

Buy It!



Electronic Delivery

... prior to this ...  
information.

In the event that you accidently  
smithda@oclc.org to have the

Electronically Received A

Transaction	View	Size
118	View	858.85 KB
268	View	71.4

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Resource Sharing



Help searchers  
go from discovery  
to delivery

# Delivery Services Solutions

Get physical and electronic items to your end users...fast!



**OCLC**<sup>®</sup>

The world's libraries.  
Connected.™

Thousands of libraries in more than 40 countries form OCLC's global resource sharing network, providing users worldwide with bibliographic, abstract and full-text information when and where they need it. OCLC® delivery services give you an unmatched ability to satisfy your users with more than one billion holdings—both physical and electronic—in WorldCat®, the most comprehensive database of bibliographic and library ownership information.

## Delivery solutions for end users

OCLC network delivery solutions—WorldCat® Resource Sharing and ILLiad®—get your library's materials items into the hands of end users quickly. This drastically cuts the amount of administrative paperwork performed by your staff, freeing them to concentrate on other work that increases user satisfaction.

### User-focused services connect people to the resources they're looking for

Whether a search begins in the WorldCat® database through FirstSearch, WorldCat® Local or WorldCat.org, or on a WorldCat partner site (Google, Yahoo! Bing, etc.), your users can get items they discover with an easy-to-use interlibrary request form. Identified items can be obtained in several ways: clicking a link to a website, digital object or open access article; placing a hold in a local OPAC; using a "buy it" option to purchase the item; or initiating an interlibrary loan request.

Users who search WorldCat or other databases on the FirstSearch® service can locate needed materials and request them through the library's custom interlibrary loan request form.

### From library to desktop

Libraries and groups that use OCLC for interlibrary loan allow users to benefit from personalized features—24 hours a day, 365 days per year—via the Web. Having documents delivered straight to their desktops allows users to revisit documents over a period of time. Self-service functions allow users to check on the status of their interlibrary loans through some services.

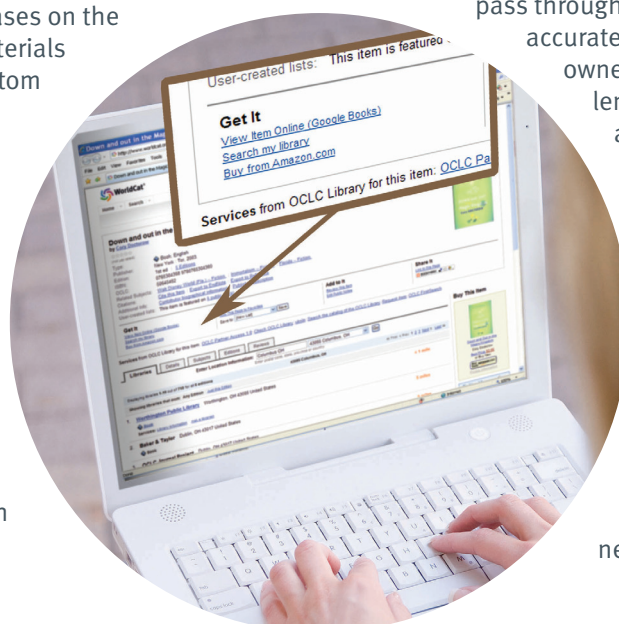
Rules based on item format and characteristics such as library policies enable automatic request processing and are integrated into scanning and electronic delivery software. Requests are populated directly from search results—to ensure accuracy and access to serials at the issue level.

Staff can send and receive documents from other participating libraries and non-OCLC sites. Whether a requested journal article comes from your own remote storage unit or from somewhere else, OCLC helps you deliver documents quickly and easily.

### Delivering innovation

The WorldCat knowledge base simplifies the way your library can share electronic resources. The result is time savings for your library staff and faster access to electronic resources for the people who need them—sometimes within just a few hours.

Article requests submitted through Direct Request pass through the knowledge base for an accurate determination of locally owned items and potential lenders and lending libraries are equipped with links to the electronic resources in their collections along with the rules that govern their loan. Once your library has loaded its local knowledge base into the WorldCat knowledge base, you can share electronic resources with borrowing libraries without time-consuming manual steps to locate and retrieve needed items.



# Delivery benefits for library staff

## More delivery choices

When you're a part of the WorldCat Resource Sharing community, your ability to satisfy the next customer is unmatched. You'll fill 95 percent or more of requests, so your library will increasingly be viewed as a "one-stop" provider of essential services to its customers.

With WorldCat Resource Sharing, the same Web-based interface is used to make requests and fulfill them: OCLC's FirstSearch reference service. Customers create their own requests in FirstSearch, while staff use a full-featured interface behind the scenes to fulfill requests.

OCLC ILLiad maximizes all the tools necessary to serve high-volume resource-sharing libraries, and offers the flexibility to customize services to fit local needs. It automates the processing of interlibrary loan requests, compiles lending and borrowing statistics, provides financial tracking for lending and borrowing, and delivers articles and other documents electronically.

ILLiad hosted service provides complete server hosting to all ILLiad users. This optional service includes all of the server hardware and software components needed, as well as backups, system-and-software upgrades, and customization and installation time from developers.

