



# Make the most of your OCLC membership

## Resources for training, support and information

**OCLC® members are part of a unique global community. Owned, governed and sustained by libraries since 1967, OCLC is dedicated to providing libraries, museums, archives and other memory institutions with the tools they need to improve access to the world's information. Here are some of the ways in which you can connect with OCLC.**

### Member Services

Your Member Services team helps make sure you are getting the most out of your OCLC membership. The team expands your regional connections with other members, provides opportunities to connect with successful communities of practice, and learns from you to get a sense of how OCLC can better meet your library's needs. Contact **Member Services by calling 1-800-848-5878** or send an e-mail to [memberservices@oclc.org](mailto:memberservices@oclc.org) for a referral to your regional Member Services Consultant.

### Get the support you need for OCLC products and services

Our support professionals are available to answer your product and service questions, 14 hours a day, five days a week. See [www.oclc.org/us/en/supportandtraining](http://www.oclc.org/us/en/supportandtraining) for details, e-mail us at [support@oclc.org](mailto:support@oclc.org) or call **1-800-848-5800**.

### Your billing and financial options

OCLC makes it easy for you to manage your accounts and invoices and to reconcile statements, payment information and deposit account balances. E-mail: [acctsrcrms@oclc.org](mailto:acctsrcrms@oclc.org) or call **1-800-848-5878**.

Our **Subscription Deposit Program** allows your library to earn 4% interest (adjusted each June and December) that is applied to your subscription deposit balance. Complete the form at: [www.oclc.org/support/forms/pdf/preinv.pdf](http://www.oclc.org/support/forms/pdf/preinv.pdf).

### Manage your accounts online

The OCLC Online Service Center is a secure, Web-based tool that you can use to obtain OCLC products and services. See: [www.oclc.org/servicecenter/guidedtour](http://www.oclc.org/servicecenter/guidedtour).

### Professional development on-demand

OCLC's online Training Portal brings together all training available in the U.S. on OCLC products and services. Learn more at: <http://training.oclc.org>.

### Research and professional outreach

OCLC takes an active approach in spreading the word about the value of libraries and their role in communities.

- **OCLC Research:** [www.oclc.org/research](http://www.oclc.org/research)
- **Membership reports:** [www.oclc.org/reports](http://www.oclc.org/reports)
- **OCLC Presentation Center:** [www.oclc.org/community/presentations](http://www.oclc.org/community/presentations)
- **Distinguished Seminars Series:** [www.oclc.org/research/dss/](http://www.oclc.org/research/dss/)

### Keep in touch with OCLC

OCLC offers a number of options for staying up-to-date on the latest trends and developments in the library community.

- **Blogs:** [www.oclc.org/community/talk/blogs](http://www.oclc.org/community/talk/blogs)
- **Sign up for OCLC Cooperative eNews and other e-mail publications:** [www.oclc.org/us/en/email/subscribe.htm](http://www.oclc.org/us/en/email/subscribe.htm)
- **Listservs:** <https://www3.oclc.org/app/listserv>
- **OCLC Speakers Bureau:** [www.oclc.org/speakers](http://www.oclc.org/speakers)
- **Follow us on Twitter:** <http://twitter.com/oclc>

### Join in!

The Americas Regional Council (ARC) is the voice of libraries for OCLC in Canada, Latin America and the Caribbean, and the United States. Learn more at: [www.oclc.org/us/en/councils/americas](http://www.oclc.org/us/en/councils/americas).

Join in discussions with other members at the ARC Member-to-Member site: <http://arc2m.ning.com/>.