

Technology:

When I log in to library resources, I get “bad request” or “black diamonds but the page never loads” or “the page will not load”

This is an issue with bad cookies in the browser, ask patron to clear cookies and cache and the issue should resolve

When I try to access the database I’m getting a “too many redirects” error message

This is an issue with bad cookies in the browser, ask patron to clear cookies and cache and the issue should resolve

Patron getting the message “user is not authorized in Alma”

This usually means that we have not received their information from the University yet or they are not part of a patron group that has remote access to online resources. They should contact a circulation desk or email access@rutgers.libanswers.com so someone can troubleshoot their account information.

If they are an RBHS volunteer faculty member, there is a special process for registering for remote access. If they email rbhs@rutgers.libanswers.com, someone can walk them through the process.

Alumni, retirees, and non-affiliated users

(<https://www.libraries.rutgers.edu/borrow-access-request/alumni-guests-visitors>) can’t access electronic resources from off campus, but all full service libraries have guest computers where they can access from onsite. Here’s a list of all the library addresses (https://www.libraries.rutgers.edu/libraries_centers). They will need to bring a photo ID to register for access.

Endnote is asking for a product key

Patron should download the version of endnote from this page:

<https://www.libraries.rutgers.edu/endnote>

It will ask for NetID and will not require a product key

If they are using a windows computer, they should follow the instructions- there is a specific zip file that needs to be opened for the software to work

NetID password or questions

You can refer them to Rutgers OIT for management. Contact info and FAQ on this page:

https://eas.rutgers.edu/?ht_kb=netid-general-faqs

Rutgers software:

OIT has licenses for common software that Rutgers affiliates can download on this page:

<https://software.rutgers.edu/>

OIT handles almost all the software information for the University, so if you get questions about what computers have particular statistical software, autocad etc. you can refer to them.

Ebook printing and downloading questions

Downloading and printing from our proquest and ebsco ebooks usually requires the creation of an account for that database while proxied through the library website. Patrons are limited to printing and downloading two chapters at a time, but there is nothing to prevent them from creating multiple accounts to download more material. Proquest and EBSCO support should outline this process.

General printing (COVID-19)

Due to the closure of physical buildings on campus, printing is not currently available. The library computer labs and OIT's computer labs are closed.

Access Services:

Most of our access services policies are here:

<https://www.libraries.rutgers.edu/borrow-access-request>

Circulation (COVID-19)

All library physical locations are closed, so patrons are not able to checkout or return materials. Outside book drops for the libraries are also closed. Information will be sent to patrons with checkouts about how to return materials once a plan for our physical reopening is in place. It's important to stress to students that they will not be fined or penalized for items out during this time. We do not place transcript or graduation holds on student accounts.

All checkouts for RUL materials have been extended to 9/30/20. All interlibrary loan checkouts have been extended to 9/30/20. While we can't guarantee that interlibrary loan checkouts will be eligible for extension to next fall, we will work with our lending partners to extend loans and patrons will not be liable for fines generated by overdue interlibrary loan materials during this time.

Holds have been frozen during the physical building closures. Once we resume normal operations, we will restore all RUL holds for two week pickup and begin fulfilling holds again. Patrons with holds in process will receive an email when their item is ready to pick up. Some interlibrary loan materials on hold may not be eligible for continuing extension. There may be some cases where an item will need to be re-requested closer to when the patron expects to be back on campus.

We are not accepting fine payments at this time due to physical building closures.

Any questions about circulation, holds, or billing can be directed to

access@rutgers.libanswers.com

Interlibrary Loan (COVID-19)

Any questions about interlibrary loan can be directed to ill@rutgers.libanswers.com

We are currently only able to process electronic interlibrary loans for articles and chapters via ILLiad: <https://www.libraries.rutgers.edu/ill-login>

Due to lending partner closures, turnaround times may be slower for interlibrary loan.

EZBorrow and UBorrow are not currently accepting requests because they loan physical materials.

Recalls (COVID-19)

Recalls are currently suspended and will resume after physical operations are restored.

Course Reserves (COVID-19)

Not all of our faculty members use course reserves. You should be able to search by reserve item title, instructor name, or course code (will be in this format 16:194:600:01, but you should search without the last two section numbers, so 16:194:600) using the “course reserves” drop down search in Primo. This search will have both physical and e-reserves, but physical materials will appear as unavailable due to building closures.