## Future delivery services from OCLC

OCLC is developing a future delivery service that will give WorldCat Resource Sharing users a new interface that simplifies library and end-user requesting workflows through time-saving resource sharing tools. Included in all WorldCat Resource Sharing subscriptions, the service:

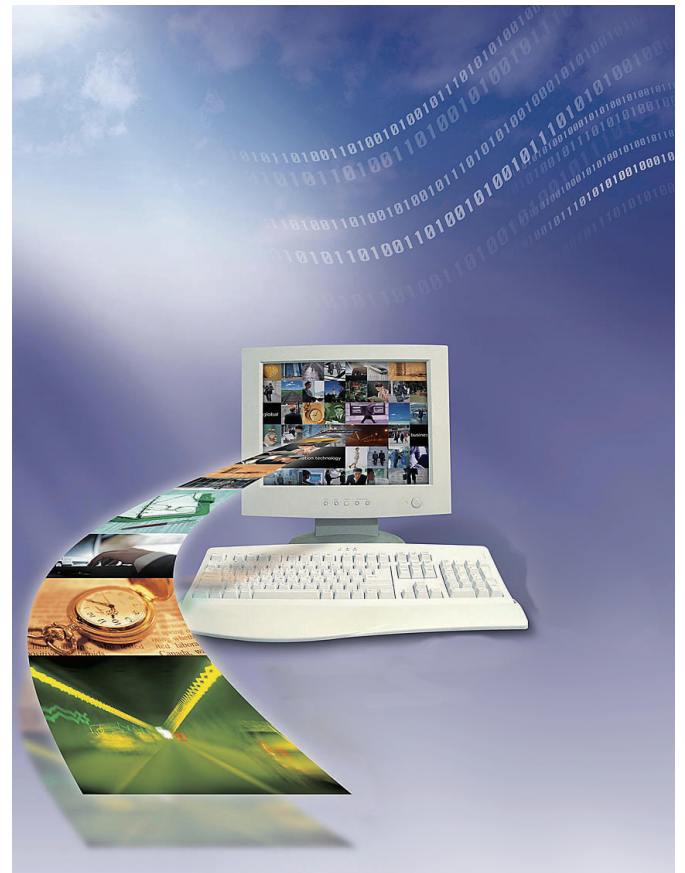
- Uses a new, easy-to-navigate interface that incorporates "buy it" options into more traditional interlibrary loan functions;
- Integrates with the OCLC Policies Directory to include display of lender costs;
- Automatically extends the lender string as needed;
- Eliminates the need for borrowing staff to manually manage "Enter my symbol twice" (EMST) lenders;
- Simplifies access to appropriate editions;
- Displays item availability in the staff interface and uses shelf status to select a lender.

In addition, the new service will provide centralized account management in the same easy-to-use administrative interface staff use for WorldCat.org, WorldCat Local and Web-scale Management Services. Library users will use familiar WorldCat.org-based services for discovery and to place requests.

Development of this future service is in progress, working toward a release to member libraries in mid-2012.

**"We are a medium size library and an [ILLiad] hosted site and I can't imagine any cons. We don't have a systems librarian so we would have no one to maintain our own server and no one who would understand the technical lingo, or be able to deal with the technical problems that, of course, would arise. We do, of course, have an IT department who we can consult but there's no way they could be devoted to maintaining ILLiad. For this reason, I really appreciate the support and convenience of being hosted, particularly around upgrade times, when everything is done from OCLC's end."**

**—Ken Venet, Barry University,  
Miami Shores, Florida, USA**



## Benefits and features

### WorldCat Resource Sharing

- Connects users to materials with a comprehensive, single source for library materials around the world
- Increases use of collections, including articles in electronic resources
- Decreases costs and saves time through integrated management of request direction and deflection, fee management, custom holdings settings and direct requests
- Fill more than 95% of your ILL requests through a single service
- Comprehensive, single source of access to all formats of library resources
- Your library receives requests only for items that you can supply based on your local rules
- Set up preferred lending partners and custom holdings groups in the Policies Directory to help direct requests intelligently through flexible layers of library, groups, consortia and worldwide materials
- Offers your users multiple self-service options for online ordering
- WorldCat knowledge base helps fill electronic article requests within hours

### ILLiad

- Save time by automating routine interlibrary loan functions
- Users can initiate and track their ILL requests online
- Eliminate ILL request paperwork, thereby reducing clutter and minimizing hand-copying errors.
- Integrated WorldCat Resource Sharing functionality

- ILLiad hosted service provides complete server hosting to all ILLiad users
- Supports requests via FirstSearch and OpenURL-supported reference services
- Electronic document delivery using Odyssey
- 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
- Real-time statistics, to track workflows and quantify lenders

## Related services

**WorldCat** makes your collection and services more visible to more people. How? By getting them in front of information seekers on the medium they turn to first: the Internet.

**WorldCat Local** combines the ability to configure WorldCat.org as a solution for your local discovery and delivery services with the cooperative power of OCLC member libraries worldwide. You gain added value with local branding; integrated search and discovery of physical, digital and licensed electronic collections; local relevancy ranking of search results; and integrated access to multiple delivery options.

**Group Catalog** provides a single view of your group's resources. Your group catalog is created from records already cataloged in WorldCat by your member libraries. For libraries not currently cataloging with OCLC,

we provide convenient batchloading of records into the group catalog.

**Cataloging and Metadata services.** A broad range of services that reduce costs, enhance productivity and complement your cataloging workflow. Recognized as best-in-class for cataloging quality, OCLC services include integrated online cataloging, custom and copy cataloging and a variety of metadata services.

**WorldCat® Registry** is a Web-based directory for libraries and library consortia. It is an authoritative single source for information that defines institutional identity, services, relationships, contacts and other key data often shared with third parties.

**The WorldCat knowledge base** helps you better manage the workflows associated with electronic materials. It combines data about your library's electronic content and linking features that enable access to the content.

## WorldCat

When you use OCLC delivery services, 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.  
Please contact us to learn more about OCLC in your part of the world.

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