

OCCLC Resource Sharing Webinar • February 27, 2020

## Part 2: Construct your Custom Holdings

**Workshop Series:** Learn how to fine-tune your ILL setup to save you time and speed turnaround for your library's users

# Today's presenters



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Product Manager,  
Resource Sharing



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Product Analyst,  
Resource Sharing



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Customer Support  
Analyst III

# Our continuous efforts to improve turnaround times and fill rates

Virtual Workshop  
Series



New Automation  
Request Manager



Identify fastest  
lenders ([oc.lc/rsgifts](https://oc.lc/rsgifts))



Reasons for No  
Task Force



Availability/  
Requestability Pilot



Removing  
non-responsive  
suppliers





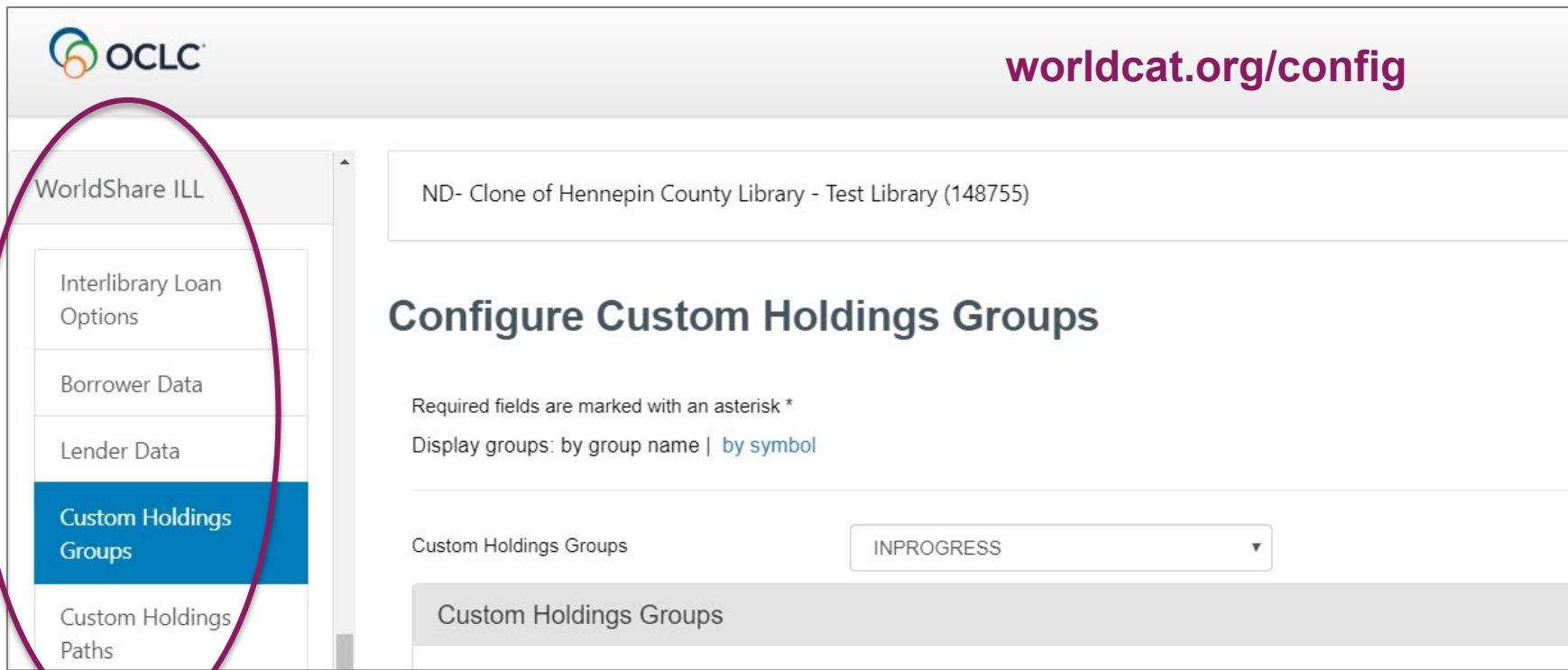
# WORKSHOP SERIES

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# Series topics

Topic	Webinar Date	Office Hours Date
Part 1: Policies and Deflections	Jan 30	Feb 7
 <b>Part 2: Custom Holdings</b>	<b>Feb 27</b>	Mar 6
Part 3: Automation (Direct Request)	May 5	May 15
Part 4: Constant Data	June	June
Part 5: Usage Statistics	July	July

