



# NRLF - Public & Access Services

## Making Effective Referrals

Jutta Wiemhoff / Head Access Services

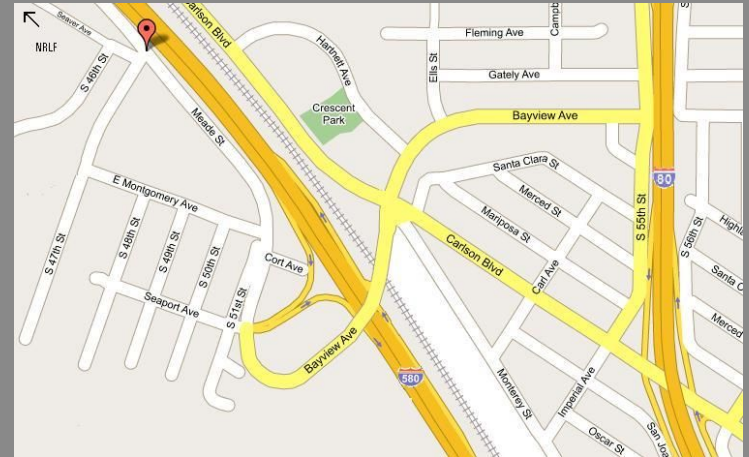
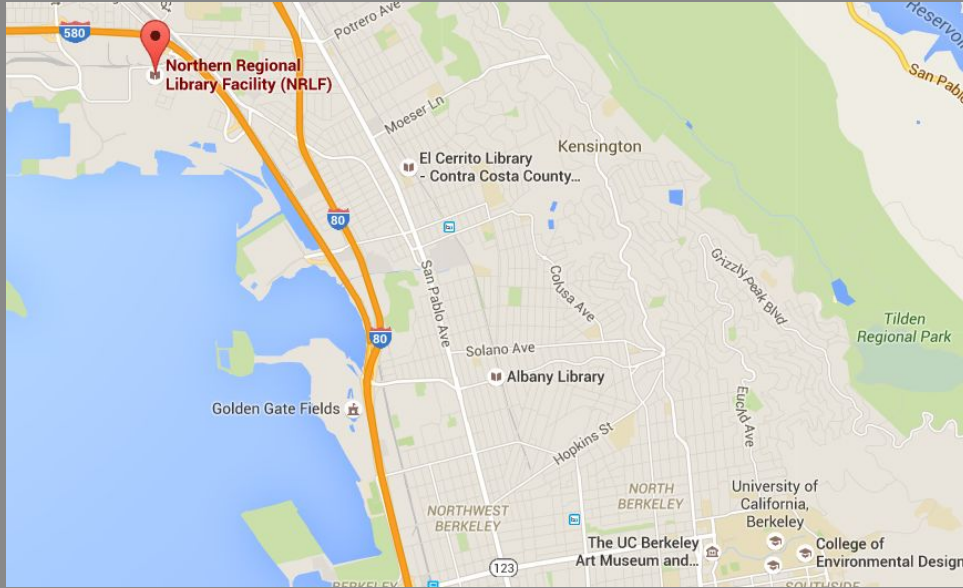
(510) 642-6234 / [jwiemhof@library.berkeley.edu](mailto:jwiemhof@library.berkeley.edu)

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  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](mailto: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 can not 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

# Place a Hold in OskiCat - contd

## *Unrestricted* material

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

Sacramento, CA : U.S. Fish and Wildlife Service, Sacramento Field Office, Endangered Species Division, [2004?]

▶ [Request](#)

Location	Call No.	Status
<a href="#">NRLF (UCD)</a>	<a href="#">DOC I49.77/5:W 52/DRAFT/2x</a>	AVAILABLE

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

Maseru : Transformation Resource Centre, 2006.

▶ [Request](#)

Location	Call No.	Status
<a href="#">NRLF (UCR)</a>	<a href="#">G759 P6</a>	AVAILABLE

## *Building Use Only (Use @ Lib Only)* material

### State agricultural experiment station facilities. Hearing, Eighty-seventh Congress, second session on H.R. 12712. September 19, 1962.

