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Group Therapy — Replacing Missing Pages Through Interlibrary Loan

Column Editor, **Rosann Bazirjian** (Florida State University)

Hey y'all out there! Do you have any gripes? Come to your therapist! Try <rbazirji@mailers.fsu.edu> or FAX 904-644-5170.

Gripe

(Submitted by **Jeannette Skwor**, Serials Department, Supervisor, University of Wisconsin, Green Bay:)

We're having a discussion on the topic of replacing pages through Interlibrary Loan, and having some confusion. I would like to hear the process in other libraries, and any tips you can give us.

Generally, our procedure states that when a periodical is found to have pages torn out or otherwise missing, it is brought to the Serials Department office and we order the missing pages. When ILL and/or Circulation are the ones who first notice the problem, they tend to order the pages first, then bring us the periodical. This is fine, also, as long as we are informed.

The problem comes in when not all the pages are received. I am told that pages that have only advertising are not copied (which makes sense), but how are we to know that is the case? Another problem arises when an article title is requested instead of specific pages (and this seems to be often what is requested/required). Again, we don't always get the pages we do not have.

I must confess my working knowledge of ILL is zilch. And yet I am thinking there should be a way to specify that this is being ordered by the library, as replacement pages, vs. this is an article someone requested a copy of. I'm not at all sure I've expressed what I need to express, but am hoping for discussion and enlightenment.

Response

(Submitted by **Jane Clarkson**, Head of Collection Development, Florida State University):

At Florida State University, we've changed our procedure for missing pages requests during the last year so this is a timely subject for us also.

Technical Services, which includes the Binding Unit as part of the Collection Development Department, moved out of the main library several years ago. We also have separate Science, Music, and Information Studies library branches. Therefore, we look for ways to keep from sending items back and forth.

The Binding Unit used to handle all of the missing page request procedures except the actual ILL ordering. Now each library branch handles the process up to the receipt of the missing pages. The pages are placed with the item to be tipped in, bound or rebound and sent to the Binding Unit.

If more than 25 pages are missing, notice is sent to Serials Acquisitions which will try to replace the issue if it is less than three years old. At their discretion, whole volumes or film may be ordered to cover the missing material.

If less than 25 pages are missing, the concerned department searches the periodical title to see if the library has film for the same title. If we have the film, then the holdings are checked to see if we have the same volume and year. If we have the appropriate film, the searcher writes on the page facing the first missing page: "for missing pages, pp.xx-xx, please see film #xxx."

If the library does not have film covering missing issues, a printout showing the title and call number is glued on the ILL request form and pertinent information of volume, number, date, and page numbers added. A photocopy of the ILL form is made and kept in the department while the original goes to ILL for ordering. If all of the requested pages were not to come, it would be reordered.

Response

(Submitted by **John Keeth**, Head, Acquisitions Department, and **Tom Miller**, Supervisor, Serials Check-In Unit, University of South Florida):

The University of South Florida—Tampa Campus Library—uses a very simple, straightforward procedure for replacing missing pages of journal issues. Regardless of who discovers that pages are missing, be it patrons on the Periodicals Reading Floor or Interlibrary Loans, the issue is taken to the Periodicals Information Desk where the process for replacing pages officially begins. If the missing pages are discovered at the binding stage, Preservation will initiate the process.

When the issue is brought to the Periodicals Information Desk, a simple form is filled out citing the pages missing. This form is then inserted into the issue at the point of the missing pages. Preservation picks up these issues on a daily basis, completes an ILL form, and forwards the form to Interlibrary Loans. Preservation then makes a note in the check-in record on our online NOTIS system indicating that the issue has missing pages. The issue is then returned to the shelf in the Periodicals Reading Floor until the pages are received.

Libraries filling the Interlibrary Loan requests seem to have varying policies regarding whether to copy full pages of advertisements. Some copy all ads if they are within the page numbers requested, and others will note that a page or pages are just advertisements and will not copy. When USF is determining which pages are to be ordered, if the last numbered page is followed by a page or several pages of ads which are unnumbered, Preservation simply orders all page numbers which are missing between the last numbered page and the next numbered page (ex. page 21 is the last numbered page before missing pages. The next two pages are full advertisements and the next numbered page is 30. Preservation would order pages 22 through 29.) The USF Library always orders missing pages from journal issues by page numbers only, never by article name.

When the pages are received by Interlibrary Loans, they forward them to Preservation which then pulls the issue and either tips in the pages or binds the issue, depending on the circumstances, and removes the note from the check-in record.

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Some librarians believe publisher promotions for continuations or high priced sets are useful. Since one of the chief objections to unsolicited contacts is that the materials being promoted don't come with unbiased reviews, one librarian not surprisingly noted that she ordered materials from unsolicited blurbs only if a selector had given her the flyer with a recommendation.

Reaction to email notification was even less enthusiastic. Survey respondents indicated that they received only small numbers of emails, and that "email is too busy already." Another librarian lamented, "We'd end up

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