# Service Configuration – WorldShare ILL



The screenshot displays the OCLC WorldShare ILL configuration interface. The top header features the OCLC logo and the URL [worldcat.org/config](https://worldcat.org/config). A left-hand navigation menu is visible, with the 'WorldShare ILL' section expanded. Within this section, the 'Custom Holdings Groups' option is highlighted with a blue background and a purple oval. Other menu items include 'Interlibrary Loan Options', 'Borrower Data', 'Lender Data', and 'Custom Holdings Paths'. The main content area is titled 'Configure Custom Holdings Groups' and includes a subtitle 'ND- Clone of Hennepin County Library - Test Library (148755)'. It also contains instructions about required fields and a display group selector set to 'by group name'. A table header for 'Custom Holdings Groups' is partially visible at the bottom.

OCLC<sup>®</sup>

[worldcat.org/config](https://worldcat.org/config)

WorldShare ILL

- Interlibrary Loan Options
- Borrower Data
- Lender Data
- Custom Holdings Groups**
- Custom Holdings Paths

ND- Clone of Hennepin County Library - Test Library (148755)

## Configure Custom Holdings Groups

Required fields are marked with an asterisk \*

Display groups: by group name | [by symbol](#)

Custom Holdings Groups INPROGRESS ▼

Custom Holdings Groups

# Welcome to OCLC Support

How can we help you?

Select a category



Discovery and Reference



Library Management



Metadata Services



Resource Sharing



Librarians' Toolbox

# Videos

[help.oclc.org](https://help.oclc.org)





# Today's topics

- Why Custom Holdings?
- Creating Custom Holdings Groups and Paths
- Using Custom Holdings
  - Deflections
  - Automation (Direct Request)
  - Lender strings
  - Additional uses in Tipasa
- Assessing your Custom Holdings

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# WHY CUSTOM HOLDINGS?

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# OCCLC Resource Sharing

A person with a backpack is looking at a smartphone at night. The background is a blurred city street with blue and white lights.

7,531

borrowing libraries  
worldwide

7,540

lending libraries worldwide

57

countries

12.7

requests created per minute

# Why use Custom Holdings Groups?

Create groups of libraries with important characteristics in common

- Libraries **in your consortium** or reciprocal libraries
- Libraries that **lend AV** materials
- Libraries with **fast turnaround** time
- Libraries to which **you will not lend**
- Libraries **geographically close** to yours that don't charge
- Libraries **you do charge**

# Why use Custom Holdings Paths?

- Create collections of Custom Holdings Groups
- Apply groups in an order you define
- Automatically build lender strings
- Control how your borrowing requests are routed



## Results?

- Improved turnaround times
- Improved fill rates

# Importance of reviewing your Custom Holdings

- Groups and paths may have been set up long ago
- Ensure they are up to date and include the right symbols
- Ensure the groups in your path are in the right order for your needs
- Remove groups and paths you no longer use

# Recommendations

- Have at least one Custom Holdings Path for loan requests and at least one Custom Holdings Path for copy requests
- If you want to deflect based on libraries, create a Custom Holdings Group to use in a Deflection policy
- Consider which libraries you want to borrow from
  - Fast turnaround time?
  - High fill rates?
  - Low cost?
  - Located nearby?
  - In a consortia or reciprocal group?
  - AV lender?

