NRLF - Public & Access Services
Making Effective Referrals

Jutta Wiemhoff / Head Access Services
(510) 642-6234 / jwiemhof@library.berkeley.edu
NRLF

Northern Regional Library Facility
Where is NRLF?
What is NRLF?

about 140,000 new deposits per year
What is NRLF?

6.5 million items as of 6/30/15
What is NRLF?

about 5 million items owned by UCB
What is NRLF?

197,496 sq ft shelving area
What is NRLF?

over 50,000 maps
What is NRLF?

over 190,000 microfilm reels

90,000 are master negatives
What is NRLF?

a LOT of fiche (1 + million)
What is NRLF?

beautiful book spines ... and so much more ...
How can I access materials stored at NRLF?

- Visit NRLF
  Open Monday - Friday 8 am to 5 pm - Closed on University Holidays
- Use [REQUEST] in OskiCat to place a Hold
- Request an article from NRLF in OskiCat’s [Request an electronic copy from NRLF]
- Request on ILL:
  Submit a request through Melvyl [Request
  Interlibrary Loan and Document Delivery]
  Submit a request through OCLC’s WorldShare ILL (WSILL)
Visiting NRLF

- Driving directions
- Shuttle Service from UC Berkeley Campus
- Parking
  - http://www.lib.berkeley.edu/libraries/nrlf/visiting-nrlf

- Request in advance of in-person visit:
  - OskiCat
  - Email nrlfreq@library.berkeley.edu
  - Call (510) 642-6233 or 232-7767

- Provide the call number, volume, issue, year information, possibly title
  - NRLF staff needs to look up NRLF barcode numbers in Millennium

- Material usually available within 2 hours of when request was submitted
Visiting NRLF - contd

- How many items can I request for onsite use?
  - Requests submitted in OskiCat are limited to 40 (faculty & staff) or 20 (others), but patrons may submit additional requests via email, telephone, or at NRLF’s service desk

- Can I access everything at NRLF?
  - No - “Restricted Use” items cannot be viewed at or borrowed from NRLF
  - NRLF does not have playback equipment (VHS, DVD, CD, phonodisc, cassette player)

- Can I use my research material over a period of time?
  - Yes - NRLF holds material for as long as needed

- I want to borrow material. What is NRLF’s loan period?
  - 1 year for faculty and staff
  - 2 months for all others
Visiting NRLF - contd

- Will staff be able to assist if I need help?
  - Staff provides limited reference service
    - How to search OskiCat, Melvyl, article databases, how to use the equipment, etc.

- Can patrons from other UCs borrow from NRLF?
  - Yes
    - NRLF verifies enrollment and employment with the privileges/circulation desk of the patron’s campus and creates patron records in Millennium

- Can I access material at NRLF if I don’t have a library card?
  - Yes - for reading room use only (on an occasional basis)
NRLF Reading Room

Quiet study room
8 tables with electrical outlets
  4 chairs per table
4 upholstered sitting chairs
2 public computers access to
  library resources and the Internet
1 microform reader/printer
1 microform scanner with software for
  scanning to a USB flash drive
Wireless access to the Internet
Wheelchair accessible

Drink – closed containers okay
No Food – outside patio
Small Cafe in walking distance on BGC

Photocopier - 5 cents per
Place a Hold in OskiCat

- Material eligible to request:
  - Titles with *Unrestricted* and *Building Use Only (Use @ Lib Only)* circulation status

- Material *not* eligible to request:
  - Titles with *Restricted Use* circulation status
    - may be requested via the circulation desk of the owning library

OskiCat / Help / Borrowing / NRLF Circulation Statuses: http://oskicat.berkeley.edu/screens/help_borrowing.html
Unrestricted material

Facts and Q&A about the draft recovery plan for the Pacific coast population of the western snowy plover.


<table>
<thead>
<tr>
<th>Location</th>
<th>Call No.</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>NRLF (UCD)</td>
<td>DOC 149.77/5;iW 52/DRAFT 2x</td>
<td>AVAILABLE</td>
</tr>
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</table>

On the wrong side of development: lessons learned from the Lesotho Highlands Water Project / edited by Habuetsa Lenka Thamae and Lori Pottinger.


