Bridging Communities

2018 OCLC RESOURCE SHARING CONFERENCE

Tips & Tricks for Handling Difficult Requests

Tina Baich, IUPUI University Library, IUP
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Moderator: Geneva Holliday, University of North Carolina Chapel Hill, NOC

#OCLCRSC18

OCLC

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.

LOCATION	CALL NUMBER / COPY NOTES	BARCODE	SHELVING LOCATION	STATUS
Indiana State Library - Indianapolis	ISLN 10 1-12 31 1904 (Text)	00000105313308	Indiana Newspaper	Available
Indiana State Library - Indianapolis	ISLN 10 6-11 16 1905 (Text)	0000108647744	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 11 17-12 25 1905 (Text)	0000108647777	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 12 26 1905-2 6 1906 (Text)	0000101836815	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 2 1-3 15 1905 (Text)	0000101830586	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 2 7-2 25 1906 (Text)	0000101836823	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 3 16-4 25 1905 (Text)	00000105119358	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 4 26-5 31 1905 (Text)	00000105119366	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 6 1-6 12 1905,6 13-7 15 1905 (Text)	0000101830610	Newspaper	Available
Indiana State Library - Indianapolis	ISLN 7 16-8 24 1905 (Text)	0000108647827	Newspaper	Available

Next 10 »

Show more copies

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 a22004457a 4500
003  EG-IN
008  870710d19051906inudr ne 0uuu 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 87056606
780 0 0 ‡t Daily sentinel (Indianapolis, Ind. : 1904) ‡w (DLC)sn 87056409
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

የውጭ ቋንቋ ጽሑፍ?

አትደንግጥ!

لا داعي للذعر!

არ პანიკა!

ગભરાશો નહીં!

不要驚慌！

घृणा नगर्नुहोस्!

The 3 T’s.

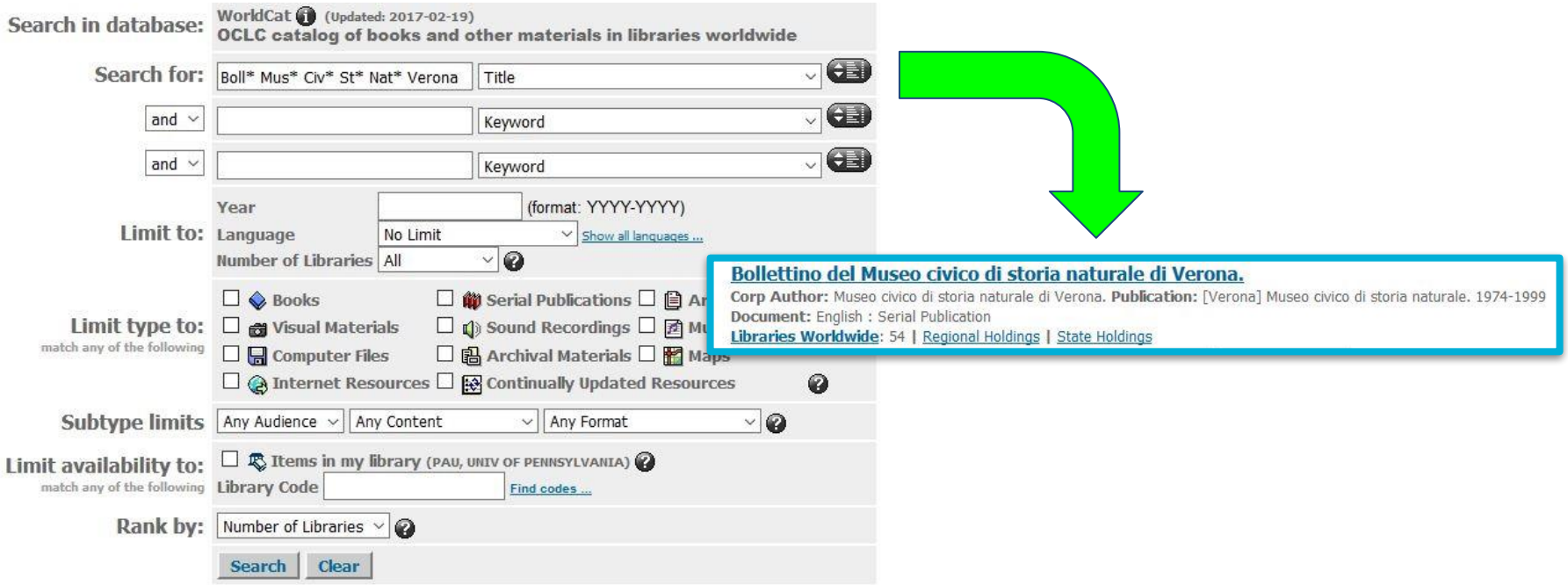
- Truncation
- Transliteration
- Translation

Trunc*

Patron citation = **Boll. Mus. Civ. St. Nat. Verona**

- Consult list of title abbreviations
- Google search (Journal Title, Article Title, or a combo of other fields)
- Worldcat (FirstSearch): **Boll* Mus* Civ* St* Nat* Verona**

Truncation in WorldCat ™



Transliteration

- Patron citation = **Meshihut vi-eskatologia** (1983)
- Google Translate -> Did you mean: ***משיחיות וי-אסכטולוגיה***

(...mayyybbbee…)

- WorldCat search: Title = ***משיחיות*** and Year = 1983

משיחיות ואסכטולוגיה : קובץ מאמרים

Meshiḥiyut ṿe-eskhaṭologyah : ḳovets ma'amarim

Author: ברס, צבי. ; Baras, Zvi.