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# CREATING CUSTOM HOLDINGS GROUPS AND PATHS

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# Sources for Custom Holdings

- A list of known symbols (e.g., nearby libraries, libraries that share your courier)
- A list of symbols compiled by another organization to identify lenders (e.g., AV lender list)
- Symbols in an OCLC profiled group
- A list of symbols created with criteria you define in the OCLC Policies Directory

# Create from a known list of symbols

Service Configuration



WorldShare ILL



Custom  
Holdings  
Groups

- Click **Create New**
- Provide a name

## Configure Custom Holdings Groups

[Help on this screen](#)

Required fields are marked with an asterisk \*

Display groups: by group name | [by symbol](#)

Custom Holdings Groups

INPROGRESS

### Custom Holdings Groups

\* Custom Holdings Groups Name:

MYCONSORTIUM

Create New Custom Holdings Group

# Create from a known list of symbols

OCLC Symbol(s)  
Symbols currently in the group: 0

Select All Clear All

Clear selected symbols Add/Edit symbol(s)

- Click **Add/Edit symbol(s)**
- Enter symbols separated by spaces
- Click **Update Symbols**



Add/Edit OCLC symbols

Enter the OCLC institution codes of the libraries you want in this group below. Use spaces to separate the symbols. You can highlight and delete codes as well. [Click here](#) to open the policies directory in a separate window.

NDOSU NDWTL NDHCO NDMLM NDGRR NDOAG

Update Symbols Cancel

# Create from a profiled group

- Use OCLC profiled resource sharing groups:  
[www.oclc.org/en/worldshare-ill/features/groups.html](http://www.oclc.org/en/worldshare-ill/features/groups.html)
- Search by profiled groups to which your library belongs
  - Go to Policies Directory
  - View your profile: **Group Affiliations**
  - Click the name of a group to display all symbols in the group

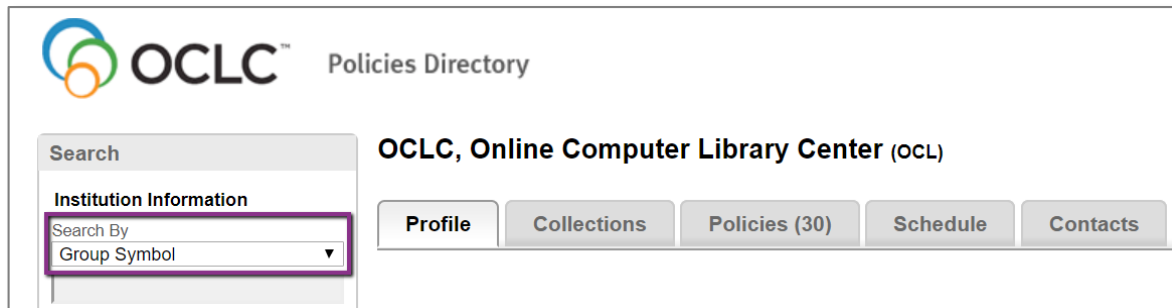
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## Group Affiliations:

[CALIFORNIA RES SHARING NETWORK](#) , [LIBRARIES VERY INTERESTED IN SHARING](#) , [STATEWIDE CALIFORNIA ELEC LIBR CONSOR](#)

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# Create from a profiled group



OCLC™ Policies Directory

Search

Institution Information

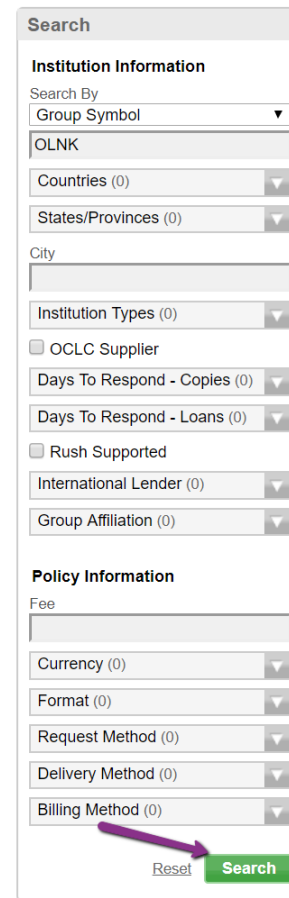
Search By

Group Symbol ▼

OCLC, Online Computer Library Center (OCL)