United States. Congress. Senate. Committee on Agriculture and Forestry.  
Washington, U. S. Govt. Print. Off., 1962.

▶ [Request](#)

Location	Call No.	Status
<a href="#">NRLF (UCB)</a>	<a href="#">J60 .A2 87th v.3</a>	AVAILABLE

USE @ LIB ONLY

# Place a Hold in OskiCat - contd

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

**Les écrivains de la beat generation / Jacqueline Starer.**  
Starer, Jacqueline.  
Dol-de-Bretagne : Éditions d'écarts, c2011.

Location	Call No.	Status
<a href="#">Bancroft (NRLF)</a>	<a href="#">PS228.B6 S754 2011</a>	AVAILABLE <b>RESTRICTED USE</b>

**The preparation of hyperbranched polyethers and novel hydrophilic supports for solid phase synthesis / by Ryoko Kita.**  
Kita, Ryoko.  
2001.

▶ [Request](#)

Location	Call No.	Status
<a href="#">Main (Gardner) Stacks (NRLF)</a>	<a href="#">308t 2001 523</a>	AVAILABLE <b>RESTRICTED USE</b>
<a href="#">NRLF (UCB)</a>	<a href="#">AS36.C3 A135 2001 523</a>	AVAILABLE

**The University of California Agricultural Experiment Station, 1868-1924.**  
Mayfield, Mary Lee.  
[Davis, Calif.] 1966.

Location	Call No.	Status
<a href="#">UCD Special Collections (NRLF)</a>	<a href="#">LD781 D5J 1966 M39</a>	AVAILABLE <b>RESTRICTED USE</b>

# 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

<b>Title</b>	<b>Art of Renaissance Venice 1400-1600 / Loren Partridge.</b>		
<b>Author</b>	<a href="#">Partridge, Loren W., author.</a>		
<b>Published</b>	Oakland, California : University of California Press, [2015]		
<b>Location</b>	<b>Call No.</b>	<b>Status</b>	
<a href="#">Art History/Classics Room 308G</a>	<a href="#">N6921.V5 P28 2015</a>	AVAILABLE	2 HOUR LOAN
<a href="#">Main (Gardner) Stacks</a>	<a href="#">N6921.V5 P28 2015</a>	AVAILABLE	
<a href="#">NRLF (UC Press)</a>		AVAILABLE	RESTRICTED USE

# Place a Hold in OskiCat - contd

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

<b>Title</b>	<b>Goa today.</b>
<b>Published</b>	Panjim, Goa : Goa Publications,
<b>Link to online version(s):</b>	
<a href="#">Request an electronic copy from NRLF</a>	
<b>Location</b>	<a href="#">Main (Gardner) Stacks</a>
<b>Call No.</b>	DS498 .G55
<b>Library Has</b>	42:1(Aug 2007)-42:12(July2008), v.42 suppl.; Sept 2008-
<b>Latest Received:</b>	August 2011 - July 2012 v.46
<a href="#">View volumes</a>	
<b>Location</b>	<b>NRLF Shared Print IV SP</b>
<b>Call No.</b>	DS498 .G55
<b>Library Has</b>	v.3(Aug 1968)-4:5(1969), v.11(Aug 1976)-18(July 1984), 20(Aug 1985)-21(July 1987), 22:3(Oct 1987)-22:4(Nov 1987), 22:6(Jan 1988)-v.28(July 1994), 30(Aug 1995)-34(July 2000), 38(Aug 2003)-41(July 2007)

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

<b>Title</b>	<b>Journal of the American Chemical Society</b>
<b>Corporate Author</b>	<a href="#">American Chemical Society</a>
<b>Published</b>	[Washington, etc.], [American Chemical Society] 1879-
<b>Link to online version(s):</b>	
<a href="#">Available online. UCB Access.</a>	
<a href="#">Request an electronic copy from NRLF</a>	

