

Introduction

The purpose of this booklet is to provide tips on using and understanding critical features of *Request*. As always, please never hesitate to contact the CMO. You can send an email inquiry to CMO%KSG@ksg.harvard.edu, call 495-1372, or stop by the office at Belfer G-7. Your inquiries are always welcome. We are here to help you properly prepare your course materials in a timely and efficient manner.

How to Search the *Request 3.0* Archive

Save yourself time and keep your searches simple by following these guidelines:

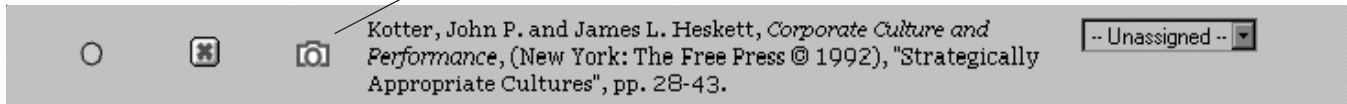
- (1) ***You do not have to enter the entire title of a book or article.*** You can enter a portion, but do not limit yourself to a single word. For example, to find “Leadership without Easy Answers”, you can simply type “leadership without”. While typing “leadership” will also summon to your screen “Leadership without Easy Answers”, it will also fill your screen with dozens of other titles containing the word “leadership.” Whatever words you choose, they must follow in sequence as they appear in the title.
- (2) ***Limit searches by author to their last name only.*** If you are searching for an item by Samuel P. Huntington, simply enter “Huntington”.
- (3) ***Limit searches of items with multiple authors to just one author.*** The results you receive will be no different than if you typed in both authors’ names.
- (4) ***Use part of a title combined with the author’s last name.*** If you enter “leadership” in the title field and “Heifetz” in the author field, you will get “Leadership without Easy Answers”. Please note that by using this type of combination, you can reduce the title to one word (unlike tip number one above).
- (5) ***Search for HBS cases and Harvard Business Review reprints using the case or reprint number.*** In addition to searching by title, you can search by case or Review reprint numbers. Use the entire code (e.g., 90608) for Harvard Business Review reprints. For HBS cases, however, use only the last six numbers (e.g., **394-006**, not **9-394-006**).
- (6) ***Searches for KSG cases.*** In addition to searching by title, you can search by case number. Use only the set of numbers that follows the last hyphen (e.g., **1321.0**, not **C18-96-1321.0**).

Carefully check the citation before placing it in your shopping cart. There are items in *Request 3.0* that may have the same chapter title, come from the same book, but may have different page selections. Make certain that you select the reading with the page range you want. Be aware that some items have the same title, but come from different sources. For example, there is an HBS and KSG case with the same title, *Getting to Dayton*.

How to Interpret Messages in Your “Shopping Cart”

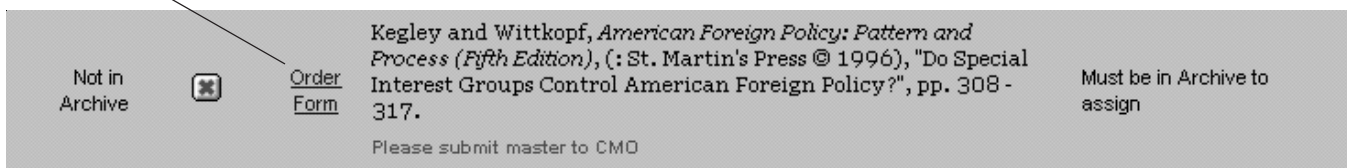
The camera icon indicates that you can assign the reading to a packet or handout. If you see an icon of a camera immediately to the left of your citation, you can assign the item to a packet. You can also click on the icon of the camera to look at the document. In fact, we encourage you to do that to make certain that what you see is what you want.

The camera icon means that the item can be assigned to a packet or handout.



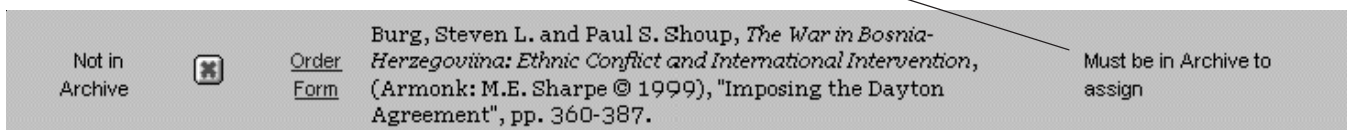
Must be in Archive to assign: Please submit master to CMO. If you see the message “Must be in Archive to assign” with the additional text “Please submit master to CMO”, that means you need to provide a master copy to the CMO with its accompanying “new item” order form as soon as possible (click “Order Form” to see the form).

You have entered a new item in your shopping cart, but have not provided us with a master copy. Click “Order Form” to view and print your order form.



