



Library Staff Briefing Notes – Extension of Request To Linked, CDL-Hosted Databases

The Facts:

- Request to be extended to CDL hosted article databases beginning January 5, 2000.
- Requests can be made from most CDL-hosted databases (Melvyl, MEDLINE, Current Contents, ABI/Inform, BIOSIS, INSPEC, MAGS, Computer Articles, PsychInfo) but **not from the Periodicals Database, News, or the Z39.50 databases (with “@” in their names).**

The Policies for CDL Request in CDL-hosted databases:

- Request will be available to **faculty, graduate students, and staff.**
- Users are limited to 20 article requests per day (a total of 20 from any of the combined article databases).
- Requests for articles with available, **linked, online full-text versions will be blocked** if the license is for systemwide access or if the CDL Directory shows electronic subscription coverage for the user's campus.
- Patrons requesting articles with potentially **available ASCII versions** or locally provided Internet versions will be **alerted** to this possibility from all databases (e.g., from MEDLINE, the user will be able to discover that MAGS contains full-text *JAMA* articles) so as to obviate the need for requests from these journals.
- Requests for **titles/volumes held locally will be blocked or the user will be offered document delivery** if applicable.

Policy changes for CDL Request in the Melvyl® Union Catalog:

- Requests for titles held locally will be rejected unless they are missing, withdrawn or checked out (and the circulation status is linked to Melvyl). Patrons making such requests will be offered document delivery if applicable.
- Requests for circulating non-book materials will be processed directly through *Request*.

- Requests for non-circulating materials will continue to be bypassed; if all copies of a requested item are non-circulating, the request will be rejected.
- Users are limited to 20 requests per day (up from the current 10/day).

Campus issues to consider:

- Is a policy change needed for the requesting of books checked out (this only applies to campuses with linked circulation status in Melvyl®)? Will ILL process requests for checked out items only if the request comes through CDL Request or only if available at another UC?
- Requesting of non-book materials (maps, videos, cd-roms, etc.) will be automatic in Melvyl®. Will user expectations increase? Will you be giving conflicting messages to users (How come I can borrow videos from UC Irvine but we don't circulate ours at UC San Diego)?
- Article Requesting: Does your campus have locally owned electronic journal subscriptions that are not linked in CDL or in the CDL Directory? What will be the impact on your users?
- Cataloging oddities: Does your campus have frequently requested serial titles cataloged as "standing orders" or monographic sets? Will they link correctly in the CDL-hosted databases? Are their ways to identify particular titles or sets? Is clean up worth the effort in staff time and resources?
- Will users understand the difference between CDL-hosted databases and Firstsearch or RLG databases? How will you educate/publicize the distinction?
- Undergraduates: They will notice the "Request" button. What's your public response to them about why they can't use Request? Do you have other services to offer?

Sample text (from the Adaptable Descriptive Text available at <http://www.cdlib.org/libstaff/comm/outreach/>): At this time the service is available only for library users who are UC faculty, graduate students, or staff. Implementation and enhancement of Request is being done in stages, eventually extending the service to journal articles and other materials and perhaps to more UC patrons and to non-UC collections.

Undergraduate needs are often served best by immediately available local collections and in-person consultations with library staff and are not included in the initial implementation of this service. UC patrons are encouraged to contact <their

local library's Interlibrary Loan offices> for information about other interlibrary loan services.