

## Check the Status of Your Requests

- **Sign-in** to RACER.
- Click **My Requests** and then **go**.
- A list of pending requests is displayed.
- If an item you have requested is no longer on the list, check your email for notification that it is now available for pickup (or has been sent to you via campus mail or fax).

## Cancel Requests

You can cancel your requests directly within RACER via the My Requests list. The Cancel option is available until a request has the status of either Not Supplied or Received.

## RACER Status Codes

**Idle:** The request is in the database but the requesting process has not yet started.

**Pending:** The request has been authorized and sent to a lending institution.

**Shipped:** The lending institution has shipped the item to the requesting institution.

**Not Supplied:** The request has not been filled. ILL staff will be contacting you and/or trying to find potential lending institutions (if the "Item is not needed after" date has not passed).

**Received:** The requested item has been received at Queen's and is/will shortly be ready for pickup (or mailing/faxing). Email notification has been sent to the patron.

## Contact Information

### Stauffer Library

(Includes requests for Art, Engineering & Science, Law, and Jordan Special Collections and Music Library)

Phone: 613-533-2526

Fax: 613-533-6401

Email: [racer.stauffer@queensu.ca](mailto:racer.stauffer@queensu.ca)

### Education Library

Phone: 613-533-6807

Fax: 613-533-2010

Email: [racer.education@queensu.ca](mailto:racer.education@queensu.ca)



LIBRARY

Queen's University  
Kingston, Ontario  
Canada K7L 5C4  
[library.queensu.ca](http://library.queensu.ca)

Racer  
our  
interlibrary loan  
system



LIBRARY

Produced  
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charting paths to discovery

[library.queensu.ca/services/interlibrary](http://library.queensu.ca/services/interlibrary)

Rapid  
Access to  
Collections by  
Electronic Requesting

08-cr168

## What is RACER?

RACER is the interlibrary loan system for Queen's University students, faculty, and staff. It allows you to:

- Search multiple collections simultaneously
- Create requests automatically or manually
- Track the status of your requests

## First-Time Users

1. Sign-in to RACER by clicking on the *Borrowing from Other Libraries* quick link on the library home page at [library.queensu.ca](http://library.queensu.ca)

**Login**=14-digit barcode on Queen's card  
**Password**= last name all lowercase  
**Your Library**= Queen's

2. Request books or copies of articles or chapters. There are two options:

### Option A

Create a request using a blank form. This avoids searching but means typing and creates room for error. You do not need to identify item location.

### Option B

Search multiple collections. Prefer this option if you are not sure of book titles or if you are interested in which libraries hold specific works. Once you identify the items you want, the system will select the best location.

Instructions for Option A and Option B follow.

## Place Your Requests

### Option A: Create a Request

Manually fill in a blank request form.

- Sign-in to RACER.
- Click **Blank Request Form** (left menu bar).
- Select **Format** (article, book, other).
- Choose **Borrow** for books and **Photocopy** for articles or chapters.
- Complete all blank required fields.
- Select preferred **Pickup Location**.
- **Special Instructions** box (see section).
- Click **Submit**.
- Use **Blank Request Form** for each new item.
- Click **Sign Out** when finished.

### Option B: Search for Requests

- Automatically fill in a request form.
- **Advanced Search** appears as the default. This search option is recommended.
- For **Current Profile** use **International Catalogues** for the largest selection of titles. It is the default.
- Tip: Phrases **MUST** be in quotation marks.
- Find item in list of records. Click **Details** to view record. Click **Get It!** to request item.
- Choose **Borrow** for books and **Photocopy** for articles or chapters.
- Complete missing fields. Journal articles require article title, volume, and pages.
- Select preferred **Pickup Location**.
- **Special Instructions** box (see section).
- Click **Submit**.
- Click **Advanced Search** for next request.
- Click **Sign Out** when finished.

## Place Your Requests

If, for any reason, you cannot place a request in RACER, send requests to your home library via email. Requests will be entered and linked to your account.

Stauffer: [racer.stauffer@queensu.ca](mailto:racer.stauffer@queensu.ca)  
Education: [racer.education@queensu.ca](mailto:racer.education@queensu.ca)

## Special Instructions Box

Use the Special Instructions box to specify:

- department and account code
- delivery method (fax or campus mail)
- if you want print version only
- if you want direct order to CRL
- other instructions (eg. this edition only)

## TIPS for Searching RACER

- Contact your home library directly via email if you have any difficulties.
- Do not use your web browser's **BACK** button. It will give you a 'Data Missing' message. Use the buttons provided on the screen, such as **Search Results** to return to a list or the forward and backward arrows to move between screens.
- RACER searching works best in Internet Explorer version 6.0 and higher.
- Click **Sign out** (left menu bar) to exit.
- You will receive email when:
  - ♦ Materials have arrived.
  - ♦ A request is cancelled because the item is at Queen's.
  - ♦ The expiry date has passed.
  - ♦ Additional information is needed.