Profile Collections Policies (30) Schedule Contacts

- Use the Policies Directory
- Search by **Group Symbol**



Search

Institution Information

Search By

Group Symbol ▼

OLNK

Countries (0) ▼

States/Provinces (0) ▼

City

Institution Types (0) ▼

☐ OCLC Supplier

Days To Respond - Copies (0) ▼

Days To Respond - Loans (0) ▼

☐ Rush Supported

International Lender (0) ▼

Group Affiliation (0) ▼

Policy Information

Fee

Currency (0) ▼

Format (0) ▼

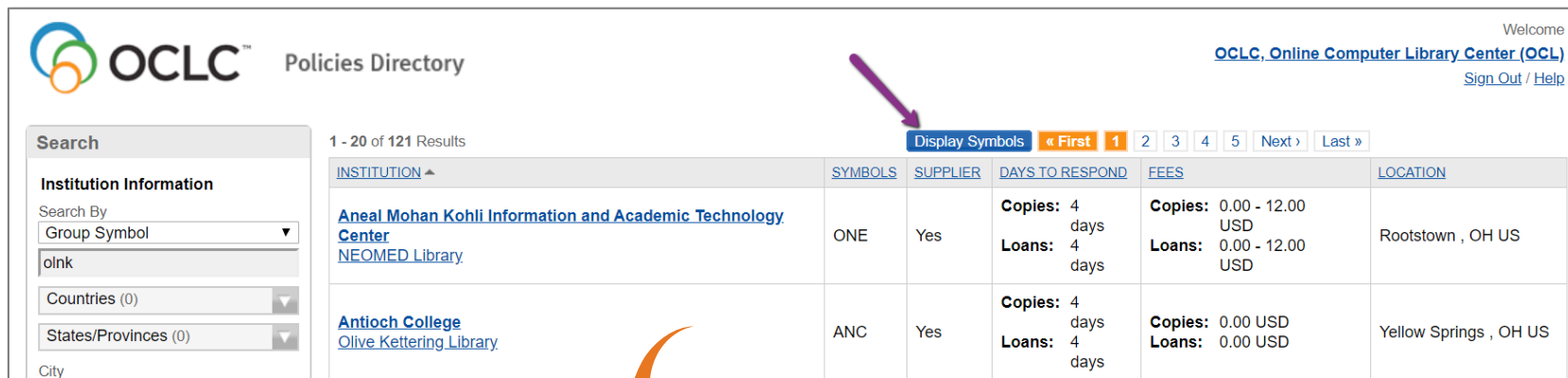
Request Method (0) ▼

Delivery Method (0) ▼

Billing Method (0) ▼

[Reset](#) [Search](#)

# Create from a profiled group



Search

**Institution Information**

Search By

Group Symbol ▼

olnk

Countries (0) ▼

States/Provinces (0) ▼

City

1 - 20 of 121 Results

[Display Symbols](#) [« First](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next »](#) [Last »](#)

<a href="#">INSTITUTION</a> ▲	<a href="#">SYMBOLS</a>	<a href="#">SUPPLIER</a>	<a href="#">DAYS TO RESPOND</a>	<a href="#">FEES</a>	<a href="#">LOCATION</a>
<a href="#">Aneal Mohan Kohli Information and Academic Technology Center</a> <a href="#">NEOMED Library</a>	ONE	Yes	<b>Copies:</b> 4 days <b>Loans:</b> 4 days	<b>Copies:</b> 0.00 - 12.00 USD <b>Loans:</b> 0.00 - 12.00 USD	Rootstown , OH US
<a href="#">Antioch College</a> <a href="#">Olive Kettering Library</a>	ANC	Yes	<b>Copies:</b> 4 days <b>Loans:</b> 4 days	<b>Copies:</b> 0.00 USD <b>Loans:</b> 0.00 USD	Yellow Springs , OH US

