Rapid Rocks!

Bad Citations: A Review

This Rapid Rocks is an update to an earlier issue...

Bad citations are an unfortunate but common occurrence in the resource-sharing landscape.

We all know what a bad citation is...one of those citations where the year and the volume don't match; the author isn't in the requested volume; the pages and articles are not what the borrower has asked for....

Let's talk about what's **not** a bad citation...

In Rapid, if an item is not on the shelf, or you've sent it to the bindery, or you don't hold that issue, the request is not a bad citation.

An easy guideline for Rapid bad citations is this: only send a bad cite for something the **borrower can fix**. If it is not a true bad citation, update the request to unfilled and send it on to the next lender. The borrower will appreciate your *rapid* response.

How to handle a bad citation

First of all, please do not update bad citations to unfilled—update them to bad citation. Doing so helps the borrower and assists the lending system as well.

For example:

1) Borrowers discover quickly that a citation needs to be reviewed and can deal with it faster than if the lender updates the request to unfilled and it goes on to additional lenders.

2) Lenders benefit if the previous site updates the request correctly. It takes additional time and staff resources if more than one lender handles a request that should have been updated to bad citation but continues to move through Rapid being repeatedly unfilled.

Good, basic ILL practices help Rapid shine!

RAPID ILL

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Steps for updating to Bad Citation   (RelaisILL users, please see page 4)

1. Select Bad Citation from the Lending drop down menu on your Rapid webpage.
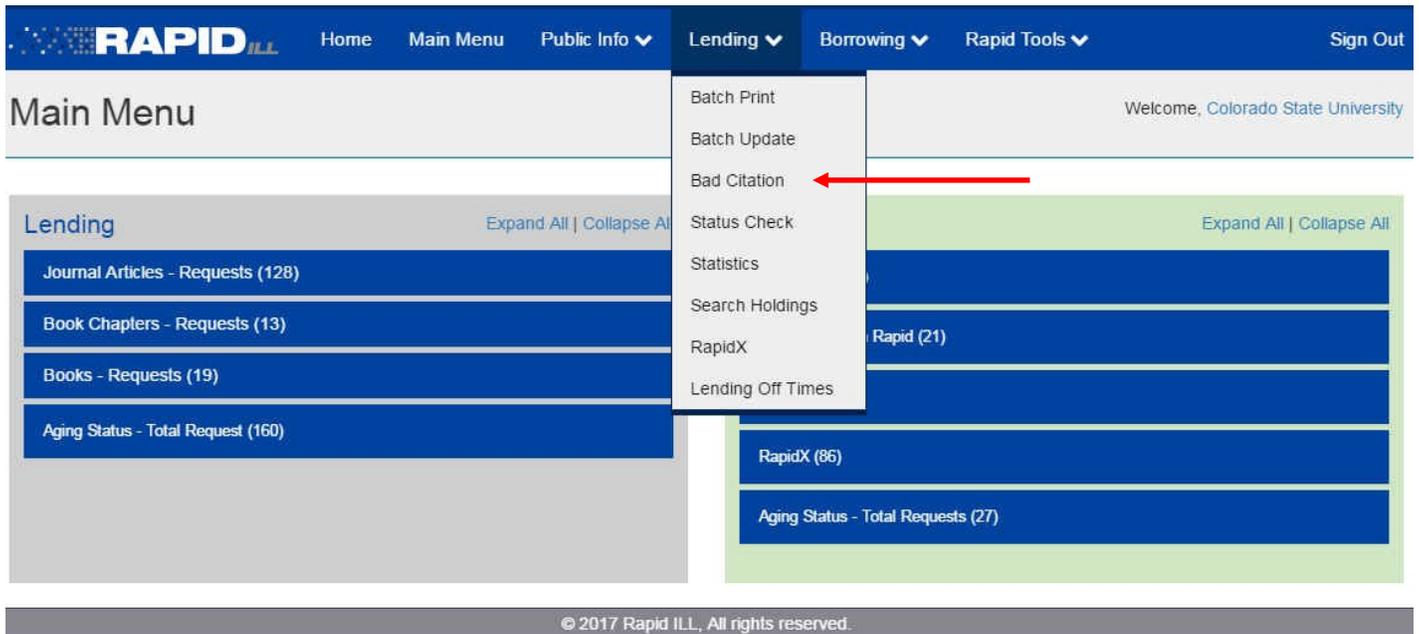
2. Enter the Rapid request number and a *helpful* bad citation message. Then click **Submit**
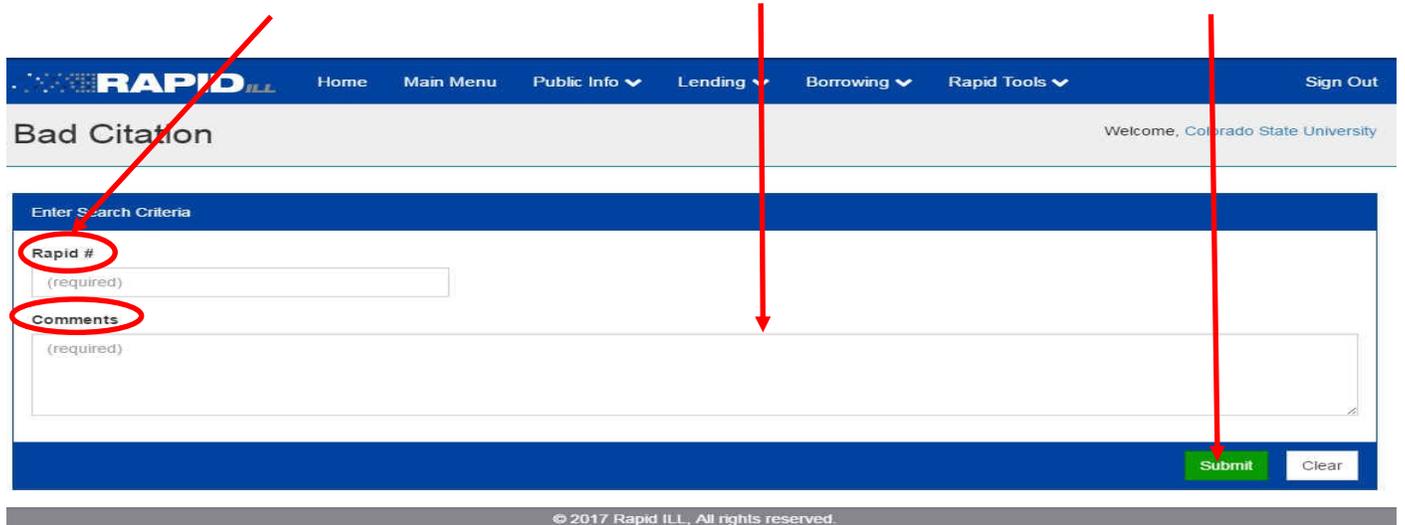

