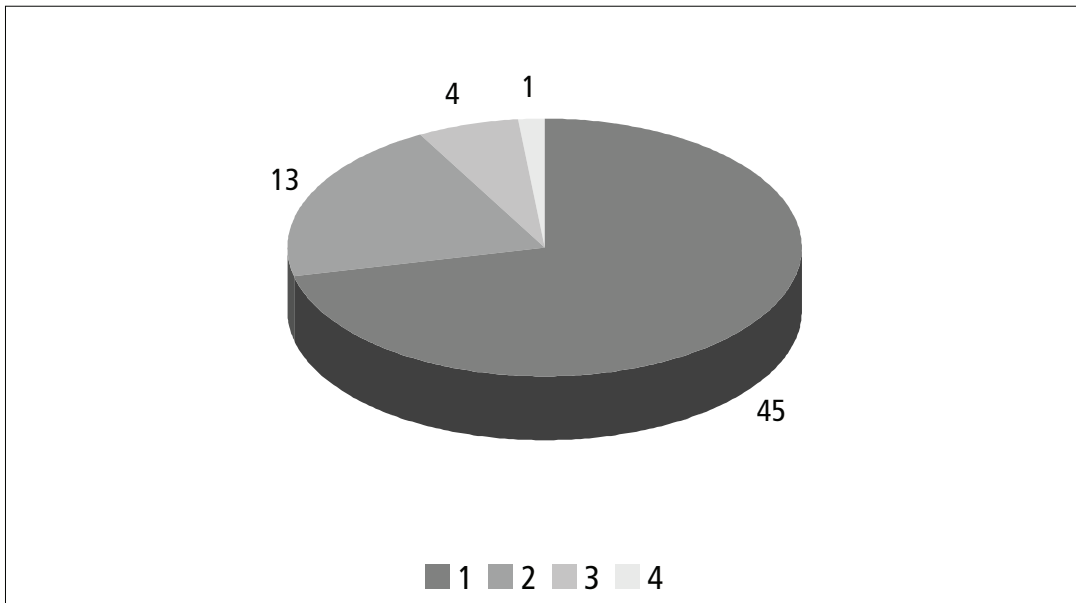
## BACKGROUND

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1. Does your library currently use a remote shelving facility (either on or off-campus) to house parts of its collection? N=85

<b>Yes</b>	60	71%	Please complete the survey.
<b>No, but planning for one is underway</b>	8	9%	Please answer applicable questions.
<b>No</b>	17	20%	Please skip to question 21.

2. To how many remote shelving facilities does your library send material? N=63



Is space in any of the facilities shared with libraries from other institutions? N=63

<b>Yes</b>	23	37%
<b>No</b>	40	63%

Please list the name(s) of up to three of the facilities and indicate whether each one is a shared facility and whether each is owned and/or managed by your institution, by a consortium to which your library belongs, by a university/library system (such as the University of California regional library facilities), or another entity. N=63

	Owned and/or Managed by:			
	Institution	Consortium	System	Other Entity
<b>Primary Facility</b>				
Shared N=17	6	4	2	5
Not Shared N=46	43	—	3	—
<b>Facility 2</b>				
Shared N=9	—	—	4	5
Not Shared N=9	8	—	1	—
<b>Facility 3</b>				
Shared N=0	—	—	—	—
Not Shared N=5	5	—	—	—

Please name other entity.

**Primary Facility**

Iron Mountain

Johns Hopkins University

Kentucky Underground Storage, Inc.

TriUniversity Group of Libraries (2 responses)

**Facility 2**

Advanced Record Management Services, Inc. (2 responses)

Duke University

Harvard University Library

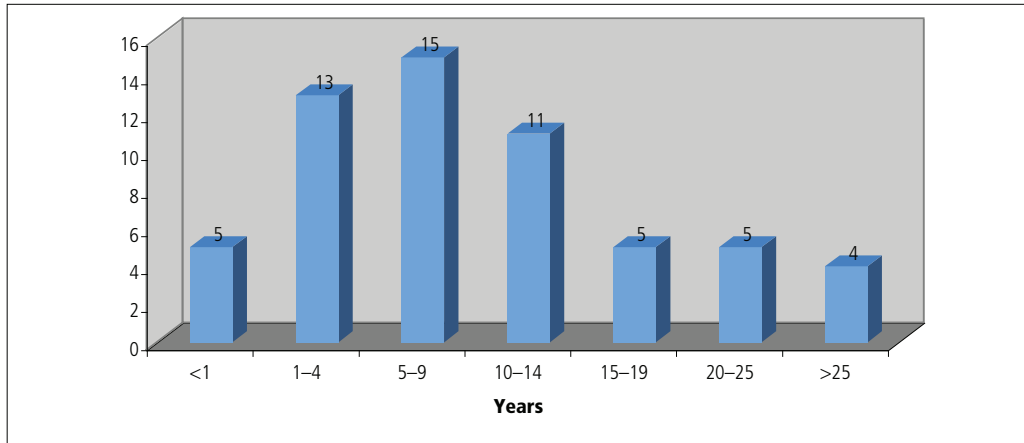
Iron Mountain

If your library sends material to more than one remote shelving facility, for the rest of the survey please base your responses on the facility to which your library sends the most material (primary facility).

## REMOTE SHELVING FACILITY DESCRIPTION

3. Please provide the following information for your primary remote shelving facility. N=62

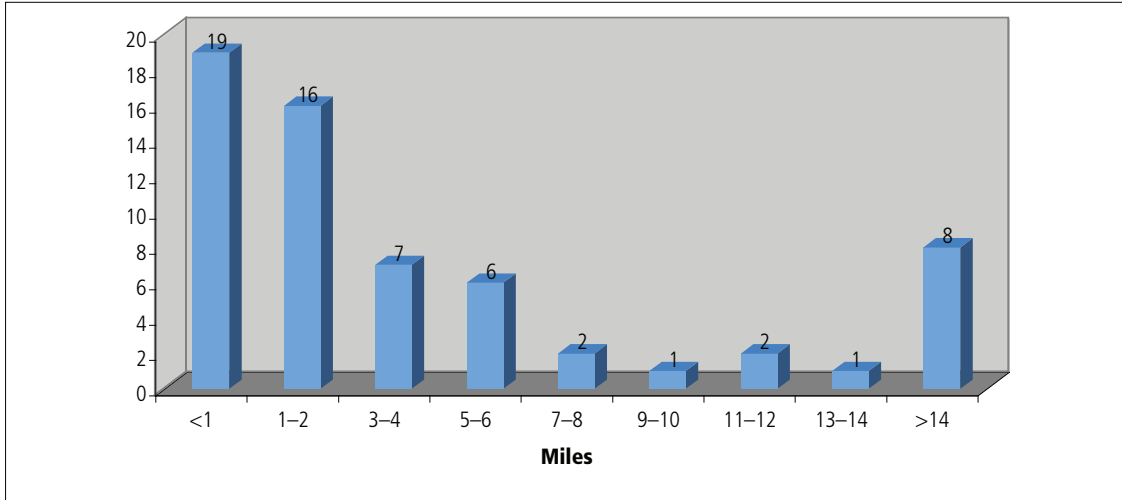
Number of years in operation at present site. N=58



Years	N
<1	5
1-4	13
5-9	15
11-14	11
15-19	5
20-25	5
>25	4

Minimum	Maximum	Mean	Median	Std Dev
.10	36.00	10.17	8.25	8.46

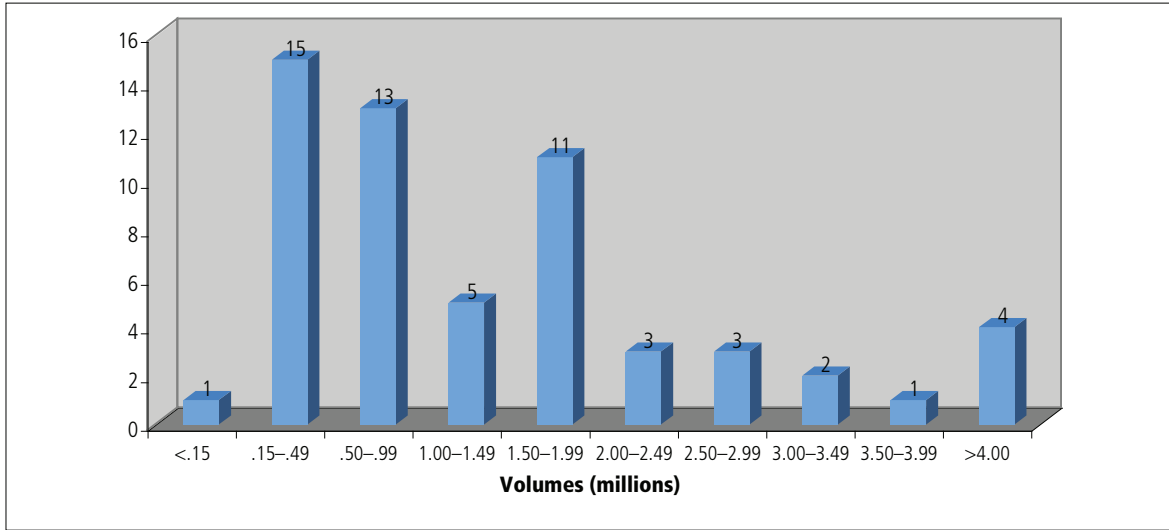
Distance from your library (in miles). N=62



Miles	N
<1	19
1-2	16
3-4	7
5-6	6
7-8	2
9-10	1
11-12	2
13-14	1
>14	8

Minimum	Maximum	Mean	Median	Std Dev
0	52.00	6.59	2.00	11.10

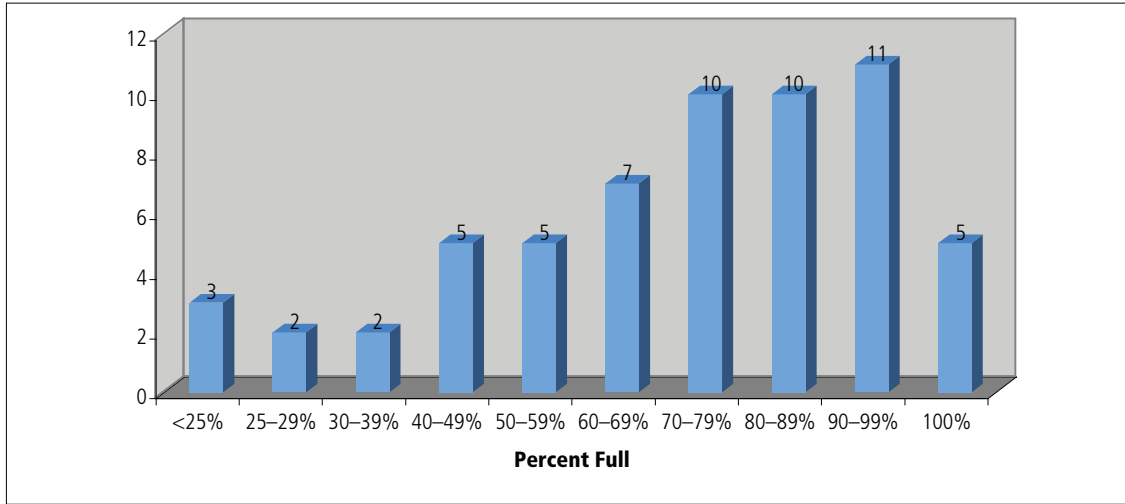
Capacity in volume equivalents. N=59



Volumes	N
<150,000	1
150,000–499,999	15
500,000–999,999	13
1,000,000–1,499,999	5
1,500,000–1,999,999	11
2,000,000–2,499,999	3
2,500,000–2,999,999	3
3,000,000–3,499,999	2
3,500,000–3,999,999	1
>4,000,000	4

Minimum	Maximum	Mean	Median	Std Dev
56,000	7,500,000	1,502,759	900,000	1,663,643

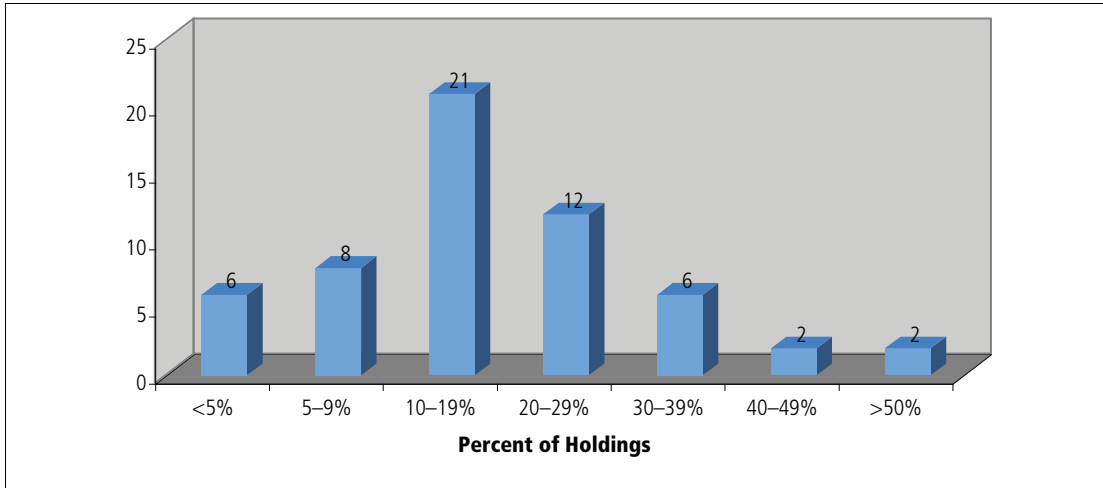
Percent full. N=60



Percent	N
<25	3
25-29	2
30-39	2
40-49	5
50-59	5
60-69	7
70-79	10
80-89	10
90-99	11
100	5

Minimum	Maximum	Mean	Median	Std Dev
0	100	69.50	75.91	25.40

Percent of your library's entire holdings in the remote shelving facility. N=57



Percent	N
<5	6
5-9	8
10-19	21
20-29	12
30-39	6
40-49	2
>50	2

Minimum	Maximum	Mean	Median	Std Dev
.29	80.00	18.29	15.00	13.93

Current Holdings N=58	N	Min	Max	Mean	Median	Std Dev
Volumes	58	56,000	4,156,732	821,551	576,817	804,589
Non-print material	44	0	6,723,474	340,544	6,020	1,172,918
Boxes of archival material	41	0	2,677,500	79,733	4,952	416,823
Flat files (maps, architectural drawings, etc.)	38	0	227,882	10,393	0	38,566



Approximate Number of Items Added in 2005 N=56	N	Min	Max	Mean	Median	Std Dev
Volumes	55	0	2,000,000	133,542	40,000	297,137
Non-print material	35	0	3,000,000	107,420	14	509,350
Boxes of archival material	36	0	18,250	2,342	402	3,892
Flat files (maps, architectural drawings, etc.)	29	0	5,000	321	0	1,108

4. How are materials housed in the facility? Check all that apply. N=63

High-density shelving	33	52%
Standard library shelving (non-moveable cantilevered)	24	38%
Compact mobile shelving	16	25%
High security areas for rare materials	12	19%
Specialized storage for non-paper media	12	19%
Other	13	21%

Please describe other storage type(s).

- Archive boxes loaded on pallets
- Commercial storage shelving and pallets
- Filing cabinets
- Fixed archival box shelving
- Flat Files
- Industrial shelving
- Map cabinets
- Map cases, filing cabinets, archival boxes
- Microfilm cabinets and boxes; shelving is 12' high
- Microform cabinets
- Open areas for storing archival boxes
- Secure area for archival material
- Some unprocessed materials stored temporarily in boxes on skids

Specialized “tube shelving” for architectural drawings; specialized microfilm and fiche storage on compact mobile shelving

5. What are the staffing levels for the facility? N=58

Individuals	Administration N=32	Librarians N=24	Other Professional N=20	Support Staff N=55	Student Employees N=41	Other Staff N=24
0	9	14	13	4	10	13
1	19	7	7	8	3	7
2	1	2	—	12	5	3
3	1	—	—	11	3	—
4	2	—	—	7	2	—
5	—	1	—	7	2	—
6	—	—	—	2	4	—
>6	—	—	—	5	12	1
Minimum	0	0	0	0	0	0
Maximum	4.00	5.00	1.00	26.00	45.00	8.00
Mean	1.00	.67	.35	4.05	6.73	.84
Median	1.00	0	0	3.00	3.00	0
Std Dev	1.05	1.13	.49	5.00	9.46	1.68

FTE	Administration N=23	Librarians N=17	Other Professional N=16	Support Staff N=50	Student Employees N=37	Other Staff N=19
0	3	7	9	—	6	9
<.25	6	3	—	1	1	—
.25–.49	3	1	—	1	4	—
.50–.74	—	1	—	—	5	—
.75–.99	—	—	1	2	—	—
1.00–1.99	8	3	6	8	10	8
2.00–2.99	1	2	—	11	5	1
3.00–3.99	2	—	—	10	1	—
>4	—	—	—	17	5	1
Minimum	0	0	0	.05	0	0
Maximum	3.00	2.00	1.00	25.00	10.00	6.00
Mean	.77	.47	.43	3.71	1.95	.85
Median	.40	.10	0	3.00	1.00	1.00
Std Dev	.88	.69	.50	4.66	2.68	1.39

Other staff include temporary staff for project work and security guard.

## CATALOG RECORD

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6. Please describe how the public catalog record indicates that an item is in a remote storage facility. N=62

### Selected Comments from Respondents

“‘Request Retrieval’ in public catalog display; request link appears to enable direct request of item.”

“All items transferred to the offsite storage facility are designated with ‘LSC’ as the location (or one of several ‘sub-location codes’ used to manage retrieval permissions).”

“Call number includes ‘In storage’ designation.”

“Catalogue indicates Location: Annex (off-site) For delivery use ‘request item from TRELIS’.”

“Display in catalog: Ivy Stacks Material Location SD428.J45C59 BOOK Ivy Stacks (Request Item).”

“Ft. Meade appears at the end of the call number for the item in the OPAC, as well as in the ‘request in’ instructions for obtaining the item.”

"Holding location display states: LSC/OFFSITE."

"In the public catalog the 'Library location' for the items in remote facility is indicated as 'GRANDEDEPOS'."

"It appears as a campus library location with the note: in STORAGE: MN LIB ACCESS CTR."

"It indicates 'Remote Storage' as the location filed."

"Item record indicates the location (Satellite Shelving Facility)."

"Items display to the public as 'In Storage.'"

"Items stored at the Annex are given the item location: Annex. If the run of volumes is split among multiple locations, the initial search reads Multiple Locations and is broken down by each listing with the individual holdings and each location."

"Location code indicates item is in ARCC or RDL and if it can be requested for pick up at one of the libraries or if it can only be used on site at one of the libraries or the Archives."

"Location displays as 'Offsite.'"

"Location displays as 'storage stacks.'"

"Location field indicates Storage in the same way it would any other library location. Record links to a form to request delivery of an item to on-campus libraries."

"Location is 'Storage.'"

"Location note on record reads: Off Campus Retrieval (Ask at Desk)."

"Location of item indicates in remote storage. For example: Call No.TS199 .S43 Location Request from Storage."

"Location says 'Off-site storage; click here to request' which leads to a form auto-filled with item info."

"Not yet finalized, but most likely a functional phrasing such as 'retrieve from storage & deliver to me' will be used."

"Our catalog reflects all three off site shelving locations as locations, just like any of our other six libraries."

"Storage—please see circulation staff."

"Storage—Use Request Form."

"The following public note is displayed from the MARC holdings record for periodicals: 1983 and earlier volumes located off site (WRLC Center). To request, please submit Consortium Loan Request form. Each of our monographs has a temporary holdings location which displays as: Temporarily Shelved at WRLC Center."

"The following statement is in the holdings area of records for items in storage: Library Storage—Request Online OR ask at Circulation Desk."

"The public catalog record indicates a title is in the remote site by the phrase 'Library Storage Building' as part of subscription summary and in the complete holdings screen."

"We use a location code that does not suggest remote storage, since we don't want to dissuade users from

requesting materials. Plus, it's not really remote—only about 6 blocks from the Main Library.”

“We will indicate in OPAC display that material is in storage (with location code) and a note on how to retrieve material, etc.”

7. Has the library added any bibliographic or cataloging enhancements for materials placed in the remote shelving facility, such as tables of contents or indexes, links to images of the material, etc.? N=62

<b>Yes</b>	10	16%
<b>No</b>	52	84%

If yes, please describe the enhancement.

### **Selected Comments from Respondents**

“All items have full bibliographic records. We are adding TOC and sample images for atlases as our contribution to the RichCat Project (joint project with Haverford College, Emory, Library of Congress).”

“Detailed finding aids for manuscript collections, some with links to images of material.”

“For select sets of items, additional descriptive cataloging and in some cases contents.”

“Information has been provided in selected instances for journals with highly complex enumeration of subparts, for example: *Biochimica et Biophysica Acta* (see <http://www.rice.edu/fondren/reference/bba.html>).”

“Link to finding aids for archival boxes.”

“Request form which auto-fills with item information and includes information on how they will be able to pick up and use item when retrieved.”

“Some links to scanned tables of contents.”

“Tables of Contents.”

“While no special project has been undertaken to enhance records for material in storage, some new acquisitions cataloged and sent directly into storage collection may have links to table of contents or cover images.”

“While not in the library catalog, an extensive set of Web pages is being constructed for pre-1976 US Government Documents.”

## REMOTE SHELVING FACILITY SERVICES

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8. Was the user community involved in planning services at the remote shelving facility? N=62

<b>Yes</b>	28	45%
<b>No</b>	34	55%

If yes, please describe their involvement.

### Selected Comments from Respondents

#### Consulted Advisory Group

"1) Advisory group for the project (faculty and students) helped shape plans; 2) Standing University Library Committee approved plans; 3) Solicited feedback through presentations to Student Senate, Faculty Senate, and Graduate Student Association."

"A library faculty advisory body was kept generally aware."

"An advisory committee representing libraries throughout the state provides input on service and policy issues."

"Discussions with existing library advisory committees and with individual faculty; open information sessions."

"Planned services were outlined for Faculty Senate Library Committee and other bodies representing key user constituencies."

"Provost-appointed faculty and librarians committee planned and recommended the facility; multiple hearings and discussions of faculty through academic departments."

"The Academic Senate Library Committee was involved in planning services."

"The Faculty Council of Libraries was consulted during the development of the facility."

#### Consulted Faculty

"A senior member of the faculty was a member of the collections planning team. In addition, focus groups were held with all academic deans and their department chairs, and with selected faculty."

"Extensive consultation with faculty members to explain this concept and allay their concerns about lack of direct/immediate access to some materials. In some instances, decisions were made to transfer only items where content is available electronically."

"Faculty members were consulted regarding what journals should be sent to storage. Our aim was to send primarily journals that were available online through JSTOR or PCI."

"Faculty were consulted on the selection of materials for storage and faculty representatives serve on the

Board (as voting members) for the storage facility.”

“Faculty were involved in selecting materials for storage based upon an understanding of retrieval times.”

### Other Comments

“Public forums were held, surveys were sent out.”

“Surveys and direct input from faculty and the student body regarding; 1) Access to the collection (direct and/or page and delivery); 2) Paging frequency; 3) Delivery points.”

“The librarians that would be sending materials were involved, not the patrons.”

“The original facility, Academic Activities Annex, was first loaded in 1986. At the time, faculty were consulted about their needs for access. Those needs were satisfied by public service hours, book shipments, and telefacsimile transmission.”

“The services were planned based on the needs of our community such as operating hours, providing a reading room, installing large tables for oversized materials, and daily deliveries to the central library.”

“The user community involved was the custodial divisions at the Library of Congress whose material was designated for transfer. We had extensive meetings to discuss what to transfer, service requirements, support requirements (photocopying, etc.)”

## 9. What services does the facility offer to your library's patrons? N=62

Retrieval of items from the facility	62	100%
Delivery of copies of items	36	58%
Assistance identifying items in the facility (verifying citations, searching for correct journal volume, etc.)	36	58%
Photographs of items	8	13%
Other	24	39%

Please describe other service(s).

### Selected Comments from Respondents

#### Scanning and Electronic Delivery

“Desktop delivery of articles via ILLiad.”

“Delivery of scanned articles via e-mail.”

“Desktop PDF delivery.”

"Electronic delivery of articles and book chapters."

"MINITEX provides electronic delivery to Minnesota ILL requests."

"Scanning and electronic delivery."

"We will scan journal articles for faculty members if they are not already available electronically."

"Electronic delivery of article copies."

### **Delivery of Item**

"Delivery of copies of theses (only)."

"Delivery of items to libraries and off-campus pickup sites."

"Fax, delivery to requested library location."

"Loan deliveries via campus mail to faculty and staff."

"Mailing items to campus offices."

"Unfilled requests are routed to interlibrary loan."

### **On-Site Services**

"Direct access to the collections."

"Study carrels for extended use of materials on site."

"Escorted service if extensive number of volumes needed for quick review."

"Onsite visits, free onsite photocopying, use of study offices and microform readers onsite."

"Research Rooms are available to use materials housed in the remote site."

"Walk-in service."

## **10. Does your remote shelving facility allow onsite user access? N=62**

**Yes**    38    61%

**No**    24    39%



If yes, please indicate which services are available for onsite users. Check all that apply. N=38

Photocopiers	32	84%
Reading room	31	82%
Computers	28	74%
Special equipment for viewing non-print media	17	45%
Wireless Internet connection	10	26%
Reference assistance	8	23%
Scanners	6	16%
Other	11	29%

Please describe other service(s).

### **Selected Comments from Respondents**

"Circulation of materials."

"Direct access to the collections (browsing)."

"Reference assistance and microfilm readers/printers available upstairs in the Undergraduate Library."

"Research Study Rooms."

"Service is by special arrangement at Cato Park. Public service hours are posted for Academic Activities two mornings per week. Staff may make copies or scans with administrative equipment. There are no public copiers or scanners available. Visitors are rare."

"Study table for onsite reading (not really a reading room)."

"Tours by appointment only."

"Turntable for LPs."

"Very limited escorted access is available."

"Will install scanner this year."

11. What collection management services are provided at the facility? Check all that apply. N=34

Conservation treatment for deposited items	11	32%
Scanning and digitization of print or other analog works	9	27%
Records management/destruction	9	27%
Preservation reformatting	5	15%
Other	17	50%

Please describe other service(s).

**Selected Comments from Respondents**

"Weeding; review of book donations."

"Weeding of physical volumes which are now available online, e.g., journal back files."

"Basic level preservation wrapping and cleaning of all materials."

"Conservation treatment is limited to wrapping materials requiring minor reinforcement, or (alternately) special collection monographs whose bindings we wish to avoid marking."

"Shrink wrapping to preserve unbound or fragile materials."

"Some cleaning and housing, but not in-depth work."

"Vacuuming, cleaning of the materials, freezing treatment."

"Vacuuming and minor cleaning."

"Materials are cleaned selectively before entering the storage area."

"Processing of large manuscript and archival collections carried out onsite."

