



Robert W. WOODRUFF LIBRARY

Atlanta University Center

Clark Atlanta University • Interdenominational Theological Center • Morehouse College • Spelman College

RWWLibrary Page Request Service Frequently Asked Questions

During the Library's renovation, we are excited to offer a convenient paging service to assist our AUC library users in retrieving library resources being moved to other locations.

1. What is a Page Request?

A 'page request' is a request for library staff to retrieve Curriculum Materials Center materials, media resources and/ or bound journals and hold them at the RWWLibrary Circulation Services Desk for a user to pick up.

2. Who can place a page request?

Students/Faculty/Staff with current library accounts in good financial standing may place a page request on items in the RWWLibrary.

3. What items can be paged?

Page requests can be placed for Curriculum Materials Center materials, media resources and bound journals. Reference Collection Materials, course reserve items, and microforms continue to be available to users. Government documents are available electronically through the Library's online catalog, <http://dubois.auctr.edu>. Special collections items are available within the Archives & Special Collections Department. For assistance with special collections items, please call: 404-978-2097, or email: archives@auctr.edu.

4. How many items can be paged at a time?

Up to ten items can be paged at one time.

5. When and how can I place a page request?

Any time at via the "Hold/Recall" button in the online catalog (<http://dubois.auctr.edu>). For urgent requests, call the Circulation Department (404-978-2097) during library hours of operation. (<http://www.auctr.edu/rwwl/Home/calendarmainlibrary/tabid/101/Default.aspx>)

6. How long will it take to process my request?

Monday – Friday

- a) Requests placed between 8 a.m. and Noon on Monday - Friday, will be available by 4 p.m. the same day.

- b) Requests placed between Noon and 4 p.m. on Monday -Thursday will be available by 8 p.m. the same day.
- c) Requests placed after 4 p.m. Monday – Thursday will be available 8p.m. the same day.
- d) Requests placed after 8p.m. Monday – Thursday will be available by Noon the following day.

Saturday – Sunday

- e) Requests placed after 4 p.m. on Friday will be available by 4 p.m. on Saturday.
- f) Requests placed on Saturday will be available by 4 p.m. on Sunday.
- g) Requests placed on Sunday will be available by Noon on Monday.

7. How will you notify me when my item is ready?

We will send an email to the address you provided for your RWWLibrary account when your order is ready for pickup.

8. How long will the item(s) be held?

Items will be held for 3 days at the Circulation Services Desk.

9. Where can I pick up my paged item(s)?

Items may be picked up at the Circulation Services Desk.

10. What happens if there is a problem with my request?

You will be notified via your campus email account if there is a problem with your request.

11. If I have questions regarding the Page Request Service whom do I contact?

For questions regarding the Page Request Service call: 404-978-2097 or email: circ@uctr.edu.