

# WORLD CAT NAVIGATOR IMPLEMENTATION PLANNING GUIDE

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**Document Purpose:**

This document is a resource to help guide your group through its WorldCat Navigator implementation process. Its content and the information you begin to define with it serve as a bridge to move you through early planning, configuration, and rollout. We encourage you to keep a printed or electronic version of it as a ready reference throughout the implementation process.

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**Version:** 2.0**Last Updated:** January 2011

# WorldCat Navigator

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## What is WorldCat Navigator?

WorldCat Navigator is:

- Group availability based on WorldCat
- The Navigator Request Engine (NRE)
- Circulation Gateway
- (Optional) ILLiad Integration.

Linked together with authentication, these four components interoperate to provide seamless resource sharing within your library consortium and beyond. WorldCat Navigator manages returnable and non-returnable items, and integrates with internal circulation systems and the wider OCLC resource sharing network to create a superior discovery-to-delivery tool that saves time for library users and increases efficiency for library staff working in library groups.

## What is group availability based on WorldCat?

Using OCLC symbols, your Implementation Manager builds a group from thousands of records already cataloged in WorldCat by the members in your consortium. The resulting structure enables your library users to limit search results to and view item availability from only those institutions within your group.

We put the group structure in place before you or we complete any other configuration activities. This is typically a very quick step in the process because every library that uses WorldCat on FirstSearch already has the necessary infrastructure in place.

**Note:** If you have a library in your consortium that is not currently cataloging with OCLC, your Implementation Manager will help coordinate convenient batch loading of records into the group. Also, see the *WorldCat Holdings* section of this document for more information about how to update or set holdings in WorldCat.

## What is the Navigator Request Engine (NRE)?

The Navigator Request Engine (NRE) is one of the central and most visible components comprising the WorldCat Navigator service. It is the staff interface for managing interlibrary/consortial request loan and copy requests made via WorldCat Navigator. NRE tracks a request through its complete lifecycle, providing information for both the item Borrower and the item Lender. Additionally, NRE allows your staff to:

- Manage incoming requests from other libraries
- Add and manage end-user accounts
- Place a request for an item
- Collect copyright fees for authors and publishers
- Run reports

## What is the Circulation Gateway?

Using standard protocols, such as SIP, NCIP, and ECIP, the Circulation Gateway translates messages and instructions between an institution's circulation system (ILS) and NRE to enable WorldCat Navigator to automatically perform actions in the library's catalog, such as placing holds and creating temporary bib records.

## What is ILLiad integration?

If a library uses ILLiad and has installed or plans to install 7.3 or higher during its Navigator implementation, its users may place and manage both their NRE and ILLiad requests from a single patron interface. With the Navigator-ILLiad integration, it is unnecessary for a library's users to log out of Navigator and onto ILLiad to place or view requests in ILLiad.

In addition to installing 7.3 or higher, ILLiad integration requires the installation and configuration of a local instance of EZ Proxy and the installation of an ILLiad Webservice. Both pieces of software are provided by OCLC at no additional charge to a Navigator library. Your OCLC Implementation Manager will work with each library to install and configure both of these pieces.

## Service Requirements

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To fully implement WorldCat Navigator, libraries need to meet the following standard requirements:

### Group Availability

- Holdings must be current in WorldCat (See *WorldCat Holdings* below.)
- OCLC number must be consistently indexed in the OPAC, including prefixing and padding (See *Special Considerations* below.)
- Each library uses one of the five supported ILSes: Aleph, Horizon, Innovative Interfaces, Unicorn, or Voyager
- Provide a Complete list of institutions with OCLC symbols to the OCLC Implementation Manager (Please use the *WorldCat Navigator Implementation Profile* form below.)

### Navigator Request Engine

- IE 7.0
- Firefox 3.X
- Safari 2.0

### Circulation Gateway

- Standards-based protocol is used by library to interoperate with circulation system
- NCIP for Aleph and Unicorn
- ECIP for Voyager
- Telnet UI for III

### ILLiad Integration

- Installation or upgrade to 7.3 or higher
- Installation of ILLiad Web Service

If a library is unable to meet a requirement, it may still implement Navigator, but some features or options may not be available to users. For example, if a library's holdings are not up to date in WorldCat, patrons would not be able to see availability or request items from the library's OPAC using Navigator.

