

Request

Supply



Save

Sharing
Resources
Worldwide



WorldCat Resource Sharing

Give customers what they want, no matter where it “lives”



OCLC[™]

The world's libraries.
Connected.

WorldCat Resource Sharing

The most important request you can fulfill: “Make me happy.” With the simplicity and power of the WorldCat Resource Sharing™ service, any library can do it. From the moment a person asks for an item to the time it’s in hand, OCLC’s far-reaching network minimizes the amount of time and money you spend—and maximizes your customer’s satisfaction.

Libraries are all about sharing: they provide a collection of resources that everyone can use. When your library belongs to a sharing network, more people find the information they want. Because increasingly Internet-savvy users don’t care where material “lives” but do care how fast they can access it, each resource that is quickly delivered represents another satisfied customer—and one that your library, or another, could have lost.

When you’re a part of the WorldCat Resource Sharing community, your ability to satisfy the next customer is unmatched. The more than 9,100-library system has at its core the comprehensive WorldCat® database. With more than one billion holdings—both physical and digital—WorldCat crosses all manner of subjects, languages, cultures and uniqueness. You fill 95 percent or more of requests, so your library is increasingly viewed as a “one-stop” provider of essential services to its customers.

One interface for users and librarians

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. Abundant contextual help and tutorials help staff learn as they go.

Users make their own requests easily

Fulfillment grows dramatically when your customers can place requests electronically without assistance. Total integration of WorldCat Resource Sharing with FirstSearch lets users do just that: In a WorldCat record or a citation of FirstSearch database content, they select Borrow This Item, enter basic information and click, they’re done. Registered users of FirstSearch can track the progress of their requests.

Reduced demand on staff time

Your time is a cost, so spending more of it locating materials through the multiple overlapping databases you may use now is a workaround that doesn’t put you ahead. Powerful WorldCat searching finds you resource options locally, regionally and beyond, and does it all at once. You’ll save even more time with features that better manage or automate fulfillment; soon-to-be-added filters will ensure you receive requests only for items you own and supply.

Simple pricing matched to your situation

The goal of OCLC’s global cooperative has always been to lower information costs for libraries and groups, regardless of size or level of sharing activity. WorldCat Resource Sharing continues this tradition with a single, annual subscription fee that is customized to your needs and prevents extra charges due to sudden spikes in usage.



..... OCLC ILLiad: Beyond standard sharing

Libraries and groups with special resource sharing needs should consider the OCLC ILLiad™ service, a Windows-based solution that has WorldCat Resource Sharing at its core and offers complete sharing automation. OCLC ILLiad features specialized components, including a Copyright Tracking module, electronic document delivery, real-time statistics and support for OpenURL. To learn more, visit www.oclc.org/illiad/.

Authoritative and efficient features

Whether you handle low volume or high volume, occasional requests or seasonal bursts of activity, the components of WorldCat Resource Sharing add up to comprehensive resource coverage and faster processing.

WorldCat search: Helpful to newcomers, powerful for everyone

Your staff locates resources with robust WorldCat searching. Basic, advanced and expert level search screens match skill level to search complexity. Browsing of subject headings and “more like this” suggestions let novices find their way. More savvy users can hone their searches with a wide variety of indices and limiters; special search methods such as Boolean combinations and logical strings; plus ranking, sorting and breakdown of results by format.

User registration: The customer’s control center

FirstSearch-based account creation lets users (including your staff) create unique logons, through which they can store preferences, save searches, renew borrowed items, and cancel or review the status of pending requests. Pick-up location is displayed if an item is ready.

Direct Request: Automated fulfillment you control

Direct Request lets a user place a request right from an online citation. That request can then bypass staff review and directly enter the WorldCat Resource Sharing system. Your Direct Request profile sets the criteria that determine if requests are manually processed or automatically sent to an eligible supplier, and whether sharing is available for items you already own. Turnaround time quickens, backlogs shrink and your staff can focus on other priorities.

Policies Directory: Set your rules for requests

You have one-click access to the OCLC® Policies Directory, where you can review the lending and copying policies of other libraries participating in WorldCat Resource Sharing, plus their billing, system and contact information. Publish your own policies as well, to reduce the number of unfillable requests you receive.

Item-level policies based on local holdings records

Use custom holdings groups and data in the local holdings records to search and select more accurate lender strings based on information entered by participating libraries (when libraries’ detailed local holdings information is up-to-date in WorldCat). Detailed settings in the local holdings record also allow lenders to designate item-level policies for copying and loaning materials, ensuring that lenders do not receive requests for items they are unable to fill.

More: Data re-use, ease of billing, reports

Save and reapply commonly used data, such as workflow templates (constant data), frequent lenders (custom holdings) and boilerplate text (conditional notes). Recover administrative costs such as invoices and check writing with optional Fee Management. And see the big picture with reports and raw data that show you fill rates, borrowing/ lending ratios and other statistics that can be used to justify expenditures and further improve service.

