Tips & Tricks for Handling Difficult Requests

Tina Baich, IUPUI University Library, IUP
Lapis David Cohen, University of Pennsylvania, PAU
Melissa Jackson, Georgia Southern University, Armstrong campus, GAC

Moderator: Geneva Holliday, University of North Carolina Chapel Hill, NOC
#OCLCRSC18
What is a difficult request?

One where it is hard to verify or to find viable lenders, due to
• an incomplete or incorrect citation,
• rarity of material, or
• the requested item is in a foreign language.

However, once a solution has been found, similar requests are no longer seen as difficult in the future.
Tina Baich
IUPUI University Library
A lesson in MARC.

The Indianapolis sentinel.

### Available copies
- 10 copies at Evergreen Indiana.

### Current holds
- 0 current holds with 10 total copies.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>CALL NUMBER / COPY NOTES</th>
<th>BARCODE</th>
<th>SHELVING LOCATION</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 10 1-12 31 1904 (Text)</td>
<td>00000105313308</td>
<td>Indiana Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 10 6-11 16 1905 (Text)</td>
<td>0000108647744</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 11 17-12 25 1905 (Text)</td>
<td>0000108647777</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 12 26 1905-2 6 1906 (Text)</td>
<td>0000101836815</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 2 1-3 15 1905 (Text)</td>
<td>0000101830586</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 2 7-2 25 1906 (Text)</td>
<td>0000101836823</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 3 6-4 25 1905 (Text)</td>
<td>00000105119358</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 4 26-5 31 1905 (Text)</td>
<td>0000105119366</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 5 1-6 12 1905,6 13-7 15 1905 (Text)</td>
<td>0000101830610</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
<tr>
<td>Indiana State Library - Indianapolis</td>
<td>ISLN 7 16-8 24 1905 (Text)</td>
<td>0000108647827</td>
<td>Newspaper</td>
<td>Available</td>
</tr>
</tbody>
</table>

---

### Record details
- **Physical Description**: 2 v. : ill. ; 61-73 cm.
- **Publisher**: Indianapolis Sentinel Co., 1905-1906.
Record details

- **Physical Description:** 2 v. : ill. ; 61-73 cm.
- **Publisher:** Indianapolis Sentinel Co., 1905-1906.

**SHELF BROWSER**

**MARC RECORD**

LDR 02524cas a220004457a 4500
003 EG-IN
008 870710d19051906inudr ne OuUu 0eng d
001 17126153
010 | †a sn8756410
040 | †a NPI †c NPI †d DLC
042 | †a msc
099 9 †a Newspaper Room
130 0 0 †a Indianapolis sentinel (Indianapolis, Ind. : 1905)
245 0 4 †a The Indianapolis sentinel.
260 0 0 †a Indianapolis, Ind. : †b Indianapolis Sentinel Co., †c 1905-1906.
300 | †a 2 v. : †b ill. ; †c 61-73 cm.
310 | †a Daily
362 0 †a Vol. 83, no. 163 (June 12, 1905)-v. 84, no. 56 (Feb. 25, 1906).
500 | †a "Democratic."
530 | †a Also available on microfilm from University Microfilms International.
580 | †a Weekday ed. absorbed by: Indianapolis news (Indianapolis, Ind. : Daily); and the Sunday ed. absorbed by: Indianapolis morning star.
580 | †a Also published in a weekly ed. called: State sentinel (Indianapolis, Ind.).
752 | †a United States †b Indiana †c Marion †d Indianapolis.
775 1 †t State sentinel (Indianapolis, Ind.) †w (DLC)sn b7056606
780 0 0 †t Daily sentinel (Indianapolis, Ind. : 1904) †w (DLC)sn 87058409
785 0 5 †t Indianapolis morning star †w (DLC)sn 82015665
785 0 5 †t Indianapolis news (Indianapolis, Ind. : Daily) †w (DLC)sn 82015664
A lesson in MARC.

• When was the item published? (Dates, 260/264, 362)
• In what language is the material? (Lang, 041, 546)

  Lang – eng

  041 0_eng |a fre |a ger

  546 __ Text in English, French, and German.

• Is there an electronic version of the resource? (856 _4)
• Is the material a dissertation? (502)

  |b Ph.D. |c University of Notre Dame |d 2013.
A lesson in MARC.