## Additional Costs

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Based on service requirements, some libraries may incur additional costs to interoperate with the Navigator service. The most frequent of these are as follows:

### **Z39.50 Server**

- Vendor charges for purchase and setup of the server
- City IT or vendor charges to host the server

### **NCIP Server**

- Vendor charges for purchase and setup of the server
- City IT or vendor charges to host the server

### **SSL Certificate**

- City IT or vendor charges to purchase and install

### **Export/Import of Catalog Data**

- City IT or vendor charges to export records from the library catalog
- City IT or vendor charges to import records back into the library catalog after OCLC batch processing
- City IT or vendor charges to index OCLC number in the library's catalog records

### **Export/Import of Patron Data**

- City IT or vendor charges to export patron data from the library catalog or authentication database
- City IT or vendor charges to import patron data back into the library catalog or authentication database

### **EZproxy Installation and Hosting**

- While there is *no* charge for the EZproxy license associated with Navigator, some vendors or city IT departments charge fees for installing and hosting it for the library

Other fees or charges from those listed above may be assessed by a vendor or city. Installation and hosting fees vary greatly across city IT departments and vendors. And so before beginning an implementation of Navigator, we encourage each library to work with its vendor or city IT to identify any additional costs.

# The Implementation Process

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## How long will it take to implement Navigator?

In general, we estimate the implementation process to take between 90 and 120 days. How closely we adhere to this time scale, however, is directly dependent on the responsiveness of the libraries in the consortium. Navigator implementations require collecting critical pieces of information from each participating institution about its policies, ILS, user authentication, current workflows, and locations (such as those used for pick-up, for managing requests, and for shelving). We use phone interviews, surveys, questionnaires and spreadsheets to gather most of the information we need from libraries. How quickly documents are completed and returned to the OCLC Implementation Manager impacts the project's overall timeline.

Additionally, each library needs to install and configure EZ Proxy and some institutions may need to install or upgrade ILLiad as part of their Navigator implementations. Like the questionnaires, how quickly libraries are able to complete these activities affects the overall timeline.

Plus, more time is always needed when a library's systems and data are hosted by a third party, such as a city IT department or vendor.

## What is the overall process?

A Navigator implementation begins with you reading this guide and concludes with a successful launch of the service to your library users. In between, the OCLC WorldCat Navigator Implementation Team works with you and your team to reach several key milestones during four phases of a comprehensive program. These include analyzing and evaluating workflows, creating and executing a project work plan, configuring and testing service components, defining a request form, and marketing and promoting the service.

To illustrate the overall process, the graphic below highlights the major phases and their activities during the project:

Phase I	Phase II	Phase III	Phase IV
<ul style="list-style-type: none"> <li>•Complete the Planning Guide</li> <li>•Assemble Library Implementation Team</li> <li>•Attend Batchload Webinar</li> <li>•Submit Batchload orders</li> <li>•Kick off the project</li> <li>•Attend Questionnaire Webinar</li> <li>•Attend Workflow Webinars</li> </ul>	<ul style="list-style-type: none"> <li>•Complete and return Questionnaires</li> <li>•Test Group Catalog</li> <li>•Report issues</li> <li>•Install and Configure EZ Proxy</li> <li>•Configure authentication</li> <li>•Upgrade to or install ILLiad 7.4</li> <li>•Install ILLiad 7.4 Webservice plug-in</li> <li>•Configure circulation system for Gateway interoperability</li> <li>•End-to-end acceptance testing (including ILLiad integration and Circulation Gateway)</li> <li>•Report issues</li> <li>•Locally index OCLC number</li> </ul>	<ul style="list-style-type: none"> <li>•Select staff trainers</li> <li>•Trainers participate in train-the-trainer program</li> <li>•Trainers conduct staff training</li> </ul>	<ul style="list-style-type: none"> <li>•Meet with OCLC Customer Service Division</li> <li>•Work with OCLC Marketing to promote the service</li> <li>•Create and deploy the HTML Search box</li> <li>•Initiate reports</li> </ul>
Prep, Planning & Kickoff	Configuration and Testing	Training	Rollout