"Processing of special collections and archival materials."

"Item record creation."

"Microfilming of theses."

## MATERIAL REQUEST PROCESSING

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12. How may users request retrieval or copies of materials from the facility? Check all that apply.  
N=62

	N	Physical Item	Copy of Item
Through a link from the public catalog record to an online request form	53	52	28
From a non-catalog Web form	40	34	24
In person	38	38	24
By e-mail	33	32	15
By telephone	30	30	12
Other	17	15	14
<b>Total Number of Responses</b>	<b>62</b>	<b>61</b>	<b>41</b>

Please explain other method.

ILL (6 responses)

Fax (3)

Mail

Manual form available at desk

Staff mediated request form

13. How often do staff at the facility process patrons' requests? N=61

<b>Weekdays N=61</b>	<b>N</b>	<b>Physical Item</b>	<b>Copy of Item</b>
Once a day	21	16	13
Twice a day	23	21	12
On-demand	13	12	10
Other time period	11	11	4

Please describe other time period.

**Physical Item**

"3 times a day." (4 responses)

"Batches of online requests are printed out, retrieved, and processed throughout the day." (2 responses)

"4 times a day."

"3 times a week."

"Approximately every 2 hours, M–Th 6x/day; F 5x/day."

"2 times a day plus on-demand."

"Walk-in requests are handled on-demand during open hours; delivery service is processed twice a day."

### Copy of Item

"Copies are produced for ILL only, processed twice a day."

"2 times a day plus on-demand."

"3 times a day, ILL requests only."

"3 times a week."

Weekends N=60	N	Physical Item	Copy of Item
No request processing	44	42	32
Once a day	6	6	3
Twice a day	1	1	—
On-demand	4	4	1
Other time period	7	7	3

Please describe other time period.

### Physical Item

"Approximately every 2 hours, Sat–Sun 4x/day."

"No routine processing; in special cases, items can be retrieved and delivered to main library."

"Saturday once a day."

"Saturday service only."

"Saturday one physical delivery."

"Sunday only."

"Three times a day during the quarter."

### Copy of Item

"No routine processing; in special cases, items can be retrieved and delivered to main library."

"Saturday service only."

"Sunday only."

14. What is the average turnaround time for most requests from the time of request to the time the material is available to the requestor? N=59

Number of Hours N=33	Physical Item	Copy of Item
2	1	1
4	3	3
8	1	—
12	4	—
<24	7	4
24	14	9
48	3	2
<b>Mean</b>	21.21	21.79
<b>Median</b>	24.00	24.00

Number of Days N=24	Physical Item	Copy of Item
.5	1	1
1	12	8
2	4	4
3	3	2
4	1	—
<b>Mean</b>	1.60	1.50
<b>Median</b>	1.00	1.00

Other N=8	Physical Item	Copy of Item
	7	2

Please describe other time period.

"Items requested weekday mornings will be available in the afternoon. Items requested weekday afternoons will be available the next morning. Items requested after noon on Friday or over the weekend will be available Monday morning unless there is an urgent request, then someone will go to the facility on Saturday."

"Same day service for items requested by noon, next day for items requested after noon."

"5–10 minutes for walk-in requests; 1–2 days for document delivery service."

"Same day service most of the time; next day service some of the time."

"2–5 minutes for requests placed in person and retrieved on demand."

"No weekend service."

"On site service (minutes)."

"Two weeks [for copies]."

## **Selected Comments from Respondents**

"Four hours if request is placed before 1 p.m. during the weekdays."

"Average turnaround time for delivery of physical item depends on the campus and location of requestor's pickup site."

"Business days only—no retrievals or copying done over the weekend."

"Dependent on when request is received. If received by a designated time in the morning it will be delivered in the afternoon; if received by a designated time in the afternoon, it will be delivered the next morning. However, items ordered on Friday afternoon will not be delivered until Monday."

"Depends on item type: for archives/rare books, normally 1–2 hours; for library materials delivered to another location, normally 1–2 days."

"If a request comes in before 10 a.m., item will be available by noon. If request comes in at 10:15 a.m., we might have by noon, but promise by 2 p.m."

"Items requested Friday or on the weekend are retrieved Monday."

"Material requested before 8 or 9 a.m. can be pulled the same day."

"Materials are retrieved daily Monday–Friday."

"Materials delivered to most pick-up locations 2x daily. Those mailed to offices may take 2–3 days. Rush service is also available (2 hours)."

"More than 50% of retrievals are delivered within 6 hours (on weekdays)."

"Note that this number relates to work days, and excludes both weekends and university holidays."

"One business day turnaround is guaranteed. We expect most requests will be available within 2 hours."

"Pick-ups are done Monday, Wednesday, and Friday. The time varies according to which of these pick-ups is utilized."

"Requests received before noon are available by 5:00 p.m. same day; requests received after noon are received by 5:00 p.m. the next day; no retrieval on weekends."

"Requests submitted by 4 p.m. are filled the next business day."

"Retrieval is done at 2:00 p.m. Mondays through Fridays. All requests submitted by 2:00 p.m. weekdays are available by 4:00 p.m. the same day. Many users receive their items in a matter of hours after submitting their request."

"Staff attempt to verify location at another NCSU library if catalog record is unclear or if item is not found."

"The physical item takes one day for campus, two days for statewide delivery."

"We can in some cases offer same day delivery to the main campus libraries depending on when the request was placed."

"We expect a 24 hour (max) scanned digital copy turnaround on articles from journals requested."

"We fill requests within 24 hours. Facility and service is too new for average turnaround times. Hope to have this collectable soon."

"We've had to decrease delivery service due to budget cuts for transportation services, so while requests are processed daily, deliveries are only made three days per week (M-W-F)."

### 15. Where are materials delivered? Check all that apply. N=62

#### Physical Item N=62

Library service point of users' choice	44	71%
Central library service point	38	61%
Faculty office	11	18%
Other location	18	29%

Please describe other location.

#### Selected Comments from Respondents

"All libraries that participate in MINITEX ILL receive delivery daily from the Access Center."

"Any departmental office."

"Any user's desktop."

"Archives Reading Room: archives/rare books only."

"Branch libraries."

"Default is to owning library."

"Delivered first to central point. Monographs are sent to any branch or library on or off campus."

"Delivery to OhioLink libraries, delivery to interlibrary loan libraries."

"Directly to off-campus patron."

"For law materials, to Law Circulation and/or directly to faculty offices."

"Fragile and oversized materials are reviewed for transportation considerations at RRCC. Books requested to fill ILL requests are delivered to ILL staff."

"Library 'owning' the item, especially for archives and other 'restricted access' materials."

"Library Storage Building itself, for walk-in patrons."

"Off-campus distance education sites and university research stations."

"Other universities."

"Science and Engineering library."

"Storage facility reading room."

"We deliver to campus library service 'hubs' to support further delivery to faculty offices."

**Copy of Item N=45**

Original scanned and placed on Web/FTP server for user download	24	53%
Photocopies delivered to library service point of users' choice	20	44%
Original scanned and e-mailed as PDF to user	14	31%
Photocopies delivered to central library service point	13	29%
Photocopies faxed directly to user	10	22%
Other location	11	24%

Please describe other location.

**Selected Comments from Respondents**

"ARIEL is used to deliver requested items directly to other libraries in the TRLN consortium."

"Copies delivered to departmental offices."

"Copy mailed directly to user."

"ILL service."

"Originals are returned from the facility to a central library location. Library staff will photocopy or scan articles for faculty and staff for a fee. Photocopies will be mailed to patron's office if requested. Scans are sent via e-mail if requested."

"Original scanned and sent via Ariel."

"Photocopy requests come through ILL system and are delivered to ILL staff."

"Sent to on-campus addresses for faculty, staff, and graduate students only."



16. Who makes deliveries of the physical item or photocopy to a library or other campus location?  
N=60

Library staff	35	58%
Remote shelving facility staff	24	40%
Campus mail service	13	22%
Contract courier service	8	13%
USPS	1	2%
Other	15	25%

Please explain other delivery service.

### Selected Comments from Respondents

"Books and larger numbers of photocopies are delivered by campus mail service; articles are carried back from storage by staff."

"Combination of library staff-operated delivery service and facility staff-provided special runs."

"Courier delivers to three central locations; materials are then redistributed by library staff."

"Delivery service to all three of the TUG institutions is run by one institution's (UW's) Campus Mail/Central Stores delivery service."

"Full-time courier located at facility for weekdays; part-time courier and staff based at main campus for weekends."

"Library messenger service."

"Library Shipping & Receiving."

"MINITEX Delivery System provides statewide delivery using various delivery options: couriers, staff, UPS, US mail, etc."

"Often a combination of campus mail service to a central point and library mail service to another location."

"Other universities' courier services."

"Student employees."

"The Collections Access, Loan, and Management Division has several full-time CDL drivers and owns an air conditioned truck that is used in the twice-daily run between Capitol Hill and Ft. Meade."

"UPS to off-campus sites."

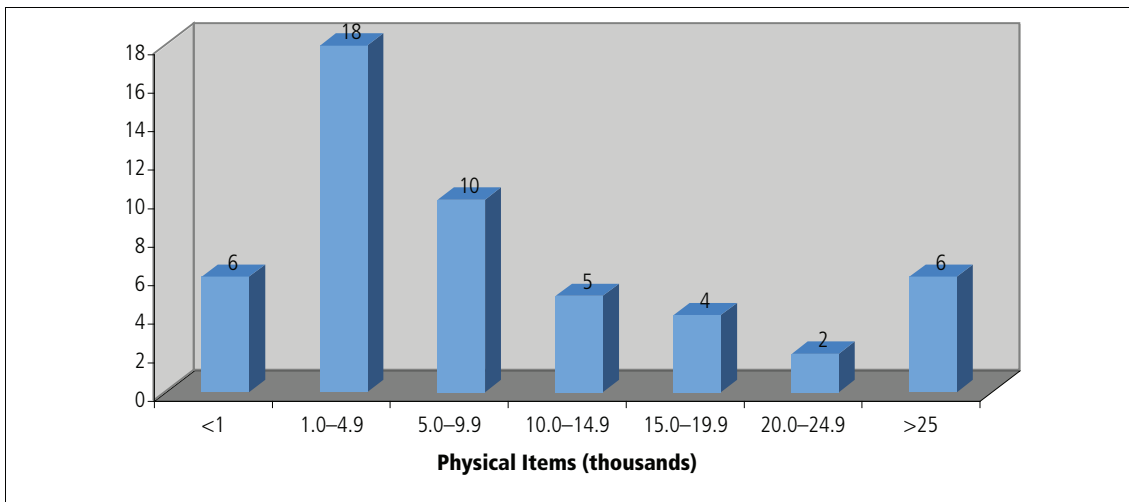
"We have hired two library clerks who run between the various buildings to pick up and deliver the items to

the central library service point as well as return materials to the remote storage facility. These two individuals will do other library duties during their down time.”

17. How many requests from your library’s patrons were filled by the remote shelving facility in 2005? N=57

**Do not record this data N=5**

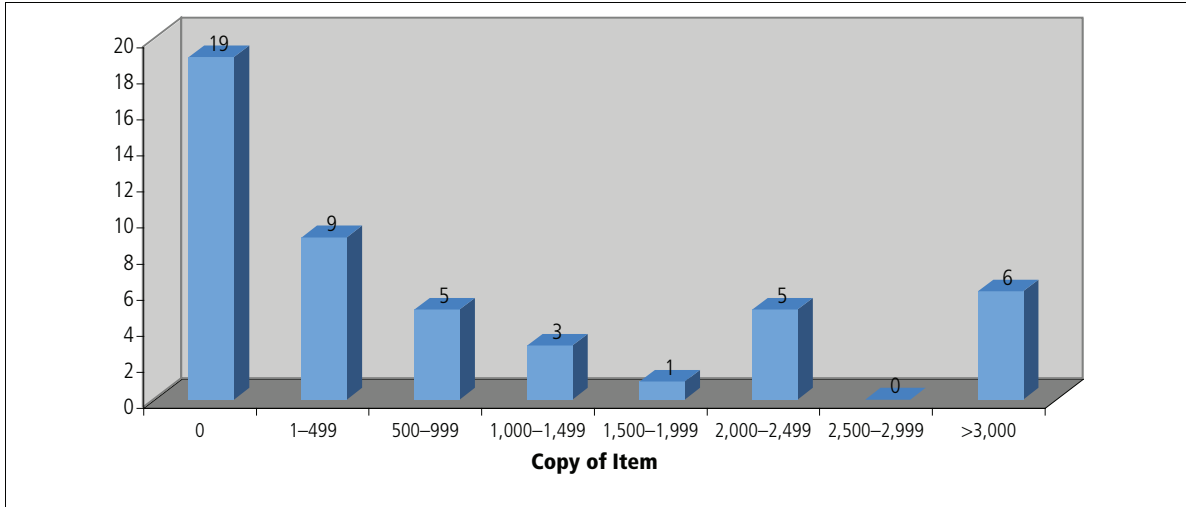
**For physical item delivery N=51**



Items	N
<1,000	6
1,000-4,999	18
5,000-9,999	10
10,000-14,999	5
15,000-19,999	4
20,000-24,999	2
>25,000	6

Minimum	Maximum	Mean	Median	Std Dev
5	68,386	11,157.0	5,350.0	14,662.0

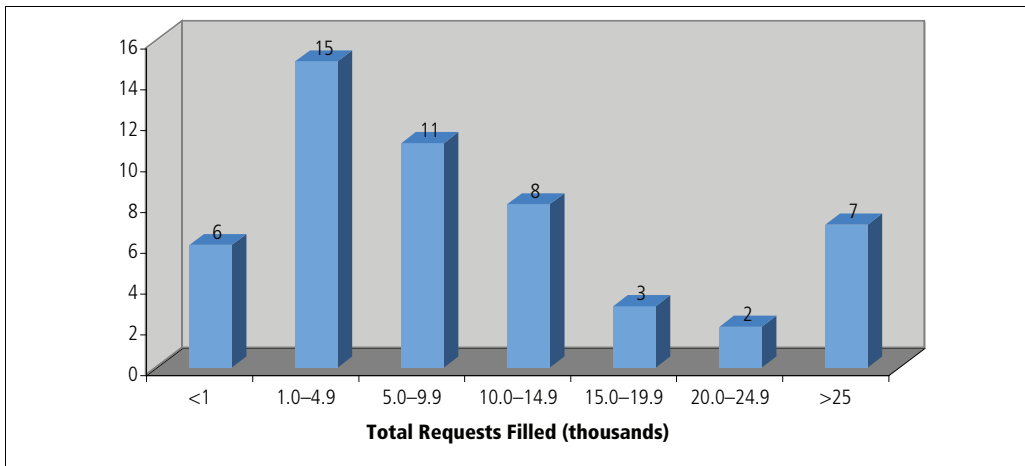
**For copy of item (print or electronic) N=48**



Items	N
<500	28
500-999	5
1,000-1,499	3
1,500-1,999	1
2,000-2,499	5
2,500-2,999	0
>2,500	6

Minimum	Maximum	Mean	Median	Std Dev
0	4,556	926.8	142.5	1,344.0

**Total requests filled N=49**



Items	N
<1,000	6
1,000–4,999	15
5,000–9,999	11
10,000–14,999	8
15,000–19,999	3
20,000–24,999	2
>25,000	7

Minimum	Maximum	Mean	Median	Std Dev
5	68,456	12,339.4	6,400.0	14,807.1

## SERVICE EVALUATION

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18. Have remote shelving facility services ever been evaluated? N=59

<b>Yes</b>	23	39%
<b>No</b>	36	61%

If yes, which methods have been used to evaluate the effectiveness of these services? Check all that apply. N=23

Informal feedback	16	70%
Surveys	7	30%
Focus groups	2	9%
Other	9	39%

Please explain other evaluation method.

### Selected Comments from Respondents

"Any and every instance of a service 'failure' (user did not receive the desired item at the desired time) is reviewed to identify cause and determine possible action (examples have included catalog record enhancement and repeated training for circulation staff)."

"Balanced Scorecard metric; internal flowchart study."

"CQI—Continual Quality Improvement initiative was undertaken to evaluate service to users in 2004–2005."

"Evaluated turnaround time before and after changing from using a courier service to a library-supported service."

"Evaluating all aspects of service through routine statistic analysis; currently evaluating feasibility to expand service beyond university."

"Library staff has evaluated the facility's environmental conditions via electronic data collectors."

"No direct evaluation, but included as part of LibQUAL+™ and other surveys of library facilities and services; also Faculty Library Committee comments on services from remote storage."

"Turnaround time, percent filled analyses."

"Unsolicited messages."

## SERVICE CHANGES

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19. Please describe any remote shelving facility service that has been added in the past 5 years. What was the primary reason for adding this service(s)? N=35

Service Added	Reason for Adding
1) Office delivery (departmental) is offered; delivery is made via "Gator" utility vehicle or single-user Segway; 2) Rush delivery can be made after normal daily courier service to library locations (using vehicles above).	To meet users' needs.
1. Saturday service. 2. Direct delivery to library service points by facility staff.	1. Request volume warranted it. 2. Reducing delivery time from facility to service point.
A second Annex. Climate controlled, it houses archives/special collections, maps and other media, and regular books in compact shelving.	First annex not climate controlled. Also, needed more space.
a) Library to library delivery: serve as a pickup point for books from other 19 Cornell libraries; b) Library to office delivery: sending books to a designated library for distribution to faculty office; c) PDF delivery of microform materials	To make access of materials easier and faster for users.
All services new in past five years.	
Desktop delivery.	Availability of technology.

Desktop document delivery implemented five years ago, with articles scanned and posted to the Web site. (2 responses)	To shorten the turnaround time on requests.
Direct processing of Interlibrary Loan requests.	To reduce fill time rates.
Electronic article delivery (fee).	Convenience for users.
Electronic delivery.	Better and expand our service.
Electronic delivery of articles.	Improved customer service.
Electronic document delivery.	To provide desktop delivery of materials in a more timely manner.
Fax; Delivery to selected library instead of owning library; Wireless.	Service enhancement.
Formerly retrieved materials twice a week; now retrieve daily, Monday–Friday.	
Increase to the number of pickups and deliveries made daily—van now makes four runs per day instead of two. (2 responses)	Increasing volume of materials to be transported, as well as desire to maintain quick turnaround time on delivery of materials (volumes and articles).
McLafferty Annex was built in 2005 and we began moving materials into it starting in mid-September and finished at the end of November.	To vacate as much of the library while we undergo a renovation and addition.
More frequent delivery; additional shelving modules added; also added microfilms and maps to formats shelved here.	Improve efficiency and speed of delivery.
Next day delivery available, Monday–Friday. (Prior to this, we had been on once a week retrieval schedule.)	Better patron service tied to increased volume of materials being deposited at the facility.
Open hours have been expanded; online request service has been implemented.	These two services were expanded and implemented due to increase in the collections located in the facility.
Research reading room with wireless Internet connections.	Comfort of doing long-term research projects.
Scanning and transmitting PDF.	Technology improved.
Scanning and Web document delivery for intra- and interlibrary loan.	To improve turnaround time for delivery of copies, provide users with enhanced desktop delivery.
Scanning document delivery to PDF.	Efficient; Cost effective; Timely; Excellent public service.
Scanning of resources and delivery of items electronically.	User needs anticipation.
Second daily delivery to campus libraries. Scanning articles for Interlibrary Loans.	More timely service to our patrons.

The LDRF has been open just seven months and so we have not yet evaluated services or added new services.	
The Library Service Center is two years old. Previously, the library relied upon a legacy storage area without adequate environmental or security controls and where retrieval service was spotty.	The portion of the central library dedicated to shelving was at, or exceeding, full capacity (all areas of the building which could feasibly be converted to shelving had been). The campus has no plans to dedicate exceedingly rare on-campus space to library needs, leading to a growth plan which relies exclusively on offsite housing and preservation of library collections.
The whole facility is a new service.	Space problems on main campus, in both main library and branches
Walk-in hours (10am–2pm, Monday–Friday).	Surveys and direct input from the faculty and students.
We have added a third daily retrieval of requested items.	To meet higher demand and patron expectations.
We just started scanning journal articles for faculty in January 2006.	
We recently implemented faster delivery of requests. Previously it was two business days; now a dedicated courier delivers in 6–30 hours (as of December 2005). Next month we will be implementing electronic article delivery.	Complaints by faculty members about the turnaround time.
Weekend retrieval, scanning.	Move of main collection offsite.

20. Please describe any remote shelving facility service that has been discontinued in the past 5 years. What was the primary reason for discontinuing this service(s)? N=9

Service Discontinued	Reason Discontinued
Completion of recording of holdings information in library catalogue.	Loss of staff member.
Currently our intake is 'on hold' as we have filled our initial purchase of shelving. (We have bought only 1/3 of the shelving needed.)	
Deliveries reduced to M–W–F.	Cost reduction.
Photocopy of journal articles.	Five years ago we staffed the remote storage facility with 2 1/2 FTE staff. With budget reductions and greater demands in other public services areas, staff were redeployed from the facility.
Photocopying for intra- and interlibrary loan.	
Some public service hours in the original Academic Activities Annex have been eliminated.	Lack of use. Redeployment of staff to higher use facility.
Sunday courier delivery suspended.	Patrons did not pick up items on Sundays. Requests very low.
The legacy storage facility has been discontinued within the last year, with all collections transferred and reprocessed (including conservation work within central library) into the new high-density storage facility.	Improvement of both collection conservation and service to library users.
Weekend Retrieval Service: Reduced from Saturday and Sunday during fall/winter to just Sunday, and reduced from one day to no retrieval on weekends in summer.	

## FUTURE OF REMOTE SHELVING FACILITIES AND SERVICES

21. Are there any current plans to develop additional library remote shelving facilities? N=80

<b>Yes</b>	39	49%
<b>No</b>	41	51%

If yes, please describe.



22. Do you anticipate that planning will begin for new or additional library remote shelving space in the next 5 years? N=77

**Yes**      49      64%

**No**        28      36%

If yes, please describe.

**Have a facility**

Current Plans		In the Next 5 Years	
Yes	We currently have three remote shelving facilities. We are working with the university and architects to design a new facility that will combine all three collections into one location.	Yes	See Current Plans.
Yes	We are planning to move materials out of Harper Storage as well as from other campus libraries (primarily our Law Library) into an on-site ASR shelving facility. This facility, presently being planned and designed, will open in Summer 2009 as an addition to our main flagship library.	Yes	As mentioned above, we are planning for a new on-site ASR facility. A report issued by a Provost appointed Ad Hoc Faculty Committee on Space for the Collections successfully stated the need for an on-site ASR facility (vs. an off-site high-density shelving facility).
Yes	Current facility will expand as need demands, with new module to be added in 2008.	Yes	Planning for additional expansion of current facility is ongoing.
Yes	It is estimated that the facility will be full within the next 3–5 years.	Yes	Discussions have been started about the need for more space. No formal planning in place.
Yes	As the current facility is reaching capacity, we are beginning to look at alternative solutions for the long term. Current strategies include weeding the current facility; implementing more stringent guidelines for depositing materials; exploring shared facilities with other regional institutions. We have not completely ruled out the possibility of building or purchasing an additional facility, but this is the least likely solution.	Yes	Planning is underway now. See Current Plans.
Yes	Preliminary planning is underway for a compact storage facility with climate control to be built closer to the central campus library.	Yes	Funding is very uncertain, but will not possibly be secured in the absence of a plan.

Yes	Additional modules will be built over coming years for a total storage capacity of around 7 million volumes. Next module will be built in 2007.	Yes	Second module scheduled for 2007.
Yes	The library's space needs have not been met by the first collections vault. We need to add another 6-aisle vault to the facility to meet the immediate collection space needs on campus.	Yes	We hope to find the partners and campus support necessary to break ground as soon as possible.
Yes	Very preliminary plans for expansion.	Yes	Planning for expansion could begin within 5 years.
Yes	Negotiations are underway for sharing an addition being built at the Library Service Center to be shared with TRLN members Duke, NCSU, and NCCU.	Yes	Construction of the LCS new module is imminent and should be completed in 18 to 24 months.
Yes	Investigating options.	Yes	The current facility is nearly full, so we are investigating options.
Yes	Planning monies were received to build an additional module to hold 1M volumes. Capital monies were NOT funded.	Yes	Expect state capital monies in FY 2008–09.
Yes	Adjacent space to current facility is available and we are considering sharing it with our branch campuses.	Yes	We've already held meetings to discuss acquiring and using the adjacent space.
Yes	A high-density facility has been placed on the university's capital construction schedule.	Yes	The existing facilities are near capacity. Precluding construction of a new facility, renovation of additional storage space will become necessary.
Yes	Preliminary investigation of off-site remote storage facility.	Yes	Plans at very preliminary stage now.
Yes	An extension of the current facility.	Yes	
Yes	An Archival Storage/Remote facility.	Yes	As mentioned above, an Archival Storage/Remote facility.
Yes	Second module of Library Storage Facility.	Yes	Will begin this spring.
Yes	Preliminary planning for expansion or new facility for 4–5 years out.	Yes	
Yes	A second facility has been proposed to the state legislature, but approval was delayed. May hire a consultant to do a formal assessment and plan.	Yes	See Current Plans.

Yes	As the current facility is reaching capacity, we are beginning to look at alternative solutions for the long term. Current strategies include weeding the current facility; implementing more stringent guidelines for depositing materials; exploring shared facilities with other regional institutions. We have not completely ruled out the possibility of building or purchasing an additional facility, but this is the least likely solution.	Yes	Planning is now underway. See Current Plans.
Yes	Discussions beginning to consider addition of special collections and adding more space for general collection.	Yes	
Yes	The Ft. Meade campus is a 100-acre site. For the library's collections, the plan is to build an additional modules up to a total of 13 at approximately 2 year intervals. These modules are attached to each other and will house books and bound periodicals, special format collections (e.g., maps, manuscripts, microform, sheet music).	Yes	The library will soon begin to construct Modules 3, 4, and four cold vaults at the Ft. Meade site. Completion is anticipated to be in early calendar 2009. In addition to Ft. Meade, construction work continues at the National Audio-Visual Conservation Center at Culpeper.
Yes	We plan to add another module to the current facility, perhaps as early as 2007.	No	Planning is already underway for the new storage bay.
Yes	The facility was designed to allow for a 5,750 square foot addition with an estimated capacity of 250,000 volumes. No date for construction has been established.	No	Since the existing facility is nearly half full, and it is expected that materials will continue to be transferred, administrative decisions will need to be made.
Yes	We have plans to construct our own permanent storage facility when funding becomes available.	No	Planning has already begun. See Current Plans.
Yes	Use of compact shelving in designated libraries.	No	There are discussions of transferring the materials in remote storage to compact shelving in the central library, and also in other branch libraries.
Yes	New building, including: - conservation center: rare books and special collections library - "library as a place:" rooms for conferences, seminars, expositions, individual or group work, and research centers	No	

Yes	We will develop additional space with compact mobile shelving in on the same floor as the current facility. It will house approximately 900,000.	No	
No		Yes	We have space available to add new shelving areas within the existing facility.
No	We are looking at a possible replacement of our current facility when our lease expires in 2012.	Yes	Preliminary planning phases have already started and consultants have recently prepared a written report on a new facility concept.
No	Long term at this point, but there is space to build another module beside the first.	Yes	Planning only.
No		Yes	Planning for additional storage space will begin in 2007/08. Funding for drawings and construction is expected after 2010.
No		Yes	We are planning to add 2 additional modules, one which will be a triangle library which will include UNC and NC State.
No		Yes	We will add on to our current facility in the next couple of years. As soon as financing arrangements are finalized, construction will be scheduled.
No		Yes	If funding becomes available, we hope to build an addition to the NE Ohio facility. Earliest possible opening would be 2010.
No		Yes	We will submit a proposal to install compact shelving on one floor.
No		Yes	No new facilities but we are planning an addition to the existing storage caverns. This high-density storage facility is located in mined space below ground level; planning has begun for adding to the mined space.
No		Yes	Discussions are underway with University Administration to allocate additional existing space on campus for library storage.
No		Yes	We currently have two 9,000 square foot storage modules and we are in the process of requesting funding for a third 9,000 square foot storage module.

