Manage

Integrate

Complete
ILL
Automation

Automate

OCLC ILLiad

A single interface for more efficient interlibrary loan

OCLC®

The world's libraries.
Connected.™

OCLC ILLiad

OCLC ILLiad Resource Sharing Management Software automates routine interlibrary loan functions to increase productivity and reduce paperwork. Using ILLiad to connect to WorldCat Resource Sharing, your staff can manage all of your borrowing, lending and document delivery through a single, Windows-based, client-server interface. ILLiad lets users serve themselves, and supports them through a global network of more than 10,000 libraries.

An efficient way to manage your entire ILL workload

OCLC ILLiad is a fast, full-featured, paperless alternative to traditional interlibrary loan (ILL) workflow. It improves ILL functions by consolidating all borrowing, lending, document delivery and tracking capabilities into a single, highly customizable interface.

OCLC ILLiad also smoothly integrates with OCLC's core services, such as WorldCat® Resource Sharing, plugging you into the world's largest collection of shared resources. And, its customization features leave your staff more time to focus on user services instead of administrative paperwork.

Tracking your borrowing and lending patterns is absolutely necessary to determine budgets and guide your collection development decisions. But done by hand, it can be arduous and time-consuming. OCLC ILLiad® software makes it all much easier.

A hosted solution

OCLC® knows how difficult it can be for libraries to maintain their own servers—they are expensive, and library IT staff can be pulled in many directions. OCLC takes care of all the server hardware and software components, and manages all server back-ups, system and software upgrades. This hosting option provides numerous benefits to participating libraries, including saving on server space, reducing internal technical support demands, and eliminating future costs for hardware and software upgrades.

OCLC ILLiad replaces traditional paper requests and notifications with e-mail messages and RSS feeds. Above, an article request being processed on ILLiad's Client borrowing screen.

Faster, smarter automated ILL

OCLC ILLiad interoperates with other ILL systems, such as Docline, so you can accommodate multiple library collections and consortial partnerships—without adding staff. Flexible features include:
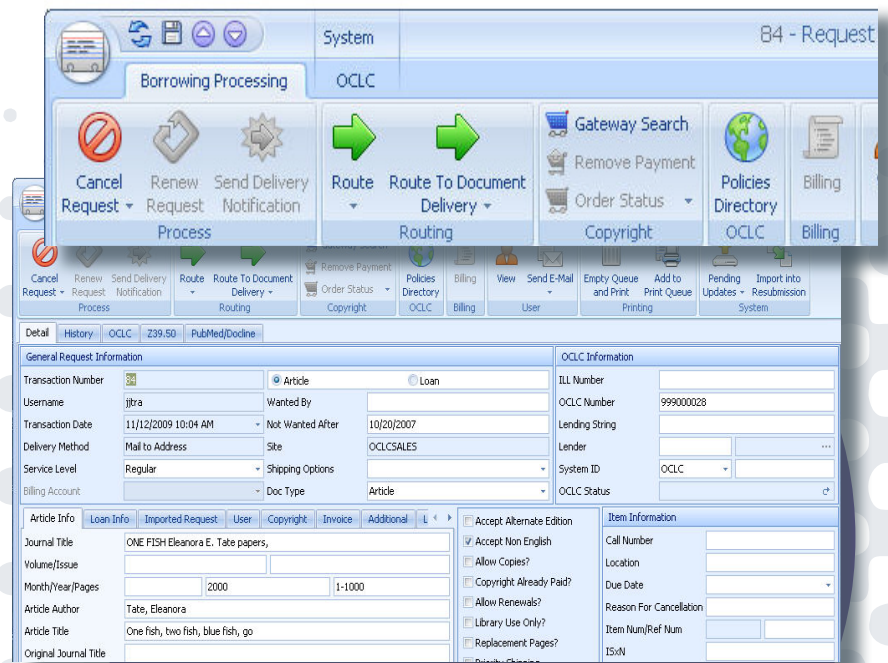
Automated request and notification

OCLC ILLiad replaces traditional paper requests and notifications with e-mail messages and RSS feeds. It streamlines your workflow, so you can process more requests—and devote more time to supporting your users.

Document delivery to the desktop

OCLC ILLiad includes Odyssey, a sophisticated document delivery tool especially for libraries. Odyssey allows staff to send and receive documents from other OCLC ILLiad libraries and non-OCLC ILLiad sites using the Odyssey stand-alone client, with a TWAIN-compliant scanner. Whether a requested journal article comes from your own remote storage unit or from somewhere else, Odyssey helps you in delivering that document to the user—in the easy-to-read PDF format—at no extra charge.

Statistics that keep you informed

OCLC ILLiad generates detailed reports in real time that help you efficiently track your workflow and keep your administrators up to date. Lending reports allow borrowing institutions to view current tracking information about requests sent through online systems. And the optional built-in tools within OCLC ILLiad let you track and monitor all requests for journal articles, which can help you maintain copyright compliance.

Integration options expand your reach

With OCLC ILLiad, you save time by managing all of your ILL tasks through a single, Windows-based interface. Options that complement your existing services allow even more customization for your library.

WorldCat and resource sharing

OCLC ILLiad is the only ILL management system that provides a seamless, integrated interface to both WorldCat and to WorldCat Resource Sharing. That means you can build on the ILL foundation you already have—without reengineering your entire workflow. Requests that begin with a search in WorldCat are then managed on WorldCat Resource Sharing within OCLC ILLiad. ILL updates and request downloads are performed automatically.

