OCLC is connecting the content, technology and expertise of member libraries worldwide to create the first Web-scale, cooperative library management services

Web-scale Management Services

OCLC® Web-scale Management Services will move crucial library services and associated data to the network—sometimes called “the cloud”—freeing library systems and staff from time-consuming maintenance and repetitive tasks.

The components of Web scale

**Web-scale Discovery:** WorldCat Local™, already in place, provides a single search that connects people to all of your library materials—physical, electronic and digital—as well as to the delivery services that get them what they need.

**Web-scale Cataloging:** WorldCat®, the world’s largest library catalog, provides detailed bibliographic data for more than 165 million records and 1.6 billion holdings. This cooperative effort, built over 40 years, allows libraries to share key metadata efficiently and effectively.

**Web-scale Circulation and Patron Management:** Perform all of the circulation and delivery tasks you currently rely on, but in a networked, Web-based environment. No software installation. No maintenance. No downloads. Perform operations from any computer with a Web browser. User interface design and upgrades are based on the collective insight and feedback from member libraries worldwide.

**Web-scale Print, Electronic and Serials Acquisitions:** Finally, all of your acquisitions functions will be available in one service. No shuttling back-and-forth between print and electronic. No copying-and-pasting from one window to another. Just an easy-to-use system that helps you manage what your users need most.

**Web-scale License Management:** As electronic resources become more and more prevalent and sought after, managing your licenses takes on a new importance. Using one system that connects to the rest of your library management services will save you time and make your electronic materials easier to maintain.

**Web-scale OCLC Service Configuration:** Already in use for WorldCat Local, the Service Configuration module enables library staff to configure OCLC products in one place and avoid data entry duplication and errors for different OCLC products.

**Web-scale Workflow Engine:** The workflow component allows libraries to build sharable processes to support staff and systems. Providing an introductory “generic” set of workflow processes for print and licensed materials management will facilitate both transparent and explicit task management. Ongoing, the underlying workflow engine will introduce graphical views of library workflows and more easily accommodate new media types within libraries.

**Web-scale Cooperative Intelligence:** Business Intelligence will aggregate the datasets created by the network effects of the platform to create new and compelling collection management tools for libraries. Possible areas include management tools to evaluate consortial funds, collection management and development, usage statistics, real-time circulation data, collection shifting, recommender services, profile sharing and enhanced resource information. The goal: cooperative information for better decision-making.

How the Web-scale Management components fit together
The “musts” of Web scale

From the onset, the development of Web-scale Management Services has kept certain principles in the forefront of system and service design. OCLC architecture and engineering teams are incorporating necessary infrastructure elements to provide:

- **Security**: Hardware and software safeguards must be in place to ensure secure operation.
- **Privacy**: Private data is private data. This is true for local systems and applications and associated information that live on the Web.
- **Economy**: Comparing costs of local operations to Web scale needs to make economic sense.
- **Availability**: High standards must be met for system and service availability. Downtime must be absolutely minimized.
- **Scalability**: Web scale has to meet needs from small to large, and independent to group or regional consortia.
- **Standard APIs and data exchange**: Modules should be sufficiently open that customizations are possible, encouraged and shared.

**How is OCLC doing this?**

The active involvement of OCLC members is crucial to the success of Web scale. OCLC is relying on two important groups to guide our efforts to build Web-scale management services for libraries.

The first group is tactical in nature—pilot libraries that are testing application functionality, data migration, implementation and support. These include:

- **CPC (Craven, Pamlico, Carteret) Regional Libraries** in North Carolina
- **Idaho Commission for Libraries**, including Boundary County Public Library, Payette County Public Libraries and the Cooperative Information Network (CIN)
- **Orbis Cascade Alliance** and **Linfield College Libraries**
- **Pepperdine University Libraries**.

These libraries are already testing circulation and patron management modules and will continue iterative testing and product review as new functionality is developed.

The second group is the Library Advisory Council, comprised of leaders in the library community from OCLC member institutions. The council’s purpose is to provide advice to OCLC on overall direction, validate strategic positioning and be a sounding board for new ideas for Web-scale management services. The experience provided by the wide range of library practitioners on the council will help OCLC create a strategy that meets the needs of libraries across various sectors and geographies. As members of the cooperative, their ideas and feedback are integral to the development of Web-scale services.

**Why OCLC?**

OCLC is uniquely positioned to build services using 21st-century technologies, and build them upon the great assets of the cooperative—the WorldCat database, the WorldCat Registry™ of 100,000+ libraries, the WorldCat Link Manager™ Knowledgebase and 40 years of cooperative, network-level applications.

The breadth and depth of the WorldCat database positions OCLC to provide an unparalleled set of services for library automation and management, and it gives OCLC members an opportunity to share data and workflows that have remained isolated until now.

OCLC is also fortunate to bring the knowledge of several library management systems staff to the table. With more than 1,000 customers and hundreds of staff dedicated to locally deployed and hosted library management systems worldwide, OCLC’s effort to build the first Web-scale Management Services for libraries represents a company-wide, global effort.

The goals may seem lofty, but the basic mission is simple. OCLC members can work together to create network-level applications for traditional library management activities. This will result in cost savings, greater efficiency and the ability to better leverage collected data and intelligence.

The effort to add acquisitions and circulation to WorldCat fulfills the mission that Fred Kilgour defined over 40 years ago. OCLC is not only uniquely positioned to create meaningful change for libraries, it is obliged to do so.

For more information, contact your OCLC Library Services representative at 1-800-848-5878 or libservices@oclc.org

To sign up for e-mail alerts related to OCLC Web-scale Management Services and other topics, please visit: www.oclc.org/us/en/email/subscribe.htm

---

© 2010 OCLC, Inc. All rights reserved. The following OCLC product, service and business names are trademarks or service marks of OCLC, Inc.: OCLC, WorldCat, WorldCat Link Manager, WorldCat Local, WorldCat.org, WorldCat Registry and “The world’s libraries. Connected.” In addition, the WorldCat symbol and OCLC symbol are service marks of OCLC. OCLC grants permission to photocopy this publication as needed.