



# Newsletter



We would like to thank you for working with us over the past year and wish you all the best for the holidays and the New Year. We look forward to a successful 2007 together with you.

## 'Enquire' online reference service moves into new phase

In a resounding endorsement of the People's Network Enquire service, more than 60% of English library authorities have committed to participate in its second phase to March 2009. The outstanding service libraries have delivered to the public through Enquire will continue to foster a growing online community who seek and value the trusted, high-quality information services that only libraries can provide. The Museums, Libraries and Archives Council MLA, on behalf of library authorities in England, has decided to continue and expand the collaboration with OCLC PICA. As technology partner-supplier during Phase I, OCLC PICA was invited to assume full responsibility for Enquire management and development over the next phase from 1st November 2006 until 31st March 2009.

Enquire, as one of the three People's Network services ([www.peoplesnetwork.gov.uk/](http://www.peoplesnetwork.gov.uk/)), offers information seekers a live, interactive question and answer service. It sets a marker for public library services online, bringing professional librarian expertise and guidance to the public at their point of need. Through the collective commitment of participating libraries, in collaboration with international partners, Enquire is available 24 hours a day, every day.



Since the service was launched in May 2005, Enquire has answered more than 17,000 questions, becoming a valuable tool for a variety of users from school children to freelance researchers.

Enquire is delivered using the QuestionPoint reference management platform from technology partner OCLC PICA. As well as providing the chat tools for communicating with users, QuestionPoint supports the collaborative working between librarians that Enquire needs to provide a 24 hour service. For example, librarians may communicate with each other, transfer calls and follow-up offline by having QuestionPoint email further information after a live interaction has ended.

Link to [full press release](#).

## OLIB 7.6.1 released

The latest version of OLIB, OLIB 7.6.1, was released at the end of October. OLIB 7.6.1 is a consolidation release following the launch of OLIB 7.6.0 in the summer. The focus of this release is on a small number of enhancements, together with the usual round of bug fixes.

The biggest change is in the way the SDI (Selective Dissemination of Information) service is provided. For the first time, users will be able to define more than one SDI profile, and they can also specify the frequency of their SDI alerts. In addition, users can enter a free-text search string as the basis of an SDI profile instead of a list of general subject headings.

OLIB 7.6.1 also includes a wider range of email alerts, e.g. held reservation notifications and notifications of issues recently checked in. It is also possible to include a link to OCLC's Open WorldCat from a record in WebView.

Please contact your account manager for further details of the release and to discuss an upgrade.

## Dutch WSF libraries opt for CONTENTdm

The Dutch Haarlem public library, the Maastricht public library and Tresoor (Frisian historical and literary centre) in Leeuwarden have decided to jointly acquire CONTENTdm software. With this package they can publish and manage digital collections online. These three regional academic support (WSF) libraries will jointly use one CONTENTdm licence to make heritage collections better accessible on the Internet. Tresoor will act as hosting organisation for all three.

## Open WorldCat Update

Joining Open WorldCat - which enables access to your library's records in WorldCat via search engines like Google, Yahoo, etc. - is really taking off in Europe. Many more libraries and groups have started participating since summer 2006, by agreeing to load their records and holdings into WorldCat: GBV, HeBIS, BSZ, DNB, BSB (all Germany), NUKAT (Poland), Leicester University (UK), Malmö Stadsbibliothek (Sweden) and Russian State Library. The record loading has also become apparent in the catalogue size: between end of August and mid December 2006, WorldCat grew from 71 to almost 77 million records. OCLC PICA has now completed the European pilot of Open WorldCat with a group of UK and Dutch libraries that tested the European enhancements - interface translations, post code data and "buy it" options. The pilot provided us with valuable input for the next steps. For example, we have since taken the decision to integrate Open WorldCat into our Discovery Services (initially FirstSearch and PiCarta, and later UnityUK). A further step will address linking OCLC PICA Delivery, ILS and ILL services.

### Upcoming Open WorldCat events:

- OCLC PICA will host a series of roadshows in Spring 2007 to explore WorldCat, WorldCat.org (launched August 2006) and Open WorldCat with our customers - to register your interest, click [here](#).
- A further (Dutch) buy it option Bol.com will become available in January 2007.

## Service Desk improvements for 2007

As part of our commitment to improving customer services, we are upgrading our Support Call Management System. We aim to offer a coherent support service across the range of OCLC PICA products. From end January 2007, customers supported by the Netherlands Service Desk will notice an updated look and feel to the online interface for logging and tracking calls. In Spring 2007, the improved online interface will be rolled out to customers supported by Service Desks in UK, Germany, USA, and Australia/New Zealand. The benefits of the Online Service Desk include 24/7 call logging, and easy tracking of call status.

## German library cooperative HeBIS participates in Open WorldCat

At the end of October, Berndt Dugall (director of HeBIS and chief librarian of the Frankfurt University, photo right) and Rein van Charldorp of OCLC PICA (left) signed an agreement to load the records of the 26 HeBIS libraries into WorldCat. This loading arrangement concerns about 5.5 million titles. Testing the data format conversion will take place early in 2007, with the loading itself following later in the year.



## Fast, customised evaluation of library holdings

The new OCLC WorldCat Collection Analysis service makes it possible for library staff responsible for collection management to analyse the age and subject content of their own collections, compare their collections with those of peer libraries, and compare, as a group, the level of overlap or uniqueness of their collections.

The service is designed to provide the most cost effective way to routinely evaluate collections. It enables library staff to communicate collection decisions to faculty, boards of trustees and administrators, as well as demonstrate financial needs and responsible stewardship of library acquisitions, budgets and collections.