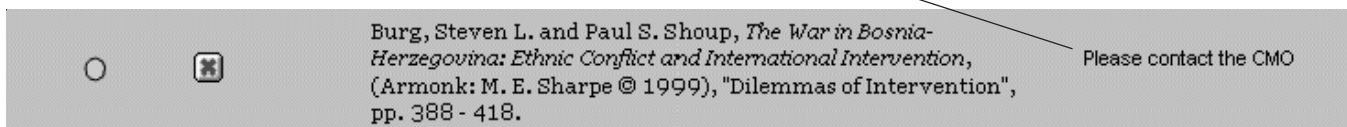
Must be in Archive to assign. If you see the message “Must be in Archive to assign”, that means you’re OK, but the CMO has some work to do. That is, you have submitted your document, but we have not yet created and attached your document to the citation.

You have submitted your master copy to the CMO. The CMO has to attach a pdf of your reading to your citation.



Please contact the CMO. If you see the following message, “Please contact the CMO”, you will need to provide us with a copy of the document. In these cases, the citation exists in *Request*, but without a pdf image of your reading. The reasons for these situations are various, but the bottom line is that we need a hard copy to attach to your citation.

Please contact us immediately. You may have to provide a master copy to the CMO.



Guidelines for Materials Submitted.

Guidelines for Materials Submitted. Please provide the best quality xerographic master with your “new item” form for scanning. *The CMO does not return submitted materials. If you need a copy, make and keep a copy for yourself before submitting the masters.*

- If your copy is from a book, we require that you include the title page (not the cover and not the dust jacket) and copyright page.
- We request that the copy you submit be one page to one copy. We reserve the right to reject copies that are “two-up” (i.e., two copies from a book made on a single sheet of paper).

ACCEPTABLE



UNACCEPTABLE

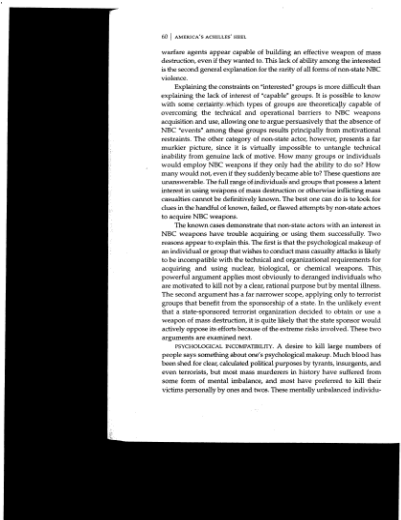


- We prefer single sided copies.
- Run your copies actual size. That is, do not enlarge or reduce them (with one exception noted below).
- Please make certain that the page numbers appear on the copy. You can reduce the copy if that allows you to retain the page numbers.
- Please try to get the best quality copy possible, but do not worry about black borders.

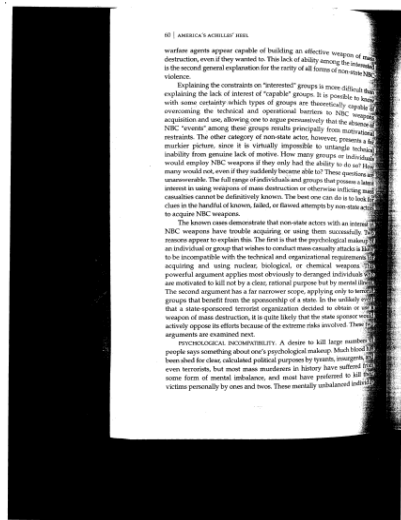
Even though this copy has a black border, the text is crisp, clear and clean.

This copy is the same as the one to the left except shadow from the spine intrudes onto and competes with the text.

ACCEPTABLE



UNACCEPTABLE

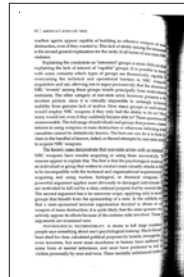


- To avoid delays, please check your original for missing pages or copy quality problems prior to submitting it to the CMO.
- If copying from a book, please make certain that each page copied is placed flat on the glass to avoid “gray” shading from the spine cast over text.

ACCEPTABLE



UNACCEPTABLE

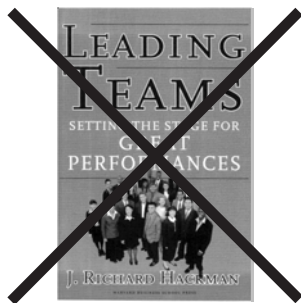


Do not staple or paperclip the new item form to your original. Please use “binder clips.” If you do not have any binder clips, please stop by the CMO and we will provide you with a supply.

