Delivery Services Solutions

Get physical and digital items to your end users...fast!
Thousands of library systems 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 digital—in WorldCat®, the most comprehensive database of bibliographic and library ownership information.

When your library shares resources through WorldCat, you elevate your collection’s profile. Your resources’ global stature is further enhanced by the WorldCat partner program, which puts OCLC library holdings in the search results of search sites such as Yahoo! Search and Google. Web users outside the library environment discover your resources at the place where many start their search. OCLC network delivery solutions—WorldCat Resource Sharing™, ILLiad™, WorldCat Navigator™ and WorldCat Link Manager™—get your library’s physical and digital 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.

Delivery solutions for end users

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

People want to place requests online without assistance. When your library provides online access to content in locations familiar to them, the user experience is enhanced, resulting in increased user satisfaction. Integration of OCLC delivery services with discovery options means that you can close the loop for your users, providing for their needs across the entire spectrum of information-seeking requirements.

OCLC helps libraries meet users where they are on the Web. With OCLC delivery services, when users find materials online—through FirstSearch®, WorldCat.org, WorldCat Local, a Google or Yahoo! search or another reference service—they can initiate and track their own delivery requests. Once they set up personal accounts through your Web site, they can request materials whether they’re in the library or not.

From library to desktop

Libraries and groups that use OCLC for interlibrary loan allow end 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, and they are provided with electronic updates of their requests’ progress.

Rules based on item format and characteristics such as library policies enable automatic request processing and are integrated into scanning and electronic delivery software. Request input is streamlined through population of requests directly from search results, and access to serials at the issue level provides fast, accurate fulfillment.

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

WorldCat Link Manager is an OpenURL link resolver that allows users to link from an article citation to the full-text version of the article. WorldCat Link Manager™ “puts it all together” for libraries that don’t have the time or means for running their own link-server operations. It effectively bridges the gap between article citations and full text.

Home delivery. Coming soon, a new feature that integrates ILL and direct delivery to library users in the U.S. via WorldCat Resource Sharing. A beta service will deliver books from Better World Books—a book supplier—directly to a library user’s home or office, along with a purchase option giving users even more choices.
More delivery choices

When you’re a part of the WorldCat Resource Sharing community, your ability to satisfy the next customer is unmatched. At the core of this 9,100+ library system is the comprehensive WorldCat database. With more than one billion holdings—both physical and digital—WorldCat crosses all manner of subjects, languages and cultures. 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. Contextual help and tutorials help staff learn as they go.

OCLC ILLiad maximizes all the tools necessary to serve high-volume, resource-sharing libraries, while offering the flexibility to customize services for community colleges, universities, public and special libraries. 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 back-ups, system-and-software upgrades, and customization and installation time from developers. Whether you need extra help setting up ILLiad or require off-site hosting, OCLC provides reliable support and installation options.

WorldCat Navigator is a new service that provides seamless resource sharing within your library group and beyond. The service manages returnable and nonreturnable items, and integrates with circulation systems and the wider OCLC resource sharing network to create a superior discovery-to-delivery tool. Your users experience a more intuitive and streamlined process, while your staff saves time and effort.

OCLC delivery solutions save time and money

OCLC helps you connect discovery to delivery while cutting the amount of administrative paperwork performed by your staff. Easy-to-use tools and features allow you to manage resource sharing tasks more efficiently so that you can concentrate on your users.

The Fee Management feature of WorldCat Resource Sharing allows you to reconcile resource sharing charges and receipts directly through your monthly OCLC invoice. You’ll also eliminate invoices and check writing to individual lending partners.

OCLC’s Policies Directory™ can review the lending and copying policies of other libraries participating in WorldCat Resource Sharing. Interlibrary loan requests are automatically deflected to the next resource lender for materials your library does not wish to loan. And because WorldCat Registry data is incorporated in the Policies Directory, it’s all done automatically, improving workflow and reducing the amount of time a request remains in “pending” status.

When your library shares resources through WorldCat, you elevate your collection’s profile.
Benefits and features

**WorldCat Resource Sharing**
- Shorten turnaround time with user-initiated requests, automated fulfillment and re-use of common data
- Library groups avoid duplicate content—groups share what they have and plan acquisitions around collective holdings
- Automatic deflection options automatically 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
- Integration with the OCLC FirstSearch reference service
- WorldCat searching offers basic, advanced and expert query of the definitive bibliographic and library holdings database
- Request Manager keeps staff review of requests organized and Fee Management simplifies billing with lending partners
- Usage reports provide comprehensive statistics

**ILLiad**
- Save time by automating routine interlibrary loan functions
- End users can initiate and track their ILL requests online
- Eliminate ILL request paperwork, thereby reducing clutter and minimizing handwriting errors
- Integrated WorldCat Resource Sharing functionality
- ILLiad hosted service provides complete server hosting to all ILLiad users
- End-user requests via FirstSearch and OpenURL-supported reference services
- Electronic document delivery using Odyssey
- NLM’s DCCLINE 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

**WorldCat Navigator**
- Navigator Request Engine (NRE) integrates disparate circulation functions, automating parts of the delivery process that currently require multiple staff interventions in multiple systems
- Seamless routes requests within and outside your consortium
- Circulation processes include: place hold, check in, check out, accept item, cancel, renew, look up user and look up request
- Ability to place holds and requests at the local, consortial and global levels
- Integrates user authentication and affiliation
- Supports multiple resource sharing protocols, including NCIP, NCIP II, SIP, SIP2, HTML OPAC (“screen scraping”) and Download Port
- Offers the ability to manage both returnable and nonreturnable items
- Streamline resource sharing processes by eliminating redundant activities and reducing staff touchpoints in the request cycle
- Increase user satisfaction by providing one interface for discovery and delivery.

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.

OCLC helps libraries in more than 100 countries.
Please contact us to learn more about OCLC in your part of the world.