- Highlight the symbols and copy to your clipboard

## Symbols

AKL AKR ANC ASC ATH ATO BGF BLC BLT BSC CAU CAV CDC CGT CHL CHS CIN CLT  
CMJ CNC CSU CTI CUL CWA CWL CWR DAY DEF DNU DZA ESC FIN HEI HHM HIR HTN  
JCT JCU KEN KSF KSU K@T LCE LEC LLX LMC LTS MAL ME6 MHT MIA MJO MRC MSC  
MTU MXC MZN ND\$ NTA OAC OBE OCK OCT ODC ODL OF2 OFU OH1 OH2 OH6 OHDNW  
OHD\$W OHH OHI OHL OHM OIB OLM OLO OM1 OML OMM ONE ONL ONU OS2 OS6  
OSC OSS OSU OTC OUB OUC OUL OUN OWK OWU OXB PCJ RGC SIN SMSOH SP7  
STU TOL TSM TTC URB URC UTL UXC WAL WGT WIT WMC WOO WSU WTW WY1 XAV  
YNG

# Create from a profiled group

The screenshot displays the 'Custom Holdings Groups' interface. A dialog box titled 'Add/Edit OCLC symbols' is open, showing a list of OCLC institution codes. A purple arrow points to the 'Update Symbols' button in the dialog. Another purple arrow points to the 'Save As New' button in the bottom right corner of the main interface.

Custom Holdings Groups

\* Custom Holdings Groups Name: OHIOLINK

Description:

OCLE Symbol(s)  
Symbols currently in the group: 0

Select All Clear All

Clear selected symbols Add/Edit symbol(s)

Add/Edit OCLC symbols

Enter the OCLC institution codes of the libraries you want in this group below. Use spaces to separate the symbols. You can highlight and delete codes as well. [Click here](#) to open the policies directory in a separate window.

AKL AKR ANC ASC ATH ATO BGF BLC BLT BSC CAU CAV CDC CGT CHL CHS CIN CLT CMJ CNC  
CSU CTI CUL CWA CWL CWR DAY DEF DNU DZA ESC FIN HEI HHM HIR HTN JCT JCU KEN KSF  
KSU K@T LCE LEC LLX LMC LTS MAL ME6 MHT MIA MJO MRC MSC MTU MXC MZN ND\$ NTA  
OAC OBE OCK OCT ODC ODL OF2 OFU OH1 OH2 OH6 OHDNW OHDSW OHH OHI OHL OHM  
OIB OLM OLO OM1 OML OMM ONE ONL ONU OS2 OS6 OSC OSS OSU OTC OUB OUC OUL OUN

Update Symbols Cancel

ANTIOCH COLL  
ASC  
ASHLAND UNIV LIBR  
ATH  
ASHLAND THEOG SEMINARY LIBR  
ATO

Clear selected symbols Add/Edit symbol(s)

Delete Custom Holdings Record

Save As New Save Cancel

- Create new group and name it
- Paste symbols from your clipboard
- **Save As New**

**Search**

**Institution Information**

Search By  
Group Symbol ▼

LVIS

Countries (0) ▼

States/Provinces (0) ▼

City  
▼

Institution Types (0) ▼

☒ OCLC Supplier

Days To Respond - Copies (3) ▼

Days To Respond - Loans (3) ▼

☐ Rush Supported

International Lender (0) ▼

Group Affiliation (0) ▼

# Create by criteria you define

LVIS


States near me

“Uppercase”

