

# Rapid Rocks!



## Tidbit: Bad Citations

### Bad Citations??



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 issue requested; the pages and the article aren't what the borrower says they should be.

Let's talk about what is **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 citation for something the **borrower can fix**.

If it isn't a true bad citation, update the request to unfilled and send it on to the next lender. The borrower will appreciate your *rapid* service!

### How to handle a true bad cite

Please do not update bad cites to unfilled—update them to bad citations.

Updating bad citations as such (as opposed to 'unfilled') 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 also 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 cite but continues to move through Rapid as repeatedly unfilled.

Good, basic ILL practices help Rapid shine!

## We're listening...

Do you have a "Tidbit" topic you'd like to have addressed, or a question for the Rapid staff? Maybe you'd like a refresher or tips on some aspect of Rapid processing? Please ask! [RapidStaff@RapidILL.org](mailto:RapidStaff@RapidILL.org)

We plan to profile different sites occasionally in our sidebar. It's a nice way to get to know folks in our Rapid community.

Rapid is a strong and innovative system because of the strength and innovativeness of our users.

Do you have a cool or interesting idea about resource-sharing? Do you wish "X" was possible? What issue do you wish was solved?

Share your ideas or frustrations with your Rapid colleagues and together we can tackle anything!

### Reminder!

If your lending unit is going to closed or short-staffed during the upcoming holidays, please let the Rapid staff know.

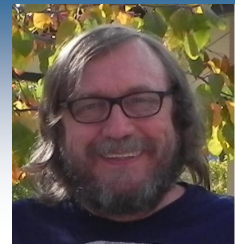
Send us your Rapid code and the date/time you'd like to be turned off/on (and the time zone)

Please send this info to [Rapidstaff@rapidill.org](mailto:Rapidstaff@rapidill.org)

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Team Profile  
Tom Delaney

- > Tom is the Director of Rapid Outreach and Support, and has been a member of the Team since Rapid's inception
- > Tom has a BA from Providence College in Anthropology/Linguistics and an MLIS from Syracuse Univ.
- > Tom lives in and works from Santa Fe, NM



## Contact Rapid Staff

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