No		Yes	The current facility will be full in the next 5 to 8 years, depending on the disposition of certain on-campus collections. Plans for locating a larger facility are now in the works.
No		Yes	As part of the library's Modernization Plan developed in 2001 an Automated Retrieval Cube (ARC) is to be built adjoining the main library.
No		Yes	Additional bay to be built as soon as state funding can be secured.
No		No	Planning for new regular library addition, largely of high-density shelving.

**Facility is in planning stage**

Current Plans		In the Next 5 Years	
Yes	Not additional ones, but a first high-density facility is in planning stages, nearing the final stages of approval on campus, and awaiting determination of funding sources. Planning based on consultant's report delivered fall 2005.	Yes	Planning already underway and will continue.
Yes	Are simultaneously investigating consortial and local storage solutions. We aren't certain if a consortial facility can be created quick enough to meet pressing current demands.	Yes	Ontario academic libraries are investigating the concept of a consortial solution.
		Yes	The library has been seeking funding sources for a state-wide consortium Remote Storage Facility for several years. This project is part of our Major Capital funding request and we are also seeking support from the legislature.
Yes	We may partner with another university's offsite storage facility.	Yes	See Current Plans.

**Don't have a facility**

Current Plans		In the Next 5 Years	
Yes	Just today (3-8-06) the University Librarian made a presentation to the Board of Trustees outlining the case for a remote storage facility to house seldom-used materials from collections of the 4 libraries operated by our sponsoring institution. Data suggests that, if acquisition patterns remain constant, the facility will be essential by the year 2012.	Yes	Yes, we hope to gain Board approval for such a facility. It would be needed by 2012. We are open to the possibility that an existing structure could be repurposed as the centralized storage facility, but we are also preparing cost estimates for construction of a new facility to be used for this purpose.
Yes	We had submitted a funding request for a remote storage facility and had begun planning for one. We are now re-evaluating our need based on the possibility of a regional storage facility.	No	
Yes	A new addition for the main library is near completion and features an HK robotic storage facility for 1.2 million volumes. The facility is connected to the circulation desk so that it will take about 1 minute to retrieve a requested item.	No	
Yes	Remote shelving facilities are being used to temporarily store and process materials displaced by a major flood that occurred in Oct. 2004. There have been talks about the need for long-term permanent remote shelving.	No	
No		Yes	Plans to develop additional library remote shelving facilities is too strong. We will be establishing a task force to assess collection shelving needs and identify options for housing our collections over the next decade. These options could include identification of subject areas in which we will limit our goals for print preservation, options for collaborative repository with other Indiana libraries, and collaboration with other campus units requiring similar storage.

No		Yes	At some point we will need to evaluate this service and determine the cost benefits of developing off-site storage.
No		yes	The feasibility of remote storage is periodically reviewed.
No		No	This is not in the planning stage but we do need more shelving space. A few years ago we installed compact shelving spaces in the basement of the library (accessible to users) and we are planning saving more space with our electronic collection.
No		No	It would depend on Ontario Government funds.

**23. Are there any current plans to develop new services for the library remote shelving facility?**  
**N=74**

<b>Yes</b>	40	54%
<b>No</b>	34	46%

If yes, please describe.

**Selected Comments from Respondents**

**Have a facility**

*Scanning and Electronic Delivery*

"1. Provide electronic copies of articles for on campus patrons; 2. Expand Web-based finding aids for government documents."

"Addition of on-location scanning/transmission services."

"As described above, electronic article delivery."

"Digitization or fax on demand for materials at the facility."

"Digitize on demand for users; mass digitization."

"May introduce on-demand scanning of microfilm/fiche and microcards."

"Scan and deliver articles/chapters electronically to all campus patrons."

"We are looking at providing copies of journal articles that have been scanned and deposited at a secure Web

site as an alternative to retrieving the bound volume for our faculty and/or students.”

“We are looking at the possibility of scanning articles for delivery to our users on campus.”

“Expect to scan and deliver articles and physical items directly from the Annex in the future.”

“We would like to be able to deliver electronic copies of articles to users’ desktops, but cannot due to Canadian copyright law. Current proposed change to legislation may enable this service to be offered in the future.”

### *Delivery of Items*

“Article delivery service will be added during this calendar year.”

“Delivery to faculty offices in conjunction with faculty delivery program.”

“Document delivery service.”

“Documents/copies/image delivery.”

“Expand article delivery.”

“Interlibrary loan service.”

“Planning is beginning to do document delivery (initially in support of interlibrary loan, but extending services to campus community).”

“Expand document delivery and retrieval to location of patron’s choice.”

“We would like to be able to deliver photocopies of specific articles as well as digital files via e-mail.”

### *On-Site Services*

“Additional high-density storage, a Preservation Center with state-of-the art conservation equipment, a computer room for a main distribution center (MDF) for the repository, and work areas for staff are envisioned.”

“User consultation room for archives, manuscript, and long journal run consultation.”

“Enhancement of conservation and development of rare books collections. Enhancement of conservation and diffusion of research and semi-active collections. Reference services, adapted to all specific needs. Expositions, seminars, conferences. Improve reading room for onsite users.”

“High-density processing of collection.”

“Expect to purchase Remote Film Access software and carrier for microfilm scanners when commercially available in summer 2006. This will allow users to advance, rotate, crop, etc., images remotely from film loaded at the shelving facility.”

“Online circulation from Library Storage Building itself; current materials charged via the phone; book drop for returns to the remote site.”

“Reviewing possibilities to process collections on site and to offer desk top delivery in support of ILL/



Document Delivery.”

“Storage rental to non-Cornell customers; deliver materials to non-Cornell service participants; other core services on demand.”

“We are considering on-demand paging.”

“We hope to offer onsite use in the future; no date yet. Hurricane Katrina caused severe staff shortages. Everything is currently on hold.”

“When the new space is completed we are planning to provide copying and scanning services.”

“Wireless Internet connection for onsite users.”

“The Addition will provide retrieval within minutes of what is in the ASR; in addition, we will likely provide digital delivery of journal articles to students and faculty, particularly those in the sciences and law.”

“In the next year a review of the 20-year-old service model will be undertaken to address new needs and capabilities.”

### **Don't have a facility**

“The Council of Ontario University Libraries is exploring the possibility of establishing a remote shelving facility for use by its 20 members.”

“The remote shelving facility that we are envisioning would include delivery on demand of physical copies, digitization of copies whenever possible, and limited public access by researchers.”

## **ADDITIONAL COMMENTS**

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24. Please enter any additional information regarding remote shelving facilities and services available to your library that may assist the authors in accurately analyzing the results of this survey. N=23

### **Selected Comments from Respondents**

#### **Have a facility**

“A problematic survey for us. Our three facilities are rather distinct. Annex 1 takes the bulk of our materials now, so meets the requested definition of ‘primary facility.’ The SRLF shared UC facility houses many more volumes, but has not been able to accept very many volumes in a number of years. The second Annex, as described above in new facilities, serves a different purpose altogether than the first annex.”

“[We are] going against the grain of most research libraries by providing access onsite via an ASR system to

material which we feel does not need to be browsed by users. Our plans are to put archival storage materials, elephant folios, and serials into the ASR. This will allow us to keep monographs available on the open shelves for browsing.”

“Current facility is a complete replacement for a previous shared facility of slightly smaller size used from 2000–2005.”

“Two full-time support staff work at the remote shelving facility. Existing librarians, support staff, and student assistants in the Access Services, Bibliographic Control, and Preservation Departments have taken on new duties in processing Library Annex materials.”

“One interesting note is that 25% of the items circulated out of the shared storage facility circulate to members of our INN-REACH consortium (there are 4 members of PASCAL, all included in the 23 member consortium).”

“Our storage facility is not remote in that it is located on the central campus in the basement of our Undergraduate Library.”

“ReCAP is a consortium formed by Columbia University, the New York Public Library, and Princeton University to own and run this remote shelving facility.”

“Services were disrupted from the remote storage facility in 2005 because of the installation of heating and ventilation equipment in the area to service other parts of the building. Use was reduced as a result.”

“Standard operating procedures have been reported, but we are flexible when we have unusual or time-sensitive requests. We also will bring items back from remote storage for longer time periods, such as a full semester for a class. Staffing is so low because we are making almost no deposits since we’re full for all practical purposes, so the reduced staffing is sufficient for retrievals.”

“The facility is a shared facility, managed by the U of MN/MINITEX. Sixty percent of the space is reserved for the U of MN libraries and 40% is for the other libraries in the state.”

“The Segway vehicle (equipped with two side-saddle bag carriers) is very convenient for retrieving materials within the facility as well as making deliveries to other locations on campus.”

“We were retrieving materials from McLafferty Annex the entire time we were moving materials into it (September to November 2005). I only included statistics from November to December since we were also retrieving materials from the closed library floors during September and October (while we were moving the materials) and we didn’t differentiate where we were retrieving the materials. The bulk of the move had taken place by November.”

### **Facility is in planning stage**

“Planning is at such a preliminary stage that we aren’t able to answer many of the questions. Are just now having discussions with other libraries and touring existing storage facilities.”

“Planning is underway for a 500,000 high-density storage facility attached to one of the libraries on campus. Construction is expected to begin May 2006.”

"Texas A&M is currently in the early planning stages for two remote storage facilities, so we have no specific answers that we can supply at this time to any of the questions you have posed. One facility will be on the perimeter of our campus here in College Station. It will be administered solely by the TAMU Libraries and will be used largely to house some archival materials and the university records management operation. The other facility will be a joint venture in Austin with the University of Texas at Austin and it will house parts of the research collections from each institution. Planning for both of these facilities is just now beginning."

"We are in final stages of planning to open the University at Buffalo Libraries Annex in summer 2006. Most policies and procedures are now in place and we are currently hiring Annex staff, and purchasing furniture and equipment for the Annex. My answers to the above questions reflect anticipated services provided at the Annex."

### **Don't have a facility**

"The library installed an Automated Storage Retrieval System in 2005 in its new Irving K. Barber Learning Centre. The Centre replaces the old Main Library building and incorporates the storage facility, which replaces various inadequate on-campus storage areas, including several that were housed in the old Main Library."

"We are in the process of establishing policies and procedures to discard part of our serial collection that is available electronically and for which preservation is assured."

## RESPONDING INSTITUTIONS

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University of Alabama	University of Louisville
University of Alberta	McGill University
University of Arizona	McMaster University
Arizona State University	University of Manitoba
Auburn University	University of Maryland
Boston College	Massachusetts Institute of Technology
Boston University	Michigan State University
Brigham Young University	University of Minnesota
University of British Columbia	Université de Montréal
Brown University	University of Nebraska–Lincoln
University at Buffalo, SUNY	University of New Mexico
University of California, Irvine	University of North Carolina at Chapel Hill
University of California, Los Angeles	North Carolina State University
University of California, San Diego	Northwestern University
University of California, Santa Barbara	University of Notre Dame
Canada Institute for Scientific and Technical Information	Ohio University
Case Western Reserve University	Ohio State University
University of Chicago	University of Oklahoma
University of Colorado at Boulder	University of Pennsylvania
Columbia University	Pennsylvania State University
University of Connecticut	Purdue University
Cornell University	Queen’s University
Dartmouth College	Rice University
University of Delaware	Rutgers University
Duke University	University of Southern California
University of Florida	Southern Illinois University Carbondale
George Washington University	Syracuse University
Georgia Institute of Technology	Temple University
University of Guelph	University of Texas at Austin
University of Hawaii at Manoa	Texas A&M University
University of Houston	Tulane University
University of Illinois at Chicago	Vanderbilt University
University of Illinois at Urbana-Champaign	University of Virginia
Indiana University Bloomington	Virginia Tech
University of Iowa	University of Washington
Iowa State University	Washington State University
University of Kansas	Washington University in St. Louis
Kent State University	University of Waterloo
University of Kentucky	Wayne State University
Université Laval	University of Western Ontario
Library and Archives Canada	Yale University
Library of Congress	York University
Louisiana State University	



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## **REPRESENTATIVE DOCUMENTS**



## Facility Descriptions

[University at Buffalo Libraries](#)

[Home](#) > [Libraries](#) > Libraries Annex

**Libraries Annex**



Continuing dependence on developing and maintaining large print collections has compelled many large academic libraries in the United States to address chronic shelving overcrowding and the growing need for learning spaces. There are numerous examples of the diverse storage solutions applied by universities and large public libraries.

A thorough investigation of these possibilities in the last few years has shown that the University at Buffalo Libraries' dire space needs are best served by leasing an off-campus, made-to-order, compact storage facility from a commercial building developer. A report by a SUNY-hired, library space planning expert has corroborated this position.



This new facility is now a reality. Following the general guidelines that Harvard and other institutions have used to build high-density storage facilities, the UB libraries Annex has been constructed and is located on Rensch Road across Home Road near UB's North Campus.

To relieve overcrowding of book stacks in all of the UB Libraries, and to provide minimal space for continuing growing of collections, the new high-density center will house about 1.5 million volumes. The Annex also included a reading room, a document delivery center, staff work areas and parking.

Moving materials to the Libraries Annex will provide some opportunities to redesign existing library space to enhance study facilities, computer areas, and learning spaces. However, transferring 1.5 million volumes to the Libraries Annex provides about 10 years of essential growth space for print collections which will continue to require over 75 miles of shelving.



**Hours**

Monday-Friday, 8:30am to 5pm

**Location**

The Annex is located close to both UB campuses, on Rensch Road across Sweet Home Road from UB's North Campus.

- [FAQs](#)
- [Document Delivery Service Policy Statement](#)





CASE

CASE WESTERN RESERVE UNIVERSITY

KELVIN SMITH  
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[KSL Home](#) > [Retrospective Research Collections Center](#)**Retrospective Research Collections Center  
and Iron Mountain Storage Collections**

Collections used less frequently or requiring controlled-environment storage are housed outside the library and are retrieved weekdays, upon request.

**Retrospective Research Collections Center**

KSL's Retrospective Research Collections Center houses older materials and/or materials that are used infrequently enough to be stored outside of the library, thus making more space available in the library for new or heavily-used materials. Retrospective Research Collections Center currently houses approximately 150,000 volumes which appear on [catalog](#) as "UL Storage." Collections at the RRCC include:

- older bound periodicals
- brittle books
- government documents
- Case doctoral dissertations
- Case masters' theses 10+ years old (sciences, engineering, management)
- Case masters' theses 20+ years old (humanities, social sciences)
- less frequently-used monographs.

Materials are brought back by request from the Retrospective Research Collections Center to the Kelvin Smith and Kulas Music Libraries every weekday afternoon.

Additional information and an [online request form](#) is available for weekday retrievals from the RRCC to the Kelvin Smith Library.

**Visiting the Retrospective Research Collections Center**

Researchers also may make appointments to visit the Retrospective Research Collections Center to use materials and have staff assistance. Circulation services, photocopy equipment, and a study room are also available. Visitation is by appointment: 216-368-4319

Retrospective Research Collections are located at the Case Cedar Service Center, 10620 Cedar Avenue, one block west of the intersection of Stokes Blvd. and East 107th Street. Visitors are welcome, by appointment. (216-368-4319)

**Iron Mountain Collections**

Collections that require more controlled storage are housed in the [Iron Mountain/National Underground Storage](#) facility, and are retrieved weekdays if

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**CASE WESTERN RESERVE UNIVERSITY**

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<http://library.case.edu/ksl/cedar/>

requested by 2:00 p.m. Books retrieved from Iron Mountain may circulate unless the condition of the book warrants in-library use only. Copies of Iron Mountain journal articles may also be requested.

Case students, faculty, and staff may find additional information and complete an [online request form](#) for weekday retrieval of Iron Mountain materials to the Kelvin Smith Library.

Last updated on 8/19/2005

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## The Library Annex



The Library Annex is a high-density storage facility for low-use library materials. The transfer of such materials to the Library Annex increases the space available for users in the main campus library buildings and provides conservation-level environmental controls for books and journals, archives and manuscripts, and rare and fragile materials. All materials in the Library Annex are represented in the Library catalog and may be requested for use. The Library Annex is located on KU's west campus and designed on the Harvard model. It will have an initial capacity of 1.6 million volumes.

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### Services

- [Request Materials](#)
- [Circulation Policies](#)

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### Collections

- [Selection Guidelines](#)
- [Faculty Review of Material](#)
- [Transfer of Material](#)

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### Facility

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#### [Contact Us](#)

The University of Kansas  
Libraries  
Lawrence, KS 66045  
(785) 864-8983

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## STORAGE FACILITIES

Because the University of Kentucky Libraries' collections have outgrown the space available in its campus libraries, the Libraries utilizes space in two storage facilities, one located on the Lexington campus and the other located off campus. Lesser-used monographs, older journal runs, some materials managed by the [University Archives & Records Program](#) and some materials held by the Libraries' [Special Collections](#) are among the materials housed in storage.

### Electronic Availability

Some of the materials in storage are also available electronically. Check the Libraries' [E-Journals Database](#) for information on electronic availability and connectivity.

### On Campus Storage

Library materials stored on campus are located in closed stacks within the [King Library Addition](#). Cataloged items that are stored at this location appear in the Libraries' online catalog, [InfoKat](#), with the location designated as 'King Storage Retrieval'. Requests for items stored in the King Building may be made in person at the [International Documents and Research Collections](#) service desk, room 310E, [King Building](#) during regular [library hours](#), or requests may be submitted electronically any time using the [Storage Retrieval Form](#).

### Off Campus Storage

Library materials stored off campus are housed in a commercial storage facility owned by [Kentucky Underground Storage, Inc.](#), located in Wilmore, Kentucky. Cataloged items that are stored in this location appear in the Libraries' online catalog, [InfoKat](#), with the location designated as 'Off Campus Retrieval'. Requests for items stored in this location may be made in person to staff in the Young Library Interlibrary Loan Department during [working hours](#), or may be submitted electronically any time using the [Storage Retrieval Form](#).

### Who May Borrow?

Material housed in either storage facility may be requested for retrieval by any library patron at no cost. Certain materials such as material in microform formats (microfiche, microfilm and microcards) and periodicals may be restricted to in-house use after retrieval. After retrieval, patrons will be notified of availability for pick-up at the library.

### Request Form

Use [this form](#) to request retrievals from either storage facility.

### When Will the Materials be Available for Use?

Items requested before 4:30 pm. Monday - Thursday are usually available at Young Library by 2:00 p.m. the following day. Items requested after 9:00 a.m. Friday and over the weekend are usually available at Young Library by 2:00 p.m. the following Monday.

For more information about storage materials, contact [Young Library Document Delivery Services](#).

Last update: 2006-03-16 10:38:59

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### NCSU LIBRARIES SATELLITE SHELVING FACILITY

[Requesting Materials \(NCSU\)](#) | [Requesting Materials \(Non-NCSU\)](#) | [Visiting the Facility](#)

The Satellite Shelving Facility (SSF) is a closed-stack, 20,000 square-foot building on the main NC State campus that provides high-density, environmentally controlled shelving for books, audio-visual, microform, and Special Collections materials. Over 90 percent of the SSF collection is made up of bound journals that ceased publication or whose subscriptions were cancelled prior to 1995. Other materials housed there include archival and manuscript materials from the Libraries' [Special Collection Research Center](#), and low-use microforms.



#### Contact / Staff

- (919) 513-7190
- (919) 513-7186
- satellite@ncsu.edu
- 2731 Sullivan Drive  
Raleigh, NC 27695

Michael Wallace, Supervisor  
Johnnie Pippin

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## High Density Storage

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### About High Density Storage

The Penn Library's High Density Storage facility opened in July 1998 to house low-use research materials from the Penn Library collection. The facility, just a few blocks from the main campus, is located at 3001 Market Street, opposite 30th Street Station. This facility will hold up to 2 million volumes and is expected to accommodate the Library's shelving needs for twenty years, allowing less-used materials to be removed from core collections in the 15 Penn Libraries, and ensuring space for new acquisitions.



Two full-time staff manage the extensive day-to-day operations at the facility, including retrieving requested material, photocopying articles, shelving newly processed materials, and assisting members of the public.



High density facilities emphasize shelving efficiency. Materials are sorted and shelved by size on specially designed units that stand 18 feet high. We use a special lift to retrieve volumes stored on the high shelves. Because of this, the storage portion of the facility is not open to the public. Instead, requested materials are delivered twice a day to Van Pelt, and once a day to the other Penn Libraries.

Last update: Tuesday, 29-Apr-2003 09:56:49 EDT  
Send mail concerning this page to: library@pobox.upenn.edu

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## ReCAP

### The Research Collections and Preservation Consortium

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The Research Collections and Preservation Consortium (ReCAP) is located at 400 Forrestal Road, on Princeton University's Forrestal Campus in Princeton, New Jersey. ReCAP is a high-density, environmentally-controlled shelving facility jointly owned and operated by [Columbia University](#), [The New York Public Library](#) and [Princeton University](#). ReCAP was designed and constructed to provide high-density shelving for library items, an excellent environment for preserving items and an inventory and retrieval system for easy and sure access to items for library users. ReCAP's environment is ideally suited for the shelving of all low use items, paper based and sensitive media formats. Most individual items are sorted by size and placed in open-top trays which are stored on an appropriate-sized shelf, in order to store the maximum number of items in the minimum floor area. ReCAP's four modules can accommodate approximately seven million volumes using a high density shelving system. The sophisticated inventory control system keeps track of item locations and produces picking lists for requested items. Items housed at ReCAP will be identified in the local catalogs with a direct web link to a request form. After a request is received, items will be delivered next day to consortium members.

#### Size and Description

ReCAP planning began in February 1999. Ground was broken August 2000 for the state-of-the-art book depository style building with steel frame tilt-up concrete walls, floors of "very flat" construction, and steel roof. ReCAP's initial phase consisted of three separate modules for storing items, a processing area and office area. Module 4 came online in 2005. There are 5 receiving docks, two for van access, three for semi truck deliveries. The total building footprint is 84,296 square feet. Each high-density library shelving module is approximately 210 feet long, 70 feet wide and 38 feet high, 14,588 square feet. The modules have no windows. ReCAP's second phase consisted of an additional module of the same size as those in the first phase. The processing area is 151 feet long by 130 feet wide or 18,736 square feet. The office area is 4,181 square feet. The ReCAP facility is modular by design, so additional shelving modules can be added as needed. The site will allow for the eventual construction amounting to 218,820 square feet of storage space for 37.5 million items.

#### Shelving

The four modules consist of six aisles with 37 ladders (vertical shelving sections) on each side of the aisle. Each ladder incorporates 30-foot high adjustable shelving, the individual shelves measure 56 inches by 36 inches. Items are reached with a mechanical fork lift or "order picker" typical of warehouse operations. Guide rails around shelving provide for automatic steering

of the order picker. Custom magnets have been installed at the end of aisles to automatically slow down the order picker before entering the main thoroughfare of the facility. The shelving vendor is Morgan Marshall of Chicago Heights, Illinois. The Raymond order pickers were purchased from Arbor Material Handling, Inc. in Willow Grove, Pennsylvania.

**Capacity**

The four modules will collectively house approximately 7 million volumes or book volume equivalents. Items are sorted by size, both width and height and stored in trays made from acid-free cardboard to prevent deterioration of items. Trays are stored on appropriately-sized shelves to achieve the highest storage density. Trays are manufactured by Temple Inland Packaging Company, Binghamton, New York. ReCAP has 16 different size trays. Items at ReCAP are not arranged in call number order, but are shelved according to size. For book collections, this means each book's physical size dictates where it gets shelved, not its subject matter or author. All items must arrive at ReCAP barcoded, clean, and either in good condition or in an appropriate preservation container. Since access to items stored at ReCAP is exclusively through bar code identification, adequate records to identify items by other means must be created and maintained by and at the owning library.

**[ReCAP Statistics](#)**

**Occupancy**

January 2, 2002.

**Staff**

Staff consists of an [Executive Director](#), [Supervisors](#), an [Administrative Assistant](#) and [10 Processing Assistants](#). Staff are full time Princeton University employees.

**Hours and Directions**

ReCAP service hours are Monday to Friday, 7:45 am to 8:00 pm.

[Princeton University holiday schedule](#).

[Directions](#) to ReCAP

[Virtual tour](#) of ReCAP

[Links to other shelving facilities](#)

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For Additional Information:

Phone: 609-258-3388

Fax: 609-258-7633

or contact Eileen Henthorne, Executive Director, 609-258-1517 or Orla Mejia, Administrative Assistant, 609-258-7622.

*rev. 081606*





## Archives and Research Collections Centre

Home of Western Archives

### Library Materials in ARCC and RDL

**Overview:** In addition to its role as the home of the University Archives and the Regional and Special Collections, the Archives and Research Collections Centre (ARCC) and The Research Depository Library (RDL) hold a large number of low and medium use print journals and monographs in a high density environment. These items are stored in specially designed book trays and placed on a high density shelving system that is approximately 30 feet high. The items are retrieved by the ARCC resource support staff using an [orderpicker](#) (modified lift truck).

**Access to Materials:** Library materials, (materials with the catalogue location codes "ARCC Delivery Loan", ARCC Delivery Lib Use Only", "RDL Delivery Loan", RDL Delivery Lib Use Only") are requested by students, faculty and staff at Western through an online form in the Shared Library Catalogue. Read [explanation](#) of the location codes.

**Items are pulled and sent to a pick-up location, selected by the requestor, within 2 business days.**

**Monday - Friday, all year :** processed requests are delivered to the Weldon circulation desk once a day, by 10am. Shipments to other libraries leave the ARCC by truck by 9:30am (please note that this schedule could be affected by statutory holidays).

**Saturday and Sunday, summer term:** requests for material are not processed on the weekend. Requests received after mid-Friday are processed on Monday morning.

**Saturday and Sunday, fall and winter terms:** requests for material received after mid Friday are processed on Sunday. There is one delivery to the Weldon circulation desk, by 11am for material where "Weldon Library Circulation Desk" is the selected pick-up location.