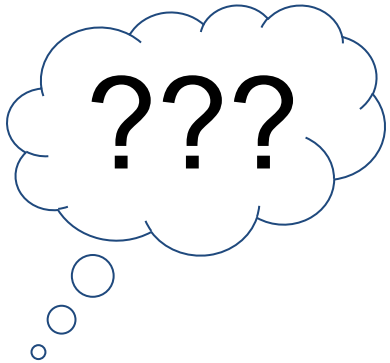
Publication: מרכז זלמן שזר : ירושלים : Historical Society of Israel, 1983.; Yerushalayim : Merkaz Zalman Shazar : Historical Society of Israel, 1983

Libraries Worldwide: 53

What do you do with a citation like:

Author: صفاء فتحي
Title: سم يسعى في الزجاجة

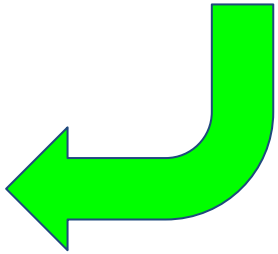
Author: 周振鹤
Title: 中国历史政治地理十六讲



Spoiler: Don’t Panic!

Strategery [sic]

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



اسم يسعى في زجاجة

Ism yas‘á fī zujājah

Author: فتحي، صفاء.Fatḥī, Ṣafā’.

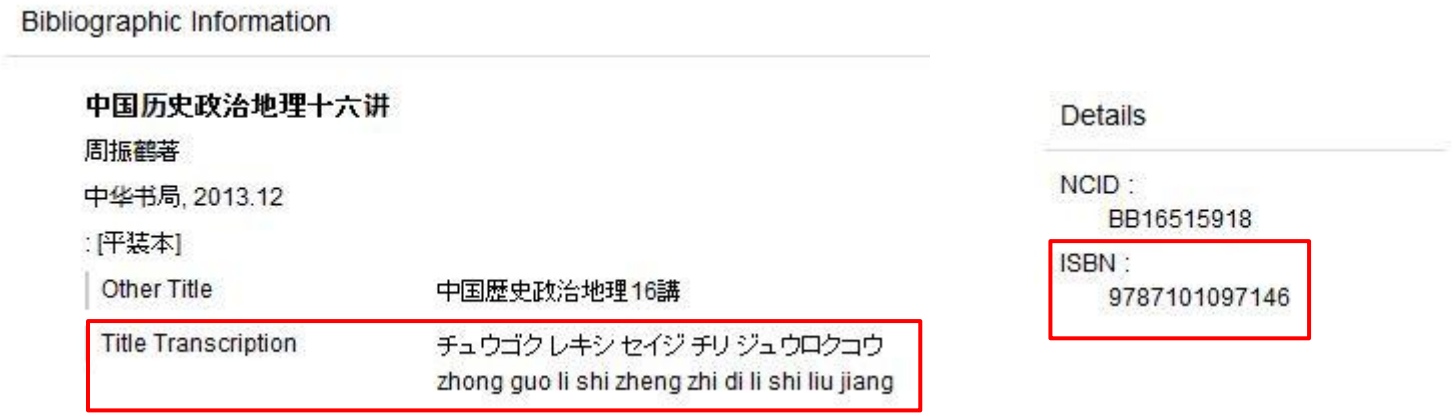
Publication: 2007 ،القاهرة : المجلس الاعلى للثقافة.; al-Qāhirah : al-Majlis al-A‘lá lil-Thaqāfah, 2007

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:



Bibliographic Information

中国历史政治地理十六讲

周振鹤著

中华书局, 2013.12

: [平装本]

Other Title	中国歷史政治地理16講
Title Transcription	チュウゴク レキシ セイジ チリ ジュウロクコウ zhong guo li shi zheng zhi di li shi liu jiang

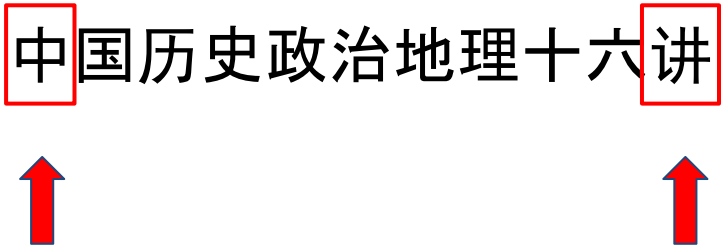
Details

NCID :
BB16515918

ISBN :
9787101097146

Strategery, part deux (continued)

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



- 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)
- Library of Congress MARC Bibliographic Data Appendix F - **Initial Definite and Indefinite Articles**: http://bit.ly/2ommnm9

eit Norwegian
el Catalan, Spanish
el- Arabic
els Catalan
en Catalan, Danish, Norwegian, Swedish
enne Walloon
et Danish, Norwegian
ett Swedish
eyn Yiddish
eyne Yiddish
gl' Italian
gli Italian
ha- Hebrew

But there are no OCLC locations...