WorldCat is the world's richest database of items held in libraries, comprising more than 58 million records that represent nearly 1 billion holdings. The WorldCat database grows at the rate of one new record every 10 seconds. The OCLC WorldCat Collection Analysis service provides tools for libraries to mine the deep, rich database that thousands of librarians worldwide collectively maintain as part of their

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### Events

- 19-24 January 2007 ALA Midwinter, Seattle, USA
- 30 January - 1 February 2007 Information Online 2007, Sydney, Australia
- 16 March 2007 CILIP Suppliers Showcase, London, UK
- 19-21 March 2007 Healthcare Computing, Harrogate, UK
- 16-18 April 2007 UK Serials Group, Warwick, UK

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Photo: Mrs. Skolnik of WSF and Mr. Van Charldorp of OCLC PICA have also signed an agreement to the effect that the 14 Dutch public libraries with academic support function (WSF libraries) will be the first in the Netherlands to participate in the Open WorldCat programme.

### Insight into virtual reference services

At the beginning of November OCLC PICA held an information day on virtual reference services for Higher Education institutions in the UK. It turned out to be a great day with so many of you coming along to find out about using virtual reference as part of library services. Our thanks to Rodney Amis, Kings College London, Andy Dodds, University of Birmingham and Linda Berube from Co-East who all gave valuable insight into their experience of virtual reference services and the benefits of managing enquiries in real-time using up-to-date technologies such as chat and co-browsing. For those of you that were unable to make it, we are looking at possible dates and venues in the UK for another information session next year. If you would be interested in attending please let us know by e-mailing Georgina Devane [g.devane@oclc-pica.org](mailto:g.devane@oclc-pica.org) and we'll make sure that we keep you informed. For those of you outside the UK interested in finding out more please contact [info@oclc-pica.org](mailto:info@oclc-pica.org).

### WorldCat expands with the addition of BSZ

The Bibliothekservice-Zentrum Baden Württemberg (BSZ) in Konstanz (Germany) has chosen to make the bibliographic and holding information of the Südwestdeutschen Bibliotheksverbund Baden Württemberg, Saarland and Saxonia available in WorldCat to reap the benefits of making their collection and services more visible to more people.



The agreement was signed between BSZ, represented by Mrs. Dr. Mallmann-Biehler (photo left), and OCLC PICA, represented by Mrs. Magin-Weeger (right), on November 23 during the BSZ-Kolloquium.

With this new addition, more than 12 million bibliographic records and in excess of 47.5 million holdings from over 1,200 academic libraries can be searched and found in WorldCat Discovery and WorldCat. Furthermore, owing to OCLC's association with some of the best-known search engine providers, this information will also be available on Google, Yahoo and Ask.

### German Exiles Archive Catalogue online

The German National Library has integrated a Catalogue for the German Exiles Archive 1933-1945 in its website by adapting its CBS system. The extension of the OCLC PICA system with a number of data fields meets the special requirements of an archive catalogue and at the same time offers the normal use of the search engine. This shows how users of the CBS can adapt it to their own usage and needs, years after its implementation.

### OLIB 7.3 and OLIB 7.4 de-support

OLIB 7.3 will be de-supported at the end of 2006, in line with our de-support schedule and as announced in last year's letter to customers. At the end of 2006, we will also be sending out a letter formally announcing the de-support of OLIB 7.4 at the end of 2007, which will give customers who are still on OLIB 7.4 a full 12 months to arrange to upgrade to the latest release.

OLIB 7.3 was released in April 2003, and there have been 3 more annual releases since then. OLIB 7.4 will have had a similar shelf life of 3.5 years by the time it is de-supported.

daily workflow.

The WorldCat Collection Analysis service allows library staff to view and analyze the age and content of their own collections by subject, and compare their library's holdings with the holdings of peer libraries, and limit the analysis to specific subject areas. For example, an academic library considering an Italian language program might compare its collection to other college libraries already offering such a program. Or, a public library might want to demonstrate the strength of its small business management collection by comparing its holdings with those of peer libraries.

For more information on WorldCat Collection Analysis please visit <http://www.oclc.org/collectionanalysis/>.

### The UnityUK service - 8 months on

The service behind the UK's biggest resource sharing service - UnityUK - has processed more than 19,000 requests since the service went live in April 2006. OCLC PICA have worked closely with The Combined Regions to work with subscribing libraries to develop the service according to the libraries' workflows and requirements. Each of the regions has had at least 1 user group, and another round is planned in February and March 2007.

Visit [www.combinedregions.com](http://www.combinedregions.com) for more information on the service

### Sheffield office passes ISO-9001 compliance again

November saw another visit from our ISO-9001 auditors who inspect OCLC PICA Ltd twice a year to check on our compliance to the standard. No issues were raised and the improvements we have put into practice since the last visit were commended. We hope you will see the benefit of this in the services we deliver to you. As always we are committed to satisfying - and preferably exceeding - our customers' expectations of the products and services that we provide.

### This year at Online Information 2006



Photo (left to right): Mark Carden (sales director, OCLC PICA), Janet Lees (community liaison, OCLC PICA) and Jay Jordan (president and CEO, OCLC) at Online Information 2007.

This year has been another busy Online Information 2006. It was great to see so many familiar faces again at the show and lots of new ones also. A warm thanks to all those who came to our drinks reception on Wednesday afternoon, it's always nice to catch up with friends and colleagues at Online and what better excuse than over drinks and nibbles. A number of OCLC and OCLC PICA colleagues were on hand over the three days to talk to, if you did not get a chance to speak to one of them or were not able to attend the show please e-mailing us via [info@oclc-pica.org](mailto:info@oclc-pica.org) and we will make sure someone gets in touch with you. We look forward to seeing you again at next year's Online Information, 4-6 December 2007.

For contact details of your local office click [here](#)

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