To learn more about requesting material, please click: [How do I Get Materials from ARCC or RDL](#).

Please note that Library items may not be requested through the public reading room in the ARCC. They must be requested through the Shared Library Catalogue. If you are interested in requesting Regional or Special Collections items, please read [Reading Room Requests](#) (PDF).

**Electronic Document Delivery:** The ARCC and RDL also provide an Electronic Document Delivery service (EDD). EDD allows individuals to choose journals in the Shared Library Catalogue and request specific articles. The articles are scanned by ARCC resource support staff and placed on a server. Requestors are sent an email containing a link to the article as well as a password and PIN. To learn more about EDD please click on [How Do I Request Electronic Document Delivery](#). Please note that a valid Western ID is required for this service. This service is not to be confused with document delivery through [Interlibrary Loans](#).

#### Explanation of Location Codes

ARCC Delivery LOAN	Location codes for low and medium use library materials stored in the high density module. These items are retrieved through the Shared Library Catalogue for delivery to pick up locations throughout Western Libraries. Materials with these descriptions may not be requested through the Reading Room. To access these items, press the "Request Item" button in the catalogue and enter name, University ID and pick up location. <a href="#">Get more information</a> .
ARCC Delivery LIB USE ONLY	
RDL Delivery LOAN	Location codes for material found in closed stacks. To access these items either telephone: 519 661-2111 ex. 81111, send an email to <a href="#">Western Archives</a> , or come to the Reading Room in person and request that the item be retrieved. Plan ahead as these items take at least 2 hours to retrieve. <a href="#">Get more information</a> .
RDL Delivery LIB USE ONLY	
ARCC specol NO Loan	Location codes for material found in the ARCC Reading Room. These materials can be used only in the Reading Room during the <a href="#">hours of opening</a> .
ARCC specol ovr NO LOAN	
ARCC archives NO LOAN	
ARCC rdg rm ref NO LOAN	
ARCC rdg rm NO LOAN	
ARCC rdg rm ovr NO Loan	



## Service Policies

THE UNIVERSITY OF ALABAMA			Ask-A-Librarian   View Your Account	
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## Library Annex Service Policy

### A. LIBRARY COLLECTIONS

- A1. Requests for materials may be made via the Libraries' Catalog [<http://library.ua.edu/>].
- A2. Articles from periodicals will be provided in the manner preferred by the requestor. Options include email, PDF, fax, or the original in the bound volume.
- A3. Items identified in the Libraries' catalog as circulating may be borrowed from the Annex and checked out according to University Libraries' Circulation Policies.
- A4. Items identified in the Libraries' catalog as non-circulating may not be checked out to patrons. However, they may be retrieved from the Annex and used in a library on campus.
- A5. Items are retrieved from the Annex twice a day Monday through Friday. Items are not retrieved on weekends or University holidays.
- A6. If an item request is received before 10 a.m. Monday through Friday, the item will be available at 1 p.m. the same day at the University Libraries location selected by the user. If an item request is received before 2 p.m. Monday through Friday, the item will be available at 4:45 p.m. the same day at the University Libraries location selected by the user. If an item request is received after 2 p.m. Monday through Thursday, the item will be available at 1 p.m. the next day at the University Libraries location selected by the user. If an item request is received after 2 p.m. Friday, the item will be available at 1 p.m. the following Monday at the University Libraries location selected by the user. Items not picked up within 10 days will be returned to the Annex.
- A7. The Annex is not open to the public. In special circumstances, permission for researchers to use library collections in the Annex workroom may be requested by contacting the Head of the Circulation Department: Janice Simpson, 348-8169, [jsimpson@bama.ua.edu](mailto:jsimpson@bama.ua.edu).
- A8. An item housed in the Annex may be sent to another institution's library for Interlibrary Loan if that item would normally be available for that purpose.
- A9. The Gorgas Library Circulation Department is responsible for the maintenance and operation of the Annex, including retrieving and reshelving materials.
- A10. For safety and security reasons, staff access to library collections in the Annex shelving area is limited to designated library employees as approved by the Head of Circulation Department.

### B. UNIVERSITY RECORDS

- B1. Materials placed in University Records remain the property of the originating department. Hence, the originating department may borrow only its own files from the Annex.
- B2. University Records materials that are restricted for whatever reason or materials for which the requestor does not have authorized access may not be borrowed.
- B3. University Records are generally retrieved on Tuesday morning and Thursday morning. Top priority requests are retrieved on demand.
- B4. Requests for University Records are made to University Archives and Records Management personnel, via fax, phone, or email.
- Institutional Records Analyst, Tom Land, phone 348-0502, e-mail [tland@bama.ua.edu](mailto:tland@bama.ua.edu), fax 348-1699.
  - Institutional Records Assistant, Kevin Ray, phone 348-0503, e-mail [kray@bama.ua.edu](mailto:kray@bama.ua.edu),

fax 348-1699.

B5. The Annex is not open to the public. Attorneys, state auditors, and originating department members may use University Records collections in the Annex workroom with the permission of the Institutional Records Analyst and by appointment only.

B6. Staff access to the University Records section of the Annex shelving area is limited to designated University Records and Special Collections staff authorized by the Institutional Records Analyst or the Curator of the W.S. Hoole Special Collections Library.

Approved by Dean's Council, 3/18/03

[Annex home page](#)



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[University at Buffalo Libraries](#)

[Home](#) > [Libraries](#) > [Libraries Annex](#) > Document Delivery Service - Policy Statement

**Document Delivery Service - Policy Statement**

- I. UB faculty, staff, students and guests may request materials from the Annex.
- II. Requests will be submitted:
  - a. Through ILLiad - UB Community
  - b. By Web form - non-UB patrons
- III. Circulating material will be delivered to the UB Library Circulation Desk of the requester's choice.
- IV. Special Collections materials will be delivered to Special Collections room, 420 Capen Hall and must be used there.
- V. Photocopies of journal articles, book chapters, conference reports and other print materials can be delivered:
  - a. Electronically in .pdf format
  - b. By Campus Mail to a department office
  - c. By Library Mail to a Library Circulation Desk or Library office
- VI. Requests will be processed within 1 business day. Delivery method determines turnaround time as follows:
  - a. Electronic photocopy delivery: within 1 business day.
  - b. Library mail photocopy delivery: within 1 business days.
  - c. Campus mail photocopy delivery: within 2 to 3 business days.
  - d. Book/microform delivery to circulation desk: within 1 business day.
- VII. If request cannot be filled, requester will receive email notification.
- VIII. Annex delivery operates Monday through Friday, 8:30 am - 5:00 pm
- IX. For a status report of a request after 1 business day, call the Annex document delivery office: (not yet operational).

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## Library Services



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### Main Menu

- Borrow, Renew & Request**
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- Borrow, Renew & Request
- E-Reserves
- Class Reserves
- Ask a Librarian

### Request Materials from ALF

IU library materials that no longer fit into the stacks of the IUB Herman B Wells Library and the IUB Campus Libraries are housed in a collections vault at the Ruth Lilly Auxiliary Library Facility (ALF). Most materials from the ALF may be charged out for home or office use, with the exception of several **restricted use** collections (see *Restricted Use Items* below). Users must present an IU ID card or a Library Borrower's card to charge these materials out. Faculty, students and staff of Indiana University and Indiana residents may request materials to be delivered to the IUB Herman B Wells Library circulation desk or to the circulation desk of an IUB Campus Library.

The materials housed in the ALF are listed in the library online catalog, IUCAT. The designated location listed in IUCAT for general ALF materials is B-ALF. [To request an item from the ALF, just click the link next to the listing for the item.](#)

### **Delivery & Pick Up Of Requested Items**

#### **Requests for use on the BLOOMINGTON campus (non-restricted materials):**

Requested materials must be picked up in person from the IUB Herman B Wells Library circulation desk or the chosen IUB Campus Library circulation desk. Materials requested prior to 12:00 pm (noon), Monday through Saturday, will be available from your selected Bloomington library delivery destination by 5:00 pm the same evening. Materials requested after 12:00 pm (noon), Monday through Saturday, will be available from your selected Bloomington library delivery destination by 5:00 pm the following business day. During academic breaks and holidays, many libraries have reduced hours. Please consult [Hours & Locations](#). Failure to supply an email address with your ALF request may result in delays receiving the item.

#### **Requests for use on a NON-BLOOMINGTON campus (non-restricted materials):**

Materials requested for use on other campuses are handled via [Request Delivery](#) policies, and should reach non-Bloomington campuses in 4 to 7 days. You must have an IU ID or IU Library Borrower's Card to request ALF materials via the ALF Request Form. If

### Borrow, Renew & Request

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- Request Materials from ALF
- Request Materials IUB Libraries Do Not Own (ILL)
- Request Article Delivery
- Request a Purchase
- Rush Cataloging Requests
- Non IU Borrowing
- Policies
- Request Delivery
- Faculty Study Application
- Library Carrel Application

you do not have an IU ID or IU Library Borrower's Card, you should request ALF materials via [Interlibrary Loan](#) through your local library.

### ***Duration of Loans***

With some exceptions, material from the ALF circulates according to normal loan periods. Loan policies may be found at: <http://www.libraries.iub.edu/index.php?pageId=941#loan>. Most ALF materials can be renewed unless needed by another borrower. Renew ALF materials just as you would other materials borrowed from the Libraries.

### ***Returning ALF Library Materials***

Circulating ALF materials may be returned to any IU Library, on or before the due date to avoid overdue fines. ALF materials are subject to the same fine policies as other IUB Herman B Wells or IUB Campus Library items, including recall fines. Fine policies may be found at: <http://www.libraries.iub.edu/index.php?pageId=941#overdue>

### ***Restricted Use Items***

Materials housed in the ALF from the Lilly Library, Law Library, University Archives, David S. Bradley Film Collection and some other special collections are available for *restricted use* only.

### ***Using Lilly Library Materials***

Lilly Library materials housed in the ALF are listed in the online catalog as "Lilly Library – ALF". When requested, these materials will be delivered to and must be used exclusively in the Lilly Library Reading Room. All requests for Lilly items received prior to 12:00 pm (noon) on Monday through Friday will be delivered to the Lilly Library by 5:00 pm on the same day. There is no Saturday delivery to the Lilly Library. Users must follow these Lilly Library policies: <http://www.indiana.edu/~liblilly/visiting.shtml>. Failure to supply an email address with your ALF request may result in delays receiving the item.

### ***Using Stacks, Restricted Materials***

Some special collection materials housed in the ALF are listed in the online catalog as "Auxiliary Library Facility - Stacks, Restricted ". When requested, these materials will be delivered to and must be used exclusively in the Lilly Library Reading Room. All requests for Stacks, Restricted items received prior to 12:00 pm (noon) on Monday through Friday will be delivered to the Lilly Library by 5:00 pm on the same day. There is no Saturday delivery to the Lilly Library. Users must follow these Lilly Library policies: <http://www.indiana.edu/~liblilly/visiting.shtml>. Failure



to supply an email address with your ALF request may result in delays receiving the item.

#### **Using Law Library Materials**

Law Library materials housed in the ALF are listed in the online catalog as "Law Library - ALF". When requested, these materials will be delivered to and must be used exclusively in the Law Library. All requests for Law items received prior to 12:00 pm (noon) on Monday through Saturday will be delivered to the Law Library by 5:00 pm on the same day. Failure to supply an email address with your ALF request may result in delays receiving the item.

#### **Using University Archives Materials**

University Archives materials housed in the ALF are listed in the online catalog as "University Archives--ALF." Patrons who wish to use University Archives materials must contact the Archives Staff by email at [archives@indiana.edu](mailto:archives@indiana.edu) or by phone at 855-1127. Once the request is received, Archives Staff will then contact the ALF. The materials will be delivered to and must be used exclusively in the University Archives Reading Room. For regulations governing the use of materials in the Indiana University Archives, see <http://www.indiana.edu/~libarch/reg-use.html>.

#### **Using the David S. Bradley Film Collection**

David S. Bradley filmic materials housed in the ALF are listed in the online catalog as "Auxiliary Library Facility - Bradley Film Collection." Requests submitted via IUCAT for Bradley materials are first reviewed by the IUB Media Librarian. If use is granted, the materials may only be used in the Wells Library Media Center (Kent Cooper Room). For more information on the Bradley Film Collection, please visit: <http://www.indiana.edu/~bradfilm/index.html>

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HERMAN B. WELLS LIBRARY 1320 EAST TENTH STREET, INDIANA UNIVERSITY, BLOOMINGTON, INDIANA 47405 PHONE: 812 855-0100 [LIBREF@INDIANA.EDU](mailto:LIBREF@INDIANA.EDU)

**INDIANA UNIVERSITY**

<http://www.libraries.iub.edu/index.php?pageId=54>

Comments to [libref@indiana.edu](mailto:libref@indiana.edu)

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**Franklin Catalog**

## Using the Collections at High Density Storage

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### Access Policies

The nature of a high density facility precludes the possibility of browsing through the collection to locate materials. Generally, users with specific needs are encouraged to request delivery of books and journals to the on-campus library of their choice. In cases where the user must consult a large number of volumes at once, however, it may instead be more convenient to ask for those materials to be retrieved and held in the reading room at the Facility. Both Penn and non-Penn users may contact the High Density Storage Facility staff at 215-573-5662 or at [storage@pobox.upenn.edu](mailto:storage@pobox.upenn.edu) to arrange a visit if it is appropriate.

Please note: Visits MUST be arranged in advance, to give the staff time to retrieve the needed materials.

### Borrowing Policies and Procedures

Any library user, including visitors, may request that materials stored at the High Density Storage Facility be delivered to an on-campus library. Patrons may request materials for weekday on-campus delivery. Materials are delivered twice each weekday to Van Pelt Library, and once each weekday to other Penn Libraries, so turnaround time is 24 hours or less.

Any person who is authorized to borrow other Penn materials may also check out circulating Storage materials. Some materials, including those published before 1850, must be used in the library. Storage materials may be charged at any Library pickup point, including Van Pelt or any of the other Penn Libraries. Loan policies for Storage materials are the same as Van Pelt Library policies for other materials with the exception of bound journal volumes. Bound journals from Storage may circulate for one week. People who don't have borrowing privileges must use Storage materials at the designated library pickup point.

### Requesting a Delivery from Storage

There are a number of ways to request storage materials. Penn faculty, staff, students, affiliates and medical staff should use the "Place Requests" feature in [Franklin](#). Once you have displayed a record for available Storage material in Franklin, click on "Place Requests" and log in using your Patron Barcode and Last Name. Then select either "Deliver to Another Library" for monographs or entire journal volumes, or "Get from Storage" for specific articles. Fill out the required information, including your Barcode and the Comments box, and then submit your request.

Courtesy borrowers should use the "Get from Storage" form for all requests.

Non-borrowers may not use the "Place Requests" feature but instead need to use either the [Storage - Request Article Retrieval](#) form or the [Storage - Request Book/Recording/Video Retrieval](#) form on the Library Forms Web Page, or fill out a paper request form at any Library circulation desk. Paper requests will be faxed to High Density Storage, while electronic forms will be sent automatically.

### Article Delivery and Photocopy Services

Users may request individual articles rather than delivery of journal volumes. If you provide complete citation information, you will receive, at no cost to you, electronic delivery of the articles up to 50 pages in length. If you prefer, a hard copy can be delivered to the library pickup location of your choice. Persons who are not authorized to borrow Penn materials will receive hard copies only.

### Reading Room



Although the Storage Facility is not a browsable collection, it does accommodate users who need access to long runs of serials or a large number of books. The Facility has a reading room and photocopier available for onsite consultation of materials. The reading room is available Monday through Friday from 9:00 a.m. to 5:00 p.m. Due to staffing constraints we ask patrons to call in advance so that the Storage staff can retrieve materials and have them ready for use.

### Services to Patrons with Disabilities

The Map/Reading Room is accessible to all users, including those with disabilities. Material can be delivered to the Van Pelt Library and used with available **adaptive equipment and software**.

Last update: Wednesday, 22-Mar-2006 11:35:00 EST  
Send mail concerning this page to: [library@pobox.upenn.edu](mailto:library@pobox.upenn.edu)

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PENNSYLVANIA STATE UNIVERSITY LIBRARIES



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## Collection Maintenance

### Library Annexes

The library annexes are buildings on and off-campus where lesser-used library materials are stored. These facilities serve to relieve congested shelf space in the subject libraries at University Park, and also provide a controlled environment to help preserve fragile materials.

**Please Note: The procedure for requesting Annex materials has changed. Please read the following information as the Online Annex Request Form has been removed.**

The Penn State Libraries Catalog, "The CAT", will indicate if materials are housed in the annexes.

**Beginning on Monday, June 28, 2004 the Library Annex in the Academic Activities Building (at the intersection of Bigler and Hastings roads) will be changing the schedule that the facility is open for public visitation to the following:**

**Tuesday and Thursday - 8:00 am to 12:00 noon (Circulation and photocopy services will be available until 15 minutes before closing.)**

**Monday, Wednesday, Friday, Saturday and Sunday - CLOSED to the public**

**Requests for delivery of book materials and scanned articles will continue to be processed Monday - Friday, 8:00 am - 5:00 pm.**

The Cato Park library annex is not open to the public at this time, but materials may be requested for scanning or delivery to a PSU Library.

### Requesting Items

All Library users are expected to understand and comply with the Penn State Libraries [Policies](#) and [Lending Code](#). Instructions for requesting annexed materials are provided below.

#### **Penn State Students, Faculty, and Staff**

**Books:** Individually catalogued book materials listed as having a shelf location of "**Submit Request for Annexed Material**" in the CAT, may be requested directly from the single item display screen by clicking on the "**I WANT IT**" button at the top of the screen. Instructions to users are included at the login screen. Materials marked "**nocirc**" under shelving location should be requested through ILLiad.

**Articles and Bound Volumes:** Copies of specific journal articles or individual bound volumes may be requested by using the Interlibrary Loan request tool,

[ILLiad](#). Copied articles will be posted to the patron's ILLiad account.

#### Other Users

**Books:** Registered library patrons may request individually catalogued book materials listed as having a shelf location of "**Submit Request for Annexed Material**" in the CAT, by clicking on the "**I WANT IT**" button at the top of the single item display screen. Instructions to users are included at the login screen.

Unregistered patrons may download or print a copy of the [Annex Request Form](#), and submit the completed form to a Circulation desk at any Library location. Requested materials may be used in-house or by arrangement with Lending Services staff.

**Articles and Bound Volumes:** Copies of specific journal articles or individual bound volumes may be requested by users without a Penn State Access Account by downloading or printing a copy of the [Annex Request Form](#), and submitting the completed form to a Circulation desk at any Library location.

#### Delivery

**University Park Libraries:** Hardcopy materials will be delivered to the designated location within 24 to 48 hours during weekdays. Items requested during weekend hours should be delivered by 3:00pm Tuesday.

**Campus Libraries:** Deliveries will be dependent upon the timing of request, travel distance, and delivery services that are available. Materials usually take five to seven days to deliver between Penn State Campus College libraries, as long as the materials are readily available.

**Please note:** Items will be held at the designated location for **7 days** from the date the materials are received. Patrons must pick up requested materials during that time.

#### Annex Request Form

The [Annex Request Form](#) is available for download by unregistered patrons or patrons without access to ILLiad. The form is in .PDF format. If you do not have the software or browser plug-in to read this format, go to [Adobe Reader - Download](#). Patrons may also obtain print copies of the form from any library service desk that has printing capabilities.

[Home](#)

Page updated: 6/14/05 by [Rich Cowen](#)  
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U.Ed. LIB 02-161



## Service Request Forms

## How To Request An Item From the Annex

You may request an item from the Library Annex in person at the circulation desk or make this request electronically.

### MAKING REQUESTS ELECTRONICALLY

- In the Libraries' catalog, find the record for the item you want.
- Make sure the location is "Annex".
- Click on the **Holds/Recalls/Requests** at the top of the page.
- Enter your Patron ID and last name. Click Login.
- From the drop down menu, select **Request from Annex**. The "number available phrase" tells you how many remaining items you may check out.
- If you want a book, choose **Select an Item**. If you want a journal, choose **Select an Item**, then select the appropriate volume from the pull down menu or you may enter it manually in the form.
- Select the pick-up location. This is where you will pick up the item.
- Enter your Patron ID.
- Choose **Submit Request**.
- If your request is successful, you will see a message that "Your Patron Initiated Request Was Successful." If the request was not successful, you will get a message that your request failed.

Need assistance in placing a request? Just ask.  
Staff at any of the circulation desks will help you.

[UA Libraries' Home](#) | [Campus Libraries](#) | [Contact Us](#) | [Search This Site](#)

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Last modified: 08/15/05  
Comments about this site to: [webmaster](#)



# STACK SERVICES

You are here: [Home](#) > [About the Library](#) > [Departments](#) > [Access Services](#) > [Stack Services](#) > Annex Requests in Pegasus

## Request an Item from the Annex using Pegasus

If you find an item in [Pegasus](#) which is located in the Annex, you can often request the item directly in Pegasus:

1. Find the item in Pegasus, then click on the item's "Library and Call No."

In this example, you're looking for an issue of *Biotropica*.

#	Author	Title	Year	Format	Library & Call No.	#Owned/#Out
1	<input type="checkbox"/> Association for Tropical Biology.	<a href="#">Biotropica</a>		Serial	Main Library : Annex QH1 .B598 [Annex, Reg Loan] Main Library : Sciences Engineering Library QH1 .B598	Main-Library( 37/ 0)

2. In the resulting holdings screen, you see that the volume you want is located in the Annex. Scroll down to the specific volume/issue you need. Click "request."


If the holdings screen for your item displays no details, nor any "request" buttons, [go here](#).

You want an issue from 1985, volume 17. Find it and click "request."

<a href="#">request</a>	<a href="#">expand</a>	v. 17 (1985)	Annex, Reg Loan	Not checked out	Main Library Annex	QH1 .B598
-------------------------	------------------------	--------------	--------------------	-----------------------	--------------------	-----------

3. You'll be prompted to "identify yourself." Enter your library card number and password (which, unless you've changed it, is the same as your library card number).

Identify Yourself - Microsoft Internet Explorer provided by -= The... \_ □ ×

  
Pegasus

**Please identify yourself:**

Library/Access Card Barcode:

Password:

Hints: Your barcode begins with "21205" and is 14 digits long.  
Do not use dashes or spaces in your barcode.  
Your password is your 14 digit barcode number,  
until you change it.

4. Hit "Send." Confirm your request by review and editing info as needed. Click "Send."

## Request Form

Patron name - [REDACTED]

Pickup/delivery location:

Not needed after:

(Date format : yyyyymmdd)

Enter additional information as necessary:

Note 1:

Note 2:

Some items do not have a "request" option in Pegasus.

For example, you want an issue of the *USSR Space Life Sciences Digest*. Find it in Pegasus, then click on the item's "Library and Call No."

#	Author	Title	Year	Format	Library & Call No.	(#Owned/#Out)
1	<input type="checkbox"/> United States. Office of Space Science and Applications.	<a href="#">USSR space life sciences digest.</a>		Serial	<a href="#">Main Library : Annex QH327 .U77</a>	<a href="#">Main-Library</a>

When looking at the "holdings" screen, there are no details nor anyplace to "request" an item. Write down the information, and use the manual [Request an Item from the Annex](#) form instead.

## UCSB - Holdings

USSR space life sciences digest (1985)

USSR space life sciences digest.

Washington, D.C. : National Aeronautics and Space Administration, Scientific Information Office, 1985-

Location: Main Library Annex QH327 .U77

Holdings: no.1 (1985/1986)-no.32 (1992) no.30-32 unbound

Indexes: no.26/29 (1990/1991)Bound separately from main volumes

**Please check shelf or ask at a service desk for assistance.**



KELVIN SMITH  
LIBRARY

## LIBRARY STORAGE RETRIEVAL REQUEST: JOURNAL ARTICLE OR JOURNAL VOLUME

- Retrieval Services: weekday afternoons Monday-Friday.
- Requests received by 3:00 p.m are usually retrieved by 5:00 p.m.
- Incomplete citation information will delay same-day retrieval.

Prioritize requests--large runs of journal volumes cannot be safely stored at Kelvin Smith Library and will not be retrieved. If you expect to use a large quantity of volumes, please plan your requests for manageable amounts for retrieval over a number of days.

- Photocopies, **\$.10 per exposure** :
- Delivery to your department is through Campus Mail and the total amount will be added to your library account balance. The Library is not responsible for non-receipt of copies through Campus Mail.
- Copies can be picked up at the Library and paid for at that time.
- Complete journal issues must be used at Kelvin Smith Library, where you may browse and photocopy what you need. Complete journal issues/volumes are not sent through Campus Mail.

Journals that indicate the location UL STORAGE PERIODICALS in [EuclidPLUS](#) are located approximately 1/2 mile away, in University Library Storage. Library users may also arrange to visit Library Storage (call 368-4319). This may be quicker and more useful when there is a need to use large amounts of Storage materials.

Before submitting a retrieval request, please verify holdings on [EuclidPLUS](#), the online catalog. You can copy & paste the bibliographic data to this form.

Boxes with labels in **bold type** are **required** and must be completed in order for the transaction to be successful. If you need assistance, you may call 368-4319 or 368-3517.

---

### Borrower Information

You must be currently affiliated with CWRU and be in good standing. Requests from persons not in good standing will be returned unprocessed.

**Name:** [required]

Campus Address:

Campus Phone#:

Fax:

Home Address:

City, State, Zip:

Home Phone# :

**Email:** [required]

Major (Students)/Dept. (Faculty & Staff):[required]

Status:

---

### Delivery Information

Library Storage items are retrieved weekday afternoons, Monday through Friday. Requests received by 3:00 p.m. are generally retrieved by 5:00 p.m.

When material arrives, please: [required]

- Deliver to Department through **Campus Mail (Photocopy fees added to library account.)**
- Hold at Kelvin Smith Library (Photocopy fees may be paid when you pickup your item.)

Only photocopies may be delivered to departments.

Not needed after:  [mm/dd/yr]

---

### Item/Material Information (Journal)

*\*NOTE: The Library reserves the right to LIMIT the number of items retrieved per person per day, based on time and staffing constraints. Library staff will help people prioritize multiple requests for efficient retrieval and use.*

*Requests for large amounts of materials will be prioritized. If you anticipate needing large runs of items we can help coordinate retrieval(s) with your research needs. Smaller deliveries provide safe handling and storage for items retrieved to Kelvin Smith Library.*

Verify title holdings and location in [EuclidPLUS](#), the online catalog, before submitting a retrieval request. You can also use the bibliographic information in EuclidPLUS to copy & paste to this form.

**\*\*NOTE: Same-day retrieval is not guaranteed without article title or page numbers and author. A journal may have multiple articles by one author--title and/or pages expedite the retrieval.**

Journal Title:[required]

Volume number:[required]

Year:

**\*\*Article Title or Pages to be copied** [optional, entire journal may be retrieved]:

Source of citation:

---

### Additional comments

---

**NOTE: A copy of this completed request will be e-mailed to you.** This assures you that your request has been received in the office, and enables you to keep track of what you have ordered.