- If you're not finding a scanned chapter, it's often helpful to search for the first author's last name in the course reserves scope- particularly in social work it can be hard to figure out what the chapter will be called but the first author is usually consistent.
- If faculty members would like to request an electronic copy of physical course reserves materials, they can place a request via <https://www.libraries.rutgers.edu/forms/reserves>
- Requests for teaching and research more generally can be sent to <https://www.libraries.rutgers.edu/forms/purchase-recommendation>

Textbooks

The library largely does not offer required textbooks and required textbooks are ineligible for interlibrary loan. Students can ask their professor to place a personal copy or reserve copy of the text on reserve at the library using the form above. Textbooks can be purchased from the bookstore on each campus:

New Brunswick:

<https://rutgers.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeId=58552>

Newark:

<https://newark-rutgers.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeId=30058>

Camden:

<https://universitydistrict.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeId=65132>

Referrals:

Our liaison librarian page is here: https://www.libraries.rutgers.edu/subject_librarians

You may need to ask the patron what campus they study on to refer them to the right librarian.

For intensive data or statistical analysis questions, you can refer patrons to Ryan Womack in New Brunswick: 848-932-6107 or rwomack@libraries.rutgers.edu

For government documents questions in all of New Brunswick or deep online government documents questions from all campuses, you can refer them to Stephanie Bartz at 848-932-6113 or stephanie.bartz@rutgers.edu

- For in person gov docs requests at other campuses, you can refer them to John Maxymuk in Camden 856-225-2842 or maxymuk@libraries.rutgers.edu and Consuella Askew at Newark 973-353-5222 or consuella.askew@rutgers.edu

Any deep health sciences questions can be referred to the general queue rbhs@rutgers.libanswers.com or a specific RBHS librarian

Special Collections/Archives: New Brunswick has a Special Collections and University Archives that holds Rutgers and New Jersey information (scua_ref@libraries.rutgers.edu or 848-932-7510) They are the biggest and you can refer any genealogy or New Jersey archival questions here first. You can also refer patrons to them if they'd like to look at anything in the catalog that's listed as special collections.

Newark has the Institute of Jazz Studies (specialcollections@rutgers.libanswers.com or 973-353-5595)

Smith Library in Newark has a medical history collection (rbhs@rutgers.libanswers.com)

Natalie Borisovets (973-353-5909 or natalieb@libraries.rutgers.edu) is a good person to contact for Newark-specific questions

When in doubt- just have the patron send an email to

specialcollections@rutgers.libanswers.com and we can let our special collections librarians sort it out!

Rutgers also has two law libraries, you can refer any law circulation or reference questions to:
Camden Law

Reference (856) 225-6173

Circulation (856) 225-6172

lawlib@camden.rutgers.edu

Newark Law

Reference (973) 353-5676

Circulation (973) 353-5677

refdesk@law.rutgers.edu

There are writing centers on each campus if students want to have their papers reviewed:

New Brunswick: <https://wp.rutgers.edu/writingcenters/writingcenters>

Newark: <https://myrun.newark.rutgers.edu/writing-center>

Newark RBHS: https://www.libraries.rutgers.edu/smith/services/RBHS_writing_center

Camden: <https://learn.camden.rutgers.edu/writing-assistance>

Camden Writing & Design Lab: <https://wdl.camden.rutgers.edu/>

Camden Graduate School: <https://graduateschool.camden.rutgers.edu/current-students/writing/>

Accessing Journals and Databases

The databases list (<https://www.libraries.rutgers.edu/indexes>) has landing pages for each database you can send to the patron, when they click the “connect” button it will ask them to log in if they are off campus.

We also have a journal specific search

(https://rutgers.primo.exlibrisgroup.com/discovery/jsearch?vid=01RUT_INST:01RUT) for physical and electronic journals.

Most of our dissertations from 2007- are available in Proquest Dissertations & Theses (https://www.libraries.rutgers.edu/indexes/digital_diss). This is restricted to Rutgers affiliates, but you can send a copy of a dissertation to the author or another patron if necessary using the link icon in LibChat. For older physical dissertations, they can view in person or make a request through their affiliate library for interlibrary loan.

In addition to our database holdings, we also have a student account option for the Wall Street Journal (<https://www.libraries.rutgers.edu/indexes/wsj-current>) students can authenticate through that page and register for an account.

Streaming Video/Kanopy: We currently have a mediated plan with Kanopy. If users find films on the site that we don't own yet, they can email their request through Kanopy. We mostly only buy streaming films for course reserves because they're so expensive. If you have a faculty member that wants to request streaming films for a course, they can fill out the reserves request form: <https://www.libraries.rutgers.edu/forms/reserves>

Factiva is mostly article-level linked in the catalog, though it is article indexed. If a patron needs something out of the database, it's fine to just give them the link or pdf of the article. Factiva is a varsity-level database that not all our patrons are going to be able to figure out how to use it...just remember to set the time period longer if you're doing a search for something in there, the default is 3 months.

Food waste questions: There's a course that has all the students research food waste at universities. It seems like what they're looking for is the stuff in RUCore:

<https://rucore.libraries.rutgers.edu/search/results/?rtype%5B%5D=&key=root&query=food+waste>