3. That's all.

How to update a request to Bad Citation (ILLiad)

ILLiad users, please update the request to Bad Citation in Rapid first. Why?
Because if you update in Rapid first, the bad citation reason in Rapid will display as a note on the request and can be seen when the borrower manages the request in Awaiting Unfilled Processing. If you update in ILLiad first, you can not add the reason in Rapid later.

Steps for updating to Bad Citation (ILLiad)

1. Select Bad Citation from the Lending drop down menu.
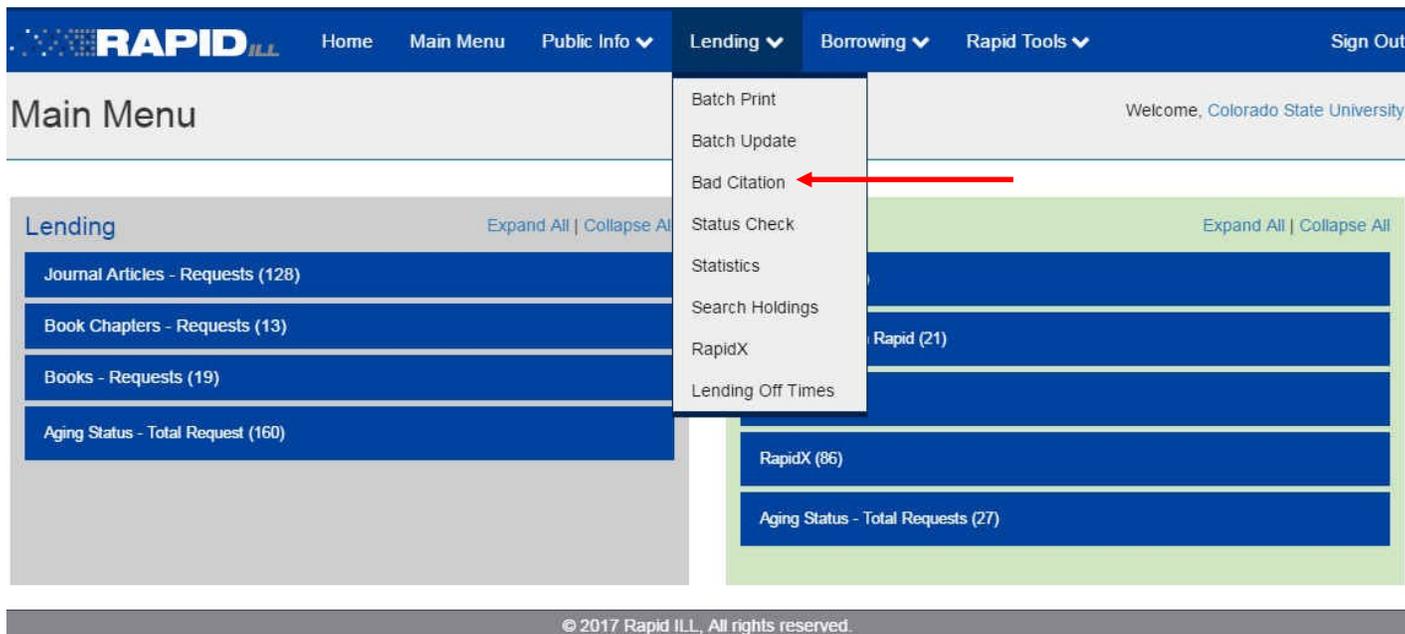
2. Enter the Rapid request number and a *helpful* bad citation message. Then click **Submit**
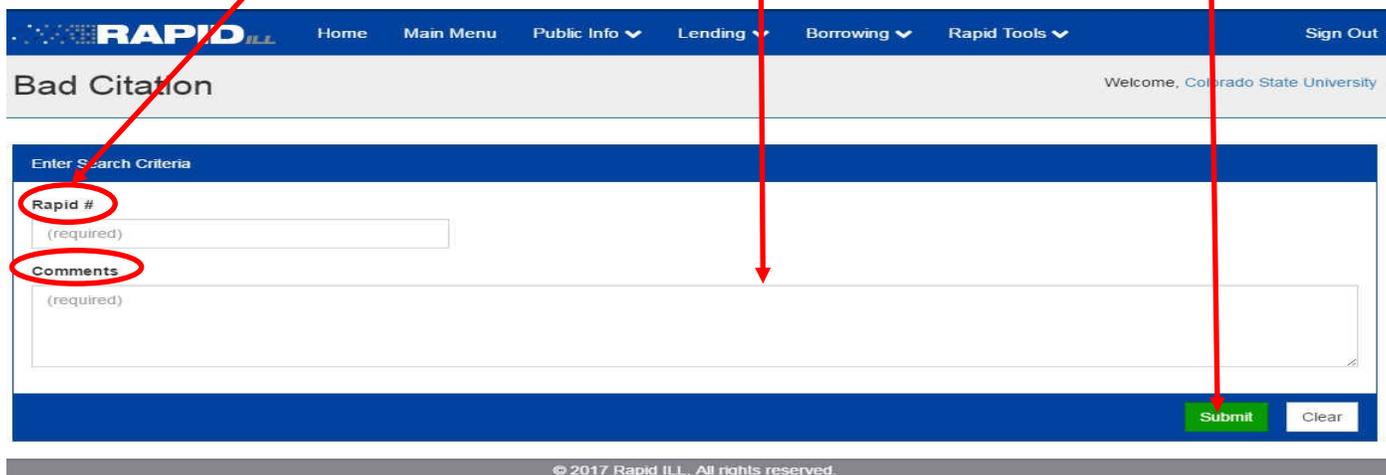

3. Remember to <u>also</u> update in ILLiad to complete the record.

Steps for updating to Bad Citation (RelaisILL)

RelaisILL users, it is easy to add a bad citation note to a Rapid request. This note will transfer into Rapid.

