

Tracking Down Problem Requests

Michelle Rosenberg

Winnefox Library System

WAPL - 5/8/09

Problem citations

- Get as much information as you can
 - Where did they hear about it?
 - Author info (male/ female, partial name)
 - What's it about?
 - How old or new is it?
- Share your results with the patron even if you don't think you've gotten the exact right thing.
 - Knowing what it isn't can help
 - What you find may be of use to the patron or may prompt additional info

Places to try

- Author's website
- Show's website
- Magazine's website
- Amazon
- NoveList
- Google (google books, google scholar)
- Ask an expert (on staff, RLL, listservs)

NoveList



NoveList Plus

Your Guide to Reading powered by EBSCOhost

[Sign In](#) [Folder Preferences](#) [Help](#) [Exit](#)

[Send Feedback](#)

[Home](#) [Advanced Search](#)

OSHKOSH PUBLIC LIBRARY

Search

[Search History/Alerts](#) | [Search Other Databases](#)

Find:

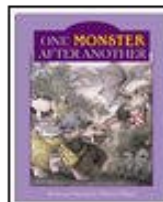


Additional Search Criteria

Search All Author Title Series Describe A Plot

Limit To Adults Teens Older Kids Younger Kids In

2. [One monster after another](#)



Author: Mayer, Mercer,
1943-

Publisher: McGraw-Hill
Children's Pub

Pub Date: 1974

Popularity: ★★★★★

Younger Kids

Fiction

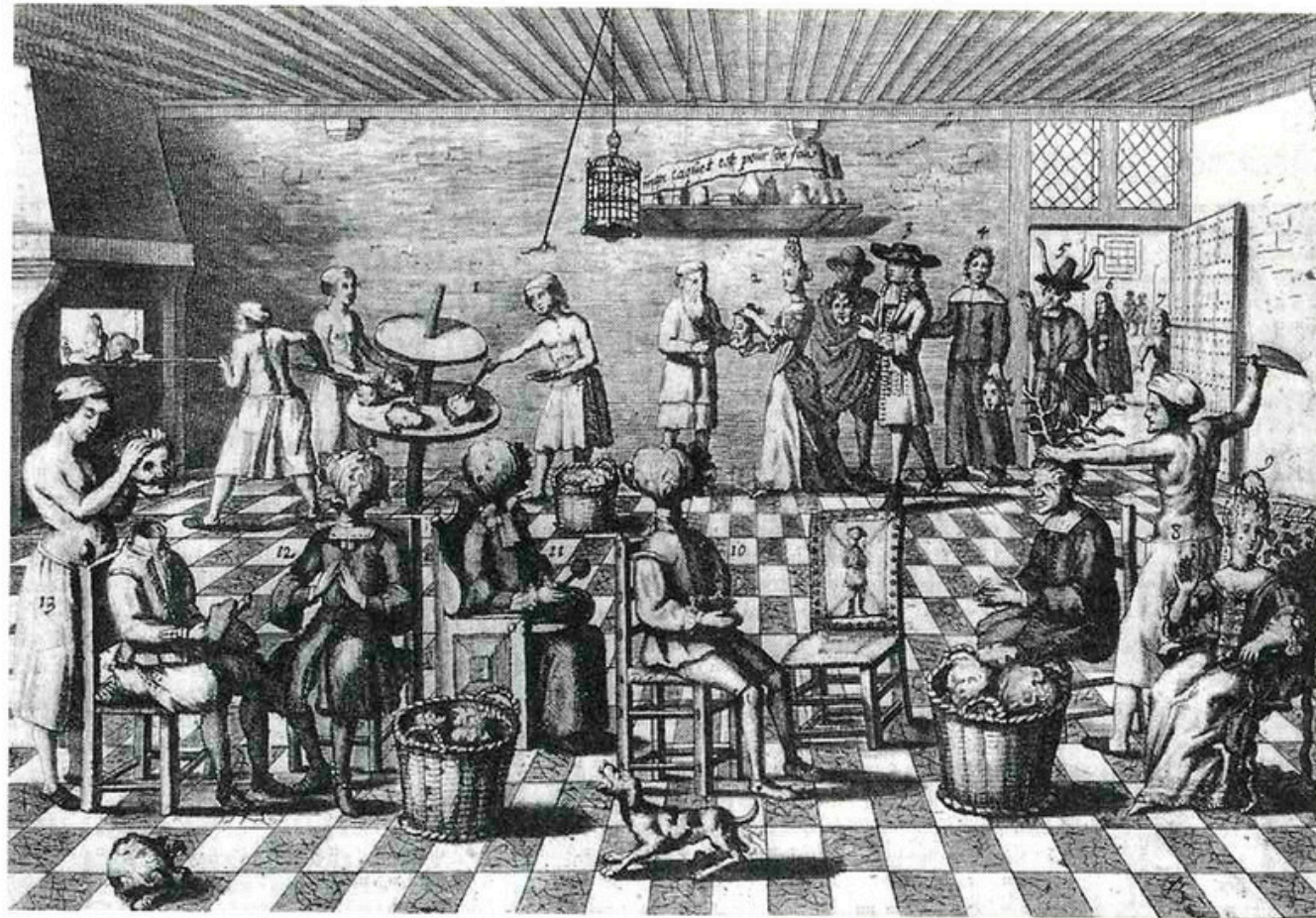
ISBN: 9781577688587

Summary: Sally Ann's *letter* to Lucy Jane goes on a fantastic journey when a "Stamp-Collecting Trollusk" steals it from the mailbox. .


Google Tips

- Start with a few precise words
- Order matters
- Use ~ to search synonyms
 - (ex. ~inexpensive books will return results for affordable, inexpensive, cheap, or low cost books.)
- Use – to omit a word
 - NOT won't work
- Use + to include a word
- Search operators (AND, OR) are case sensitive
- Use numeric ranges to limit (ex. 1970..1980)




Google search









Google for readers advisory




 [Advanced](#)