• Does the serial have a preceding and/or succeeding title? (780/785)

  780 00 |t Daily sentinel (Indianapolis, Ind. : 1904) |w (DLC)sn 87056409
  785 05 |t Indianapolis morning star |w (DLC)sn 82015665
  785 05 |t Indianapolis news (Indianapolis, Ind. : Daily) |w (DLC)sn 82015664

• Is this thing an article rather than a book? (300, 773)

  300 __ p. 121-127 |b illustrations |c 28 cm.
  773 0_ |t California journal. |g Vol. 24, pt. B, no. 9 (Sept. 1993) |w (DLC)
  68066801 |w (OCoLC)22384
Lapis David Cohen
University of Pennsylvania
ውጭ እል ከทีม? እል ከ(100,500),(281,860)

ﻻ داعي للذعر

不要驚慌！

不要驚慌！

加州什柯 停止！

घृणा नगर्नुहोस्!
The 3 T’s.

• Truncation
• Transliteration
• Translation
Trunc*


• Consult list of title abbreviations
• Google search (Journal Title, Article Title, or a combo of other fields)
• Worldcat: Boll* Mus* Civ* St* Nat* Verona
Truncation in WorldCat ™
Transliteration

• Patron citation = Meshihut vi-eskatologia (1983)
• Google Translate -> Did you mean:аци-аскетология

 (...mayyybbbee…)

• WorldCat search: Title = משיחיות and Year = 1983

משיחיות ואסקטולוגיה : קובץ מאמרים
Meshihiyut ye-eskhatologyah : kovets ma’amarim
Author: ברס, צבי; Baras, Zvi.
Libraries Worldwide: 53
What do you do with a citation like:

Author: صفاء فتحي
Title: سم يسعى في الزجاجة

Author: 周振鹤
Title: 中国历史政治地理十六讲

Spoiler: Don’t Panic!
Strategery [sic]

- No hits for اسم يسعى في الزجافة in Worldcat
- Google Translate ( اسم يسعى في الزجافة) -> Fathi, Safa)
- Worldcat: Author (Fathi, Safa) + Keyword (اسم)

اسم يسعى في زجافة
Ism yasʻa’ fī zujājah
Author: ﻓﺗﺣﻲ، ﺺﻔﺎﺀ Fathī, Ṣafā’.
Document: Arabic (Hide non-Roman characters) : Book : Poetry
Libraries Worldwide: 9 | OCLC: 174450023
Strategery, part deux

- CiNii: https://ci.nii.ac.jp/en
- Often provides transliteration (patron had submitted: zhongguo lishi zhengzhi di lishi liu jiang), holding locations and additional bibliographic info:
Strategery, part deux (continued)

- Reading IS fundamental (but not always necessary)
- Match blocks of text and individual characters

中国历史政治地理十六讲

Greatest American Hero

Hashtag Wit’ Attitude

- Compare with the title from the Worldcat record: 中国历史政治地理十六讲
Articles, initially.

• Ignoring Ha or Gli may be no laughing matter (and also prevent you from finding the correct title, especially if included as part of the first word in the title)

But there are no OCLC locations...


- Search multiple catalogs simultaneously (international and online sources: DOAJ, BASE, HathiTrust)
- Catalog names are links to those resources
Melissa Jackson
Georgia Southern University
Dissertations and Theses

Students often find a reference in ProQuest, but only find the free preview. So where do you look for the whole item?

Google?
Other databases?
Worldcat?
Answer - All of them!

Google Scholar--Use to verify and correct faulty citations, as well as occasionally find freely published documents.

Databases and Websites--Some colleges and universities give open access to their items. Try websites like OpenThesis (http://www.openthesis.org/), Open Access Theses and Dissertations (https://oatd.org/) or for centralized access to worldwide documents in a variety of languages.
More open access

The Networked Digital Library of Theses and Dissertations (http://www.ndltd.org/) also provides a search engine for electronic theses and dissertations from member libraries, but not all of them are truly open access. You do not need to be a member to search the database.

PQDT Open (https://pqdtopen.proquest.com/search.html) provides PDFs of texts the authors have chosen to publish as open access.
Still more open access

Digital Commons Network ([http://network.bepress.com/]http://network.bepress.com/) provides links to open access articles, papers, theses and dissertations from over 500 member institutions.