KVK - Karlsruhe Virtual Catalog: http://bit.ly/2BLD16y

- 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/) provides links to open access articles, papers, theses and dissertations from over 500 member institutions.

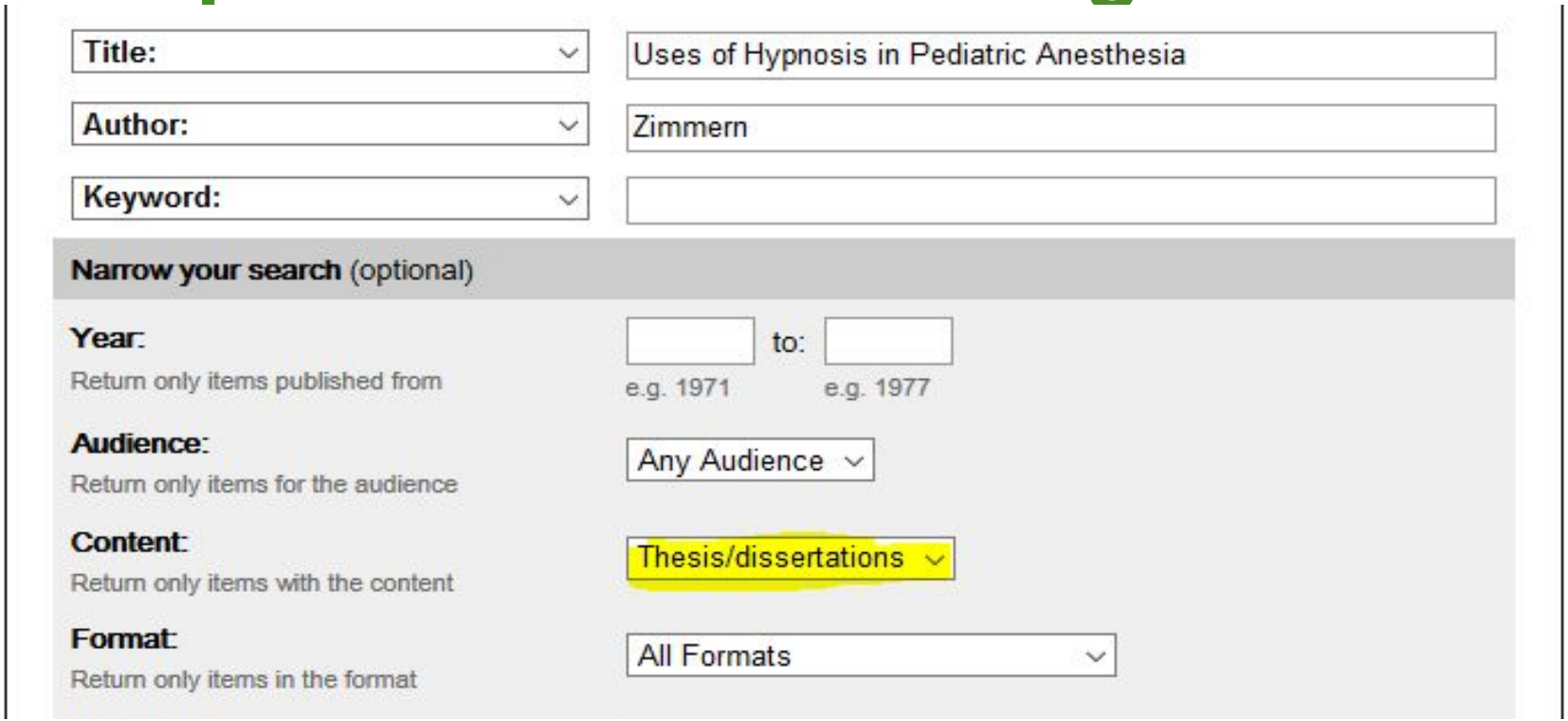
Many, many academic libraries have links to their own students' works available online, provided the author has given permission.

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.

