



10 Tips: Best Practices for Requesting Materials from CRL

Here is a handy guide for making the most of your borrowing privileges from the Center for Research Libraries (CRL). Post this document in a common space to orient your team to the best ways to use CRL to your advantage.

1. Consider CRL your “library of first resort”

Most libraries use OCLC ILLiad to borrow our materials. Place “crl” in the lender stream first, two times to ensure that requests come to CRL first and that requests are not kicked out. Most requests are turned around within one business day (though some may require additional mediation).

2. Add borrowing notes to speed the process of delivery

Borrowing notes may help us anticipate or resolve issues with requests that might cause delivery delays. Additional instructions to our Access Services team can facilitate delivery or acquisition. For example:

- “Please purchase if not owned” (*see #5 below*)
- “Please deliver digitally” (*see #8 below*)

3. Use RapidILL first for document delivery requests

CRL and the Linda Hall Library of Science, Engineering & Technology (LHL) provide CRL members free access to more than of 50,000 current and historical print journals in the sciences (including major publishers and specialty publications). Members may request document delivery of these journals using RapidILL. Your institution does not need to be a participating Rapid member to use this service.

Make sure you’re already set up for Rapid requesting via your ILL management system (Rapid works seamlessly with Clio, ILLiad, Relais and WorldShare, and has workarounds for other systems). Requests are automatic and seamless—it’s as simple as using a routing rule to move requests into a queue for CRL/Linda Hall in your existing borrowing system. Rapid provides user training and set-up instructions on request.

4. Make sure CRL has your up-to-date IPs (including proxy servers)

Many CRL resources now exist in digital form, and scholars can access the material directly through our online catalog and through discovery services. Making sure we have the correct IP ranges—including proxy servers—will allow unmediated access to the 25,000+ titles we hold in electronic format. Though many resources are Open Access, to view “restricted” content, off-campus users must come in through their proxy access.

5. Use our “demand purchase” program to acquire content for your patrons

CRL can acquire content on demand for scholars seeking access to newspapers, foreign dissertations, and many types of archival collections – up to \$2,000 per patron per fiscal year. If

CRL does not have the holdings your patron needs for a newspaper in our collection, we will attempt to acquire it. Just put a borrowing note in your ILL request: "please purchase if not owned."

6. Use CRL to purchase British dissertations from EThOS

CRL members frequently request dissertations from the U.K., which are now available through the British Library's **E-Theses Online Service** (EThOS) program. Where theses are accessible through EThOS or can be digitized by them free of charge, CRL will notify the requesting institution of its availability via this venue. If EThOS requires a fee for digitization of the requested thesis, CRL will place the order on your behalf and make payment for digitization.

7. Even if you don't find a record in our catalog, send us your request

Most of CRL's resources can be found in WorldCat. If there is something you are not finding but believe it could possibly be held by CRL we ask that you still send us a request. Certain CRL collections are not yet fully cataloged (such as our foreign government documents and central bank publications), or items may be part of a microform set held by CRL. CRL has made many of its microform guides and finding aids electronically available for consultation to assist in locating additional resources.

8. CRL will lend any format and any quantity of material desired

CRL places no limits on the amount of material one may borrow, nor the format. CRL routinely lends long runs of material in print, microfilm, fiche, CD and hard drives. Additionally, CRL will deliver reasonable quantities of material digitally on request within five to ten business days (scanning of longer runs to meet research or instruction needs may require advance notice). In the borrowing notes, include "Please deliver digitally."

9. Update your contacts with us

To receive prompt information about CRL's collections, programs, and services, be sure to provide us with staff and contact information when new staff are in place. We'd be happy to schedule a member "tune up" with new staff members.

10. Have questions? Contact Us!

CRL's Access Services team is at your disposal to answer questions and resolve problems.

Contact our team via email, phone or fax:

Email asd@crl.edu

Phone 1-800-621-6044 x

Fax 773-955-4339