Staff View | Display

Home | Databases | Searching | Resource Sharing | My Account | Options | Policies Directory | Comments | Exit | Hide tips

Request Manager | Blank Workform | Printing | Batch | My Requests | Go to page

Return | Print | Help

UNFILLED - Borrower
Record number: 4 Total records: 4

Delete Record

Update | Save | New | Reset

4 | Prev | Next

GENERAL RECORD INFORMATION

Request Identifier: 20571744 | Status: UNFILLED
Request Date: 20060605 | Source: FSILLSTF
OCLC Number: 33895791
Borrower: SER | Need Before: 20060705
Lenders: OCL, TRN

REQUEST HISTORY

Date	Lender	Reason / Response
20060605	OCL	Auto-Deflection: format type
20060609	TRN	Aged to Unfilled

BIBLIOGRAPHIC INFORMATION

Title: Theatre topics
ISSN: 1086-3346
Imprint: Baltimore, MD : Johns Hopkins University Press, 1996 9999

Request Manager: See everything that’s happening

The staff view’s control panel for all sharing activities, the Request Manager (above) clearly summarizes current sharing tasks that require action. Request Manager lets you search all task workforms by key criteria, batch-update requests and batch-print requests by category.

Sharing tailor-made for library groups

Library groups and consortia united by geography or subject matter can achieve efficient, cost-effective pooling of collections with WorldCat Resource Sharing. And through FirstSearch, users are always directed to local and group-owned materials first. Then they can “display holdings” to find items in the broader WorldCat universe.

WorldCat Resource Sharing can be part of a custom solution provided by OCLC Group Services, featuring a group catalog that provides a single, unified view of the group’s collection. Hosted by OCLC and contained within WorldCat, the group catalog is supported by unlimited use of resource sharing and cataloging, plus a customized FirstSearch interface.

Are you a SHARES participant?

Keep up-to-date with the migration of the SHARES Program into OCLC’s RLG Programs unit at www.oclc.org/services/sharing/rlg/.

Benefits

Satisfy more customers who won't need to search further or try other information providers

Increased use of collections

Achieve higher fill rates—95 percent or more

Shorten turnaround time with user-initiated requests, automated fulfillment and re-use of common data

Less training needed—contextual help is always a click away

No software updates—Web interface means you always have the latest version

Library groups avoid duplicate content—groups share what they have and plan acquisitions around collective holdings

Features

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

Direct Request fulfillment sends borrowing requests directly into the system based on an institutional profile

Data re-use lets you create request workflow templates, make presets of commonly used lenders, and store other text in macro-like form

Fee Management simplifies billing with lending partners

Usage reports provide comprehensive statistics

Requirements

Current-generation Web browser (Internet Explorer 5.5–6.0)

Internet connection (broadband recommended)

Related services

The OCLC WorldCat Collection Analysis™ service incorporates WorldCat Resource Sharing data into reports for libraries with individual subscriptions at no additional charge; it enables you to assess borrowing and lending characteristics over time to reveal acquisition priorities and collection use.

Increase your collection's visibility

Do your resource sharing through WorldCat, the most comprehensive database of bibliographic and library ownership information available, and you elevate your collection's profile. Your resources' global stature is further enhanced by the Open WorldCat program, which puts OCLC library holdings in the search results of Web 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. Learn more about WorldCat and watch new records enter the database live at www.oclc.org/worldcat/.



To learn more

For more information on WorldCat Resource Sharing, visit the OCLC Web site at www.oclc.org/resourcesharing/.

To discuss pricing or begin a project

Call OCLC Library Services at 1-800-848-5878 or contact your regional service provider. Find yours at www.oclc.org/contacts/regional/.



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

Asia Pacific

T +1-614-764-6341
F +1-614-764-4331
E AsiaPacific@oclc.org

China

T +86-10-8260-7931
F +86-10-8260-7539
E china@oclc.org

Germany

T +49-(0)89-613 08 300
F +49-(0)89-613 08 399
E deutschland@oclc.org

Netherlands

T +31-(0)71-524 65 00
F +31-(0)71-522 31 19
E nederland@oclc.org

United Kingdom & Ireland

T +44-(0)121-456 46 56
F +44-(0)121-456 46 80
E uk@oclc.org

Australia

T +61-3-9362 8500
F +61-3-9362 8501
E australia@oclc.org

France

T +33-(0)1-55 02 14 80
F +33-(0)1-47 93 50 13
E france@oclc.org

Mexico

T +52-55-5687-3307
F +52-55-5523-9212
E mexico@oclc.org

Switzerland

T +41-(0)61-378 80 70
F +41-(0)61-378 80 79
E schweiz@oclc.org

United States

T +1-614-764-6000
800-848-5878
(US + Canada only)
F +1-614-764-6096
E usa@oclc.org

Canada

T +1-450-658-6583
888-658-6583
F +1-450-658-6231
E canada@oclc.org

www.oclc.org