1. To add a bad citation note, click the "Additional Notes" button in RelaisILL.
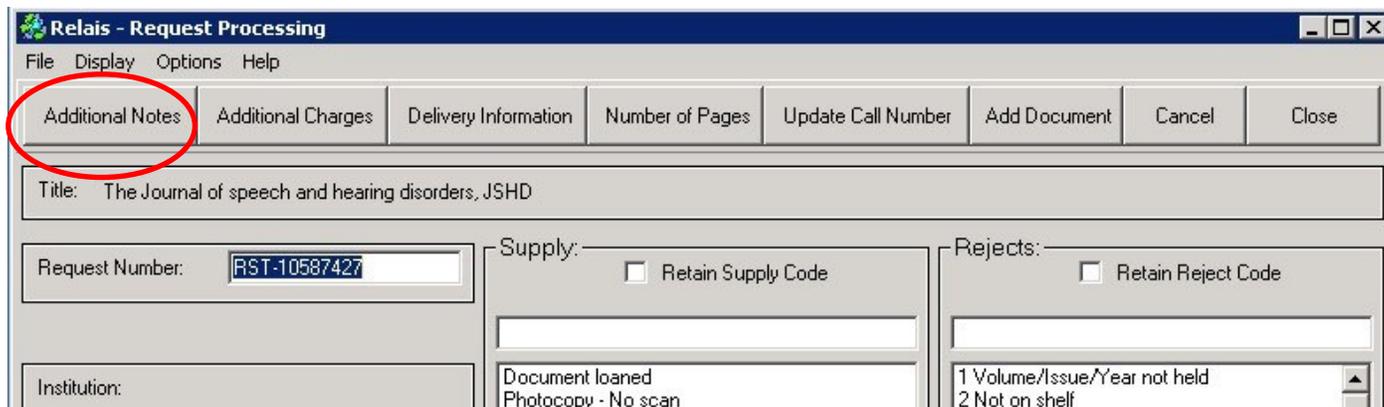
2. Enter a helpful bad citation notes, and click OK.
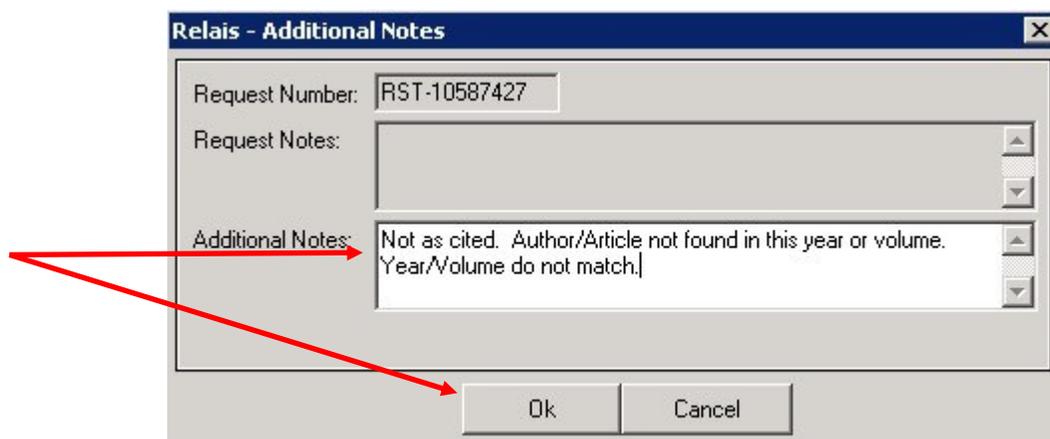
3. And, finally, choose the "Not as cited" reject option.
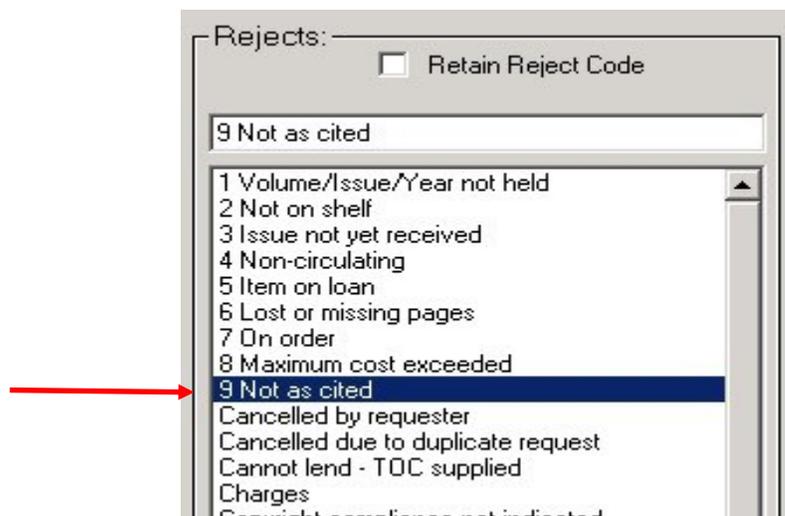
To see Rapid requests that have been returned to you by a lender, click "Bad Citation" in Rapid's Borrowing Queues.

Below is an example of what the borrowing library sees in their Bad Citation queue in Rapid.

Notice the wonderful message for the first bad citation and the not very helpful (non existent) message for the second bad citation. Please take time to enter helpful information.

That's all there is to Bad Citations.

If you have any questions or concerns, or need instructions on handling bad citations as a borrower, please contact us at: Rapidstaff@RapidILL.org.

We hope you've found this Rapid Rocks! informative and useful.

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