University of Florida Libraries

Using the UF Libraries' Catalog

Requesting Items

UF faculty, students and staff and other registered library users with borrowing privileges may request any item that displays the term **Request** on its **Holdings** screen.

The **Request** service is provided for items that are not located on "open" shelves or not instantly obtainable by asking library staff. "Requestable" items include:

- books that are checked out by another person
- books, journals, and microfilm that are kept in an off-campus storage location

You place a **Request** for an item by clicking on the **Location** line to see the **Holdings** display in the **UF Libraries' Catalog**:

**UF Library Catalog - Holdings**

---

**Basbanes, Nicholas A., 1943-:**  
**Patience & fortitude :**  
**New York : HarperCollins, c2001.**  
 xviii, 636 p. : ill. ; 25 cm.

---

**Location:** Request Retrieval: -- WEST BOOK -- Z4 .B395 2001

---

Click **Request** to:

1. Recall a checked-out item.
2. Request Retrieval of a Library WEST or STORAGE item.

Select year  Select volume  Select sub-library

	Description	Sub-library	Collection	Location	Item status	Due date	Due hour
<a href="#">Request</a>		Request Retrieval: WEST BOOK	Z4 .B395 2001		Regular Loan	10/01/04	09:00 PM

In the example above, you will notice that *Patience & Fortitude* is **checked out**. If you wanted to request it, you would click on the **Request** link to the left of the item information. (This service requires that you sign-in with your 14-digit library number or UFID if you have not already done so.) You would then be presented with the screen below:

- Select Topic
- [Basic Search](#)
- [Advanced Search](#)
- [Command Search](#)
- [Browse Results](#)
- [Brief Recs button](#)
- [Search Results](#)
- [Brief Records Display](#)
- [Full Record Display](#)
- [Holdings Record](#)
- [Holdings \(Journals\)](#)
- [Truncation](#)
- [AND, OR and NOT](#)
- [Past Searches](#)
- [Print/Save/Email](#)
- [Add to List/View List](#)
- [E-Shelf](#)
- [Saved Searches](#)
- [Course Reserves](#)
- [Change Databases](#)
- [Your Account](#)
- [Online Renewals](#)
- [>> Requesting Items](#)
- [End Session](#)
- 
- [Exit Help](#)
- [Close Window](#)
- [\[Return to Session\]](#)
- [UF Libraries' Catalog](#)
- [\[Open New Session\]](#)

Hold Request - Gator, AI

On loan until: 10/01/04 09:00 PM

Pickup/delivery location : SCIENCE LIBRARY

Period of interest : from 20040819 to 20041019 (Date format : yyyyymmdd)

Periodical Requests Only: Please complete the information below

Author of article

Title of article

Pages

Year

Note

Carefully note the pickup library where the item will be available. Use the second **Period of Interest** field to indicate the date by which you need the material. (Leave the first date as today's date.) Change the **to** date **only** if you must have the item before that date. Then click the **Go** button.

You will be taken to the [Full Record](#) display for the item. A note at the top of the display will indicate that your request has been registered.

**! Item has been requested for pick-up at SCIENCE LIBRARY.**

[Full View of Record](#)

You can check the status of requests that you have already submitted by connecting to the [Your Account](#) screen and clicking on the [Hold requests](#) link.

Hold Requests for: Gator, AI

For details about a hold request, click the underlined number.

No.	Description	Request date	End request date	Hold date	Sub-Library	Request status	Call number	Call number 2	Item Description	Pickup Location
<u>1</u>	Patience & fortitude : a roving chronicle of book people, book places, and book culture / Nicholas A	08/19/04	10/19/04		Request Retrieval	In process	Z4 .B395 2001			SCIENCE LIBRARY

If you are not a UF faculty/student/staff or other registered user with borrowing privileges, you may request items when the location reads "request retrieval" or "storage". Instead of clicking the Request button on the [Holdings](#) screen, click the [Retrieval Help](#) button in the orange bar at the top of the screen. Choose the [Alternative Form](#) and follow the instructions.

See more details on the Request process for [Retrieval and Storage](#) items.

[Back to Top](#)

Michigan State University Libraries

## Services & Request Forms

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[MAGIC](#)

### Remote Storage Request

Material with the Remote Storage location is housed in North Lansing. Requested material is picked up every weekday afternoon by library staff. Items requested before 11 AM Mon-Fri will typically be ready to pick up that same day by 5 pm. Items requested after 11 AM Mon-Fri will typically be ready to pick up by 5pm the following weekday. Items requested on weekends or after 11 AM on Fridays will typically be ready for pick up by 5pm Monday. It will be held for ten days and you will be notified that it is ready for pickup by e-mail.

**Requesting a journal?** It may be available ONLINE for you to print or download now! [Check this list of journal titles](#) - if yours is here, simply click on it, then click "browse this journal" to find the issue you need! (Avoid the wait for Remote Storage retrieval and a trip to the library to check it out!)

Your Name: (required)

Complete E-Mail Address:  
(required)

Please include host name, and proof-read before submitting **Example:** [doejane@msu.edu](mailto:doejane@msu.edu)

BARCODE from MSU ID Card: 2-  
1293- (required)

**\*\* If you do not have an MSU ID or Library card, please see the bold footnote below**

Campus Phone:

Home Phone:

Book/Journal Title: (required)

Author:

MAGIC Call Number OR  
Government

Document Call Number (required):

Volume/Year:

Other Information

Delivery Options (MSU Faculty/Staff, Medical and Gull Lake students ONLY)

Because much of the material in Remote Storage is fragile, delivery via campus mail is not available. We will hold the item for you at the Main Circulation Desk, or it can be delivered by library courier to one of our Branch Libraries (where it will be available according to the same schedule as above). NOTE: Journals available online are an exception -- they will not be delivered to a branch library, but will be held only at Main Library Circulation. Please indicate your choice below:

- Hold** at Main Library Circulation for pickup.
- Deliver** to MSU Branch Library highlighted below.

Biomed Phys Sci Lib Business, Basement, Law Bldg. Engineering, 1515 Eng Bldg Geology, 5 Nat Science	
--	--

**\*\* If you do not have an MSU ID or Library card, you are probably eligible for a "Community borrower's card" if you meet the following requirements: you are a Michigan resident, at least eighteen years of age, have picture ID and proof of Michigan residence. Please inquire at the Main Circulation Desk. If you wish to request US Government Documents from Remote Storage but are not eligible (or do not wish to obtain) an MSU Community Borrowers Card, please ask for the Supervisor at the Circulation Desk to place your request or e-mail: [kriss@mail.lib.msu.edu](mailto:kriss@mail.lib.msu.edu)**

Click here to **submit**:

Click here to **reset**:

[Return to Circulation Services](#)

[Return to Services & Request Forms](#)

[Back](#)



NORTHWESTERN UNIVERSITY LIBRARY

circulation

NUcat: the library catalog

Einstein: Quick start your research

ER: Electronic Resources

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Contact Us

RENEW BOOKS OR CARRELS, RECALL BOOKS, REQUEST STORAGE OR CHICAGO CAMPUS ITEMS

What do you need to do?

Choose an Option

Forms :

[Renew Books](#) · [Recall Books](#) · [Request Uncatalogued Materials](#) · [Request Chicago Campus Materials](#) · [Storage Facility Request](#) · [Renew a Carrel](#) · [Research Assistant Application](#) · [University of Chicago Borrowing Privileges](#)

### Article Scanning Request from LSF Bound Journals

**NU Faculty** may request scans of articles from journals stored in the **Library Storage Facility**. **Articles already available in electronic format will not be scanned**. Email replies will include a secure internet link to a PDF file of the scanned article. It is the patron's responsibility to save files or produce print copies of articles requested.

» [Use the form below to request an article to be scanned from a bound journal housed in the Library Storage Facility.](#)

**Please note:** All patrons, including Faculty, may still [request retrieval of bound journal volumes from the Library Storage Facility](#), which will be brought to the Main Circulation desk.

**Research Assistants for NU Faculty** may make article scanning requests on behalf of a faculty member, but must be [set up with the official link to the Faculty member's borrowing account on the Research Assistant's WildCARD](#). You must state the name and email address of the Faculty member for whom you are requesting an article scan in the Comments section if you are a Research Assistant.

**Personal Information**

**Faculty Name\***

**Faculty WildCARD Barcode Number\***

**Faculty Email\***

**Department**

**Phone Number**



**Article Scanning Request Information**

**Journal Call Number\***

**Journal Title\***

**Journal Volume, Issue and/or Year\***

**Page Numbers\***

**Article Title\***

**Article Author(s)\***

**Publisher**

**Place of Publication**

**Comments**

The copyright law of the United States (*Title 17, United States Code*) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research."

If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgement, fulfillment of the order would involve violation of copyright law. No further reproduction and distribution of copies received from this service is permitted by transmission or any other means.

**I acknowledge that I have read and understand the implications of the above copyright notice. \***

**\*Required fields**

# fondren library



## Circulation

[Fondren Library](#)[Catalog](#)[Site Search](#)[Rice University](#)

### LSC Retrieval Request

Have you checked to see if the desired journal article is online and available **without delay**?

[Click here](#) to see if the journal is available online for the year you need! Be sure to check the "Coverage" column - [fulltext available off-campus only to those with Rice computing accounts](#); fulltext available to **all library users** at library computers

Use this form to request items listed in WebCat (the Library's online catalog) with the location of **LSC** or **LSC-ANALYTIC**. [What do these locations mean?](#) LSC retrieval is provided for all library users (*Fondren Express clients, wishing to have the item delivered to their office, should request the item through ILLiad*).

Requests:

- are processed Monday-Friday (excepting University holidays)
- will be available the next business day after 2pm - **volumes in excess of 25 requested by the same individual will require 2 working days**
- may be picked up at the Circulation Desk. Please call 713-348-4021 to confirm delivery
- will be held at the Circulation Desk for **2 weeks**

#### Your name and contacts (in case of questions):

Name:

Full E-mail address:

*Field must be entirely blank, contain a complete address or else webform will generate error message. Do **not** place a space before email address.*

Rice Department:

Rice Extension:

Home phone:

Rice Faculty

Rice Staff

Rice Grad Student

Rice Undergrad

Other

If other please specify:

#### Describe the material you need retrieved:

*Please help us help you! Contact Reference Desk (713-348-5113) for assistance verifying*

*citations when your designation does not match that in WebCat (e.g. you have only year and WebCat lists only volumes ... or vice versa) before placing a retrieval request. Lack of complete and/or inaccurate information may lead to incorrect or delayed retrieval.*

Libris call number:   
(required)

Book/article author:

Book/journal title:   
(required)

Volume #:   
(required)

Year/month:   
(required)

Pages:

Page numbers will be used only to clarify needed part of multi-part volumes.  
The LSC does not have the facilities to copy/scan/fax pages.

**Notes to librarian:**

Select  to submit your request.

**What do these locations mean?**  
Storage items are volumes housed in Fondren Library's 20+ year closed-stack storage enclosure, located under the east risers of the Rice Stadium. (As of October 2005, all items physically located in the Storage facility have been transferred to the newer LSC facility. Final cleanup of items listed in WebCat (clearly no longer in the Library's collection) is pending.

LSC stands for volumes housed in the new, state-of-the-art library high-density facility completed in 2004. The facility is located at the South Campus ([click here for additional information](#)).

LSC-WRC items are materials from the Woodson Research Center (which owns rare materials and University Archives) that are housed in the LSC. Items with this location designation can **only** be retrieved at the request of the WRC staff and used in the Woodson Research Center under staff supervision. Contact the Woodson at woodson@rice.edu or 713-348-2586 to arrange for use of these materials.

LSC-SPECL items are restricted-use materials that are housed in the LSC. Items with this location designation can be retrieved without special staff permission, but can **only** be delivered to, and used in the Woodson Research Center under staff supervision.

LSC-INPROCESS items cannot be retrieved. Please contact Interlibrary Loan (<http://rice.illiad.oclc.org/illiad/logon.html>) to borrow a copy or check back in 2-3 days (LSC-INPROCESS items change status to LSC daily, at which point they may be retrieved).

LSC-ANLYTC indicates the item is in the LSC (this designation is used when the bibliographic record is for an item that is part of a monographic series, and the barcode has been "linked" to the bibliographic record for that series instead of to the individual monograph's bibliographic record). When the automatic request function is activated in WebCat, records with LSC-ANLYTC will not offer a 'retrieve' option - the user will need to locate the series record and request retrieval from that record. Please contact the Reference Desk (713-348-5113) for assistance!

Select  to erase the form.

FAQs

THE UNIVERSITY OF ALABAMA		Ask-A-Librarian   View Your Account		
UNIVERSITY LIBRARIES				
FIND	SEARCH	SERVICES	ABOUT US	NEW & NOTABLE

## University's Library Annex Frequently Asked Questions

1. What is the Annex?
2. Can I go to the Annex?
3. Is there a Staff Member at the Annex all day?
4. What types of books are at the Annex?
5. How can I get books from the Annex?
6. How many books can I request from the Annex?
7. Why is there a limit?
8. How soon will I get my requests?
9. Will someone contact me when my request is available?
10. What happens if there is a problem with my request?
11. What type of problems am I likely to run into with my requests?
12. How can I tell what is available from the Annex?
13. I'm not sure what I need. Can you help?
14. How can I talk to someone at the Annex?

### 1. What is the Annex?

The annex is an off site facility that is currently used to house around 275,000 books and around 15,000 microfilm. The interior is climate controlled with temperature and humidity regulation in order to provide the best environment for these items.

### 2. Can I go to the Annex?

The Annex is a closed facility and is not open to the public. If there is a large number of items needed we are equipped to set up a book cart for you at Gorgas Library (note: these types of request often take longer than normal to fill—see Question #8) However, if there is a serious research need that warrants a visit and that we cannot accommodate at Gorgas then arrangements can be made for you to visit the Annex.

### 3. Is there a staff member at the Annex all day?

There is not a Staff Member at the Annex for the entire day. The Annex Supervisor's office is located at Gorgas Library and the day is spent divided between the two locations.

### 4. What types of books are at the Annex?

There are several qualifications that can get a book sent to the Annex. Most items are books that have not circulated in some time, but there are a few items that are there for preservation purposes. Also, several Journal series that are now available electronically have been moved.

### 5. How can I get books from the Annex?

All items are available by request through the Libraries' web site. It is on the menu used to select Holds or Recalls for the particular item.

### 6. How many books can I request from the Annex?

Undergraduates can have 5 (five) active requests. Graduates can have 10. Faculty can have 25 active requests. As soon as a request is filled more items can be requested.

**7. Why is there a limit?**

We do this for several reasons. The primary reason is the space constraints we have at the circulation desk which is also home for Interlibrary Loan, holds, recalls, and reserve items. Also we limit the requests because often there are several people in a class asking for the same items. This limits someone from claiming all items that others might need. It is, however still on a first come first serve basis.

**8. How soon will I get my requests?**

All items requested before 10:00 am will be received by 1:00 pm that same day. All items requested before 1:00 pm will be received by 4:00 pm the same day. Any items requested after 1:00 pm will be available by 1:00 pm the following business day. The annex does not operate on the weekend or on official university holidays. All items request during these times will be filled the following business day. Note: These are the general rules we try to live by, however there are rare occasions when items will be delayed.

**9. Will someone contact me when my request is available?**

An email (for Graduates and Undergraduates) is automatically generated when the item is placed on Hold. A printed letter is generated for Faculty and mailed the next business day.

**10. What happens if there is a problem with my request?**

Generally, due to amount of requests we receive, you will be notified through your Bamamail email account if there is a problem. If there is no valid email address, we will make every effort to contact you via the telephone. If we are unable to at least leave a message and you have other requests that we were able to fill we will attach a notice to those items detailing the problems with your other request.

**11. What type of problems am I likely to run into with my requests?**

This is no easy question to pin point. However, there are several categories in which most unfilled requests fall. Many requests are for items that are too current to be housed at the Annex. A general rule of thumb to be aware of is that most periodicals that are at the Annex are from 1960 and prior (with the exception of the Science and Engineering series which are up to 1980). We also have several items that are currently in storage at either Gorgas Library or Farrah Hall. These items will eventually be moved to the Annex, but for now you will need to go to the Gorgas Library Circulation desk and the Science and Engineering Library respectively in order to retrieve these items. Also, be certain you are aware that for every individual request you make you will need to specify the pick up location. For now the system defaults to Gorgas Library. Be careful that you change it if that is not where you wish the item to go. We have no way of knowing what you intended and will have to deliver it as stated.

**12. How can I tell what is available from the Annex?**

The best way to identify items that are in the annex is through the Libraries' catalog. There is a portion under each location labeled 'Library Has:' This will tell you what is currently available from either the Annex or the original library the items were moved from. An Example:

**Database:** University of Alabama Libraries

**Location:** Annex (use Holds/Recalls/Requests button for retrieval)

**Call Number:** **AP2 .N2**

**Copy number:** 2

**Number of Items:** 1

**Status:** Not Checked out

**Library Has:** **v.123**

**13. I'm not sure what I need. Can you help?**

The best places to find information about any given subject are the Information Desks, which are located in each of the branch libraries. The extremely helpful individuals in these

departments can help you to find suitable items for your research and can also help you in making the requests. If you are still unsure or the Information Desk is unavailable for you (i.e. after the library is closed, or if you are off campus), but at least know the series the item you need is in you can still place a request. There is an option when placing a request that allows you to enter your own information, and there is also a comment section for you to add any additional information you might have (note: these spaces have a limited number of characters (79 for the comment section) that can be entered and anything past that will not be printed on the request). If we cannot fill the request or need more information we will attempt to contact you.

**14. How can I talk to someone at the Annex?**

The best way to talk to some one at the annex is via email. This method gives us something with concrete information to go by as well a record of the conversation. Email: **Ryan McIver**. If you do not have access to the internet then the Annex can be reached by phone at 348-3910 (Gorgas Library: with voice mail) and at 348-3669 (Annex)





[University at Buffalo Libraries](#)[Home](#) > [Libraries](#) > [Libraries Annex](#) > FAQs**FAQs- Frequently Asked Questions**

- [What is the Libraries Annex?](#)
- [Where is the Libraries Annex located?](#)
- [Why does UB need the Libraries Annex?](#)
- [Are off-site library annexes cost effective?](#)
- [What is the timetable for the Libraries Annex?](#)
- [What materials are moved to the Annex, and how are they selected?](#)
- [How are materials in the Libraries Annex requested and delivered?](#)
- [Is there on-site access for researchers?](#)
- [Are there examples of successful library off-site facilities?](#)

**Q. What is the Libraries Annex?**

- The Libraries Annex, approximately 16,000 square feet in size, is specially constructed to house up to 1.5 million volumes of low-use materials.

**Q. Where is the Libraries Annex located?**

- The Annex is located close to both UB campuses, on Rensch Road across Sweet Home Road from UB's North Campus. Savarino Construction Service oversaw the construction.

**Q. Why does UB need the Libraries Annex?**

- The UB Libraries have exceeded shelving and space capacity on the academic spine. Our on-campus Libraries have room for 72 miles of shelving, but we own 75 miles of materials, over 3.5 million volumes.
- Our ongoing book and journal purchases require an additional 1.5-2.0 miles of new shelving each year.
- Print materials must continue to be preserved since experts estimate that only 1% of presently published materials will ever be converted to digital format.

**Q. Are off-site library annexes cost effective?**

- Yale University calculates off-site storage costs as less than 10% of the expense of traditional, on-campus library buildings.
- Traditional library shelving has a capacity of 75,000 volumes in 10,000 square feet of space. Up to 1.5 million volumes can be placed in the same space using high-density storage methods.

**Q. What is the timetable for the Libraries Annex?**

- Construction was completed in late Spring 2006. Materials began to be transferred in early summer 2006. A grand opening will be held in November 2006.

**Q. What materials will be moved to the Annex, and how are they selected?**

- Older books and journals that are used infrequently are under consideration for transfer.
- The selection criteria used in deciding which materials to move out of the campus libraries varies depending upon the needs of the academic disciplines.
- Decisions to transfer materials include consultation with faculty. The Libraries Annex is considered a dynamic collection, which means that volumes may be returned to campus libraries if increased use is evident.

**Q. How are materials in the Libraries Annex requested and delivered?**

- Requests for materials located in the Annex may be submitted at any time using an online request form available via the UB Libraries' website.
- Books are retrieved by Annex staff, and charged out on the same basis as other circulating library materials.
- In most cases, individual journal articles are transmitted electronically to the requestor's workstation, often within 1 business day. Books are delivered to a campus library or department office within 1 business day.

**Q. Is there on-site access for researchers?**

- The Libraries Annex has a reading room for on-site use of library materials. This space accommodates users who need access to long runs of journals or large numbers of books.
- Virtual browsing is possible via the Libraries online catalog.

**Q. Are there examples of successful library off-site facilities?**

- Many large university libraries, faced with the challenge of maintaining strong print collections, while providing access to an expanding array of electronic resources, utilize off-site facilities to help solve their storage problems.
- 85%-90% of institutions in the Association of Research Libraries have ongoing off-site annex initiatives.
- The websites listed below provide additional information on library annex facilities:

Harvard University

<http://hul.harvard.edu/hd/>

Cornell University

<http://www.library.cornell.edu/newannex/>

University of California Northern Regional Library Facility

<http://www.lib.berkeley.edu/NRLF/>

University of Colorado

<http://uclibraries.colorado.edu/about/pascal.htm>



## Archives and Research Collections Centre

Home of Western Archives

# Western Archives - Frequently asked questions

## General Information about Western Archives

### The ARCC Facility

[Where is the ARCC facility located?](#)

[Where can I park?](#)

[How do I arrange a tour of the ARCC facility?](#)

[Do I need an appointment to use archival materials stored in the ARCC facility?](#)

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### Access and Services

[What should I expect during my visit to the Reading Room?](#)

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[What do the location loan codes in the Shared Library Catalogue mean?](#)

[How do I cite the material that I use?](#)

[What do I need to know about copyright?](#)

[Can I photocopy materials?](#)

[Is microform copying available?](#)

[Can I make copies of photographs, maps etc?](#)

[What is included with records management?](#)

[What is included with archives services?](#)

### Donations and Transfers

[Donation of Personal Papers of Individual Faculty Members](#)

University Records

Archival Material

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### Where is the [ARCC](#) facility located?

Western Archives is located in the Archives and Research Collections Centre (ARCC) which is adjacent to The D. B. Weldon Library. Although much of the facility is accessible only to staff, Western Archives has a public Reading Room that is accessible from the reference hall of The D. B. Weldon Library.

The public reading room is used to consult material from the Talman Regional Collection, The Benson Special Collection and Western Archives. Low and medium use library materials are requested through the Shared Library Catalogue and sent to a pick up location specified by the requestor. In addition to its extensive collection resources, the Reading Room includes wireless capability, a [microform reader printer](#), a [photocopier](#) and access to the [Shared Library Catalogue](#) via a PC and a SunRay.

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### Where can I park?

Visitor parking is available nearby. Click [here](#) for more information.

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### How do I arrange a tour of the ARCC facility?

Individual or group tours can be arranged by telephoning 519 661-2111 ex.81111 or emailing [Western Archives](#).

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### Do I need an appointment to use the archival materials stored in the ARCC facility?

An appointment is not required however the majority of items will need to be retrieved from the high density module (closed stacks). Click [here](#) to read about our Reading Room retrieval schedule. You may either call ahead 519 661-2111 x 81111, or email [Western Archives](#) to request items in advance of your visit.

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**Can I borrow materials from the ARCC facility?**

The ARCC facility holds many types of materials including regional historical material, archival material and low and medium use books transferred from the 6 Western Libraries. The low and medium use material is composed of serials and monographs which circulate out of the ARCC on request. All other material is used within the ARCC facility. For more detail, please read on.

- **Archival material** is non-circulating and therefore may not be borrowed but may be used in the Reading Room. [Click for more information](#)
- **Low and medium use books** stored in the ARCC and the RDL are requested through the [Shared Library Catalogue](#) and delivered to pick up locations in Western Libraries. To make a request from the catalogue, you must have a valid University ID. [Click for more information.](#)

Articles from serials, stored in the ARCC and RDL facilities, may be requested via [Electronic Document Delivery](#). A PDF version of the article is delivered to your computer desktop. The service is accessed from the serial record in the Shared Library Catalogue. [Click for more information.](#)

**Access to low and medium use materials for non - Western visitors** - ARCC or RDL materials, which have the catalogue locations codes listed below, can be requested by any non-Western person for use within the library, through the assistance of staff at the circulation desks of the 6 Western Libraries.

- o **ARCC Delivery LOAN**
- o **ARCC Delivery LIB USE ONLY**
- o **RDL Delivery LOAN**
- o **RDL Delivery LIB USE ONLY**

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**What should I expect during my visit to the Reading Room?**

- Upon entry, you will be given instruction in the use and handling of collection material.
- No food or drink is allowed in the Reading Room.
- You will be expected to sign in the guest book.
- You will have to put any bags/knapsacks in a locker at the front of the room.
- Archival and manuscript holdings are held in closed stacks and are retrieved by [staff three times](#) daily.
- Material is non circulating and cannot leave the room.
- Selected materials are available via [inter-library loan](#).
- Book and Periodical holdings are available in the [Shared Library Catalogue](#).
- Research by staff for family history and genealogy is not available.
- Self-serve materials can be found in the Reading Room and include books and periodicals, atlases, and London City Directories.
- Notify staff when finished using materials and leave materials on the desks for staff to re-shelve. If returning to use the materials, inform the reference desk staff to ensure that it is left out for you.
- You cannot use pens, markers or highlighters while working in the room - pencils only.
- No marks of any kinds may be added to or erased from research materials. Do not rest on, write over or trace any materials. Careless patrons may have materials withdrawn or withheld.
- For books, turn the pages with care - try to touch only in the margins. If you wish to have photocopies made of materials, please consult staff.
- The exact order and arrangement of materials must be maintained. If any mistake is discovered, report it to a staff member. Do not re-arrange materials yourself.

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**Why does Western Archives have so many rules?**

Materials in Western Archives are available for persons doing serious research. Many of the materials are unique and valuable. If lost or damaged, they could not be easily replaced. The rules are designed to ensure the preservation of the materials.

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**What do the location/ loan period codes in the Shared Library Catalogue mean?**

10 location codes are associated with the ARCC and RDL in the Shared Library Catalogue.

<b>ARCC Delivery LOAN</b>	Location codes for low and medium use library materials stored in the high density module. These items are retrieved through the Shared Library Catalogue for delivery to pick up locations throughout Western Libraries. Materials with these descriptions may not be requested through the Reading Room. To access these items, press the "Request Item" button in the catalogue and enter name, University ID and pick up location. <a href="#">Get more information.</a>
<b>ARCC Delivery LIB USE ONLY</b>	
<b>RDL Delivery LOAN</b>	
<b>RDL Delivery LIB USE ONLY</b>	
<b>ARCC specol NO Loan</b>	Location codes for material found in closed stacks. To access these items either telephone: 519

ARCC specol ovr NO LOAN	661-2111 ex. 81111, send an email to <a href="#">Western Archives</a> , or come to the Reading Room in person and request that the item be retrieved. Plan ahead as these items take at least 2 hours to retrieve. <a href="#">Get more information.</a>
ARCC archives NO LOAN	
ARCC rdg rm ref NO LOAN	Location codes for material found in the ARCC Reading Room. These materials can be used only in the Reading Room during the <a href="#">hours of opening</a> .
ARCC rdg rm NO LOAN	
ARCC rdg rm ovr NO Loan	

[Top](#)**How do I cite the material that I use?**

In citing archival and photographic material, credit the name of the department and the collection to which the materials belong.