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<tr>
<td>NRLF (UCR)</td>
<td>G799 P6</td>
<td>AVAILABLE</td>
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Building Use Only (Use @ Lib Only) material


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<tr>
<td>NRLF (UCB)</td>
<td>380 .A2 87th v.3</td>
<td>AVAILABLE USE @ LIB ONLY</td>
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</table>
Place a Hold in OskiCat - contd

**Restricted Use** material - lacks “Request” link/button if that is the only copy

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<tr>
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<th>Status</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Bancroft (NRLE)</td>
<td>PS228.B5 5754 2011</td>
<td>AVAILABLE</td>
<td>RESTRICTED USE</td>
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<tr>
<td>Main (Gardner) Stacks (NRLE)</td>
<td>308: 2001 523</td>
<td>AVAILABLE</td>
<td>RESTRICTED USE</td>
</tr>
<tr>
<td>NRLZ (UCB)</td>
<td>A536.C3 A135 2001 523</td>
<td>AVAILABLE</td>
<td>RESTRICTED USE</td>
</tr>
</tbody>
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<tr>
<td>UCD Special Collections (NRLE)</td>
<td>LD781 DSJ 1966 M39</td>
<td>AVAILABLE</td>
<td>RESTRICTED USE</td>
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</tbody>
</table>
Place a Hold in OskiCat - contd

**Restricted Use** material - owned by UC Press

- UC Press doesn't have a public service location to provide access to this collection
- NRLF will ship this material to any UC library for in-house use **if no other circulating copy is held**
- Libraries must ensure that use complies with the same secure use conditions that apply to Special Collections items
- Photocopying is not permitted
- UC Press titles don't have a call number

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<table>
<thead>
<tr>
<th>Title</th>
<th>Art of Renaissance Venice 1400-1600 / Loren Partridge.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Partridge, Loren W., author.</td>
</tr>
<tr>
<td>Published</td>
<td>Oakland, California : University of California Press, [2015]</td>
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<tr>
<td>Art History/Classics Room 306C</td>
<td>N6921.V5 P28 2015</td>
<td>AVAILABLE</td>
<td>2 HOUR LOAN</td>
</tr>
<tr>
<td>Main (Gardner) Stacks</td>
<td>N6921.V5 P28 2015</td>
<td>AVAILABLE</td>
<td></td>
</tr>
<tr>
<td>NRLF (UC Press)</td>
<td></td>
<td>AVAILABLE</td>
<td>RESTRICTED USE</td>
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Place a Hold in OskiCat - contd

- Shared Print material is **Building Use Only**

Display names for Shared Print material (in OskiCat & Melvyl):

- NRLF Shared Print IV SP (WEST Gold (IV = validated on the issue level) - nu01b
- NRLF Shared Print VV SP (WEST Silver (VV = validated on the vol level) - nu02b
- NRLF Shared Print NV SP (WEST Bronze (NV = not validated) - nu03b
Place a Hold in OskiCat - contd

- Multiple holdings on one title

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<tr>
<th>Location</th>
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<th>Library Has</th>
<th>INDEXES</th>
<th>View volumes</th>
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<tbody>
<tr>
<td>NRLF (UCB)</td>
<td>QB1.A55 set2</td>
<td>v.17(1893), 19(1897)-25(1903), 43(1921)-93(1969); suppl. (1901)</td>
<td>Cumulative Indexes: v.1(1879)-20(1898)</td>
<td></td>
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<td></td>
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<tr>
<td>NRLF (UCB)</td>
<td>QB1.A55</td>
<td>v.26(1904)-42(1920)</td>
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<td>NRLF (UCB)</td>
<td>QB1.A5</td>
<td>v.1(1879)-14(1892)</td>
<td>Cumulative Indexes: v.1(1879)-20(1898)</td>
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Place a Hold in OskiCat - contd

- Sets with too many items per bib record

- For titles that have 5000+ items attached

- One primary bib record with full cataloging, all holdings records, no item records

- Systems creates as many inventory control records as necessary to handle ranges of volumes

- Public shelving notes provide urls for inventory control records
Place a Hold in OskiCat - contd

- Patrons may select any pickup location listed in OskiCat, incl. ETHN, IGLS, ITSL, LBL & NRLF

- UC Berkeley Law Library and Inst Res on Labor & Employment Library affiliated patrons
  - Request in OskiCat and select desired pickup location
  - Circulation staff at the respective library submit request on behalf of patron
    (via email or web form
    http://www.lib.berkeley.edu/libraries/nrlf/book-request-form-uc-library-staff-only)

- Turnaround time: requests arriving by 11:00 am will be shipped with the midday delivery truck to UCB

- Material with pickup location MAIN available later the same afternoon

- Deliveries to the subject specialty libraries depend on mailroom delivery schedule

- Loan Period is 1 year (faculty & staff) or 2 months (others)
Library users who don’t have a borrowing card

- Patrons may visit NRLF to view material onsite
- Circulation staff may place a hold in Millennium on behalf of the patron using their departmental patron account
Request an article from NRLF

