TouchPoint
Discovery and Delivery Service integrated in your library
OCLC TouchPoint

No two libraries are the same. For libraries or consortia needing to make their individual, unique and extensive collections accessible, OCLC TouchPoint provides an end user discovery & delivery tool that can be tailored to mirror a library’s exact requirements.

Based upon state-of-the-art search engine technology, TouchPoint facilitates multi-level connections. Connections with your institutional data held within local library systems, with your licensed content held by third parties and now also with user-centred content hosted on the global platform, WorldCat.org, as well as OCLC web services.

Intelligent architecture mirroring the user’s approach

Discovery services require an intelligent program architecture. One that can interact with different local management systems to pull data on print collections situated in the library, or electronic full-text from the digital collections libraries license, or printed materials that a library has access to through borrowing arrangements with other libraries. The user does not distinguish between whether an item is print or digital, locally held or remotely hosted, so TouchPoint integrates with the widest possible set of systems to deliver on that approach.

Complexity disguised

TouchPoint offers a single, simple search interface for users wishing to search across local and remotely held resources. No tabs, no links, no jumping around between disparate collections of materials. Users conduct their search in one place. The simplicity of this approach disguises any complexity and can be scaled to cater for libraries with the highest levels of electronic resource usage and multiple repositories that are available for learning and research purposes. TouchPoint can also offer a configurable delivery resolver that directs the user to the most appropriate delivery choices for physical, digital and licensed electronic content as well as purchase options.

SwissBib

SwissBib sought a simple but sophisticated discovery solution to front their catalogue and provide fast, easy and comprehensive access to scientific information in Switzerland.

Hannes Hug, head of project SwissBib said:

“The OCLC metadata hub provides SwissBib with a flexible and powerful system solution, which helps to reduce the complexities of the “Swiss Library ecosystem”. The combination with TouchPoint gives us the possibility to deliver to our users one entry point with a modern and clean interface and help them access the materials of the majority of Swiss libraries.”
Making connections between local discovery and global services

TouchPoint is one of a host of products OCLC provides to satisfy the needs of libraries around the world. Developmentally, it harnesses additional benefits from being part of a global network of libraries. The benefits of sharing, cooperation and collaboration.

OCLC’s global WorldCat platform, supports a number of web services which TouchPoint uses to enrich the user experience. Lists, reviews and ratings are all features that users have come to expect when conducting search, in what we now commonly call a web2.0 environment. Our joined up approach to development, ensures that it can take advantage of OCLC networked services to enhance the connection between libraries, users and the web.

Ideal interface for regional cooperation

TouchPoint can also be implemented as an end user interface fronting regional cooperative initiatives. Consortia harvesting metadata from library catalogues to create a single database of records can use TouchPoint as their end user discovery tool. In some instances, OCLC are providing the entire solution, with CBS software supplying the metadata hub, and TouchPoint the discovery & delivery interface.

“Putting it all together” with WorldCat Link Manager

WorldCat Link Manager is the perfect addition to TouchPoint for libraries that want their users to be able to link from article citations to the full-text version, but don’t want the hassles of running their own link-server operation.

WorldCat Link Manager is an OpenURL link resolver that allows for seamless integration of resources by bridging the gap between article citations and full text.

WorldCat Link Manager comes complete with the world’s largest and most accurate linking knowledgebase - over 90,000 journal records and more than 3 million records of aggregator/provider data, including 900,000 eBook records that are refreshed monthly. Library staff can modify title coverage information to accurately reflect the resources in their collections.

In addition, WorldCat Link Manager continuously tracks the coverage of over 100 of the top journal aggregators from ACM to Wiley InterScience, so it’s easy for you to decide when you want to add additional links to eContent in your catalogue.
## TouchPoint –at a glance

### Benefits

- **Access to a single interface** - users don’t jump between multiple systems to search different kinds of materials.
- **De-coupled from any library management system** giving you the freedom to choose the service that most suits your library’s needs.
- **Fast, seamless access** to the most appropriate delivery options means users link directly to electronic content, circulation activities and resource sharing unconsciously.
- **Meet users’ web-influenced expectations** with simple keyword search and global social-networking tools, such as list-sharing, reviews, ratings and personal profiles.
- **An intelligent program architecture** that mirrors the expectation of users who make no distinction between print and electronic materials.

### Features

- **Supports state of the art search engine technology** from a variety of providers including FAST, PSI, SOLR/Lucene
- **Additional Metasearch functionality** supporting Z39.50 / SRU
- **Interoperates with ILS and resource sharing services**
- **Fully integrated into OCLC’s ILSs**
- **Various search features** (e.g. faceted browsing, linguistical functions etc.)
- **Multiple views on one data set**
- **Multilingual Interface**
- **Makes use of WorldCat web services – lists, reviews and ratings**
- **My Library Features**: Use bookmarks, personalize your search and database preference settings
- **GUI fulfilling accessibility guidelines**

### Technical features

- **XHTML 1.0 conformity**
- **Service-oriented architecture (SOA)**
- **Link-resolver support via Open URL**
- **Single-Sign-On support** (e.g. Athens, Shibboleth, etc.)
- **Plug-ins for modification/ enrichment of “Full- and short hits”**
- **Plug-ins for the modification of search requests**
- **Use of function-tag libs for GUI-extensions**
- **XSLT-transformation for the implementation of additional “display-formats”**
- **Freely definable data formats and search categories**

### For more information

To find out more about TouchPoint, please visit our web site at [www.oclc.org/touchpoint](http://www.oclc.org/touchpoint). Or contact: uk@oclc.org.

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