The name of the department or repository is: The University of Western Ontario Archives.

The name of the collection may be (if applicable): The J. J. Talman Regional Collection or the James Alexander and Ellen Rea Benson Special Collections.

[Top](#)**What do I need to know about copyright?**

All manuscript/ archival records and photographs are subject to copyright. Patrons are advised that it is their responsibility to secure permission from the copyright owner to publish from unpublished manuscripts in which literary property rights are retained or to publish from a work subject to copyright.

[Top](#)**Can I photocopy the materials?**

Photocopying is allowed only upon review and approval by the staff. Photocopying may be refused if

- material is fragile
- conservation is required
- material is available in another format (eg. microform) Staff assisted photocopying may be available for some fragile items.

Cost:

(note: photocopier is not coin operated. Charge is paid at the desk)

- self-serve \$0.10 per page.
- staff assisted \$1.00 per page.

[Top](#)**Is microform copying available?**

There is one microfilm/fiche reader-printer available in the ARCC reading room. There are additional machines in the Microform Centre in The D. B. Weldon Library.

Cost:

(note: photocopier is not coin operated. Charge is paid at the desk)

- \$0.10 per copy.

Note: 1 new machine in The D. B. Weldon Library only accepts a copy/ debit card.

[Top](#)**Can I make copies of photographs, maps etc.?**

For information please see the Reproduction Services Policy.

[Top](#)**What is included with records management?**

Records Management Services  
Classification system design

Filing supply and equipment planning  
Secure on-campus semi-active records storage and retrieval  
Vital records identification and protection  
Media conservation and storage  
Electronic records management planning  
Records retention and disposal schedules  
Confidential records destruction

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**What is included with archives services ?**

Identifying and acquiring permanently valuable records and personal papers  
Preserving and protecting archival materials  
Supporting teaching and research using archival collections  
Providing reference services to the University and broader communities  
Records management and Archives Services are available free of charge to academic and administrative units on campus.

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## Operating Principles and Policies



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[Services](#) | 

[Chinook Catalog](#)



#### Circulation Services

norcirc@colorado.edu  
303-492-7477 (ph)  
303-492-4560 (fx)  
Norlin, 1st Floor SE

- [Home](#)
- [Hours](#)
- [Map](#)
- [Staff](#)

#### FAQs

- [Who may borrow books?](#)
- [How can I renew my books?](#)
- [Are books subject to recall?](#)
- [Where do I return books?](#)
- [Who resolves billing problems?](#)

#### Library Login Information

- [IdentiKey](#)
- [Personal Identification Number \(PIN\)](#)
- [Social Security Number \(SSN\)](#)

#### Services

- [Borrowing Privileges](#)
- [Circulation Policy Manual](#)
- [Departmental Units](#)
- [e-Reserves \(Information\)](#)
- [Laptop Computers](#)
- [Reserves via Chinook](#)
- [Team Technology Rooms](#)

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## PASCAL Policies

### Materials Eligible for Deposit

Materials in any physical form normally considered appropriate for library collections may be stored at PASCAL, if the conditions of this policy are met. Owning libraries agree to be guided by decisions of the PASCAL Oversight Committee. Libraries that wish to store materials outside of these guidelines will be charged accordingly.



### General Guidelines

1. Materials in an advanced state of deterioration, infested with mold, insects, or other vermin, and potentially flammable or destructive items will not be accepted.
2. Archival materials and artifacts that meet other criteria in this policy will be accepted for storage.
3. The PASCAL staff is responsible for making a preliminary determination of duplication and for notifying the depositing library. The library will be given the opportunity to recall the items or to instruct PASCAL staff to discard the items.
4. In the case of duplicate items targeted for discard, PASCAL staff will determine which copies are in the "best" physical condition for storage.
5. A study and review of the duplication policy should be conducted in two years or when the decision is made to proceed with the next building phase, whichever happens first.

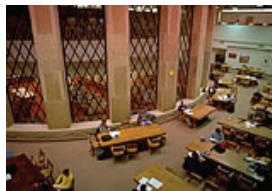
### Monographs

1. Except in extraordinary cases, each depositing library may store only one copy of a monographic title. Extraordinary cases include items of physical value, such as signed or specially bound items.
2. The depositing library is responsible for identifying items of physical value to alert PASCAL staff. PASCAL staff may not discard flagged items without consent from the depositing library.

### Serials

1. Except in extraordinary cases determined by the PASCAL Oversight Committee, only one copy of a serial title may be stored at PASCAL, with the following exceptions:
2. One copy of a serial title in an alternate format, for example, microfiche, may be accepted for storage.
3. Serial holdings from depositing libraries may be combined to form one complete run of a print serial title.





### Ownership

1. The depositing library will retain ownership of materials it stores at PASCAL
2. If a library attempts to store materials that duplicate items already stored and the duplicate items are then discarded, the depositing library may continue to count those items in its holdings statistics. In some cases, it may be possible to address recall requests by supplying electronic versions of the materials.

### Permanent Recall of Materials to Library Collections

1. Depositing libraries may recall their own stored materials permanently. Permanent recall of materials should be kept to a minimum.
2. Requests to permanently recall combined serials or materials deposited by another library must be submitted in writing, along with justification, to the PASCAL Oversight Committee for decision.
3. There is a \$5.00 charge for each item permanently recalled.

### Cataloging

1. All materials to be sent to PASCAL must be represented by a machine-readable bibliographic record appearing both in the local library's OPAC and in Prospector. Cataloging will be the responsibility of the owning library and must be completed before materials are shipped to the storage facility. It is critical that materials be cataloged as fully and accurately as practical, since the cataloging record will be the only mechanism for identifying and retrieving the desired materials. Records may be suppressed in Prospector at the discretion of the owning library.
2. Full-level cataloging for each item is the ideal model. Full-level cataloging assumes that a bibliographic record has been created/used in OCLC or created locally. Information in the record includes author, title, other title information, imprint, physical description, series (if appropriate), any appropriate notes, and subject and other tracings as appropriate.
3. If the library cannot provide full-level cataloging, the minimum acceptable will be K-level cataloging. K-level cataloging includes author, title, other title information, imprint, physical description, and series (if applicable). It usually does not contain notes or tracings, although some subject access to these materials would be very desirable (at least one or more subject headings assigned).
4. Collection level records or other minimal level records for special or archival collections are acceptable.
5. Local policy will determine the assignment and form of classification numbers. The call number assigned by the owning library will continue to display in the record. Call numbers have no relevance within PASCAL, but they could still be used to locate all materials on a given subject whether housed locally or off site.
6. All physical volumes or units attached to the bibliographic record must be represented by an item record. The item record will include the owning library's barcode. A second "inventory" barcode will be applied to existing item records by PASCAL staff.

### Lending and Delivery of Materials

1. Lending
  - a. Via home library  
Materials are requested by patron through the home library, retrieved by PASCAL staff, sent to requesting library. Requesting library checks out material to patron. Loan periods are those of the requesting library. Archival material will be for in-house use only, at the requesting library. Patrons may request no more than 15 items at a time.
  - b. Via Prospector  
PASCAL will be treated as a location in the depositing library's catalog, in the Prospector system. Loan periods for materials requested through Prospector are

those of Prospector. Patrons may request no more than 15 items at a time.

c. Onsite

No material will be lent to individuals from the PASCAL site. This policy will be reviewed when UCHSC moves to the Fitzsimons campus.

2. Copying/scanning

a. Normally, the physical volume will be shipped. Only in extraordinary circumstances will copying be done.

b. Fair use guidelines will be followed.

c. Charges will be determined by the PASCAL Oversight group.

3. Delivery

a. All effort will be made to guarantee a 48 hour turnaround (weekdays) time from time of request to time of delivery to requesting library.

b. CCLS Courier will be used.

c. Special Handling. Any special handling including fax or rush requests will be considered a special request. This will be charged at rates determined by the PASCAL Oversight group.

4. Special Requests

Requests for special circulation such as term reserves should be sent, with justification, to the PASCAL Oversight Committee. Electronic version may be substituted for hard copy when appropriate.

**Archives**

1. At a minimum, archival collections should contain box-level inventories in order to establish basic intellectual control and facilitate ready retrieval of materials.
2. Archival materials should not be permitted to be viewed on-site at the PASCAL facility due to issues concerning copyright, access restrictions, theft, ownership, and other matters of potential legal importance.
3. Request for archival materials should be made through the archival institution that maintains the research materials. Upon specific request, authorized archival personnel will recall boxes from the PASCAL facility for researcher use.
4. Research materials will be returned to the PASCAL facility following their use.
5. All such transactions may be documented at the discretion of the owning library through call and transmittal slips in the event of loss or theft.

**Onsite Reading Room**

1. The PASCAL reading room is available only to use stored materials onsite.
2. The library user must possess a valid form of identification issued by a PASCAL library to use stored material at the PASCAL site. Other users must go through their ILL/Prospector procedures.
3. Materials are retrieved for users by PASCAL staff and brought to the reading room for use. The collection is not designed for direct access by users and is not browsable.
4. Because the staff at PASCAL is limited and the retrieval of material from high density stacks takes some time, it is recommended that users come prepared with the citations of each item they wish to use. Prior appointments are strongly encouraged.
5. Materials may not be checked out at PASCAL.
6. Basic photocopiers and microform reader-printers will be provided onsite. Self-service or staff photocopying will be the choice of the PASCAL staff.
7. No food, drink or smoking.
8. Public terminals with no Internet access will be provided.

## George A. Smathers Libraries

### Storage Collections Policy

The Smathers Libraries has maintained a separate storage collection since 1997. The primary purpose of this collection is to augment active shelving space in campus libraries. Materials located in storage are publications not frequently accessed by library users, including inactive serial titles, older portions of active serial titles, or monographs. Collection Managers develop the criteria for placing items in storage, but coordinate any transfers with the Chair or Assistant Chair of Access Services. Once items have been transferred, Access Services is responsible for the maintenance, retrieval, and transfer of the material.

#### 1. Responsibility for Storage Management

- a. Collection Managers are responsible for determining which materials within their assigned collections are most appropriately located on the open shelves in the libraries and which should be placed in storage. These decisions must take into consideration the realities of available space and recognize the resources required to make the appropriate record changes.
- b. The Access Services Department is responsible for organizing, managing, and providing access to the storage collections, regardless of which library originally housed the item. It is also responsible for monitoring collection growth and use, alerting Collection Management staff when additional materials must be selected for storage, and requesting a decision on whether a frequently used serial title should be returned to the active collection.

#### 2. Information about Items Housed in Storage

- a. When materials are placed in storage, the public catalog is altered to reflect the new location. If an item to be placed in storage does not have a catalog record, the item should be cataloged prior to being transferred to storage. Items of this nature will be a high priority for the Cataloging and Metadata Department.

#### 3. Organization of Storage

- a. Currently, items located in storage are organized by call number. With few exceptions, items sent to storage indicate a collection code of "General", regardless of format. However, there do remain a limited number of collections within storage that are housed in separate areas within the facility with distinctive collection codes.

#### 4. Access to Storage Materials

a. Requests for storage materials may be made through the online public catalog via the request link or through the alternative form. Click on the following links for detailed instructions for using the [request link](#) or to use the [alternative form](#). Materials in storage are retrieved twice daily, Monday through Friday, and once each day on Saturday and Sunday. Items are delivered within 24 hours of the request, and may be picked up at the Information Desk in the Marston Science Library.

## 5. Circulation Policy

a. Most storage items may be checked out for a minimum of three weeks, even if their loan periods might have been shorter (e.g., bound periodicals) if they were in the active collection.

## 6. Returning Items to the Active Collection

a. Collection Managers may arrange for the return of storage materials to the active collection if proven or anticipated use warrants this action.

b. Occasionally, titles located in storage need to be readily available to users for a limited time period. In these cases, materials will typically be held at the Information Desk at the Marston Science Library. In these cases, the use of shelving should be negotiated through Access Services, and materials will be kept on the Retrieval Shelves.

## 7. Storage Selections Necessitated by Space Problems

a. Because the collection grows unevenly and unpredictably, all Collection Managers should anticipate being called upon to identify materials that can be moved to storage. In addition, projects to review the collections systematically in collaboration with primary users should be conducted in anticipation of impending space problems.

i. As new materials are added to the collection, Access Services staff will inform the appropriate Collection Manager about space problems in specific shelving areas that require identification of materials for transfer to storage.

ii. Collection Managers will select monographs and sets in the area using established criteria.

iii. Access Services staff, informed of storage decisions, gather and process materials, alter the necessary records, deliver the materials to storage, and complete the necessary shifts in the active collection.

## Oak Street Library Facility

### Information for Library Staff

#### General Considerations

- ☐ Monographic transfers and new serial transfers to the OSLF from departmental libraries will be accepted at the OSLF beginning January 3, 2006. Beginning January 3, library units do not need prior approval to send material to the OSLF, and there is no limit on the amount of material you can send.
- ☐ The following types of serial transfers to the OSLF are currently being accepted:
  - Superseded volumes when older volumes are already at the OSLF.
  - Most recent bound volume of serials that are already at the OSLF.
- ☐ The following preparation activities must be done by or arranged for by the sending library PRIOR to the piece(s) arriving at the OSLF:
  - Voyager bib and/or holding record maintenance
  - Barcoding of physical piece(s)
  - Linking of physical barcode to correct item record in Voyager
  - Assignment of valid OSLF location code
  - Assignment of valid OSLF item type
  - Binding preparation for unbound issues
  - Stabilization treatment, if needed
  - Insertion of a valid OSLF transfer streamer produced from the Oak Street Transfers Program at <http://www.library.uiuc.edu/voyager/oakstreetverify/index.html>
  - Packing and shipping arrangements for large quantities of materials

#### Material Type Guidelines

- ☐ **Print materials**, including monographs, bound serials, and archival boxes, are all acceptable. At the present time, there is only a limited amount of shelving for folio-sized materials; please contact [John Andrick](#) about availability PRIOR to sending folios.
- ☐ **Unbound issues** should be sent first to the Binding Unit with a note on the binding streamer that states that the volume should be sent to the OSLF after binding. Absolutely no unbound issues of serials will be accepted at the OSLF.
- ☐ We are looking at options for **map storage**, but these have not yet been finalized; please contact [Betsy Kruger](#) PRIOR to sending any maps. Map storage definitely will be limited in the first module of the OSLF.
- ☐ **Laserdiscs** and **CD-ROMS** can be sent to the OSLF, however they must be in hard protective containers, such as jewel boxes. Please contact [Betsy Kruger](#) prior to sending.
- ☐ We are looking at options for **photograph album storage**, but these have not yet been finalized; please contact [Betsy Kruger](#) PRIOR to sending any photograph albums.
- ☐ The stability of **film and magnetic tape** (microfilm, microfiche, photographic negatives, motion pictures, video tapes, audio tapes, etc.) differs depending on its composition. As some types of film deteriorate, they can cause materials around them to deteriorate faster as well. Other types of film are more stable and do not cause a problem. Please contact [Tom Teper](#) to evaluate any film material for its suitability for storage at the OSLF. No film material will be accepted without it first being approved by Tom Teper.

#### Updating Voyager Records

- ☐ You must use the PICK & SCAN functionality in Voyager to make these changes. Making location changes via the "Item - Item Edit" menu in the Voyager clients will only result in changing the item's permanent location code, but not it's holding location code. PICK & SCAN will allow you to change both permanent location code AND holding location code. Both must be changed to valid OSLF codes prior to sending pieces. Your PICK & SCAN screen should look like the one below, except that your location codes and item types may vary.

1. Assign one of the following valid OSLF item types:
  - BOOK 16/4 (circulates 4 weeks to undergrads and most courtesy card borrowers; 16 weeks to faculty, staff, and graduate students.)
  - BOOK 16/4 LOCAL REQUEST (to be used only for monographs assigned to one of the special Oak Street location codes that indicate the item can only be use on-site in the sending library, e.g. rbos. This item type prevents users from other CARLI schools from requesting the item; it also permits the sending library to charge the item out to the user for in-house use for as long as needed. Unlike the BOOK2 item type, it will not produce overdue notices/fines 16 hours after charging to the user.)
  - SER 4W/BUO LOCAL REQUEST (to be used only for serial volumes assigned to one of the special Oak Street location codes that indicate the item can only be use on-site in the sending library, e.g., rbos. This item type prevents users from other CARLI schools from requesting the item; it also permits the sending library to charge the item out to the user for in-house use for as long as needed. Unlike the BOOK2 item type, it will not produce overdue notices/fines 16 hours after charging to the user.)
  - SER3 (circulates 4 weeks to undergrads and most courtesy card borrowers; 16 weeks to faculty, staff, and graduate assistants;
  - BOOK2 (building use only; brittle monographs that can only be used onsite at the OSLF or at the sending unit); when charged to a user, this item type will produce an overdue notice and a late fee after 16 hours.
  - SER2 (building use only; brittle serial volumes that can only be used onsite at the OSLF or at the sending unit); when charged to a user, this item type will produce an overdue notice and a late fee after 16 hours.
  - ARCHIVE2 (used ONLY for CIC Dark Archive serials and other materials that can only be requested by IRRC).
  - SCORE 16/4W (circulates 4 weeks to undergrads and most courtesy card borrowers; 16 weeks to faculty, staff, and graduate students.)
  
2. Assign a valid OSLF location code from the list below:
  - **stos** (staff client name: **Stacks HD Shelving**) Should be used for all items being sent to the OSLF that do not require one of the special location codes listed below.
  - **rbos** (staff client name: **Rare Bk Oak St[req only]**) Can be used only for items sent by the Rare Book and Manuscripts Library that must be used onsite in the Rare Book and Manuscripts Library. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.

- **uaos** (staff client name: **Archives Oak St[req only]**) Can be used only for items sent by the University Archives that must be used onsite in the University Archives. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
- **ihos** (staff client name: **Il H Srvy Oak St[reqonly]**) Can be used only for items sent by the Illinois Historical Survey that must be used onsite in the Illinois Historical Survey. See "Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library" below.
- **uasos** (staff client name: **ArchivesSousaOakSt [reqonl]**) Can be used only for items sent by the Sousa Archives that must be used onsite in the Sousa Archives. See "Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library" below.
- **neos** (staff name: **Newspaper Oak St [req only]**) Can be used only for items sent by the History, Philosophy, and Newspaper Library that must be used onsite in that library. See "Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library" below.
- **spos** (staff name: **Slavic Oak St [req only]**) Can be used only for items sent by the Slavic Library that must be used onsite in the Slavic Library. See "Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library" below.
- **maos** (staff client name: **Map/Geo Oak St [req only]**) Can be used only for items sent by the Map and Geography Library that must be used onsite in the Map and Geography Library. See "Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library" below.
- **muos** (staff client name: **Music Oak St [req only]**) Can be used only for items sent by the Music Library that must be used onsite in the Music Library. See "Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library" below.

3. Update bibliographic and holding records if necessary

- It is library policy that all items shelved at the OSLF--where materials cannot be browsed at the shelves by users--must have **full bibliographic records** with subject access in the online catalog.
- MARCETTE (brief) records for **monographs** sent to the OSLF will be updated by the Melon recon project or its follow-up activities. Departmental libraries are NOT responsible for upgrading **monographic** MARCETTE records.
- Printouts of **MARCETTE serial records** for volumes being sent to the OSLF must be sent to Serials Cataloging for upgrade prior to the pieces being sent to the OSLF. Staff in some units have cataloging permission to do this work themselves; those units that do not have staff who have been trained by Michael Norman to do this, should send a printout of the record to Serials Cataloging requesting to have the title fully cataloged.
- Assign **"in process" status** to the item record in Voyager. This will prevent the item from being selected to fill a request until it has been accessioned at the OSLF (at which point this status will be cleared).
- **Once all the above record updates have been made, run item barcode through the Oak Street Transfers Program at <http://www.library.uiuc.edu/voyager/oakstreetverify/index.htm>.**
  - Simply scan barcode label on the piece, select your library from the drop down list, click on the box if piece needs to be routed to Conservation Unit first, then click "Produce Routing Streamer" button. Click your browser's "print" button to print out a ready-made streamer onto your attached printer (receipt or laser).
  - **Program will perform the following verifications** against the Voyager database:
    - Barcode is an active 14-digit barcode in the Voyager database
    - Item record has a valid OSLF holding location code
    - Item has a valid OSLF permanent location code
    - Item's holding location and permanent location are the same
    - Item record has a valid OSLF item type
    - Item status is "in process."
  - If any of these validations fail, you will receive an error message telling you what is wrong with the Voyager record.
  - Correct the Voyager record.
  - **Re-verify item the next day.** This program runs against a one-day old copy of the Voyager database. Changes you made to the Voyager record will not be updated in this version of the database until the next day.
  - If/when the item verifies correctly, the program will display a streamer. Click your browser's "print" button to send the streamer to your attached printer (receipt or laser). Insert streamer in book. **Remember, items received at the OSLF without a valid streamer produced by the Oak Street Transfers Program will be returned to the sending library.**

### Stabilization Guidelines for Material Being Transferred to the OSLF

- ☐ If you determine that the piece needs to receive stabilization treatment by the Conservation Unit prior to being sent to the OSLF, be sure to check the Conservation checkbox on the input screen of the Oak Street Transfers Program. This will result in the production of a routing streamer to the Conservation Unit rather than directly to the OSLF.
- ☐ Use the following guidelines to determine if stabilization might be necessary. Contact [Jennifer HainTeper](#) if you have questions about these criteria.
  - Candidates for stabilization include books with:
    - loose, detached, or missing covers
    - torn, loose or detached pages



- o brittle, crumbling, or fracturing paper
- o leather bindings that are powdery (this is known as "red rot," though it is actually more brown)
- o soft cover bindings that offer little to no structural support
- o volumes that create shelving problems such as odd size or warped covers.

- How brittle is brittle?
  - o If the paper appears brittle and has shattered/broken already, it is brittle.
  - o If the paper appears brittle but no damage has yet occurred and the pages can be safely turned without damage, it is NOT brittle.
  - o If the paper appears brittle, but the paper is intact and damage by use (as described above) is questionable, send to Conservation for review.
- If any of the following are found, the volume should be sent to Conservation for review:
  - o Mold
  - o Insect damage
  - o Water damage, especially when pages are stuck together
  - o Unidentifiable stains on the paper or cover
- Remove the following loose materials:
  - o Paperclips or Post-It Notes ([click here for more information](#))
  - o Patron's notes/letters
  - o Binding slips that are loose (not adhered to the book)
  - o Punch cards that are loose (not in pockets affixed to the book)
  - o Other miscellaneous paper, such as clippings, coupons, bookmarks, etc.
- DO NOT remove the following:
  - o Errata slips (corrections to the text) should be saved and sent to Conservation to be tipped in.
  - o Maps or charts that relate to the book should be saved and sent to Conservation to be tipped in or placed in a pocket, as necessary.
  - o Other materials that look like they relate to the subject matter of the book should be saved and sent to Conservation to be tipped in or placed in a pocket, as necessary.

### Shipping Your Materials to the OSLF

- ☐ **To the OSLF:** Each departmental library will receive two plastic totes in January 2006 to use for sending items to the OSLF. Library Shipping will take a maximum of 4 totes of material from your library to the OSLF each week. If you have a large quantity of material to send, you will need to pack it carefully and contact Library Facilities for pick-up and delivery to the OSLF or to the Conservation Unit.
- ☐ **To the OSLF via the Conservation Unit:** If you have less than 100 volumes at a time going to the Conservation Unit for stabilization, just put them onto your regular shipping shelves. Call Jen Hain Teper to arrange for pick-up of more than 100 volumes. DO NOT put items that must first go to the Conservation Unit into the OSLF plastic totes.

### Binding and Cataloging for Oak Street

- ☐ You cannot send unbound issues of a journal directly to the OSLF, but you can send such issues to the Binding Unit to have them bound and then sent on to the OSLF. Indicate on the binding streamer that the volume should be sent to the OSLF after binding.
- ☐ To have approval plan materials cataloged and sent to the OSLF, simply write "Oak Street" at the top of the selection streamer.
- ☐ To have a gift piece cataloged and sent directly to the OSLF, send the piece to Acquisitions with a "Cat for OS" streamer in it.
- ☐ To order a new item that you want to have housed at the OSLF, make "Oak Street" your order location.

### Special OSLF Locations and Processing Procedures for Building Use Only Materials

Materials housed at the OSLF that can only be used onsite in the original owning library require special procedures. Library units wishing to limit use of particular materials in this way should contact Betsy Kruger if they do not yet have one of the special OSLF location codes described below. OSLF does not have staff to monitor patron use of material onsite, so if the material you are sending requires such supervision, please follow these guidelines for insuring that the material is sent to your library to be used. The OSLF also does not have staff to rewrap wrapped newspapers, so all these must be used onsite at the original sending unit.

#### ☐ Voyager records

- Bibliographic record -- All items must have full bibliographic records in Voyager. Archival boxes must each have a brief bibliographic record in Voyager that contains collection name and whatever additional data/subject access you wish to give it.
- Item record -- Each physical piece must have a corresponding item record in Voyager against which requests can be placed. For archival




boxes, item records should only be created at the box level, not for individual folders.