ILL Direct Request

Direct Request lets a user place a request from an online citation. Requests matching specific criteria can then bypass staff review and directly enter the WorldCat Resource Sharing system. For example, a faculty request for a journal article freely available within your consortium would go directly to libraries than can fill it. 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. Turnaround time quickens, backlogs shrink and your staff can focus on other priorities.

Expand service through standards-based integration

OCLC ILLiad can send and receive ILL requests with DOCLINE and many ISO ILL systems. This feature, combined with an integrated OCLC ILL interface, provides OCLC ILLiad users with a wealth of options for interlibrary loan. OCLC ILLiad can even print your request as an ALA form for mailing and help you track incoming printed ALA requests from borrowing libraries.

Savings through hosting

OCLC ILLiad includes a hosted option, which saves you hardware costs and staff time, and reduces your reliance on IT staff. With the hosted option, your OCLC ILLiad server is always monitored for availability, updated on a regular basis, and archived for recovery purposes.

Live, Web-based training is available from OCLC's partner, Atlas Systems. OCLC also offers optional implementation services to ensure that the OCLC ILLiad software is implemented successfully in your library.

Simplified billing and copyright tracking

With OCLC ILLiad, a direct link to the Copyright Clearance Center Permissions Gateway provides fast, up-to-date, royalty-fee pricing for your copyright tracking. Additionally, a completely independent billing module allows you to track, pay and invoice libraries more easily.

Speedy fulfillment for e-articles

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

Real Successes

Spotlight on the user experience

When your library staff uses OCLC ILLiad to manage your resource sharing, you'll see increased productivity, automated statistics and less paperwork. Of course, your library staff isn't the only group to benefit from using OCLC ILLiad. Your users will thank you for it as well.

With OCLC ILLiad, users can initiate and track their own requests from any Web browser. Once they set up their personal OCLC ILLiad accounts through your Web site, they can request materials whether they're in the library or not.

When users find materials through OCLC FirstSearch or another reference service, an OpenURL resolver automatically sends a citation to OCLC ILLiad for fulfillment. The user selects the method and location of material delivery, without needing library staff to assist. It's perfect for large, distributed campuses with multiple locations.

OCLC ILLiad tracks all your users' requests and notifies them when requests are completed. It even shows their request status, so they can see when each item is likely to be filled. It's a convenient feature for researchers and others who need specific articles by a certain deadline.

End users love the simplicity. At **Southeastern Louisiana University (SELU)**, active research faculty and eager students quickly adopted the new paperless, Web-based interlibrary loan service. "They are impressed with the system's features and they spread the news on campus," says Rodney Clare Jackman, Reference/Instruction Librarian at SELU's Sims Memorial Library.

At SELU, good news traveled fast. And now, thanks to OCLC ILLiad, its interlibrary loan requests can go just as fast.

Benefits

Save time by automating routine interlibrary loan functions

Do more with the same staff by freeing them from rekeying information and manually tracking requests

Improve service to end users by letting them initiate and track their ILL requests online

Eliminate ILL request paperwork, thereby reducing clutter and minimizing hand-copying errors

Features

Integrated WorldCat Resource Sharing functionality

End-users initiate requests via OpenURL-supported reference services

Electronic document delivery using Odyssey

Real-time statistics, to track workflows and quantify lenders

A single interface to ILL functions for staff

Web accounts for end users to submit and track their requests

NLM's DOCLINE integration—send, receive and track requests

ISO compliance for peer-to-peer lending through ISO ILL

Z39.50 compatibility for access to OPACs and item verification

Requirements

OCLC ILLiad is a client/server solution, where the server software is maintained locally by your IT staff or hosted off-site by OCLC. Atlas Systems, an OCLC partner, provides OCLC ILLiad software development, live Web-based training and documentation.

Hardware for OCLC ILLiad client

- Intel Pentium 4 or greater (Pentium III 1 GHz min.)
- 512 MB RAM or greater (256 MB min.)
- Ethernet connectivity to the Internet/intranet
- Color inkjet printer highly recommended for printing labels.

Software

- Windows 7, Windows Vista or Windows XP
- Microsoft Word 2010/2007/2003
- Internet Explorer 6.0 or higher installed for the latest SQL Server compatibility

Web resources

www.oclc.org/ILLiad/
General OCLC ILLiad information, including case studies, additional system requirements and documentation

http://resourcesharing.webjunction.org/818/resources/discussion

An open community forum for discussing OCLC ILLiad procedures and optimizing services

www.atlas-sys.com/products/odyssey/

Complete information about Odyssey with download instructions and documentation

Learn more

For detailed information on OCLC ILLiad, including pricing, the ability to order online and preimplementation resources once you've ordered, please visit the OCLC website: **www.oclc.org/illiad/**.

To discuss additional **OCLC ILLiad** installation options and your library's unique situation, call **OCLC Library Services** at **1-800-848-5878.**

WorldCat

When you use OCLC services such as OCLC ILLiad for interlibrary loan, you're using WorldCat, the world's most comprehensive bibliographic database. WorldCat connects librarians, students, researchers and other library users to more than 230 million records and 5,000 years of recorded knowledge. Updated at a rate of nearly one new record every 10 seconds, WorldCat contains bibliographic records and holdings information contributed by more than 9,000 libraries around the world.

OCLC helps libraries in more than 100 countries.
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