

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

Currently it is not possible for you to cancel a request. Please note the Request Number of the item to be cancelled and contact -- by phone or email -- the Interlibrary Loan Office corresponding to your pickup location.

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 Engineering & Science, Law, Art and Jordan Special Collections and Music Library)
Phone: 613-533-2526
Fax: 613-533-6401
Email: racer.stauffer@queensu.ca

Education Library

Phone: 613-533-6807
Fax: 613-533-2010
Email: racer.education@queensu.ca

RACER

our
interlibrary loan
system

library.queensu.ca/services/interlibrary

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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 RACER from the My Account drop down menu on the library home page at <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, ILL staff select the locations for requesting.

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 **Item Type** (article, book, other).
- Choose **Borrow** for books and **Photocopy** for articles or chapters.
- Complete all blank required fields.
- Select preferred **Pickup/Delivery** location.
- 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.

- **Standard Search** appears as the default. **Advanced Search** near the top of the screen is recommended.
- For **Current Profile** select **International Catalogues** for the largest selection of titles.
- 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/ Delivery** location.
- Enter Department and Account Code in **Special Instructions** box.
- Click **Submit**.
- Click **Advanced Search** for next request.
- Click **Sign Out** when finished.

Place Your Requests (cont'd)

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

Stauffer, Engineering & Science, Law, Art and Jordan Special Collections and Music Library requests: racer.stauffer@queensu.ca
Education: racer.education@queensu.ca

ACCOUNT CODES & DELIVERY

Use the **Special Instructions** box to enter your department, account code, and to specify your delivery choice such as campus mail for articles.

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.