

Request

Supply



Save

Sharing  
Resources  
Worldwide



# WorldCat Resource Sharing

Give customers what they want, no matter where it “lives”



**OCLC**<sup>®</sup>

The world's libraries.  
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# **WorldCat Resource Sharing**, a single time-saving service, provides interlibrary lending tools that help libraries direct and deflect requests, simplify library workflows and connect information seekers to materials in the global resource sharing network of 10,000+ libraries in 40 countries.

When your library belongs to a global resource sharing network, your users find resources they need, no matter where they are. Because Internet-savvy users don't care where material "lives" but do care how fast they can access it, each resource that is quickly delivered represents another satisfied customer—and one who is more likely to continue to rely on your library.

The global WorldCat Resource Sharing network of more than 10,000-libraries in 40 countries has at its core the comprehensive WorldCat® database. With more than one billion holdings—both physical and electronic—WorldCat crosses all manner of subjects, languages, cultures and uniqueness. When you can fill 95 percent or more of requests, your staff will save time and your library will increasingly be viewed as a "one-stop" provider of essential services to its customers.

## **Users easily initiate their own requests**

Fulfillment grows dramatically when your customers can place requests electronically without assistance. When you use WorldCat Resource Sharing, your users can submit interlibrary loan requests from citations in FirstSearch databases, WorldCat.org or WorldCat Local. Each request includes accurate bibliographic information taken directly from the citation. Registered users of FirstSearch can track the progress of their requests. More self-service options and an even easier-to-use interface will expand as a new delivery service is released in 2012.

## **Reduced demand on staff time**

Your time costs money, and spending time locating materials through the multiple overlapping databases you may use now results in redundant work for your staff. Powerful WorldCat search tools find you resource options locally, regionally and beyond, and do it all at once. You will save time with features that manage and automate fulfillment, including filters that ensure you receive requests only for items you own and supply.

## **Predictable subscription pricing**

The goal of OCLC's global cooperative has always been to lower information costs for libraries and groups, regardless of size or level of sharing activity. WorldCat Resource Sharing continues this tradition with a single, annual subscription fee that is customized to your needs and prevents extra charges due to sudden spikes in usage.

## **Speedy fulfillment for e-articles and e-books**

Through WorldCat Resource Sharing, it's possible to fill requests for electronic articles and e-books within hours, often on the same day that requests are made. Data about your library's electronic content are linked to WorldCat Resource Sharing through the WorldCat knowledge base, which expedites resource sharing workflows for e-articles and e-books.

## Authoritative and efficient features

Whether you handle low volume or high volume, occasional requests or seasonal bursts of activity, the components of WorldCat Resource Sharing add up to comprehensive resource coverage and faster processing.

## WorldCat search: Helpful to newcomers, powerful for everyone

Your staff locates resources with robust WorldCat searching. Basic, advanced and expert level search screens match skill level to search complexity. Browsing of subject headings and “more like this” suggestions let novices find their way. More savvy users can hone their searches with a wide variety of indices and limiters; special search methods such as Boolean combinations and logical strings; plus ranking, sorting and breakdown of results by format.

## User registration: The user’s control center

FirstSearch-based account creation lets users (including your staff) create unique logons, through which they can store preferences, save searches, renew borrowed items, and cancel or review the status of pending requests. Pick-up location is displayed if an item is ready.

## Request Manager: See everything that’s happening

The staff view’s control panel for all sharing activities, the Request Manager summarizes current sharing tasks that require action. Request Manager lets you search all task workforms by key criteria, batch-update requests and batch-print requests by category.

## Direct Request: Automated fulfillment you control

Direct Request lets a user place a request right from an online citation that bypasses staff review and directly enters the WorldCat Resource Sharing system. Your Direct Request profile sets the criteria that determine if requests are manually processed or automatically sent to an eligible supplier, and whether sharing is available for items you already own. WorldCat knowledge base functionality extends this feature to delivery of articles in as little as a few hours.

## Policies Directory: Set your rules for requests

You have one-click access to the OCLC® Policies Directory, where you can review the lending and copying policies of other libraries participating in WorldCat Resource Sharing, plus their billing, system and contact information. Publish your own policies as well, to reduce the number of unfillable requests you receive.