- Use the public note field available in the Voyager MFHD record to read something like "Please consult staff in the Illinois Historical Survey Library to request material." This should help dissuade users from placing OPAC requests themselves.
- Make sure you have assigned the appropriate special Voyager location code for your unit. These serve two purposes. Along with the public note field in the MFHD record, they help to direct the OPAC user to your unit for assistance in requesting the material (e.g., making sure the box being requested has the material they are looking for.) Secondly these special codes provide an additional prompt for OSLF staff as they are printing out their callslips that the material requires special handling/use procedures to be followed. Currently, the following special codes have already been created:
  - **rbos** (staff client name: **Rare Bk Oak St[req only]**) Can be used only for items sent by the Rare Book and Manuscripts Library that must be used onsite in the Rare Book and Manuscripts Library. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
  - **uaos** (staff client name: **Archives Oak St[req only]**) Can be used only for items sent by the University Archives that must be used onsite in the University Archives. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
  - **ihos** (staff client name: **Il H Srvy Oak St[reqonly]**) Can be used only for items sent by the Illinois Historical Survey that must be used onsite in the Illinois Historical Survey. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
  - **uasos** (staff client name: **ArchivesSousaOakSt [reqonl]**) Can be used only for items sent by the Sousa Archives that must be used onsite in the Sousa Archives. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
  - **neos** (staff name: **Newspaper Oak St [req only]**) Can be used only for items sent by the History, Philosophy, and Newspaper Library that must be used onsite in that library. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
  - **spos** (staff name: **Slavic Oak St [req only]**) Can be used only for items sent by the Slavic Library that must be used onsite in the Slavic Library. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
  - **maos** (staff client name: **Map/Geo Oak St [req only]**) Can be used only for items sent by the Map and Geography Library that must be used onsite in that library. See Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library below.
  - **muos** (staff client name: **Music Oak St [req only]**) Can be used only for items sent by the Music Library that must be used onsite in the Music Library. See "Guidelines for Sending to the OSLF Materials That Can Only Be Used Onsite in the Sending Library" below.
- Item type -- Always assign the BOOK 16/4 LOCAL REQUEST or SER 2WK/BUO LOCAL REQUEST item type. The LOCAL REQUEST item types prevent users from other CARLI schools from requesting these items. Do not assign BOOK2 or SER2 as these item types do not prevent requests from CARLI users and will also start producing overdue notices to the patron after 16 hours and fining them \$5/day. More often than not, the user will be consulting the material in your unit over a period of days, perhaps even a week or two if they are using archival materials. The BOOK 16/4 LOCAL REQUEST and SER 2WK/BUO LOCAL REQUEST item types will not produce overdue notices until 36 days after the date on which you charge out the box to the user (recommended for your internal tracking purposes).
- Assign **"in process" status** to the item record in Voyager. This will prevent the item from being selected to fill a request until it has been accessioned at the OSLF (at which point this status will be cleared).

#### Physical preparation

- Each archival box should be barcoded on the outside. Wrapped newspapers should also be barcoded on the outside.
- Item should be stamped "Building Use Only at Illinois Historical Survey (Rare Book and Manuscript Library, University Archives, etc.);" or have a label with that information written on it.
- **All items MUST be accompanied by a streamer produced from the [Oak Street Transfers Program](http://www.library.uiuc.edu/voyager/oakstreetverify/index.html) at <http://www.library.uiuc.edu/voyager/oakstreetverify/index.html>. Any pieces received at the OSLF without this streamer will be returned to the sending library. See complete information under [Updating Voyager Records](#) section above.**

 **Unit's internal records (in-house or web inventories) for boxed archival materials** should associate individual items/folders with the appropriate box number or item barcode.

#### Mediated request process

- The OPAC record directs user to your unit for assistance; OPAC requesting for users cannot be disabled, but the location name and public note in the MFHD should dissuade most users from doing this. The LOCAL REQUEST item type prevents patrons from other CARLI schools from requesting these items. While Voyager cannot control the pick-up location selected by the user, Oak Street staff will ALWAYS ignore the requested pickup location and deliver these materials directly to your library for on-site use by the patron.

- If the material being requested is boxed archival materials, use your internal inventory records to determine which box the desired material is in, and using the Voyager circulation client, place a request using the patron's borrower ID.
- Voyager will direct this request to the OSLF callslip queue, and material will be retrieved.
- You will need to notify us if any special handling procedures need to be followed during shipping so that we can convey these to Library Shipping.
- Upon receipt of material in your unit, it will need to be browsed/discharged via the Voyager circulation client. This will produce a notice of availability that will be automatically emailed to the requesting patron.
- Charge out the items to the patron's ID (or unit ID if that's what you are using). Even though the patron is not physically removing the material from your unit, charging it out on Voyager will both result in a circ transaction statistic and will provide a tracking mechanism should you need it.
- When patron is finished with the material and prior to sending the material back to the OSLF, discharge the items. This will put the material into "In Transit to Oak Street" status in Voyager. This status will be cleared when the material is reshelfed at the OSLF. It is also important to discharge the material so that it does not stay on the patron's account and create overdue fines when it reaches its due date.

### Ongoing Selection for the OSLF

- ☐ At any time, subject selectors are welcome to streamer monographs in the Bookstacks for eventual transfer to the OSLF. Simply insert an "Oak Street" streamer into the piece, and write your initials or your unit name on the streamer. Contact Gil Witte if you need a supply of these streamers.
- ☐ Do not streamer serials or MSETS; instead, fill out the Oak Street Serial and Mset Selection Form and mail it to Gil witte, 203 Main Library. Bookstacks staff will not transfer any serial title to the OSLF without first obtaining permission from Karen Schmidt or the appropriate selector
- ☐ To maintain the Bookstacks at a fill capacity of approximately 85%, incoming transfers and new receipts need to be balanced each year with transfers of other Bookstacks materials out to the OSLF. Betsy Kruger is working with the Collection Development Committee to develop a process for doing this. Stay tuned.

### Procedures for Transferring Items Back from the OSLF to a Departmental Library or Bookstacks

- ☐ A subject selector can request at any time to have an item at OSLF transferred back to their library or into the Bookstacks. Please email John Andrick to make these arrangements. Selectors wishing to transfer an entire serial run back from the OSLF into the Bookstacks will need to obtain prior approval from Betsy Kruger. Approval will depend on space availability in the Bookstacks; if space is problematic, the selector may be asked to transfer another serial in the nearby vicinity to the OSLF before the transfer can be made.
- ☐ Beginning in 2008, an annual list of monographs that have circulated from the OSLF more than three times in three years will be produced and distributed in January. Selectors should review this list and notify John Andrick if there are any titles they would like to have transferred back to their unit or into the Bookstacks.
- ☐ If volumes of the same serial title are requested repeatedly by users, we may suggest that the title be returned to the open shelves in a departmental library or Bookstacks, space permitting.


### When to Refer Users to the OSLF

- ☐ Most users should just request items they need from the OSLF via the online catalog, selecting a pickup location that is most convenient for them. The OSLF is not listed as a pickup location in the online catalog.
- ☐ If a user needs to consult a long run of a serial, they should be referred to the OSLF for onsite use in our public reading room. Please tell users that retrieval may take up to an hour so they should call ahead of time to arrange for retrieval before going over to the OSLF.
  - the OSLF is located at 809 S. Oak Street near the intersection of Oak and Daniel Streets. This location is approximately 8 blocks from the Main Library. (Map) Phone number is 265-9476.
- ☐ If a user ever requests an entire run of a serial to be delivered to a pickup location or via campus mail, OS staff will contact the user and request that they use the material onsite at the OSLF. There is an OPAC workstation and a photocopy machine in the public reading room.


### Rush Requests--CALL 265-9475 or 265-9475






- ☐ Material is available for **on-site pickup or use at OSLF** within one (1) hour if we are retrieving a single volume; and within two (2) hours if we are retrieving multiple volumes and **IF** the phone request is received by 3:30pm for a single volume OR by 2:30pm for multiple volumes. Phone requests received AFTER these times will be available for **onsite pickup or use at OSLF** after 9:30am on the next business day. The OSLF is NOT open on weekends.
- ☐ **Rush delivery to the Main Circulation Desk**--On a limited basis, and to assist patrons who may not be able to easily get to the OSLF, Oak Street staff may be able to deliver the piece that same day to the Main Bookstacks Circulation Desk that same day, depending upon what time we receive the request. Please note that this is an exceptional service, requiring an OS staff member to walk or drive the piece over the the Main Library, and so can only be provided as time and staffing permit. Nonetheless, if you have a situation that warrants this, please inquire as to feasibility when you call to place your rush request.
- ☐ There is no such thing as a RUSH request for OS material to be put into Library shipping or into campus mail since there is no way OS staff can

guarantee how fast Library Shipping or Campus Mail Delivery will actually get the material to the pick-up location or the patrons office. Just place the request as usual via the OPAC, as we process these requests twice a day. They will get into Library Shipping or Campus Mail later than day or early the next--it doesn't take any longer to get a requested Oak Street item to a specified pick-up location or into campus mail than it does an item from any other departmental library.

 When calling in a RUSH request to OS, please be prepared to give us the following information:

- Patron name, patron barcode number, patron email or phone
- Item brief title
- Item volume number, if any
- Item barcode
- Your name and library phone number
- If a serial, did you check to see if there is online full-text access? (Many of the Library's JSTOR titles have been moved to the OSLF.

 Before sending a patron over to OSLF to pick-up an item, please make sure they are aware of the 1-2 hour time requirement for retrieval (described above).

 [Central Circulation and Bookstacks](#)  
 [UIUC Online Library Catalog](#)  [Interlibrary Loan](#)  
 [University of Illinois at Urbana-Champaign Homepage](#)   
Last updated 7.3.06

**Minnesota Library Access Center**  
**Operating Principles and Guidelines**

June 6, 2000

**1. Minnesota Library Access Center**

1.1 **Introduction**—The Minnesota Library Access Center (MLAC) is one of the units of the Elmer L. Andersen Library at the University of Minnesota, Twin Cities Campus. In addition to MLAC, Elmer L. Andersen Library houses eight special collections and archival units of the University of Minnesota and the central office of the MINITEX Library Information Network. The Library is designed to address both a campus need and a statewide library need:

- a) It enables the University of Minnesota, Twin Cities Libraries to consolidate important archives and special collection into a designated climate-controlled facility.
- b) Through MLAC, it provides high-density storage space for important, but less frequently used collections owned by the University of Minnesota and other libraries throughout Minnesota.

MLAC provides an ideal climate and environment for print-based media.

Completed in 2000, the Elmer L. Andersen Library was funded through bonds approved by the Minnesota Legislature in 1996.

1.2 **Vision** -- As a shared depository for infrequently used library materials of importance to the people of Minnesota, the Minnesota Library Access Center will provide a climate controlled environment and make the deposited items accessible for use.

1.3 **Description** -- Libraries may store important, but less frequently used collections in MLAC provided the materials:

- a) may be borrowed by other libraries for use by their patrons.
- b) are not so fragile as to be unsuitable for use.
- c) are compatible with high-density storage practices.
- d) are print based.

No other restrictions apply, and no fees will be assessed for collection storage by Minnesota libraries.

Individual libraries decide which items will be transferred to MLAC using established guidelines and their own criteria.

As a working guideline to determine overall space allocation, materials of the University of Minnesota, Twin Cities Libraries will occupy approximately 60% of the MLAC facility, and material from other Minnesota libraries will occupy the remaining 40%. MLAC's planned capacity is 1.2 million volumes.

**1. Governance**

The University of Minnesota Librarian shall be responsible for administering MLAC. MINITEX is assigned the responsibility for managing the facility's day-to-day operation. The MLAC Advisory Board is charged with developing guidelines and providing the vision for MLAC.

## **2. Collections**

- 2.1 **Introduction** -- As a depository dedicated to resource sharing, MLAC provides rapid and efficient access to stored materials. Books, magazines, and other print-based library materials may be stored in MLAC. Deposited items must have been determined to have lasting value; permanent storage is not a substitute for responsible deacquisition decisions. The staff reserves the right to reject material, which, in its judgment, is too fragile for use, is in very poor condition, or is not suitable for high-density storage. Duplicates of the same title or same edition may be retained at the discretion of the MLAC staff. Material, which is not under bibliographic control, will not be accepted. Current plans call for libraries electing to deposit material in MLAC to retain ownership of their materials.

Depositing libraries shall designate a contact person with whom the MLAC manager can coordinate activities.

- 2.2 **Material Appropriate for Deposit** -- All print-based materials will be considered for deposit. While MLAC is designed primarily for print and paper-based materials, other formats will be accepted if they meet the standard for high-density storage.

An item is a candidate for high-density storage if it can be sorted by its physical factors to fully utilize shelf space. Examples of formats not suited for high-density storage are motion picture film, maps, and data tapes. No audio or video material, slides, realia, or archival collections will be accepted. (Exceptions to normal material acceptance criteria will be made at the discretion of MLAC staff.)

- 2.3 **Condition of Deposited Materials** -- MLAC does not provide preservation or cataloging services for deposited collections. The depositing library should properly prepare items before MLAC accessioning.

2.3.1. All volumes should be property stamped or otherwise labeled for ownership.

2.3.2. All volumes sent to MLAC should be clean.

- 2.3.3. Books in marginal condition or slightly damaged should be enclosed in archivally appropriate enclosures, acid-free boxes, archival quality polybags, or acid-free phase boxes to preserve the dust-free environment. MLAC staff shall have discretion to accept or return items lacking appropriate enclosures.

Examples of damaged and/or fragile materials that are not acceptable include:

- a) Text block and covers have separated.
- b) Soft covers are torn or coming off.
- c) Individual pages are falling out of the item.
- d) Leather binding is disintegrating.
- e) Spines are broken.

2.3.4 Books with mold or insect infestation will not be accepted.

2.3.5 Volumes that are grossly unshelworthy or in advanced state of deterioration maybe returned to the depositing library.

- 2.4 **Duplicates**: Duplicates of the same title may be accepted (up to two copies) at the discretion of MLAC staff. It shall be the responsibility of staffs of depositing libraries to check for possible duplication between materials they plan to transfer to MLAC and material already stored in MLAC; depositing library staff shall alert MLAC staff to apparent duplicates.

- 2.5 **Bibliographic Control** -- All deposited material must be under bibliographic control and should be represented by bibliographic records conforming to standards and guidelines developed by the

MINITEX/LDS Joint Standards Review Task Force. Systems staff for depositing libraries shall discuss the bibliographic records available for their materials with the MnLINK coordinator at the University of Minnesota Libraries, Twin Cities, before sending material for deposit. (A separate document, "Requirements for Contribution of Bibliographic Records," provides guidelines concerning the format and submission of these bibliographic records.)

- 2.6. Ownership of Materials – Current plans call for each depositing institution to retain ownership of materials it sends to MLAC. To assure appropriate use of MLAC, it is expected that deposited materials are intended for permanent storage. Deposited materials may continue to be counted among the holdings of the depositing library.
- 2.7. Catalog or Inventory Control System -- MLAC will use the system designated by the University of Minnesota Libraries, Twin Cities, working cooperatively with MINITEX.
- 2.8. Scheduling – Immediacy of need for deposit in MLAC, availability of space in MLAC, and MLAC operating requirements will be considered when scheduling receipt of deposits.
- 2.9. Accession Process -- MLAC staff will:
  - a) Process items for storage, which includes sizing, boxing and shelving.
  - b) Keep all necessary accession records up-to-date.
  - c) Implement a record-keeping process for stored materials to ensure quality and accuracy.
  - d) Maintain statistics.
- 2.10. Maintenance of the Collection/Preservation -- MLAC staff will monitor for climate control, fire protection, and security safeguards. Deposited materials will be handled in a manner consistent with preservation of the items.
- 2.11. Permanent Return to Depositing Library – If needs change, staff of depositing institutions may request that an item be removed from MLAC and be returned by submitting a written request to the MLAC manager on their library's stationary.
  - a) If the item is in MLAC, it will be processed and returned to the depositing library.
  - b) If the depositing library has already checked the item out from MLAC, only the written request is required to remove the record from MLAC inventory software.
  - c) If another library has borrowed the item from MLAC, it will be recalled for the depositing library.
- 2.12. Return to Library Because of High Use -- If an item has been checked out twice in the same year by the depositing library, MLAC staff will alert depositing library staff about the repeated use. Depositing library staff will be asked to review the item's status.

### **Access to Collections**

- 3.1. Introduction – Primary access to materials deposited in MLAC is through lending and photocopy services to individual users through their local libraries. MLAC performance targets call for material requested through interlibrary loan by noon to be sent out the same day. Materials in MLAC may be used by any library user on-site in Andersen Library.
- 3.2. Operation for Access -- MLAC staff will:
  - a) Retrieve requested items from the stacks.
  - b) Scan or check out items.
  - c) Prepare items for shipment via the appropriate delivery method.
  - d) Process returned items.
- 3.3. On-Site Services

- 3.3.1 Reading Room Use: All library users may use the reading room for any materials.
- 3.3.2 Stack Access: There will be no stack access to the materials in storage. (During the interim caused by the Walter Library renovation, access to the Science/Engineering collection will be governed by different guidelines for University of Minnesota, Twin Cities Campus faculty, staff, and students.)
- 3.3.3 Lending: a) All University of Minnesota faculty, staff, and students may check items out with a valid borrowing card.  
b) Non-University of Minnesota patrons who visit the reading room in person may obtain materials stored in MLAC by requesting items through their local library's procedures for seeking interlibrary loans through MINITEX, or they may charge materials out directly from MLAC by using their local library card and other identification
- 3.3.4 Loan Periods: There are two circulation loan categories:  
a) "on-site use only" for periodicals and other designated items (for items to be used in Andersen Library)  
b) six weeks patron loan.
- 3.3.5 Photocopy: There will be a coin-operated photocopy machine available, which also will use a standard U of MN library copy card.
- 3.4 Off-Site Services
- 3.4.1 a) Written Requests: All University of Minnesota, Twin Cities Campus faculty, staff, and students shall be authorized to send written requests to MLAC via email or fax to have items sent to U of MN Twin Cities campus libraries.  
b) Users of other Minnesota libraries may request materials through their local library's regular procedures for seeking interlibrary loans through MINITEX.
- 3.4.2 Loan Periods: There are two circulation loan categories:  
a) "in-library use only" for six weeks (for items to be used within the requesting library)  
b) six weeks patron loan.  
The depositing library will choose between these two loan categories.
- Since periodical issues do not circulate, access to these items will be in the form of copies of requested articles.
- 3.4.3 Periodicals: Requested articles will be photocopied or scanned and will be distributed using the MINITEX Delivery System. This System includes using fax, Ariel, and ground transportation.



*Packet for Depositing Libraries*

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***December 2002***



**Minnesota Library Access Center  
Elmer L. Andersen Library  
222 21<sup>st</sup> Ave South  
Minneapolis, MN 55455**

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## **An Introduction to MLAC:**

Minnesota Library Access Center is operated by MINITEX Library Information Network that provides a secure, climate-controlled environment for high density storage of important but less frequently used collections owned by libraries throughout Minnesota. Materials in MLAC are available to all Minnesota residents and students.

### **MLAC provides:**

- Storage for approximately 1.2 million volumes from around the state.
- A constant year round temperature of 62 degrees F and an average humidity of 50%.
- Collection security through a sophisticated key card system and no direct public access to the shelves.

### **How MLAC Works:**

- Materials are sorted by both width and height to achieve the highest storage density possible.
- Items are then placed in acid free cardboard trays.
- Each tray is assigned a shelf location. Every item in the tray receives a label that identifies the tray in which it is stored.
- The record for each item in a tray is updated to indicate the assigned tray as the item call number.
- The tray is shelved in its designated location.
- MLAC staff can process up to 30,000 items a month.

### **MLAC Limitations:**

- MLAC is designed for paper based storage. Its ability to handle other materials or even non-standard paper formats is limited. A decision to accept those materials is made on a case-by-case basis by MLAC staff.
- At the present time, MLAC does not provide preservation services for deposited materials. However, MLAC staff can advise libraries on best practices for evaluating condition, cleaning, and protecting the text block of items for deposit.
- Periodicals are limited to either use in Andersen Library or photoduplication of articles. Ready access to periodical articles is an important factor for all library users.

## Item Selection Criteria

Books, magazines, and other library materials may be stored in MLAC. Deposited items must have been determined to have lasting value; permanent storage is not a substitute for responsible de-acquisition decisions. The staff reserves the right to reject material, which, in its judgment, is either too fragile for use, is in very poor condition, or is not suitable for high density storage. Retention of multiple copies is at the discretion of the MLAC staff. Libraries electing to deposit material in MLAC will retain ownership of their materials.

### Types of material suitable for MLAC storage:

MLAC is only suitable for storing low use items.

All print-based materials will be considered for deposit. While MLAC is designed primarily for print and paper-based materials, other formats will be accepted if they meet the standard for high density storage.

An item is a candidate for high density storage if it can be sorted by its physical factors to fully utilize shelf space. Examples of formats not suited for high density storage are motion picture film, maps, and data tapes. Items can be rejected if the physical dimensions of the collection or the weight of the media make high density storage impractical. A few non-standard items from an otherwise acceptable collection may be included if approved by MLAC staff.

### Material Types

- Books – yes
- Unbound periodicals – with limitations
- Bound periodicals – yes
- Bound newspapers – with limitations
- Unbound newspapers – no
- Archival collections – no
- Realia or artifacts – no
- Microfilm – with limitations
- Photographic film (all types) – no
- Microformats – with limitations
- Video or audio tape – no
- Data tape – no
- Maps – no

### Condition of Material

All items must be free of loose dust and debris. No items with mold, mildew, or insect infestation will be accepted. Items must either have an intact text block or appropriate enclosure. Items with detached pages are allowed provided the pages remain in the text block.

### Duplicate or Multiple Copies

MLAC staff reserves the right to reject an item if a duplicate item in better condition has been deposited.

## Completing the Deposit Request Form:

Once a library identifies material to store in MLAC, staff should complete and submit the Collection Deposit Worksheet at the end of this packet. Please submit the form at least 30 days in advance of planned collection delivery. Depending upon workload, MLAC staff may limit the amount of material that can be delivered at one time.

*Complete this form even if you are unsure whether the format or condition of materials meets storage criteria. MLAC staff will try to accept various formats if the material can conform to high-density storage requirements and meet other requirements for deposit.*

**Description of materials to be Deposited:** Include the format and type of material, the collection of origin, and a general description of condition. For example:

Bound periodicals from local storage, brittle paper but intact text blocks.

~ or ~

Newspapers on 3.5 inch microfilm reels, each reel separately boxed from library's periodical collection.

**Estimate of Quantity:** This is required so MLAC can estimate the amount of space the collection will require and estimate the time it will take to process. Any of the three measurements listed on the Deposit Request Form are acceptable. *Please note: we cannot accept title counts.*

**Loan Period:** Except for periodicals, which are limited to photocopy or Andersen Library use only, the depositing library can specify either a 6 week loan to all borrowers or a six week loan for "In Library Use Only" at the requesting library. Materials that have different lending policies should be packed separately and indicate which loan length applies.

**Format Exceptions/Special Needs:** If the items to be deposited are all or in part non-paper based or have at least one dimension greater than 32 cm., note that here even if it is mentioned under the description of materials. Also list any special requirements for handling or storage.

**Requested Delivery Date:** This is the approximate ideal date for the depositing library to deliver the materials to MLAC. *The actual date will depend on MLAC workload.*

**Delivery Method:** The depositing library is responsible for all costs associated with delivery of material to MLAC. MINITEX will assist in arranging delivery if requested.

**Deposit Request Approval:** After the Minnesota Library Access Center Collection Deposit Worksheet is received by MLAC staff, it will be reviewed to assure that the material is suitable for high density storage, that the records format is compatible, that the required shelf space is available, and that the delivery date does not conflict with other collection deliveries. Any questions or problems must be resolved before the request is approved. MLAC staff will make a concerted effort to fulfill a request, but it may be necessary to develop a creative solution or compromise. Once approved, a memorandum of agreement will be prepared for signing by MINITEX and the depositing library.

**Collection Preparation:** Before a collection is moved, it must be dusted and inspected for mold or infestation. Under no circumstance will items with obvious mold bloom or active insect infestation be added to MLAC. If possible, collections should be kept in shelf order during preparation and the move. MLAC will page materials from collections held for processing.

**Local Records:** The decision to maintain records for MLAC items in the depositing library's catalog is at the discretion of library staff. Please remember that the depositing library retains ownership. If local records are maintained, MLAC advises *but does not require* that the records indicate both local ownership and off-site storage.

**Delivery Arrangements:** Shipping costs depend on weight and distance. At the present time MINITEX can assist in getting hundred-weight U.P.S. delivery at a competitive cost. Twin Cities area libraries may choose to arrange direct delivery of their materials to MLAC. In all circumstances, MLAC should be notified of the delivery arrangements and estimated time of arrival at MLAC. MLAC is a secure facility and deliveries could be held up if the transport cannot enter the facility.

**Packing items for MLAC Delivery:** Unless a professional moving company is hired to haul the collections, the job of packing is the depositing library's responsibility. An inventory is not required by MLAC but may be done if considered useful by depositing library staff. There are three options for packing:

**Gondolas:** These resemble oversized book trucks made of plywood. Because of the high capacity and ease of loading, this method is ideal for moving a large number of volumes. MINITEX has access to a few gondolas for local use or they can be rented from moving companies (depending on the moving company, these are also known as carts, box trucks, or book trucks). Transporting gondolas requires a loading dock at the depositing library and a container truck. Remember that rented gondolas must also be returned to the rental company.

**Boxing:** This is a simple option that can get complicated and time consuming. Please use boxes that have uniform dimensions and are no larger than 1.75 cubic feet. Pack the boxes as full as possible. During transport the boxes will likely be stacked; boxes of different sizes or not completely filled increase the chance of boxes falling over and damaging the contents. Label the boxes sequentially. It is not necessary to indicate the total number of boxes on each box, instead include a separate total count.

**MINITEX Bins:** Small quantities of books for MLAC can be added to the MINITEX courier bins but must be clearly marked for MLAC accession.

**Shipping Manifest:** Please include a separate manifest indicating the total number of gondolas or boxes shipped, the library of origin and a contact person. Attached is a map and directions to the MLAC loading dock for delivery personnel.

## Other Issues

**Imbedded Security Devices** such as tattletape are not a concern for MLAC. MLAC staff accepts material with or without these security measures. However, since MLAC does not de-sensitize or de-program items, this may cause conflicts with a borrowing library's security control system.

**Preservation or Conservation** is not provided by MLAC. This includes phase conservation measures such as portfolios or enclosures. MLAC staff may be able to assist depositing libraries in preparing items provided arrangements are made in advance.

**Ownership** is retained by the depositing library. This means that the depositing library can return to its on-site collections anything it has deposited in MLAC.

**Items not Returned by Patron** conforms to other MINITEX policies or arrangements.

## Requesting Items for Use from MLAC

### General Requests

All library users can request materials from MLAC via MINITEX. However, use of periodicals is restricted to Andersen Library or photocopying. Items that are limited to "In Library Use Only" can be delivered off site for use in another library. Patrons intending to use items at Andersen Library or a University of Minnesota, Twin Cities Campus library should request items at least one day in advance via the online MLAC request form available through the University Libraries' web site. *Please advise users that MLAC staff pages Monday through Friday only and is not able to offer on-demand paging at this time.*

### Direct Requests

Libraries may directly request items they have deposited into MLAC this includes items that would not normally circulate. Request should be submitted via email to [mlacreq@umn.edu](mailto:mlacreq@umn.edu). The request should include the title, author, any volume number, and the local item barcode. The request should also list the name of the library. Email requests are paged mornings, Monday through Friday and delivered through the standard MINITEX delivery route.

## Permanent Return of Items to Depositing Library

These are the main conditions under which items may be returned to the depositing library:

- The depositing library can reclaim any item it has placed into MLAC for any reason.
- MLAC staff may return to the depositing library items that are found to have high use by the depositing library's patrons.
- The item is found to be unsuitable for MLAC storage.

Items to be returned to the depositing library will be de-accessioned from MLAC and delivered to the library through the most cost-effective means.

## Bibliographic & Holdings Records

### 1. General Policy

Depositing Libraries normally do not need to supply bibliographic records. Electronic copies of bibliographic records are necessary for titles or collections not held by the University of Minnesota Twin Cities Libraries or listed in either OCLC or RLIN.