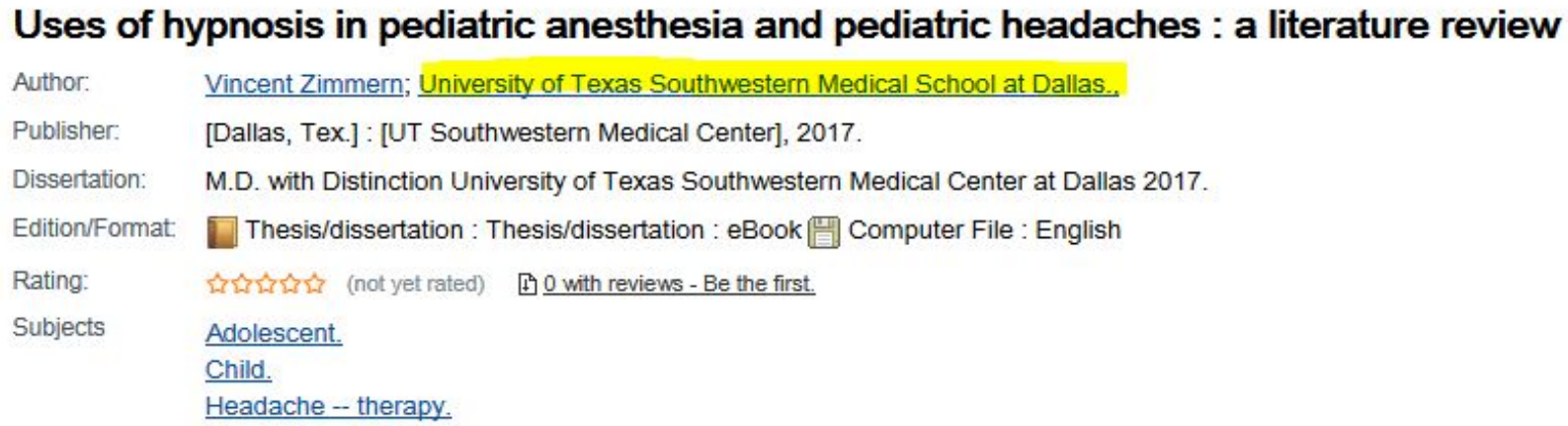
If neither of these work, you can see who sponsored the dissertation and go to their library catalog to see if they might have an extra copy they could upload or lend.

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.
Edition/Format:	Thesis/dissertation : Thesis/dissertation : eBook Computer File : English
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.

NO HOLDINGS IN IUP - 1 OTHER HOLDING

OCLC: 56799370 Rec stat: c

Entered: 20041022 Replaced: Used: 20110302

Type: a ELvl: K Srce: d Audn: Ctrl: Lang: eng

BLvl: m Form: o Conf: 0 Biog: MRec: Ctry: flu

Cont: bm GPub: s LitF: 0 Indx: 0

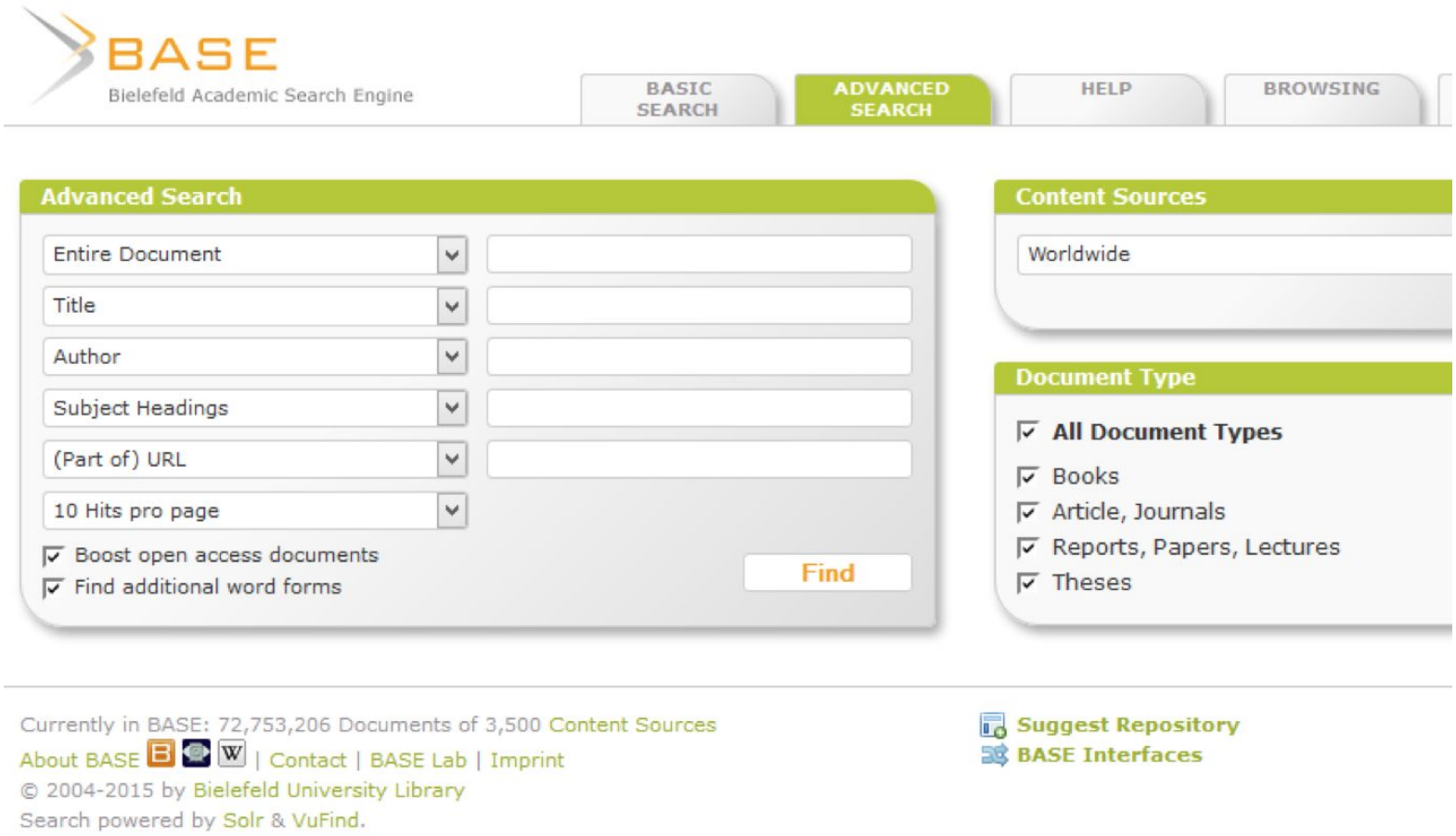
Desc: a Ills: Fest: 0 DtSt: s Dates: 2004,

