

# Making the OCLC Online Service Center work for you



## Tools that make OCLC services easy to use.

The OCLC® Online Service Center (OSC) enables you to interact with OCLC online in ways that enhance your success and satisfaction with OCLC services. For OCLC member libraries, this includes the ability to order selected OCLC services, manage account information and have purchases billed to an OCLC account. Selected items are available for purchase to all OSC visitors with or without an OSC account.

## Who can use the Online Service Center?

Anyone with Internet access can use the OSC. As an unregistered guest, you can purchase OCLC membership reports, tools for marketing OCLC services to your library's users, no-charge documentation for OCLC services and OCLC-branded logo items. OCLC accepts several major credit cards for billable purchases.

As a registered user in the Americas (Canada, Latin America and the Caribbean, and the US), you have access to many additional OSC resources, including some available for personal purchase. You can also manage account information for your library, view invoices and statements if billed directly, and access order history for everything you purchase through the OSC.

Many members throughout the Americas choose to order select OCLC services using the OSC, including Batchload, Bibliographic Notification, CatExpress®, eSerials Holdings™, FirstSearch®, WorldCat® Cataloging Partners, WorldCat® Collection Analysis and more.

Note: Select services, including Batchload, eSerials Holdings—and soon Bibliographic Notation and Dewey®—are available to registered users worldwide.

## How the Online Service Center works

- As a guest, you simply go to the OSC page on the OCLC Web site ([www.oclc.org/ordering/](http://www.oclc.org/ordering/)) to browse and order from available resources via links on the Web site. Add items to your cart, then purchase them using your credit card.
- To become a registered user, you first need to create an account and then log in. This account is secure and separate from any existing OCLC service accounts you may have. At log-in, you will be asked if you are visiting for personal use or for institutional use.

Resources and services you order for your library can be billed to a credit card or billed through your existing OCLC billing method.

- When logged in as a registered user you can also link to statistics and view authorizations tied to the OCLC services that your library uses. You can manage account profile information and monitor order history. You can also access to invoices and statements if your institution is directly billed by OCLC.

## Learn about the Online Service Center

You can learn more about the OSC by taking a guided tour at [www.oclc.org/servicecenter/guidedtour/](http://www.oclc.org/servicecenter/guidedtour/) and reviewing an FAQ at [www.oclc.org/servicecenter/faq/](http://www.oclc.org/servicecenter/faq/). If you have questions, please contact OCLC Customer Support at [support@oclc.org](mailto:support@oclc.org) or **1-800-848-5800 (+1-614-793-8682 outside the US)**.

The screenshot shows the OCLC Online Service Center homepage. At the top, there is the OCLC logo and the text 'Online Service Center' with a 'Log off' link. Below this is a navigation bar with three tabs: 'Order OCLC products and services', 'My institution', and 'My personal info'. The main content area is divided into three columns. The left column contains a list of links: 'OCLC services', 'Membership reports', 'Gear and logo items', 'Documentation', 'Support and Training', and 'OCLC Price List'. The middle column has a 'Welcome to the OCLC Online Service Center' message and a featured banner titled 'From Awareness to Funding: A study of library support in America'. Below the banner are three main sections: 'Order OCLC products and services' (with a sub-note about ordering reports and materials together), 'Manage my institution account' (with sub-sections for billing, addresses, contacts, roles, and authorizations), and 'Manage my personal information' (with a sub-note about changing passwords and contact info). The right column is mostly empty space.