Many, many academic libraries have links to their own students’ works available online, provided the author has given permission.
Worldcat.org/FirstSearch

In addition to the usual search terms it lets you search by “content: Thesis/Dissertation” in a drop down box. If there are no lenders available you can use the 856 field in the MARC record to see if there is an electronic version available, or use the “Find a copy online” link in Worldcat.

If neither of these work, you can see who sponsored the dissertation and go to their library catalog to see if they might have an extra copy they could upload or lend.
Example from Worldcat.org
Results from Worldcat.org

Here is the main result, showing who sponsored it.

**Uses of hypnosis in pediatric anesthesia and pediatric headaches : a literature review**

**Author:** Vincent Zimmern; University of Texas Southwestern Medical School at Dallas.

**Publisher:** [Dallas, Tex.] : [UT Southwestern Medical Center], 2017.

**Dissertation:** M.D. with Distinction University of Texas Southwestern Medical Center at Dallas 2017.


**Rating:** (not yet rated) 0 with reviews - Be the first.

**Subjects:** Adolescent, Child, Headache -- therapy.
More results from Worldcat.org

Luckily this IS available online for free.
Tina Baich
IUPUI University Library
Tapping into Open Access.

digital
online
free of charge
free of most copyright and
licensing restrictions

Peter Suber
Using MARC for Open Access.
Locating Open Access texts.

- BASE
- Chronicling America
- Directory of Open Access Journals (DOAJ)
- Google / Google Books / Google Scholar
- HathiTrust
- Internet Archive
- PubMed Central
Directory of Open Access Journals (DOAJ)

DOAJ is a community-curated online directory that indexes and provides access to high quality, open access, peer-reviewed journals. DOAJ is independent. All funding is via donations, 50% of which comes from sponsors and 50% from members and publisher members. All DOAJ services are free of charge including being indexed in DOAJ. All data is freely available.

DOAJ operates an education and outreach program across the globe, focussing on improving the quality of applications submitted.
Internet Archive is a non-profit library of millions of free books, movies, software, music, websites, and more.

Announcements
Expanding the Television Archive
TV News Record: New search, important data, & more fact-checks
PINEAPPLE FUND CHALLENGES DONORS WITH $1 MILLION MATCHING GRANT TO THE INTERNET ARCHIVE

Search
Advanced Search
Final tips
Past is prologue.

- Does a “difficult” request seem familiar?
- Maybe you have seen it before...
- Check your Historical requests!

A random example: a foreign dissertation with very limited requesting options (overseas only), but...the title seemed familiar. We had previously purchased it for the same patron to add to the collection after patron use. However, after patron return it was stuck in “cataloging purgatory” and thus not yet in our OPAC. End result: rush cataloged for the patron to use.
All citations are NOT created equal.

Go to the source!

• The database or web page where the patron found the citation may have additional bibliographic and holdings information.

• Consistently incomplete importation of citations into your requesting system may indicate a broader OpenURL issue.
Ask.

• E-mail lists: the hive mind may know (and an answer publicly shared enriches all).
• Authors: an online CV can provide contact info (and occasionally let you know when a requested item is still “in press” and thus not yet available).
• Subject specialists: consulting the local experts in your library can be educational for you and also help break down institutional silos.
• Don’t be afraid to request rare or even unique material from other libraries. They may be willing to loan or provide digitally. We are a generous community!
Think outside the box.

- Getting the patron access to what they need may not always be via a traditional loan or scan of an article.
- Guiding patron to request directly from another library’s Special Collections, or to access in person if nearby (for example, at a local Historical Society).

A random example: a distance education patron requested an item which was non-circulating at all locations and too fragile to scan. Staff noticed the patron lived near one of the holding libraries and provided the patron with information to allow them to access the rare material directly.
Favorite resources.

- [https://pinboard.in/u:ILLFindingAids](https://pinboard.in/u:ILLFindingAids)
- National Union Catalog
  [https://catalog.hathitrust.org/Record/000140237](https://catalog.hathitrust.org/Record/000140237)
Questions?
Tina Baich, cbaich@iupui.edu
Lapis David Cohen, lapis@pobox.upenn.edu
Melissa Jackson, mljackson@georgiasouthern.edu