003		OCoLC
008		041022s2004 flu obm s000 0 eng d
009		454
006		m d s
007		cr mnu|||uuuuu
040		‡a FUG ‡c FUG ‡d OCLCQ
090		‡a LD1780 2004
100	1	‡a Ojeda, Fernando Arturo.
245	14	‡a The role of word games in second-language acquisition ‡h [electronic resource] : ‡b second-language pedagogy, motivation, and ludic tasks / ‡
260		‡a [Gainesville, Fla.] : ‡b University of Florida, ‡c 2004.
500		‡a Title from title page of source document.
500		‡a Document formatted into pages; contains 214 pages.
500		‡a Includes vita.
502		‡a Thesis (Ph. D.)--University of Florida, 2004.
504		‡a Includes bibliographical references.
516		‡a Text (Electronic thesis) in PDF format.
538		‡a Mode of access: World Wide Web.
653		‡a ludic, motivation, second, tasks, word.
856	40	‡3 Full text: ‡u http://purl.fcla.edu/fcla/etd/UFE0003980

856 40 ‡3 Full text: ‡u http://purl.fcla.edu/fcla/etd/UFE0003980

Locating Open Access texts.

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


BASE
Bielefeld Academic Search Engine
BASIC SEARCH
ADVANCED SEARCH
HELP
BROWSING
Advanced Search
Entire Document
Title
Author
Subject Headings
(Part of) URL
10 Hits pro page
Boost open access documents
Find additional word forms
Find
Content Sources
Worldwide
Document Type
All Document Types
Books
Article, Journals
Reports, Papers, Lectures
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Currently in BASE: 72,753,206 Documents of 3,500 Content Sources
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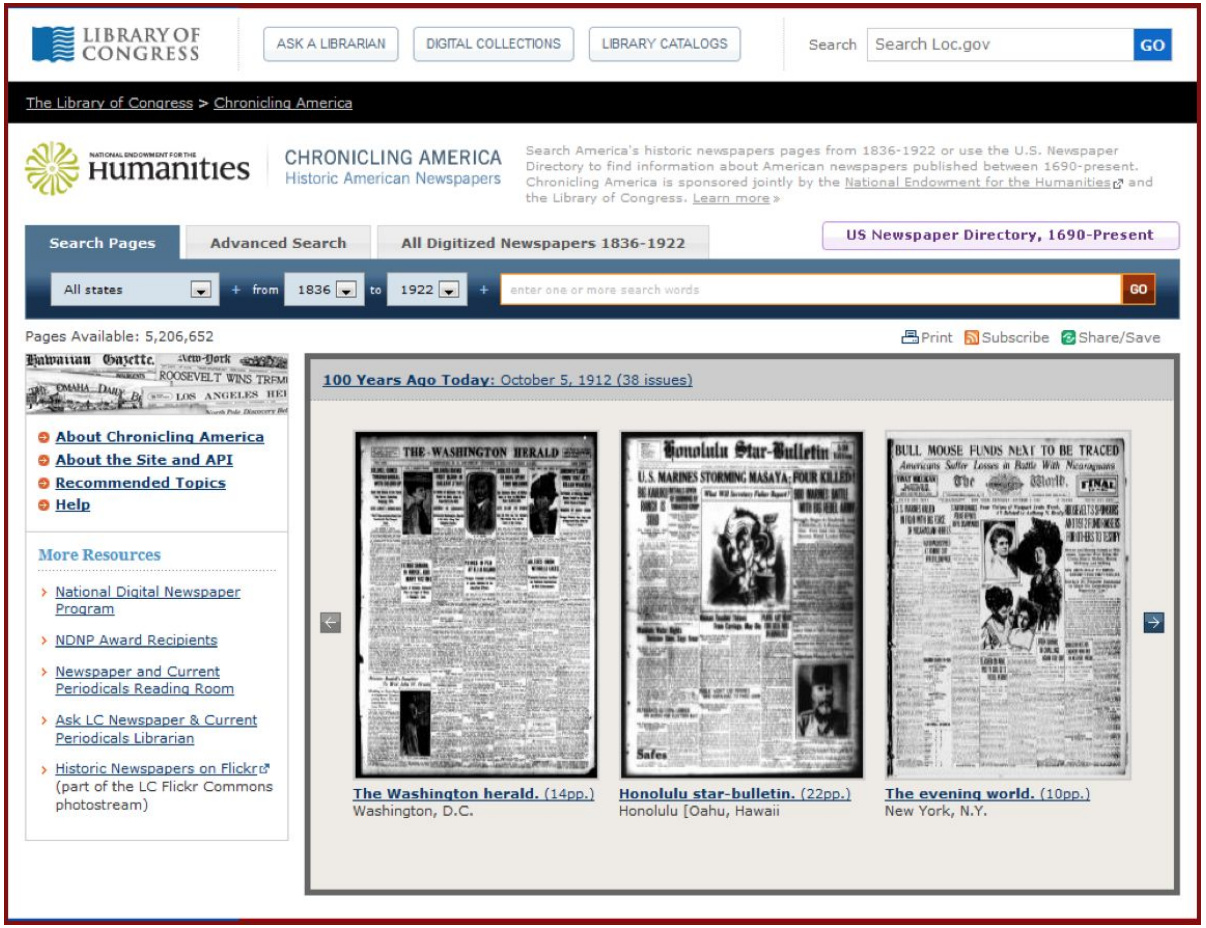
BASE Interfaces


LIBRARY OF CONGRESS
ASK A LIBRARIAN
DIGITAL COLLECTIONS
LIBRARY CATALOGS
Search
Search Loc.gov
GO
The Library of Congress > Chronicling America
Humanities
CHRONICLING AMERICA
Historic American Newspapers
Search America's historic newspapers pages from 1836-1922 or use the U.S. Newspaper Directory to find information about American newspapers published between 1690-present. Chronicling America is sponsored jointly by the National Endowment for the Humanities and the Library of Congress. Learn more »
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Advanced Search
All Digitized Newspapers 1836-1922
US Newspaper Directory, 1690-Present
All states
from 1836
to 1922
enter one or more search words
GO
Pages Available: 5,206,652
Print
Subscribe
Share/Save
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Help
More Resources
National Digital Newspaper Program
NDNP Award Recipients
Newspaper and Current Periodicals Reading Room
Ask LC Newspaper & Current Periodicals Librarian
Historic Newspapers on Flickr (part of the LC Flickr Commons photostream)
100 Years Ago Today: October 5, 1912 (38 issues)
THE WASHINGTON HERALD
The Washington herald. (14pp.)
Washington, D.C.
Honolulu Star-Bulletin
U.S. MARINES STORMING MASAYA; FOUR KILLED
Honolulu star-bulletin. (22pp.)
Honolulu [Oahu, Hawaii
BULL MOOSE FUNDS NEXT TO BE TRACED
The evening world. (10pp.)
New York, N.Y.

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journals articles [Advanced Search]

Directory of Open Access Journals (DOAJ)