## Maximizing local holdings records

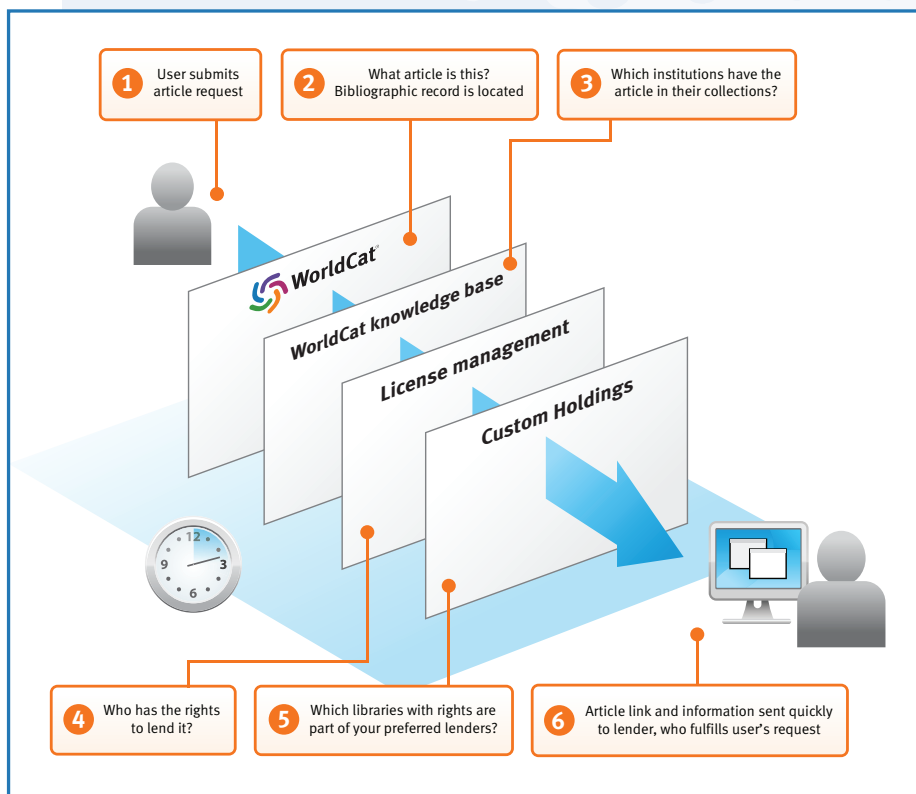
Use custom holdings groups and data in local holdings records to search and select accurate lender strings based on information entered by participating libraries (when libraries’ detailed local holdings information is up-to-date in WorldCat). Detailed settings in the local holdings record also allow lenders to designate item-level policies for copying and loaning materials, ensuring that lenders do not receive requests for items they are unable to fill.

## More efficiency for your interlibrary loan operation

Save and reapply commonly used data, such as workform templates (constant data), frequent lenders (custom holdings) and boilerplate text (conditional notes). Recover administrative costs such as invoices and check writing with optional Fee Management. And see the big picture with reports and raw data that show your fill rates, borrowing/lending ratios and other statistics that can be used to justify expenditures and further improve service.

## Sharing tailor-made for groups

Library groups and consortia united by geography or subject matter can achieve efficient, cost-effective pooling of collections with WorldCat Resource Sharing. And through FirstSearch, users are always directed to local and group-owned materials first. Then they can “display holdings” to find items in the broader WorldCat universe.



## Benefits

**Satisfy more customers** who won't need to search further or try other information providers

**Avoid seasonal spikes in your budget** with predictable, annual subscription pricing

**Increase use** of collections, including electronic articles and e-books

**Achieve higher fill rates**—95 percent or more

**Shorten turnaround time** with user-initiated requests, automated fulfillment and re-use of common data

**Reduce training time**—contextual help is always a click away

**Eliminates local software maintenance**—Web interface means you always have the latest version

**Fewer unfillable requests**—filtering options reduce the amount of requests you receive that your library is unable to fill

## Related services

**OCLC ILLiad®** has WorldCat Resource Sharing at its core, and features electronic document delivery, support for OpenURL and WorldCat knowledge base integration.

**WorldCat knowledge base** enables fast delivery of electronic articles and e-books.

## Features

**Automatic deflection options** skip lenders who cannot provide requested items, saving staff time and getting items to users more quickly

**Policies Directory** lets you review other OCLC libraries' lending rules and set your own

**User-initiated requests and automated fulfillment** through Direct Request

**Basic, advanced and expert searching**

**Usage statistics** inform workflow and policy decisions

**Data re-use** lets you create request workflow templates, make presets of commonly used lenders, and store other text in macro-like form

**Fee Management** simplifies billing with lending partners

**WorldCat knowledge base** helps fill electronic article requests within hours

## Coming soon...

**A new resource sharing service.** We are now in the early phase of development for a service that will give WorldCat Resource Sharing users a new interface that simplifies library and end-user workflows with timesaving resource sharing tools. Learn more at [www.oclc.org/productworks/futuredelivery.htm](http://www.oclc.org/productworks/futuredelivery.htm)

## Increase your collection's visibility

Catalog your library's collection in WorldCat—the most comprehensive database of bibliographic and library ownership information available—and you elevate your collection's profile. Your resources' global stature is further enhanced by WorldCat partners, which puts OCLC library holdings in the search results of Web search sites such as Yahoo! and Google. Web users outside the library environment discover your resources at the place where many start their search. Learn more about WorldCat and watch new records enter the database live at [www.oclc.org/worldcat/](http://www.oclc.org/worldcat/).



### To learn more

For more information on WorldCat Resource Sharing, visit the OCLC Web site at [www.oclc.org/resourcesharing/](http://www.oclc.org/resourcesharing/).

### To discuss pricing or begin a project

Call OCLC Library Services at **1-800-848-5878**.



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