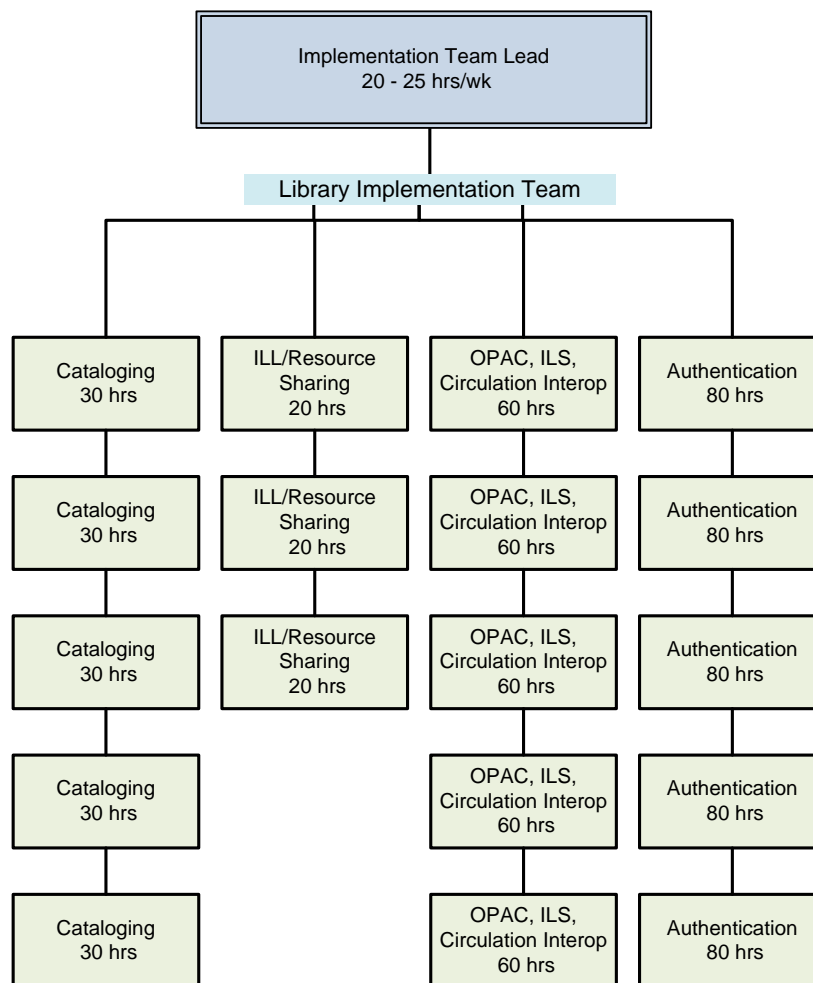
## What if some libraries in the group have WorldCat Local?

If a library's WorldCat Local is either currently live or will go live during a Navigator implementation, the OCLC Implementation Manager works with the library to create and manage a secondary Service Configuration profile in order to enable the institution to provide WorldCat Local to its users while simultaneously implementing Navigator. The library can deploy/update its Local and test its Navigator without one service disrupting the other.

## Who participates in the implementation project?

OCLC's history implementing services has taught us that the most successful projects are those with strong leadership and dedicated teams with well-defined roles and responsibilities at both the library and OCLC levels. Agreeing on an organizational structure from the beginning ensures that projects are completed on time, with appropriate resources, and to the satisfaction of the libraries. Consequently, one of the first steps to launching your implementation will be for you to form your Library Implementation Team.

While OCLC has internal structures for managing projects, we realize that libraries may need help identifying and organizing their resources to implement a service such as Navigator. And so, we offer the following suggestion on how you might organize your library-based team:



How many members you choose to participate on your team depends on the number and type of integrated library systems used across the group as well as the variety of methods used to authenticate users. Also, the time estimates for team members are based on the recommended activities preformed by the various roles.