4 days or less



# Create by criteria you define

 **OCLC™** Policies Directory

High  
W. Frank Steely I

**Search**

**Institution Information**

Search By  
Institution Symbol ▼

Countries (0) ▼

States/Provinces (4) ▼

City

1 - 20 of 404 Results

**Display Symbols** **First** 1 2 3 4 5 Next › Last ›

<a href="#">INSTITUTION</a> ▲	<a href="#">SYMBOLS</a>	<a href="#">SUPPLIER</a>	<a href="#">DAYS TO RESPOND</a>	<a href="#">FEES</a>
<a href="#">Acorn Public Library District</a>	TZ8	Yes	<b>Copies:</b> 4 days <b>Loans:</b> 4 days	<b>Copies:</b> 0.00 USD <b>Loans:</b> 0.00 USD
<a href="#">Addison Public Library</a>	JVK	Yes	<b>Copies:</b> 4 days <b>Loans:</b> 4 days	

# Create by criteria you define

The screenshot displays the OCLC search interface. On the left, the 'Search' sidebar includes 'Institution Information' with filters for 'Institution Symbol', 'Countries (0)', 'States/Provinces (4)', 'City', 'Institution Types (0)', 'OCLC Supplier' (checked), 'Days To Respond - Copies (1)', 'Days To Respond - Loans (1)', 'Rush Supported' (unchecked), 'International Lender (0)', and 'Group Affiliation (1)'. A central 'Symbols' dialog box lists 100 institution codes in a grid. The bottom of the interface shows a table with columns for institution names, codes, and response times.

**Symbols**

AEK	AP5	ASC	BCI	BFI	BGI	BLC	BNO	BQI	CAU	CDO	CFHUM	CIX	CJO	CKI	CSU	CTI	CUL	DEF	DJI	DMM	DPE	DR5	DV1	DZI	DZZ	ECG	ECS	EDK	EEA	EEC	EEH	EEI	EEK	EEL	EES	EEV	EGF	EGP	EHE	EJ4	EJK	ELB	ELL	EM5	EM7	EME	ERR	ESJ	EUD	EV5	EV6	EVG	EVK	EVV	EVZ	EX8	EXA	EXB	EXC	EXH	EXK	EXO	EXQ	EYE	EYL	EYR	EYU	EZA	EZB	EZC	EZE	EZK	EZL	EZS	EZU	FAMAS	FJO	FM0	FTD	FTR	FUI	FUO	FW8	FWI	G3M	G8T	GD7	GDM	GFO	GIO	GK6	GK7	GL4	GL5	GL7	GL9	GO4	GO6	GO9	GP5	GV7	GYI	H9C	HEI	HHO	HLI	HMO	HPO	HUO	HV6	I7Y	I8S	IAA	IAC	IAD	IAF	IAG	IAH	IAK	IAM	IAO	IAP	IAQ	IAR	IAS	IAT	IAZ	IBE	IBH	IBI	IBK	IBR	IBS	IBU	IC6	IC8	ICD	ICE	ICG	ICI	ICJ	ICN	ICV	ICW	ICZ	IDB	IDI	IDO	IDU	IDX	IDY	IE0	IEP	IF4	IFK	IGB	IGC	IH1	IH5	IH9	IHC	IHI	IHP	IHQ	IHR	IHX	IHZ	II3	IJ5	IJ9	IJW	IK1	IK2	IK4	IK5	IK6	ILC	ILFSI	ILI	ILK	ILM	ILO	IMB	IMI	IN0	INO	IP6	IPB	IPN	ISE	ISN	ISQ	IST	IT5	ITS	ITT	ITU	IU0	IU5	IUO	IV@	IV5	IVC	IVJ	IVU	IVV	IWC	IWE	IX0	IY5	IZ2	IZ4	JAD	JAE	JAH	JAI	JAJ	JAM	JAO	JAR	JAS	JB7	JB8	JBG	JBK	JBU	JCD	JCF	JCH	JCU	JCV	JCW	JCX	JDR	JEZ	JFI	JHI	JHY	JHZ	Ji6	JN3	JN5	JN8	JN9	JNA	JNC	JNE	JNG	JNW	JO3	JO8	JOP	JOW	JOZ	JP3	JPE	JPF	JPI	JPT	JSE	JSI	JSQ	JST	JSU	JSY	JUX	JVJ	JVK	JVU	JVX	JWH	JWI	JWX	JX1	JX7	JY9	JYJ	JYO	KDU	KEN	KGI	LCE	LCX	LE5	LE8	LEC	LF3	LLX	MAL	MI0	MI6	MJ1	MM1	MO0	MRO	MSC	MT0	MTU	MZ#	N2B	ND#	NF1	NL1	NW#	OCC	ODG	ODO	OE#	OF9	OGC	OH9WF	OHI	OHM	ON9	ONU	OO3	OO9	OPW	OQ8	OR6	OSC	OSS	OT4	OTC	OUB	OUC	OUL	OWU	OX2	OX9	OY2	OY4	PX0	QX7	QX8	QX9	R2A	RGC	ROL	R@V	SCT	SPI	SRB	SUH	TG4	TJ7	TL9	TM5	TM8	TO2	TO5	TO7	TO9	TOL	TP7	TQ6	TQ7	TQA	TR9	TS6	TS8	TT9	TU5	TU6	TU7	TW3	TW7	TW9	TZ8	URB	VCF	VCO	WMC	WPL	XAV	XK4	XPJ	XWA	XXU	XXWBL	XXWEV	XXWIN	XXWLA	YD8	YNG	YW6	ZCV	ZFZ	ZLW	ZLX	ZMI	ZMW	ZNW	ZOV	ZPX	ZQY	ZRV	ZRW	ZSV	ZSZ	ZVY	ZW#	ZWW
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[Adventist Hinsdale Hospital](#)