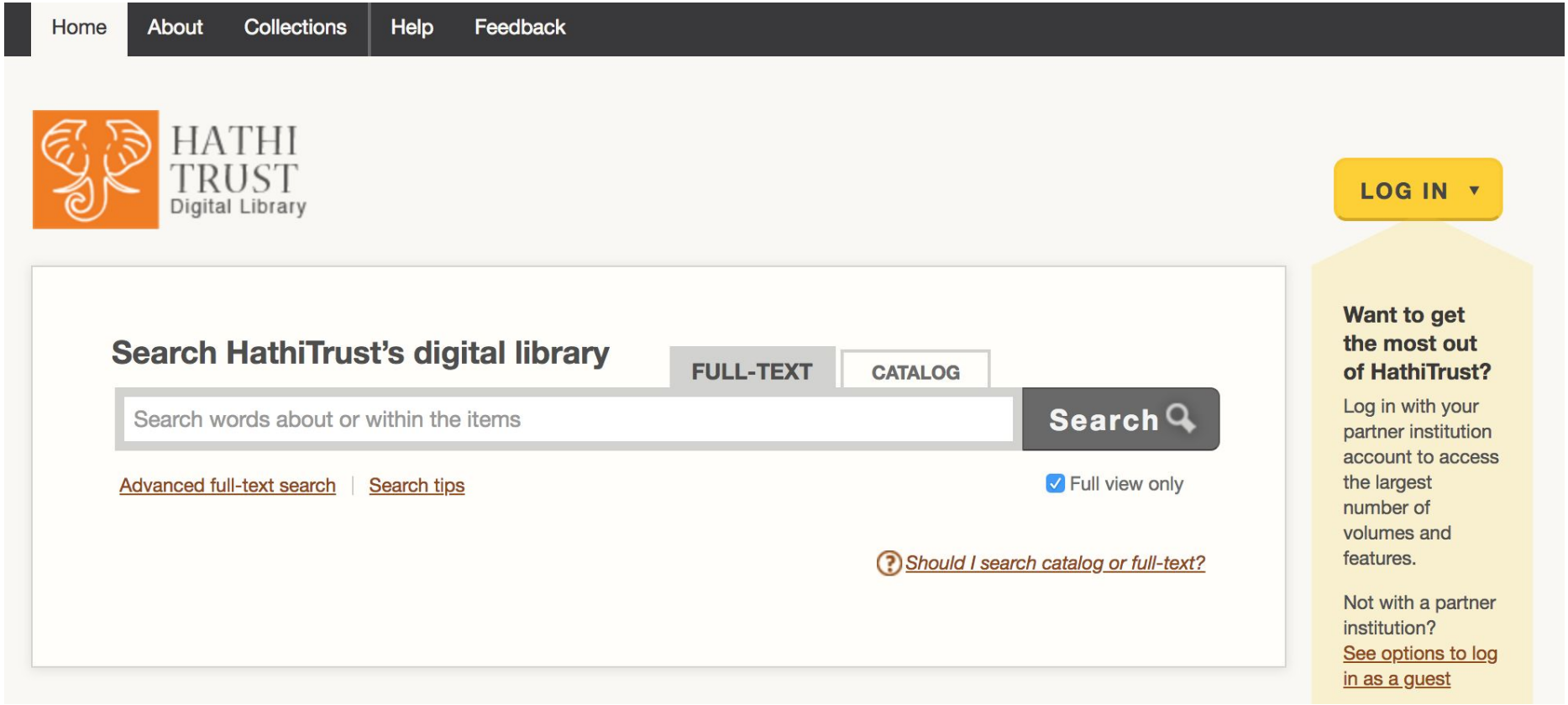
DOAJ is a community-curated online directory that indexes and provides access to high quality, open access, peer-reviewed journals. DOAJ is independent. All funding is via donations, 50% of which comes from sponsors and 50% from members and