### 2. Records listed in the University of Minnesota Catalog

**Records for all titles in MLAC will be included in the University Libraries – Twin Cities catalog, popularly known as MnCAT. Items from Greater Minnesota libraries in MLAC will be listed in MnCAT either by:**

- Using existing bibliographic records but adding a unique holdings record indicating the library of origin.
- Importing from OCLC or RLIN the bibliographic record and adding a unique holdings record indicating the library of origin.

### 3. Record Selection

MLAC staff will attempt to choose the bibliographic record that matches the description in the online catalog of the depositing library. Some fields such as call number and local notes are not considered when selecting the bibliographic record.

### 4. Volume Holdings

MLAC staff will create MARC holdings records for sets and serials. Summary holdings data for these records will appear in the public OPAC. For large serial sets, MLAC may maintain individual volume information in a separate database not available to the public. In these instances, summary holdings will display in the OPAC but not individual items.

### 5. Call Numbers

Each item will be assigned a call number that designates its zone, row, division, shelf, and tray location in the MLAC cavern. E.g.:ZA R10 D30 S01 TC = zone A, row 10, division 30, shelf 1, tray C. This is also known as the tray number.

### 6. Circulation Barcodes

MLAC staff may attach Code 39 circulation barcodes to items for inventory control within MnCAT. Both tray labels and item barcodes will be labeled **Minnesota Library Access Center** to assist with return of materials to the correct location.

### 7. Availability of Recent Deposits

Items are unavailable for paging until fully accessioned into MLAC. Processing can take anywhere from three days to several months depending on the quantity deposited at one time. Large deposits at one time will be stored in MLAC as staff work through the backlog. The type of material also affects processing time. In general, serial sets can be processed faster than monographs.

## **Minnesota Library Access Center** **Operating Principles and Guidelines**

April 24, 2002

*REVISED*

### 1. Minnesota Library Access Center

1.1 Introduction --The Minnesota Library Access Center (MLAC) is one of the units of the Elmer L. Andersen Library at the University of Minnesota, Twin Cities Campus. In addition to MLAC, Elmer L. Andersen Library houses eight special collections and archival units of the University of Minnesota and the central office of the MINITEX Library Information Network. The Library is designed to address both a campus need and a statewide library need:

- a) It enables the University of Minnesota, Twin Cities Libraries to consolidate important archives and special collection into a designated climate-controlled facility.
- b) Through MLAC, it provides high-density storage space for important, but less frequently used collections owned by the University of Minnesota and other libraries throughout Minnesota.

MLAC provides an ideal climate and environment for print-based media.

Completed in 2000, the Elmer L. Andersen Library was funded through bonds approved by the Minnesota Legislature in 1996.

1.2 Vision -- As a shared depository for infrequently used library materials of importance to the people of Minnesota, the Minnesota Library Access Center will provide a climate controlled environment and make the deposited items accessible for use.

1.3 Description -- Libraries may store important, but less frequently used collections in MLAC provided the materials:

- a) may be borrowed by other libraries for use by their patrons.
- b) are not so fragile as to be unsuitable for use.
- c) are compatible with high-density storage practices.
- d) are print based.

No other restrictions apply, and no fees will be assessed for collection storage by Minnesota libraries.

Individual libraries decide which items will be transferred to MLAC using established guidelines and their own criteria.

As a working guideline to determine overall space allocation, materials of the University of Minnesota, Twin Cities Libraries will occupy approximately 60% of the MLAC facility, and material from other Minnesota libraries will occupy the remaining 40%. MLAC's planned capacity is 1.2 million volumes.

o

1.4 Governance

The University of Minnesota Librarian shall be responsible for administering MLAC. MINITEX is assigned the responsibility for managing the facility's day-to-day operation. The MLAC Advisory Board is charged with developing guidelines and providing the vision for MLAC.

**Collections**

2.1 Introduction -- As a depository dedicated to resource sharing, MLAC provides rapid and efficient access to stored materials. Books, magazines, and other print-based library materials may be stored in MLAC. Deposited items must have been determined to have lasting value; permanent storage is not a substitute for responsible deacquisition decisions. The staff reserves the right to reject material, which, in its judgment, is too fragile for use, is in very poor condition, or is not suitable for high-density storage. Duplicates of the same title or same edition may be retained at the discretion of the MLAC staff. Libraries electing to deposit material in MLAC retain ownership of their materials.

2.2 Liaison Depositing libraries shall designate a liaison with whom the MLAC manager or staff can coordinate activities and contact with questions to resolve record problems.

2.3 Material Appropriate for Deposit -- All print-based materials will be considered for deposit. While MLAC is designed primarily for print and paper-based materials, other formats will be accepted if they meet the standard for high-density storage. Volumes that are grossly unshelworthy or in advanced state of deterioration may be returned to the depositing library.

An item is a candidate for high-density storage if it can be sorted by its physical factors to fully utilize shelf space. Examples of formats not suited for high-density storage are film, maps, and data tapes. No audio or video material, slides, realia, or archival collections will be accepted. (Exceptions to normal material acceptance criteria will be made at the discretion of MLAC staff.)

2.4 Condition of Deposited Materials -- MLAC does not provide preservation or cataloging services for deposited collections. The depositing library should properly prepare items before MLAC accessioning.

2.4.1. All volumes sent to MLAC must be cleaned to MLAC standards. Books with mold, insect infestation, or loose debris will not be accepted. To assist in cleaning volumes for shipment, MLAC can, upon request, loan depositing libraries HEPA vacuums.

2.4.2. Books in marginal condition or slightly damaged should be enclosed in archivally appropriate enclosures, acid-free boxes, archival quality polybags, or acid-free phase boxes to preserve the dust-free environment. MLAC staff shall have discretion to accept or return items lacking appropriate enclosures.

Examples of damaged and/or fragile materials that may not be accepted include:

- a) Text block and covers have separated.
- b) Soft covers are torn or coming off.
- c) Individual pages are falling out of the item.
- d) Disintegrating text block due to brittle paper or other causes.
- e) Spines are broken.



- 2.4.3 All volumes should be property stamped or otherwise labeled for ownership.
- 2.5 Duplicates: Duplicates of the same title may be accepted at the discretion of MLAC staff. However, MLAC staff reserve the right to de-accession duplicate titles with approval of depositing library.
- 2.6 Bibliographic Records-- All deposited material must have bibliographic records conforming to standards and guidelines developed by the MINITEX/LDS Joint Standards Review Task Force. Systems staff for depositing libraries shall discuss the bibliographic records available for their materials with the MnLINK coordinator at the University of Minnesota Libraries, Twin Cities, before sending material for deposit. (A separate document, "Requirements for Contribution of Bibliographic Records," provides guidelines concerning the format and submission of these bibliographic records.)
- 2.7 Ownership of Materials -- Depositing institution retain ownership of materials it sends to MLAC. To assure appropriate use of MLAC, it is expected that deposited materials are intended for permanent storage. Deposited materials may continue to be counted among the holdings of the depositing library. MLAC will assume ownership of volumes accessioned from a non-library source.
- 2.8 Catalog or Inventory Control System -- MLAC will use the system designated by the University of Minnesota Libraries, Twin Cities, working cooperatively with MINITEX.
- 2.9 Scheduling -- Immediacy of need for deposit in MLAC, availability of space in MLAC, and MLAC operating requirements will be considered when scheduling receipt of deposits. MLAC staff will set the amount of material received per shipment.
- 2.10 Accession Process -- MLAC staff will:
- Process items for storage, which includes inspecting, sizing, boxing and shelving.
  - Prepare records as needed for on-line catalog.
  - Implement a record-keeping process for stored materials to ensure timely and accurate retrieval.
  - Maintain statistics and perform quality control reviews.
- 2.11 Maintenance of the Collection/Preservation -- MLAC staff will monitor for climate control, fire protection, and security safeguards. Deposited materials will be handled in a manner consistent with preservation of the items.
- 2.12 Permanent Return to Depositing Library -- If needs change, staff of depositing institutions may request that an item be removed from MLAC and be returned by submitting a written request to the MLAC manager on their library's stationary.
- If the item is in MLAC, it will be processed and returned to the depositing library.
  - If the depositing library has already checked the item out from MLAC, only the written request is required to remove the record from MLAC inventory software.
  - If another library has borrowed the item from MLAC, it will be recalled for the depositing library.
- 2.13 Setting Lending Policy - Unless otherwise specified by the depositing library, monographs circulate for six weeks and periodicals are limited to Elmer L. Andersen Library use only. Second copies of periodicals may be given one-week loans if appropriate.

**Access to Collections**

- 3.1. Introduction – Primary access to materials deposited in MLAC is through lending and photocopy services to individual users through their local libraries. MLAC performance targets call for material requested through interlibrary loan by noon to be sent out the same day. Materials in MLAC may be used by any library user on-site in Andersen Library.
- 3.2. Operation for Access -- MLAC staff will:
- a) Retrieve requested items from the stacks.
  - b) Check out items
  - c) Prepare items for shipment via the appropriate delivery method.
  - d) Process returned items.
- 3.3. Collection Access
- 3.3.1 Reading Room Use: All library users may use the reading room for any MLAC materials Monday through Friday.
- 3.3.2 Stack Access: There is no stack access to the materials in storage.
- 3.3.3 Paging & Retrieval: Anyone can request items from MLAC either through their local library's procedures for intralibrary loans or interlibrary loans through MINITEX. On demand paging is not available at this time.
- 3.3.4 Lending:
- Direct lending at Andersen Library is not offered. Patrons may check out MLAC materials from their home library in accordance with that library's policies.
- 3.3.5 Loan Periods: Lending is dependent on the type of item and the strength of MLAC holdings.
- Monographs: circulate as standard interlibrary loan items.
- Periodicals:
- First copy is restricted to use in Andersen Library.
  - Second copy as identified by MLAC circulates for one week.
- Reference material and other selected material: circulation defined by depositing library.
- Restricted to use in Andersen Library.
  - Restricted to use in another library in the state.
- 3.3.6 Photocopy: There will be a coin-operated photocopy machine available, which also will use a standard U of MN library copy card.

Elmer L. Andersen Library  
 222 21<sup>st</sup> Ave South  
 Minneapolis, MN 55455  
 612.625-6828 ~ 612.626-8695



From St. Paul:

Take **I-94 West** to the **Cedar Exit**. Turn right on Cedar and go to **Washington Avenue**. Turn right on Washington Avenue and then left onto **19<sup>th</sup> Avenue South**. Go one block to the intersection of 19<sup>th</sup> Avenue South and **2<sup>nd</sup> Street South** where 19<sup>th</sup> Avenue South splits into two roads. Follow the road north for one block and then take a right at **1<sup>st</sup> Street South**. Continue along 1<sup>st</sup> Street South as it gradually curves south until you reach the portal entry of the Cavern Level.

#### From Minneapolis:

Take **I-94 East** to the junction of **35W North**, take the 35W exit and remaining in the far right lane take the **3<sup>rd</sup> Street/West Bank/East Bank Exit** following the West Bank Exit to Washington Avenue. Turn right on Washington Avenue to the 7 Corners junction and turn left onto **19<sup>th</sup> Avenue South**. Go one block to the intersection of 19<sup>th</sup> Avenue South and **2<sup>nd</sup> Street South** where 19<sup>th</sup> Avenue South splits into two roads. Follow the road north for one block and then take a right at **1<sup>st</sup> Street South**. Continue along 1<sup>st</sup> Street South as it gradually curves south until you reach the portal entry of the Cavern Level.

*If the service door is locked, call the posted numbers for access.*

**Memorandum of Agreement**  
**(prepared by MINITEX)**

**MINNESOTA LIBRARY ACCESS CENTER AGREEMENT**

The holding and storage of collections by the Minnesota Library Access Center is a service provided at no cost to the depositing library. The depositing library is responsible for all costs related to preparing and shipping of materials to MLAC.

Deposited collections will continue to be owned by the depositing library. The collections will be managed and circulated by MLAC staff according to the approved guidelines stated in the Minnesota Library Access Center Operating Principles and Guidelines.

The depositing library will accept the return of items determined by MLAC to be unsuitable for storage. These items will be returned using the MINITEX Delivery System.

The depositing library accepts liability for all lost or damaged materials.

The University of Minnesota, Twin Cities, online catalog will maintain a listing of all materials stored in MLAC.

This agreement represents only the items contained on the attached MLAC Collection Deposit form.

Any change in this agreement must be requested in writing.

*Date that materials were delivered to MLAC:*

**DEPOSITING LIBRARY**

Name \_\_\_\_\_

By \_\_\_\_\_ Date \_\_\_\_\_  
Library Director

**MINNESOTA LIBRARY ACCESS CENTER**

By \_\_\_\_\_ Date \_\_\_\_\_  
William DeJohn  
Director, MINITEX

**Minnesota Library Access Center Collection Deposit Worksheet**

Depositing Library: \_\_\_\_\_ Date: \_\_\_\_\_

Institution: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

1. Description of Materials to be Deposited (*complete separate forms for each collection*)2. Are these items listed in a web-accessible catalog? yes  no What is the URL for the catalog? http://\_\_\_\_\_

Once transferred to MLAC, how will these items be listed in your catalog?

3. Estimate of Quantity (volume count, piece count, or linear measurement)

4. Loan Period:  Standard 6 Week  In Library Use Only*All periodicals are restricted to Andersen Library use only.*

5. Format Exception/Special Needs:

6. Requested Delivery Date: \_\_\_\_\_

7. Delivery Method:  Arrange by MLAC/MINITEX (depositing library pays all costs) Payment Method: \_\_\_\_\_ Arrange by depositing library Other: \_\_\_\_\_**To be Completed by MLAC Staff**Collection Description Approved  Loan Period Approved Format Exception(s) Granted  Delivery Date: \_\_\_\_\_*(Written agreement attached)*

Name: \_\_\_\_\_

Quantity Approved 

Date: \_\_\_\_\_



Virtual Tour



A program of the [Minnesota Office of Higher Education](#) and the [University of Minnesota](#)

   
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- > GENERAL INFORMATION
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- > PUBLICATIONS
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- > COMMITTEES

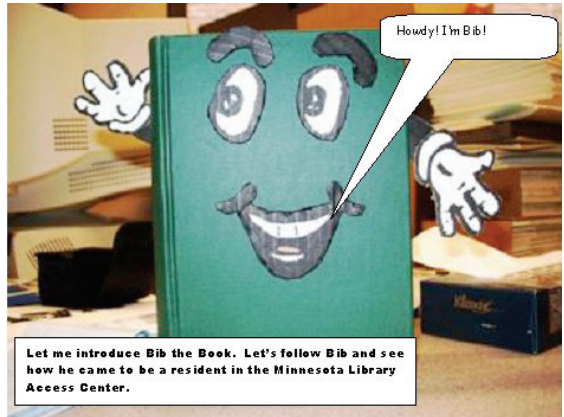
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### MLAC Web Tour



- U of MN Requests
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**From Shelf to Shelf: A Tour of MLAC from the book's point of view**  
An informative photographic explanation of MLAC starring Bib the Book.



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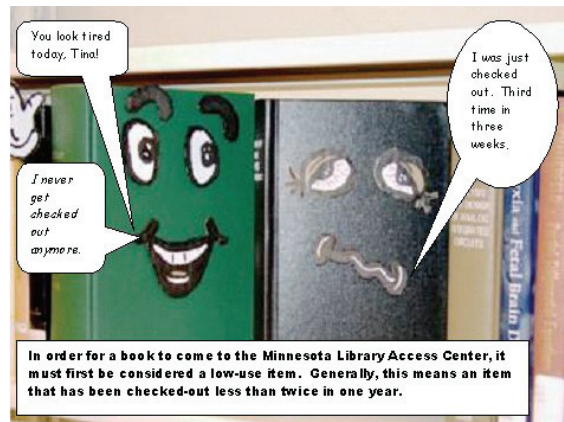
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## **SELECTED RESOURCES**



## DOCUMENTS

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### Books and Journal Articles

- Block, David. "Remote Storage in Research Libraries: A Microhistory." *Library Resources & Technical Services* 44, no. 4 (2000): 184–89.
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Shirato, Linda, Sarah Cogan, and Sandra G. Yee. "The Impact of an Automated Storage and Retrieval System on Public Services." *Reference Services Review* 29, no. 3 (2001): 253–61.

White, Fred D. "Libraries Lost: Storage Bins and Robotic Arms." *Chronicle of Higher Education* 52, no. 6, (2005) B8.

Zeter, Mary Jo, and Jeanne Drewes. "Paving the Way for Print Repositories through Electronic Access." *The Serials Librarian* 46, no. 3/4 (2004): 263–67.

# S P E C K I T T I T L E L I S T

SP295 Remote Shelving Services	SP243 TL 8: Users with Disabilities	SP184 ILL Trends/Access
SP294 Managing Digitization Activities	SP242 Library Storage Facilities	SP183 Provision of Comp Print Cap
SP293 External Review for Promo & Tenure	SP241 Gifts and Exchange Function	SP182 Academic Status for Libns
SP292 Institutional Repositories	SP240 Marketing and PR Activities	SP181 Perf Appr of Collect Dev Libn
SP291 Spatial Data Collections & Services	SP239 Mentoring Programs in ARL	SP180 Flexible Work Arrangemts
SP290 Access Services	SP238 ARL GIS Literacy Project	SP179 Access Services Org & Mgt
SP289 Managing Large Projects	SP237 Managing Food and Drink	SP178 Insuring Lib Colls & Bldgs
SP288 Scanning Services for Library Users	SP236 TL 7: E-Theses/Dissertations	SP177 Salary Setting Policies
SP287 Instructional Improvement Programs	SP235 Collaborative Coll Management	SP176 Svcs for Persons w/Disabilities
SP286 Collab for Dist Learn Info Lit Instr	SP234 TL 6: Distance Learning	SP175 Scholarly Info Centrs
SP285 Lib Svcs in Non-Library Spaces	SP233 ARL in Extension/Outreach	SP174 Expert Systems
SP284 Security in Special Collections	SP232 Use of Teams in ARL	SP173 Staff Recognition Awards
SP283 Grant Coordination	SP231 Cust Service Programs in ARL	SP172 Information Desks
SP282 Managing Electronic Resources	SP230 Affirmative Action in ARL	SP171 Training of Tech Svc Staff
SP281 The Information Commons	SP229 Evaluating Acad Libr Dirs	SP170 Organization Charts
SP280 Library User Surveys	SP228 TL 5: Preserving Digital Info	SP169 Mgt of CD-ROM
SP279 Evaluating Library Instruction	SP227 Org of Doc Coll & Svcs	SP168 Student Employment
SP278 Library Patron Privacy	SP226 TL 4: After the User Survey	SP167 Minority Recruitment
SP277 Lib Pub Acc Workstation Auth	SP225 Partnerships Program	SP166 Materials Budgets
SP276 Recruitment and Retention	SP224 Staff Training & Development	SP165 Cultural Diversity
SP275 Laptop Computer Services	SP223 TL 3: Electronic Scholarly Pubn	SP164 Remote Storage
SP274 Data Mining & Warehousing	SP222 Electronic Resource Sharing	SP163 Affirmative Action
SP273 Chat Reference	SP221 Evol & Status of Approval Plans	SP162 Audiovisual Policies
SP272 Insuring & Valuing Res Lib Coll	SP220 Internet Training	SP161 Travel Policies
SP271 Lib Systems Office Organization	SP219 TL 2: Geographic Info Systems	SP160 Preservation Org & Staff
SP270 Core Competencies	SP218 Info Technology Policies	SP159 Admin of Lib Computer Files
SP269 Integrating Preserv Activities	SP217 TL 1: Electronic Reserves	SP158 Strategic Plans
SP268 Reference Statistics	SP216 Role of Libs in Distance Ed	SP157 Fee-based Services
SP267 User Authentication	SP215 Reorg & Restructuring	SP156 Automating Authority Control
SP266 Staffing the Library Website	SP214 Digit Tech for Preservation	SP155 Visiting Scholars/Access
SP265 Instructional Support Services	SP213 Tech Svcs Workstations	SP154 Online Biblio Search
SP264 Extended Library Hours	SP212 Non-Librarian Professionals	SP153 Use of Mgt Statistics
SP263 Numeric Data Services	SP211 Library Systems Office Org	SP152 Brittle Books Program
SP262 Preservation & Digitization	SP210 Strategic Planning	SP151 Qualitative Collect Analysis
SP261 Post-Tenure Review	SP209 Library Photocopy Operations	SP150 Bldg Security & Personal Safety
SP260 Interview Process	SP208 Effective Library Signage	SP149 Electronic Mail
SP259 Fee-based Services	SP207 Org of Collection Develop	SP148 User Surveys
SP258 Corporate Annual Reports	SP206 Faculty Organizations	SP147 Serials Control/Deselection
SP257 MLS Hiring Requirement	SP205 User Surveys in ARL Libs	SP146 Lib Dev Fund Raising Capabilit
SP256 Changing Roles of Lib Profs	SP204 Uses of Doc Delivery Svcs	SP145 Lib Publications Programs
SP255 Branch Libs/Discrete Collectns	SP203 Reference Svc Policies	SP144 Building Use Policies
SP254 Managing Printing Services	SP202 E-journals/Issues & Trends	SP143 Search Proced Sr LibAdmin
SP253 Networked Info Services	SP201 E-journals/Pol & Proced	SP142 Remote Access Online Cats
SP252 Supprt Staff Classifictn Studies	SP200 2001: A Space Reality	SP141 Approval Plans
SP251 Electronic Reference Service	SP199 Video Collect & Multimedia	SP140 Performance Appraisal
SP250 TL10: Educating Faculty	SP198 Automating Preserv Mgt	SP139 Performance Eval: Ref Svcs
SP249 Catalogng of Resrces Digitized	SP197 Benefits/Professional Staff	SP138 University Copyright
SP248 Licensing of Electronic Prodcnts	SP196 Quality Improve Programs	SP137 Preservation Guidelines
SP247 Management of Lib Security	SP195 Co-op Strategies in Foreign Acqs	SP136 Managing Copy Cataloging
SP246 Web Page Devel & Managmnt	SP194 Librarian Job Descriptions	SP135 Job Analysis
SP245 Electronic Reserves Operations	SP193 Lib Develop & Fundraising	SP134 Planning Mgt Statistics
SP244 TL 9: Renovation & Reconfigur	SP192 Unpub Matls/Libs, Fair Use	SP133 Opt Disks: Storage & Access
	SP191 Prov Pub Svcs Remote User	SP132 Library-Scholar Communication
	SP190 Chang Role of Book Repair	SP131 Coll Dev Organization
	SP189 Liaison Svcs in ARL Libs	SP130 Retrospective Conversion
	SP188 Intern, Residency & Fellow	SP129 Organization Charts
	SP187 ILL Trends/Staff & Organ	SP128 Systems File Organization
	SP186 Virtual Library	SP127 Interlibrary Loan
	SP185 System Migration	SP126 Automated Lib Systems

SP125	Tech Svcs Cost Studies	SP083	Approval Plans	SP041	Collection Assessment
SP124	Barcoding of Collections	SP082	Document Delivery Systems	SP040	Skills Training
SP123	Microcomp Software Policies	SP081	Services to the Disabled	SP039	Remote Storage
SP122	End-User Search Svcs	SP080	Specialty Positions	SP038	Collection Dev Policies
SP121	Bibliographic Instruction	SP079	Internships/Job Exchanges	SP037	Theft Detection & Prevent
SP120	Exhibits	SP078	Recruitment-Selection	SP036	Allocation Materials Funds
SP119	Catalog Maintenance Online	SP077	Use of Small Computers	SP035	Preservation of Lib Materials
SP118	Unionization	SP076	Online Biblio Search Svcs	SP034	Determin Indirect Cost Rate
SP117	Gifts & Exchange Function	SP075	Staff Development	SP033	Intergrat Nonprint Media
SP116	Organizing for Preservation	SP074	Fees for Services	SP032	Prep, Present Lib Budget
SP115	Photocopy Services	SP073	External User Services	SP031	Allocation of Resources
SP114	Binding Operations	SP072	Executive Review	SP030	Support Staff, Student Assts
SP113	Preservation Education	SP071	User Surveys: Eval of Lib Svcs	SP029	Systems Function
SP112	Reorg of Tech and Pub Svcs	SP070	Preservation Procedures	SP028	Gifts & Exchange Function
SP111	Cooperative Collection Dev	SP069	Prep Emergencies/Disasters	SP027	Physical Access
SP110	Local Cataloging Policies	SP068	AACR2 Implement Studies	SP026	Bibliographic Access
SP109	Staff Training for Automation	SP067	Affirm Action Programs	SP025	User Statistics and Studies
SP108	Strategic Planning	SP066	Planning Preserv of Lib Mat	SP024	User Surveys
SP107	University Archives	SP065	Retrospective Conversion	SP023	Grievance Policies
SP106	Electronic Mail	SP064	Indirect Cost Rates	SP022	Private Foundations
SP105	Nonbibliographic Dbases	SP063	Collective Bargaining	SP021	Paraprofessionals
SP104	Microcomputers	SP062	Online Biblio Search Svcs	SP020	Managerial Technical Specialists
SP103	Asst/Assoc Dir Position	SP061	Status of Librarians	SP019	Staff Allocations
SP102	Copyright Policies	SP060	Lib Materials Cost Studies	SP018	Staff Development
SP101	User Studies	SP059	Microform Collections	SP017	Library Instruction
SP100	Collection Security	SP058	Goals & Objectives	SP016	Reclassification
SP099	Branch Libraries	SP057	Special Collections	SP015	Goals & Objectives
SP098	Telecommunications	SP056	External Communication	SP014	Performance Review
SP097	Building Renovation	SP055	Internl Com/Staff & Super Role	SP013	Planning Systems
SP096	Online Catalogs	SP054	Internal Com/Policies & Proced	SP012	Acquisition Policies
SP095	Lib Materials Cost Studies	SP053	Performance Appraisal	SP011	Collection Development
SP094	Fund Raising	SP052	Cost Studies & Fiscal Plan	SP010	Leave Policies
SP093	User Instructions for Online Cats	SP051	Professional Development	SP009	Tenure Policies
SP092	Interlibrary Loan	SP050	Fringe Benefits	SP008	Collective Bargaining
SP091	Student Assistants	SP049	Use of Annual Reports	SP007	Personnel Class Schemes
SP090	Integrated Lib Info Systems	SP048	External Fund Raising	SP006	Friends of the Lib Organization
SP089	Tech Svcs Cost Studies	SP047	Automated Cataloging	SP005	Performance Review
SP088	Corporate Use of Research Libs	SP046	Plan Future of Card Catalog	SP004	Affirmative Action
SP087	Collect Descript/Assessment	SP045	Changing Role Personnel Officer	SP003	A Personnel Organization
SP086	Professional Development	SP044	Automated Acquisitions	SP003	Status of Librarians
SP085	Personnel Classification Sys	SP043	Automated Circulation Sys	SP002	Personnel Survey (flyer only)
SP084	Public Svcs Goals & Objectvcs	SP042	Resource Sharing	SP001	Organization Charts

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