To further define potential roles and responsibilities, the following descriptions provide more detail about the specific activities that might be associated with each position on your team:

### **Library Implementation Team**

- **Implementation Team Lead:** Responsible for coordinating all library activities related to the implementation of WorldCat Navigator.
  - Read the *WorldCat Navigator Implementation Planning Guide*
  - Participate in the implementation kick-off meeting
  - Set and maintain shared vision among libraries in the consortium
  - Define and communicate project goals and objectives
  - Appoint and assemble Library Implementation Team to represent participating libraries
  - Complete and submit the Consortium Questionnaire
  - Manage distribution, completion, collection, and reporting of institution questionnaires through the Library Implementation Team
  - Gain consensus among libraries on decisions that affect them as a group
  - Identify acceptance testing resources
  - Develop acceptance testing schedule in conjunction with OCLC Implementation Manager and Library Implementation Team
  - Resolve conflicts regarding project direction, consortial policies, and project goals and objectives
  - Conduct regular meetings with Library Implementation Team, maintain documents, record minutes, update schedules, and other administrative activities as needed
  - Convene or attend regular meetings with OCLC Implementation Manager

- **Implementation Team:**
  - Read the *WorldCat Navigator Implementation Planning Guide*
  - Assist Implementation Lead in defining and communicating a shared vision among libraries in the consortium
  - Assist Implementation Lead in defining and communicating project goals and objectives
  - Participate in the implementation kick-off meeting
  - Convene a representative group of experts from the following areas:
    - **Cataloging:**
      - Complete section(s) of the questionnaire related to cataloging practices
      - Identify/initiate batchload projects
      - Attend batchload webinar, if needed
      - Assists in identifying Batch Services projects to update holdings in WorldCat
      - Identifies and recommends changes to OCLC number indexing practices
      - Identifies cataloging practices for links, public notes, call numbers, summary holdings, etc.
      - Works with the OCLC Implementation Manager to configure record display in Navigator
      - Test holdings and availability in UI
    - **ILL/Resource Sharing:**
      - Complete section(s) of the questionnaire related to current resource sharing practices
      - Provide inventory of borrowing and lending policies
      - Collect and provide authentication credentials to ILL accounts for OCLC and institution testing purposes
      - Test ILL workflows in Navigator

- **ILS and circulation Interoperability:**
    - Attend Batchload webinar, if needed
    - Complete section(s) of the questionnaire related to the institution's ILS and (if applicable) Z39.50 server
    - Assist the OCLC Implementation Manager with constructing search templates based on the OCLC number scheme
    - Modify local indexing of the OCLC number (if necessary) to enable availability queries into the OPAC
    - Assist OCLC with the configuration and testing of NCIP server
    - Negotiate changes/updates to NCIP server with ILS vendor
    - Open firewalls
    - Identify circulation policies
    - Supply log-in credentials to ILS system for testing NRE integration with circulation system
    - Test circulation integration
  - **Authentication:**
    - Complete section(s) of the questionnaire related to library authentication
    - Install and configure EZ Proxy
    - Test authentication for circulation interoperability and ILLiad integration (if applicable)
    - Sync ILLiad and ILS authentication data (if needed)
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- Coordinate individual library implementation activities
  - Collect and submit questionnaire information as requested
  - Conduct acceptance testing and report issues to WorldCat Navigator Implementation Team
  - Coordinate local upgrades and configurations of ILLiad
  - Coordinate installations/upgrades and configurations of EZ Proxy
  - Coordinate local authentication activities
  - Coordinate local circulation system configuration activities
  - Formally accept the service
  - Work with OCLC Marketing to promote and deploy the service

## What are the special considerations for our library's Integrated Library System (ILS)?

WorldCat Navigator uses OCLC Control Numbers to search your local catalog. These OCLC Control Numbers must be present in your catalog, and need to be consistently indexed and prefixed for searching in order to link your catalog and WorldCat Navigator. The current OCLC standards are:

- Numbers less than 8 are zero-padded to 8 digits and prefixed with **ocm**
- 8-digit numbers are not padded, and are prefixed with **ocm**
- 9-digit and higher numbers are not padded, and are prefixed with **ocn**

Some ILS vendors have variations on the current OCLC standards. There are ILS vendor-specific steps to take in order to ensure that search results are returned as expected. Please use the table below to find the steps you will need to complete, prior to activating WorldCat Navigator.