In OskiCat’s “Request an electronic copy from NRLF” link under “Link to online version(s):”
Request an article from NRLF - contd

Login screen to the NRLF Request Form:
Request an article from NRLF - contd

NRLF Request Form

Please complete the following (to expedite your request, enter all information available):

- **Author:**
- **Title:**
- **Issue:**
- **Volume:**
- **Number/Issue:**
- **Year:**
- **Pages:**
- **Notes:**

Submit Cancel
Request an article from NRLF - contd

- Does NRLF limit the number of pages per request?
  - 50-60 scans are usually acceptable
  - NRLF will consider scanning more on a case-by-case basis, or fill as loan
  - Scans from microfilm and -fiche are very time consuming

- Does NRLF limit the number of requests a patron can submit?
  - We try to honor each request
  - Patrons asking for an excessive amount of articles:
    - NRLF may fulfill them over several days or fill as loan
    - We are mindful of requests that might infringe upon copyright

- How long do patrons need to wait for their document?
  - Goal is to fill within 2 working days
    - difficult during peak times, or when we don’t have enough staff
Request an article from NRLF - contd

- What are some examples of problem requests?
  - Selected source (title) is incorrect
  - Volume/issue/year is not held at NRLF
  - Copy of entire publication was requested
    - 52 in February; wording in link confusing? (Request an electronic copy from NRLF)
  - Incomplete citation
  - Lack of language expertise
  - Tight binding & other physical problems with the item

- What happens when NRLF can’t fill a request?
  - Incorrect source: NRLF will double-check the citation
  - Communicate with patron via email
  - Loan the physical volume
NRLF Interlibrary Lending Services

- ILL Services within UC
  - NRLF participates in the UC-wide intercampus reciprocal lending agreement of library material
  - Requests submitted in Melvyl and processed in VDX ILL Management System
  - Honor reciprocal agreements with Stanford, UC Affiliated Hospitals, Hastings
  - Next day delivery of material to UC ILL units via UC Courier Service
  - One year loan period / local loan period applies
  - Renewals granted
NRLF Interlibrary Lending Services - contd

● ILL Services within UC - contd
  ○ Loan
    ■ Unrestricted & Building Use Only
    ● Exceptions:
      ○ oversize (triple) folios
      ○ items of unusual formats (loose leaf material housed in box)

  ○ Document Delivery
    ■ Books, newspapers, folios, microform, etc.
    ■ We don’t scan from “Restricted Use” items

● UCB patrons requesting NRLF material in Melvyl
  ○ CDL routes the request to NRLF via email; NRLF “converts” the request to a Hold in Millennium
NRLF Interlibrary Lending Services - contd

- ILL Services in WorldShare ILL - WSILL (charge via OCLC’s IFM)

- Material Available for LOAN (3 weeks; Non-Renewable) - Unrestricted only
  - Books:
    - Will not lend double/triple folios, rare books.
  - Dissertations and theses:
    - If second copy is available. Library Use Only, copying not permitted.
  - Newspapers:
    - Will lend if on microfilm for Library Use Only.
  - Microform/Other Media:
    - Most microfilm available for loan. Microfiche, software, audio/visual material, maps are non-circulating.
  - Government Documents:
    - Generally available for loan.

- Document Delivery (same as UC)
NRLF Access Services - usage statistics

**FY 2014/15:**

- Items circulated, incl. ILL: 50,472
- Document Delivery:
  - Requests received: 11,545
  - Requests filled: 8,384
- NRLF Reading Room use: 5,363
Questions?

Call or email:

Public Services  510-642-6233
510-232-7767

Access Services  510-642-6753 / nrlfreq@library.berkeley.edu

Jutta Wiemhoff  510-642-6234 / jwiemhof@library.berkeley.edu
Northern Regional Library Facility
Berkeley Global Campus - Richmond Field Station Bldg 400
Meade & South 47th Street
Richmond, CA 94804-4698
http://www.lib.berkeley.edu/libraries/nrlf

Public Services 510-642-6753 and 510-232-7767
Access Services 510-642-6753
nrlfreq@library.berkeley.edu

Access Services Staff:
Hugo Avila Noel Gundestrup Julia Villarruel
Tim Converse Xiaomin Luo Ryan White
Jutta Wiemhoff (Head)

Deposit Services Staff:
Minh Giang Jane Kelley Victoria Sours
Richard Vance Melissa Wong Lynn Wong
Jesse Craig (temp)

Director:
Erik Mitchell

Shared Library Facilities Board (SLFB) oversees both RLFs

Send record problems to: nrlftech@library.berkeley.edu
THANK YOU!