publisher members. All DOAJ services are free of charge including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

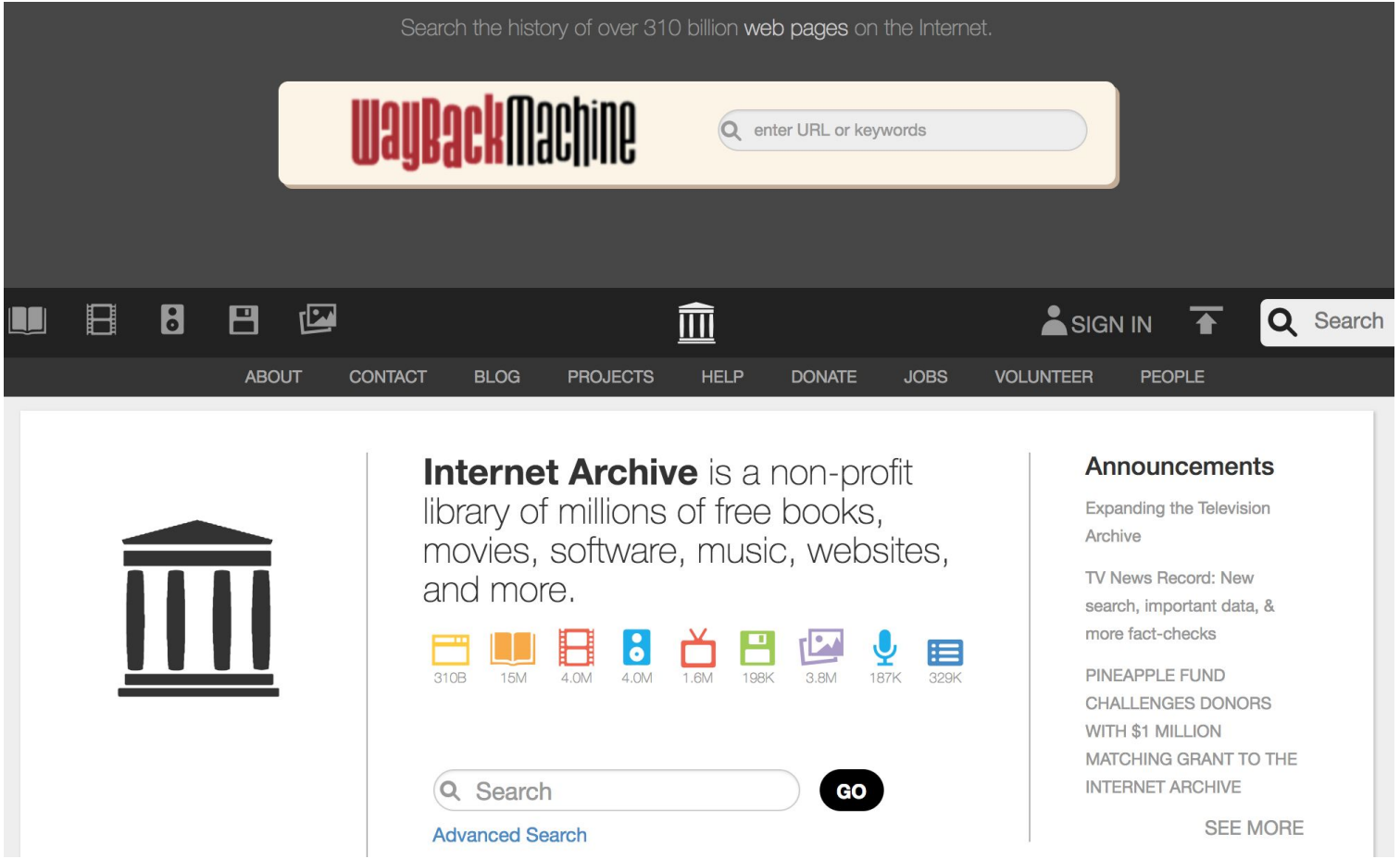
DOAJ operates an education and outreach program across the globe, focussing on improving the quality of applications submitted.