If you use this vendor...	You will need to...
<b>Aleph</b>	<p>For Aleph libraries using Z39.50 to interoperate with WorldCat Navigator, you may need to adjust parameters on your Z server to optimize performance for serials.</p> <p>The WorldCat Navigator Implementation team can help you determine if this is necessary for your library.</p>
<b>ExLibris Voyager</b>	<p>Because Voyager treats OCLC Control Numbers as keywords, they may not be distinguished from numbers occurring in other fields in a record, such as local control numbers, etc. (see <a href="#">examples</a> below). To compensate for this, OCLC recommends that you:</p> <ol style="list-style-type: none"> <li>1. Strip all current prefixing and padding from the OCLC numbers in your records.</li> <li>2. Re-index your library catalog to add a unique prefix to each OCLC Control Number, e.g., (OCoLC).</li> <li>3. Index the OCLC Control Number in the MARC 035 field, subfield a <b>only</b>.</li> <li>4. Contact the WorldCat Navigator Implementation team to request the installation of an OCLC-developed script to de-duplicate hits.</li> </ol> <p>If you have questions or need further assistance, contact the WorldCat Navigator Implementation team at <a href="mailto:WorldCatLocalIM@oclc.org">WorldCatLocalIM@oclc.org</a>.</p>
<b>Innovative Millennium</b>	No known issues.
<b>SirsiDynix Horizon</b>	No known issues.
<b>SirsiDynix Unicorn</b>	No known issues.

## ExLibris Voyager duplicate results error:

Example of a properly-formatted OCLC Control Number with prefix:

[MARC Specs](#)

**Record [44504637](#) for 132.174.23.172**

Holdings (948\$y) = 0

0	cam__a_
1	ocm44504637
8	20000711s2000 nyua c 000 1 eng
10	[0] __ [1\$a] 00131084
40	[0] __ [1\$a] DLC [3\$c] DLC [4\$d] OCLCQ [4\$d] BAKER [4\$d] YDXCP [4\$d] OCLCQ [4\$d] BTCTA [4\$d] OQP [4\$d] LSH [4\$d] CFI
20	[0] __ [1\$a] 0439139597
20	[0] __ [1\$a] 9780439139595
29	[0] 1_ [1\$a] YDXCP [2\$b] 1652115
29	[0] 1_ [1\$a] NZ1 [2\$b] 5785834
29	[0] 1_ [1\$a] AU@ [2\$b] 000021655630
29	[0] 1_ [1\$a] AU@ [2\$b] 000024002019

Example of duplicate results where the same number is found in another field (without the prefix):

[MARC Specs](#)

**Record [234316173](#) for 132.174.23.172**

Holdings (948\$y) = 0

0	cas__a_
1	234316173
8	20080721c20079999ne ar ss 0 0eng d
10	[0] __ [1\$a] 2008263463
40	[0] __ [1\$a] TXA [3\$c] TXA [4\$d] OCLCS
6	m d
7	[0] __ [1\$a] c [2\$b] r
22	[0] __ [1\$a] 1874-2556
29	[0] 0_ [1\$a] OCLCS [2\$b] OP-58974
29	[0] 1_ [1\$a] AU@ [2\$b] 000043240813
29	[0] 1_ [1\$a] AU@ [2\$b] 000043710363
29	[0] 1_ [1\$a] NZ1 [2\$b] 44504637
37	[0] __ [2\$b] Bentham Science Publishers Ltd., Mr. Richard E. Morrissy, P.O. Box 446, Oak Park, IL 60301

## WorldCat Holdings

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### Does our library need to subscribe to WorldCat?

Your library does need to subscribe to the WorldCat database through OCLC's FirstSearch<sup>®</sup> service in order to set up access to WorldCat services, including WorldCat Resource Sharing<sup>™</sup>, ILLiad<sup>™</sup>, NetLibrary<sup>®</sup>, and WorldCat Link Manager<sup>™</sup>.

### How can I make sure all our library's holdings are in WorldCat?

One of the first and most important steps you can take in preparation for WorldCat Navigator is to have as much of your library's holdings as possible represented in WorldCat. Providing access to all formats of materials in your library collections will allow users to find the information they need when searching via your library's WorldCat Navigator.

There are many ways to enter or update your collections into the WorldCat database even before WorldCat Navigator is fully activated for your library. Options include onsite cataloging by your library staff or a custom cataloging project. Another option is to batchload records into WorldCat. You may want to arrange with OCLC for a retrospective batchload of your entire library collection. Even if you add your holdings to WorldCat on a regular basis, a retrospective batchload will fill in any gaps in your current WorldCat holdings. For more information on OCLC's batchloading services, visit <http://www.oclc.org/batchprocessing/>.