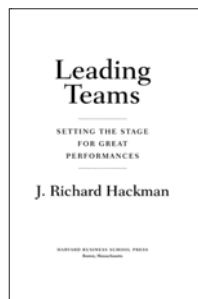
Data Entry from Books

When submitting a new item from a book to the CMO, please observe the following:

- (1) Include a copy of the title page (not the cover and not the dust jacket) and verso page (i.e., the page containing the copyright notice).



Book cover is wrong.



Title page is right.



Copyright page is right.

- (2) Enter precisely the page numbers of the reading so that we know precisely what you want to include in your set of course materials.
- (3) Please include any notes at the end of the chapter or the book even if you do not want us to include them with your citation. We will create two citations, one with and one without. In general, it is preferable and academically more appropriate to include the notes.
- (4) Enter chapters separately. Do not group chapters together. This is easy to do. Once you have entered the first chapter, you can click on “Add another excerpt from this item.” Your entry of the book title, author, publisher and ISBN will be automatically added to your new excerpt. You just need to add the chapter title and page range.

JOHN F. KENNEDY
SCHOOL OF GOVERNMENT
HARVARD UNIVERSITY
Course Materials Office

[Print New Item Order Sheet](#)
Your shopping cart

[Help & Guidelines for a good quality master](#)
[Add another excerpt from this item](#)

TST100 (Fall '02): Test Course - DO NOT SEND (DO NOT SEND)
Michael McLaughlin: Attach this form to the original (do not staple) and submit to the Course Materials Office.

New item scan order
000000106

Citation information
Excerpt type Book (soft citation)
Book/Periodical Leadership and Public Policy
Chapter/Article Title When the Going Gets Tough, the Tough Get Going
Author Smith
Publisher
Copyright year 2001
ISBN
Page range 17-24

Click on
"Add another excerpt from
this item."

When You Cannot Find an Item that You Think You Added to Your Shopping Cart

Readings from anthologies. Anthologies are a collection of readings from different sources. Since it is the policy of the CMO to replace these readings with the readings from the original source, you may be confused because both your citation and the appearance, but not the text, has changed. Do not attempt to correct the situation by deleting the unfamiliar item and adding back into your shopping cart the item you believe you originally entered. If you see a reading that does not appear familiar and/or you cannot find a reading you believe you entered, *please contact the CMO.*

Manuscripts and their subsequently published versions. If a manuscript has subsequently appeared in print, it is the policy of the CMO to replace it with the printed version. You may be confused with subtle, or not so subtle, changes in the title as well as changes in both the appearance of the reading and text. Do not attempt to correct the situation by deleting the unfamiliar item and adding back into your shopping cart the item you believe you originally entered. If you see a reading that does not appear familiar and/or you cannot find a reading you believe you entered, *please contact the CMO.*

It is Recommended that You check Your pdf's

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Please check your pdf's to insure that (1) what you see is what you want and (2) to check copy quality. If the quality is not acceptable and if you can provide us with a replacement copy, we will replace the image.

Click the camera to
view the reading.

Search Results: 5 records found. [Create New Item](#)

[Add selected items to your shopping cart](#)

ADD TO CART	CITATION	SORT: TITLE	AUTHOR
1. <input type="checkbox"/>		"Getting to Dayton: Negotiating an End to the War in Bosnia", KSG Case No 1356.o.	
2. <input type="checkbox"/>		"Getting to Dayton: Negotiating an End to the War in Bosnia", HBS Case No 800-134.	
3. <input type="checkbox"/>		Rosegrant, Susan and Michael D. Watkins, <i>Getting to Dayton: Negotiating an End to the War in Bosnia [edited by Francis X. Hartmann]</i> , (Cambridge: Kennedy School of Government Case Program © 1996), pp. 1, 15-18, 20-28, 36-38, 41-45.	
5. <input type="checkbox"/>		Daalder, Ivo H., <i>Getting to Dayton: The Making of America's Bosnia Policy</i> , (Washington: Brookings Institution © 2000), pp. 102 - 161.	

[Add selected items to your shopping cart](#)

Don't Forget to Order Your Packet

Simply assigning readings to a packet or handout does not generate an order for that packet. You need to click on "Order Packet", complete the online order form, then click the "submit" button. Once you have placed your order, the text will change from "Order Packet" to "View Packet Order."

Click here to "Order Packet"

Enter the first and last class dates the packet covers. Do not enter the start and end date of the semester.

Check "Optional", "Final" and/or "Available Online" as appropriate.

Use "Description" field sparingly. Do not enter "Packet #1" since this information appears on the packet cover.

Click here to "View Order Packet"

The icon of the lock indicates that the packet has been ordered.

We're Here to Help You

As always, please never hesitate to contact the CMO. You can send an email inquiry to CMO in Lotus Notes or michael_mclaughlin@harvard.edu, call 495-1372, or stop by the office at Belfer G-7. Your inquiries are always welcome. We are here to help you properly prepare your course materials in a timely and efficient manner.