11,204 Journals
8,144 searchable at Article level
123 Countries
2,918,541 Articles

FAQs
OAI-PMH, XML, Widgets
Open Access Resources
Best Practice
Download metadata
New Journals Feed

SCOSS: facilitating funding for


Home
About
Collections
Help
Feedback
HATHI TRUST Digital Library
LOG IN
Search HathiTrust's digital library
FULL-TEXT
CATALOG
Search words about or within the items
Search
Advanced full-text search
Search tips
Full view only
Should I search catalog or full-text?
Want to get the most out of HathiTrust?
Log in with your partner institution account to access the largest number of volumes and features.
Not with a partner institution?
See options to log in as a guest


Search the history of over 310 billion web pages on the Internet.
WayBackMachine
enter URL or keywords
SIGN IN
Search
ABOUT
CONTACT
BLOG
PROJECTS
HELP
DONATE
JOBS
VOLUNTEER
PEOPLE
Internet Archive is a non-profit library of millions of free books, movies, software, music, websites, and more.
310B
15M
4.0M
4.0M
1.6M
198K
3.8M
187K
329K
Search
GO
Advanced Search
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
SEE MORE

NCBI Resources How To Sign in to NCBI

PMC
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National Institutes of Health

PMC Search

Journal List Advanced Help

PMC

PubMed Central® (PMC) is a free full-text archive of biomedical and life sciences journal literature at the U.S. National Institutes of Health's National Library of Medicine (NIH/NLM).

Get Started

- PMC Overview
- Users' Guide
- Journal List
- PMC FAQs
- PMC Copyright Notice

Participate

- Information for Publishers
- Add a Journal to PMC
- Participation Agreements
- File Submission Specifications
- File Validation Tools

Keep Up to Date

- New in PMC | RSS
- PMC Announce Mail List
- Utilities Announce Mail List
- Tagging Guidelines Mail List

Other Resources

- PMC International
- Text Mining Collections
- Developer Resources
- NLM LitArch
- PMC Citation Search

4.7 MILLION Articles

are archived in PMC.

Content provided in part by:

2092	330	4538
Full Participation	*NIH Portfolio*	*Selective Deposit*

Public Access

- Funders and PMC
- How Papers Get Into PMC
- NIH Manuscript Submission System
- My Bibliography
- PMCID/PMID/NIHMSID Converter

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
- http://shareill.org/finding-aids-and-tools/verification-tools/
- National Union Catalog
  https://catalog.hathitrust.org/Record/000140237
- SHERPA/RoMEO
  http://www.sherpa.ac.uk/romeo/index.php

More favorite resources.

- University of Illinois at Urbana-Champaign Slavic Reference Service
  https://www.library.illinois.edu/ias/spx/srs/
- University of Pittsburgh East Asian Gateway Service
  https://www.library.pitt.edu/eal-gateway-service
- North American Council on Japanese Library Resources
  http://guides.nccjapan.org/illdd

Google

Bridging Communities

2018 OCLC RESOURCE SHARING CONFERENCE

thank you

Questions?

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Lapis David Cohen, lapis@pobox.upenn.edu
Melissa Jackson, mljackson@georgiasouthern.edu

#OCLCRSC18

OCLC