Keeping your library's holdings up to date in WorldCat is important to ensure that your library users receive the most current information about your collections. It is highly recommended that you schedule daily batchloads of new or changed records in order to provide your users with the most up-to-date holdings from your library's OPAC.

You can contribute your library's holdings to WorldCat on an ongoing basis by using any of OCLC's catalog services. We can also help you add non-book formats through these services:

- [eSerials Holdings<sup>™</sup>](#)—Automates the process of setting and maintaining holdings for ISSN-based electronic serials, to assist library users and staff in finding and using electronic serials in your library collection.

OCLC continues to enhance the WorldCat database with article-level records from multiple sources. OCLC currently partners with EBSCO, Serials Solutions and TDNet to automate the process of setting and maintaining your holdings for electronic serials in WorldCat. In addition, libraries that subscribe to [WorldCat Link Manager<sup>™</sup>](#) may choose to set holdings automatically. Whether you work with one of the providers listed or submit holdings directly into WorldCat, the service exposes

your electronic serials collection more fully through online search tools and interlibrary loan applications.

The [eSerials Holdings™](#) service is provided at no charge to all OCLC member libraries. Order through the [OCLC Online Service Center](#) or your regional service provider.

- **eContent records for NetLibrary® eBooks and Electronic Collections Online™ eJournals**—OCLC provides full-level OCLC-MARC cataloging records to libraries that subscribe to Electronic Collections Online™ eJournals, or order eBooks from NetLibrary®. This simplifies the integration of eContent into your library's workflow, and increases the visibility of these resources to Web searchers.
- **Digital content records**—OCLC's CONTENTdm® service supports the delivery of access to digital content available in library collections.
- **Automatic record enhancement**—The [OCLC Bibliographic Record Notification™](#) service compares all upgraded OCLC-MARC records to the records your library has holdings attached to on a daily basis, and then sends you upgraded records based on your library's profile. You can submit an order through the [OCLC Online Service Center](#) or download an order form at: <http://www.oclc.org/support/forms/pdf/bibnot.pdf>.

## WorldCat Navigator Planning Checklist

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### **Plan and organize for the project:**

- Review the *WorldCat Navigator Implementation Guide*.
- Complete and return the WorldCat Navigator Implementation Profile to your OCLC Implementation Manager. (See below.)
- Analyze and outline your current place-hold and resource sharing workflows
- Assemble the Library Implementation Team. (See the Roles and Responsibilities section.)
- Set up a regular implementation status meeting schedule with the Library Implementation Team.

### **Ensure that each library's WorldCat holdings are up-to-date:**

- Ask each institution to review its current cataloging practices.
- Encourage each institution to load records to WorldCat for materials in its collections that are not already represented.
- Ask each library to start/update its batchload schedule frequency.
- Ask each library to prepare its serial records, including eSerials (see [eSerials Holdings](#)<sup>®</sup> for more information on how OCLC can help you add and maintain holdings information for electronic resources).
- Ask each library to add digital collections metadata to WorldCat.

For more information, see the section on WorldCat Holdings.





<b>POINTS OF CONTACT</b>		
OCLC Implementation Manager		
E-mail Address	Phone	FAX
Library Implementation Lead	JOB TITLE	
E-mail Address	Phone	FAX
<b>Library Implementation Team*</b>		
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
Name/Role	E-Mail	Phone
<b>DESIRED START DATE OF WORLDCAT NAVIGATOR SUBSCRIPTION (Note: Subscriptions begin on the first day of the month/year specified with invoicing occurring at the end of that month.)</b>		
<b>DESIRED LIVE PRODUCTION DATE OF WORLDCAT NAVIGATOR</b>		

\*Recommended roles are: Cataloging, ILL/Resource Sharing, Circulation Interoperability (OPAC), and Authentication.



## Links

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<b>Resource</b>	<b>Link</b>
Batchload Webinar Schedule	
Problem Report Form	
Acceptance Test Plans	
SharePoint Site (online project hub)	
Batchload Order Form	