<b>Location</b>	<a href="#">NRLF (UCB)</a>
<b>Call No.</b>	QD1 .A55 set2
<b>Library Has</b>	v.17(1895), 19(1897)-25(1903), 43(1921)-91(1969); suppl. (1901)
<b>INDEXES</b>	CUMULATIVE INDEXES: v.1(1879)-20(1898)
<a href="#">View volumes</a>	
<b>Location</b>	<a href="#">NRLF (UCB)</a>
<b>Call No.</b>	QD1 .A55
<b>Library Has</b>	v.26(1904)-42(1920)
<a href="#">View volumes</a>	
<b>Location</b>	<a href="#">NRLF (UCSC)</a>
<b>Call No.</b>	QD1 .A5
<b>Library Has</b>	v.1(1879)-14(1892)
<a href="#">View volumes</a>	
<b>Location</b>	<a href="#">NRLF (UCD)</a>
<b>Call No.</b>	QD1 .A5
<b>Library Has</b>	v.15(1893)-v.121:51(1999)
<b>INDEXES</b>	CUMULATIVE INDEXES: v.1(1879)-20(1898)
<a href="#">View volumes</a>	

# 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

<b>Title</b>	<b>National topographic system 1:50,000 series.</b>
<b>Corporate Author</b>	<a href="#">Canada. Surveys and Mapping Branch.</a>
<b>Published</b>	Ottawa : The Branch, 19??-
<b>Link to online version(s):</b>	
	<a href="#">index map 1:</a>
	<a href="#">index map 2:</a>
	<a href="#">index map 3:</a>
	<a href="#">index map 4:</a>
	<a href="#">index map 5:</a>
	<a href="#">index map 6:</a>
<b>Location</b>	<a href="#">Earth Science/Map Collection Index Case</a>
<b>Call No.</b>	G3400 s50 .C3
<b>Library Has</b>	Index no.1 EAST; index no.2 WEST, index no.3 NORTH
<b>Shelved</b>	Detailed information for index maps: <a href="http://oskicat.berkeley.edu/record=b18536066">http://oskicat.berkeley.edu/record=b18536066</a>
<b>Location</b>	<a href="#">NRLF (UCB)</a>
<b>Call No.</b>	G3400 s50 .C3
<b>Library Has</b>	1-79, 82-340
<b>Shelved</b>	Detailed information for 1-31: <a href="http://oskicat.berkeley.edu/record=b18536062">http://oskicat.berkeley.edu/record=b18536062</a>
	Detailed information for 32-52: <a href="http://oskicat.berkeley.edu/record=b18536063">http://oskicat.berkeley.edu/record=b18536063</a>
	Detailed information for 53-65: <a href="http://oskicat.berkeley.edu/record=b18536064">http://oskicat.berkeley.edu/record=b18536064</a>
	Detailed information for 66-79: <a href="http://oskicat.berkeley.edu/record=b18536065">http://oskicat.berkeley.edu/record=b18536065</a>
	Detailed information for 82-92: <a href="http://oskicat.berkeley.edu/record=b18536066">http://oskicat.berkeley.edu/record=b18536066</a>
	Detailed information for 93-340: <a href="http://oskicat.berkeley.edu/record=b20384755">http://oskicat.berkeley.edu/record=b20384755</a>

# 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):"

**BAKER**

**Title** Journal of psychology in Chinese societies = Hua ren xin li xue bao  
Journal of psychology in Chinese societies = 華人心理學報

**Published** Hong Kong : Hong Kong Psychological Society : Chinese University Press, 2000-

**Link to online version(s):**

[Available online. UCB Access.](#)

[Request an electronic copy from NRLF](#)