[Preference](#)

Web Re:

[Multnomah County Library's **If You Liked Harry Potter** Try... Booklist](#)  
Harry, bored with her sheltered life in the remote orange-growing colony of Daria, discovers magic in herself when she is kidnapped by a native king with ...
www.multcolib.org/kids/booklists/harrypotter.html - 28k - [Cached](#) - [Similar pages](#) - 

[BPL Kids Page- **Harry Potter**](#)  
If You Like Harry Potter... Try These Books... Booklists for Kids. Coville, Bruce. The Dragonslayers. A brave squire, an earnest page, and a strong-willed ...
www.bpl.org/kids/booklists/harrypotter.htm - 27k - [Cached](#) - [Similar pages](#) - 

[PDF] [If You Like Harry Potter... Try These Books Too!](#)  
File Format: PDF/Adobe Acrobat - [View as HTML](#)
If You Like Harry Potter... Try These Books Too! Updated: Samantha Larsen, June 2007. If you have read all of the **Harry Potter** books and want to read more ...
www.slco.lib.ut.us/booklists/like_harry_potter.pdf - [Similar pages](#) - 

[Springfield Library: **If you like Harry Potter**....](#)  
Mar 24, 2002 ... **If you like Harry Potter** More recommended reading lists from About.com. Call the Reference Desk at 413-263-6828 ext. ...
www.springfieldlibrary.org/reading/potter.html - 8k - [Cached](#) - [Similar pages](#) - 



Now that you've verified it...

Custom Holdings

- allows you to specify preferred/known lenders in advance
 - Wisconsin, MINITEX
 - Free, LVIS
 - AV lenders
- can have multiple groups & paths
 - Paths are made up of groups

How to start your custom holdings

- Libraries you are already borrowing from
- Libraries borrowing from you
- Use what others have already done
 - Reference and Loan
 - <http://dpi.wi.gov/rll/wiscat/custhold.html>
 - Share ILL
 - http://www.shareill.org/index.php/Custom_Holdings
 - Ask a library similar to yours
- Search the policies directory

Continue to update as you go...

