

# ILLiad hosted service

OCLC ILLiad resource sharing management software helps you automate your routine interlibrary loan processes to reduce paperwork and free your ILL staff for other important work. Choosing the ILLiad hosted service frees your IT staff as well by allowing OCLC to manage your hardware, software, server, data security and system upgrades. Simply put, OCLC server hosting enables your whole staff to focus on your most important priority: your users.

## Benefits of a hosted service

A library's greatest strength comes from providing users with timely support and quality service. At the same time, you need to keep an eye on costs, the maintenance and security of your IT systems, library system interoperability and statistics that show the value of the services you provide.

ILLiad® hosted service allows you to do all those things while managing your interlibrary loan system. With ILLiad hosted service, you get all the great benefits you expect from your traditional ILLiad service while OCLC® manages the needed server hardware and software for you. We maintain all server-side IT components, conduct all updates and troubleshoot all issues for you. You get the benefit of 24/7 IT support without hiring any more staff members.

**“We are a medium-sized library. 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 would arise. 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, FL**

ILLiad hosting services provides numerous benefits, including:

- ▶ keeping your library current with ILLiad upgrades on your schedule;
- ▶ improving your library's ILLiad response time by condensing database historical transaction data and log files;
- ▶ reducing internal technical support demands;
- ▶ eliminating future costs for ILLiad server hardware and software maintenance and upgrades;
- ▶ providing all ILLiad server components, including Windows IIS Web server, MS SQL database server and dedicated firewall;
- ▶ giving you fast responses to server problems by our customer support department;
- ▶ including constant on-site monitoring of hosting hardware and software within OCLC's climate-controlled and restricted-access computer facility;
- ▶ performing incremental and full back-ups of server contents and database data on an hourly, nightly and weekly basis for disaster recovery requirements, with back-ups also duplicated in off-site storage;
- ▶ eliminating the need for IT server expertise; and
- ▶ offering a single point of contact for migration, including implementation and troubleshooting support.

# With OCLC's dedicated experts, you can easily migrate your library to ILLiad hosted services with no additional fees

<i>You do this...</i>	<i>We do this...</i>
<b>Step 1: set-up and configuration</b>	
Fill out the migration to hosted service request form at <a href="http://oc.lc/illiad-migration">oc.lc/illiad-migration</a> . Complete and submit the questionnaire.	Welcome you with a questionnaire to help us learn more about the technical set-up of your library. Review your technical set-up and send you instructions for the following steps.
<b>Step 2: connectivity test</b>	
Complete the pre-migration connectivity test. Work with OCLC to schedule migration date.	Verify success of connectivity test. Work with library to schedule migration date.
<b>Step 3: migration day</b>	
Complete migration day instructions. Work with OCLC to complete configuration and migration of data.	Build your hosted server and verify operation. Work with library to complete configuration and migration of data.

“OCLC’s ILLiad support team rocks! My predecessor made the best decision when she made us a hosted library. Our instructions from our training were to call OCLC for help. They have rescued our collective fat from the fire on many an occasion.”

**HEATHER CAMPBELL**  
**JACKSONVILLE PUBLIC LIBRARY**  
**JACKSONVILLE, FLORIDA**

## Don't have ILLiad yet?

To learn more about whether ILLiad is right for your library, visit <https://oclc.org/en-US/illiad.html>.

## For more information

We look forward to helping you free up your library staff to provide more support and service to your users.

For more information, please visit <https://oclc.org/en-US/illiad/hosted.html> or contact OCLC Library Services at **1-800-848-5800** or [libservices@oclc.org](mailto:libservices@oclc.org).