<b>Location</b>	<a href="#">East Asian</a>
<b>Call No.</b>	BF108.C48 H83
<b>Library Has</b>	BOUND 1(2000)-11(2010)//
<b>Shelved</b>	Some volumes stored off campus; see NRLF holdings below
	<a href="#">View volumes</a>
<b>Location</b>	<a href="#">NRLF (UCB)</a>
<b>Call No.</b>	BF108.C48 H83
<b>Library Has</b>	v.1(2000)-6(2005)
	<a href="#">View volumes</a>

# Request an article from NRLF - contd

Login screen to the NRLF Request Form:

ASK US | MY OSKICAT | HOURS AND MAPS | CONNECT FROM OFF CAMPUS | UC BERKELEY HOME | MOBILE

**BERKELEY**  
**Library**  
UNIVERSITY OF CALIFORNIA

Start your search ▾ Search for books, e-books, articles and more 🔍

HOME LIBRARIES ▾ USING THE LIBRARIES ▾ HOW TO FIND ▾ ABOUT ▾ HELP ▾

### NRLF Request Form

*(Available to UCB library patrons only)*

Please login with your OskiCat Patron/PIN Login, or [login with CalNet](#).

Library/Cal 1 Card Number:

Your PIN:

**SUBMIT**

Forgot your PIN? You can reset it from My OskiCat.

The Northern Regional Library Facility (NRLF) is the University's remote storage facility located in Richmond, CA. It houses less-used library materials from the five northern UC campuses (Berkeley, Davis, Merced, San Francisco, and Santa Cruz). [More information about NRLF.](#)

**NRLF Request** allows eligible UC Berkeley faculty, students, staff, and library patrons to request **electronic copies of journal articles, book chapters, or conference papers of material located at NRLF.** The document (PDF) will be posted to the Web within two working days. NRLF will notify you via e-mail when the document is ready.

# Request an article from NRLF - contd

## NRLF Request Form



Start your search Search for books, e-books, articles and more

HOME LIBRARIES USING THE LIBRARIES HOW TO FIND ABOUT HELP

### NRLF Request Form

(Available to UCB library patrons only)

Use this form to request an electronic copy of a journal article, book chapter, or conference paper. Do not request an entire publication/issue with this form.

The title you are requesting is at the Northern Regional Library Facility (NRLF).

To request a Book or a Volume use the **Request** button/link in **OskiCat**. See the Request Instructions.

Requests for articles, etc., from **RESTRICTED USE** items and requests for entire publications will not be filled.

#### Patron Information (verify that the information is correct):

Name: WIEMHOFF,JUTTA

Email (Required):

ID: 010613276

Telephone:

(Format: 123-456-7890)

You have selected the following title (confirm this is the title you selected):

Author: Xianggang xin li xue hui.  
Title: Journal of psychology in Chinese societies =  
Imprint: 2000-  
Link: <http://oskicat.berkeley.edu/record=b10431883-51>

Hide volume list

Location	Call No.	Library Has
NRLF (UCB)	BF108.C48 H83	v.1(2000)-6(2005)
NRLF (UCB)	BF108.C48 H83 v.1-2 (2000-01)	AVAILABLE
NRLF (UCB)	BF108.C48 H83 v.3-4 (2002-03)	AVAILABLE
NRLF (UCB)	BF108.C48 H83 v.5-6 (2004-05)	AVAILABLE

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

(At least two required)

Article Title:   
Article Author:   
Volume:

Check the 'Library Has' note for the NRLF holdings of this title (see above) to verify that the volume/issue needed is actually at the NRLF. NRLF cannot fill a request if the volume is not housed at the facility.

(At least one required)

Number/Issue:   
Year:   
Pages:

Notes:

Your document (PDF) will be delivered to the Web within approximately two working days. NRLF will notify you via email when it is available, or if there are any problems with the request.

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 sanning 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](mailto:nrlfreq@library.berkeley.edu)

Jutta Wiemhoff

510-642-6234 / [jwiemhof@library.berkeley.edu](mailto:jwiemhof@library.berkeley.edu)



# NRLF - information

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](mailto: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: [nrlftch@library.berkeley.edu](mailto:nrlftch@library.berkeley.edu)

THANK YOU!