Custom Holdings Paths for Libraries Outside of Wisconsin (Reference & Loan Library)

- Audiocassettes - Music
- Audiocasesettes - Spoken Word
- Books
- Books - New
- CDs - Music
- CDs - Spoken Word
- VHS - Video Recordings
- DVDs

MNDVD	MN libraries that loan DVDs
SDDVD	South Dakota libraries that lend DVDs minus the NOTMN group
NDDVD	North Dakota libraries that lend DVDs minus the NOTMN group
LVISDVD	LVIS libraries that lend DVDs, no WI MN ND SD.
LVDVDX2	LVIS libraries that loan DVDs, no WI MN SD ND, enter symbol twice
ALLAVLVI	LVIS Lenders that loan ALL AV minus WI MN ND SD
FREEAVAL	FREE and <u>Recip</u> AV lenders, minus WI and MINITEX
AVUSEX2	Lends free, use last 2 times

Winnefox AV Custom Holdings

WIPLAV.....

UWAV.....Wisconsin universities that loan audio and video

WISUB.....WI libraries that require a substitute code

MIIDVD.....MINITEX DVD lenders - from MN AV lender list Oct 2008

MIIVHS.....MINITEX VHS lenders - from MN AV lender list Oct 2008

MIICROM.....MINITEX computer software lenders - from MN AV lender list Oct 2008

MIICDMUS.....MINITEX CD music lenders - from MN AV lender list Oct 2008

MIICDBK.....MINITEX CD spoken lenders - from MN AV lender list Oct 2008

MIIACMUS.....MINITEX AC music lenders - from MN AV lender list Oct 2008

MIIACBK.....MINITEX AC spoken lenders - from MN AV lender list Oct 2008

UWCHARGE.....

AV0NONE.....libraries that do not lend any AV

AVNONE2.....libraries that do not lend any AV new starting May 2008 (individual policies checked)

AV0CDVID.....lend AV except MUSIC CD, DVD, VHS

AV0NOVID.....no DVD or VHS

AV0NODVD.....loan AV except DVD

AV0CDDVD.....lend AV except CD & DVD

AV0NOPOP.....do not lend popular VHS, DVD or music CDs

AVNONFIC.....lend nonfiction AV only

AV0NOCD.....

AV0NOAC.....lend all AV except audiocassettes (music or books)


AVEMT.....AV enter me twice

AVSHARE.....Free/LVIS AV Lenders from ShareILL http://www.shareill.org/index.php/Lloyd%27s_List (updated 5/4/09)

AVLENDER.....AV Lenders (updated JUNE 2006)

AVLVIS.....LVIS libraries that WILL lend AV without restrictions (updated Dec 2005)

Custom Holdings display

Group	Library	Supplier	Code
WIPLAV	 SOUTHWEST WISCONSIN LIBR SYST	yes	WSW ?
WISUB	MILWAUKEE CNTY FEDERATED LIBR SYST	yes	GZD ?
AVNONE	BROOKLYN PUB LIBR	yes	BKL ?
AVNONE	COTTONWOOD PUB LIBR	yes	FW9 ?
AVNONE	ANDERSON PUB LIBR	yes	IAM ?
AVNONE	DES MOINES PUB LIBR	yes	IOU ?
AVNONE	KING CNTY LIBR SYST		NTG ?
AVNONE	MIDDLETOWN PUB LIBR	yes	OMI ?
AVNONE	PLYMOUTH PUB LIBR	yes	XPP ?
AVNONE2	BROADVIEW PUB LIBR DIST	yes	TU6 ?
AV0CDVID	SUBURBAN LIBR COOP	yes	EYB ?
AV0NOVID	ELK GROVE VILLAGE PUB LIBR	yes	IL2 ?
AV0NOVID	MISHAWAKA PENN HARRIS PUB LIBR	yes	IMP ?
AV0NOPOP	SANTA CLARA CNTY FREE LIBR	yes	JRY ?
AVSHARE	ARAPAHOE LIBR DIST	yes	CO2 ?
AVSHARE	YUBA CNTY LIBR	yes	JTS ?
AVSHARE	SOUTHEAST KANSAS LIBR SYST	yes	KSI ?
AVSHARE	CASS CNTY PUB LIBR	yes	MQT ?
AVSHARE	STARK CNTY DIST LIBR	yes	SDL ?
AVLENDER	SEO LIBR CTR	yes	SRB ?