Institution	Code	Copies	Loans
Adventist Hinsdale Hospital	JWI	4 days	4

# Creating paths from groups

## Service Configuration

↳ WorldShare ILL  
↳ Custom Holdings Paths

- Click **Create New**
- Provide a name
- Select group(s)
- Drag to right to add to path

### Custom Holdings Path

\* Custom Holdings Path Name

[Create New Custom Holdings Path](#)

Description:

Drag and drop groups between these lists to configure your custom holdings path.

Choose from available groups (7)

+

 INPROGRESS

+

 LVISINDIANAILLINOIS

+

 NDHCO

+

 NDRCP

+

 TESTINSTITUTIONS

+

 LVISOHIO

+

 WSILL

Groups chosen for this path (0)

# Creating paths from groups

- Easily reorder groups
- **Save As New** for a new group or **Save** if you are editing the arrangement in an existing path

### Custom Holdings Path

\* Custom Holdings Path Name

LVISNEARBY

Description:

Drag and drop groups between these lists to configure your custom holdings path.

Choose from available groups (5)

+ INPROGRESS

+ NDHCO

+ NDRCP

+ TESTINSTITUTIONS

+ WSILL

Groups chosen for this path (2)

+ LVISOHIO

+ LVISINDIANAILLINOIS

Delete Custom Holdings Path

Save As New

Save

Cancel

# Possible path arrangements

- **Geographic arrangement** (with or without LVIS)
  - Close to far geographically
  - East to West (or West to East) for different requesting times
- Libraries that **do not charge** first
- **Days to respond**
- Prioritizing your **best lenders** (using statistics)
- Helpful to have **separate paths for copies vs loans**

# Geographic arrangement of paths

- Create groups of LVIS libraries by region
- Build a path of West to East LVIS libraries
- Send late-day requests to this group

### Configure Custom Holdings Paths

Required fields are marked with an asterisk \*

Custom Holdings Path LVISWESTTOEAST ▼

#### Custom Holdings Path

\* Custom Holdings Path Name LVISWESTTOEAST

Description: LVIS Libraries West to East in order

Drag and drop groups between these lists to configure your custom holdings path.

Choose from available groups (19)

- + ARTRECP
- + CHEAPOH
- + CHEAPOTH
- + CHEAPREG
- + GLOBAL
- + IDRDEMO
- + LC
- + LVIS
- + METROLIB

Groups chosen for this path (4)

- + LVISPACIFIC
- + LVISMOUNTAIN
- + LVISCENTRAL
- + LVISEAST

# Prioritizing days to respond

- Use Policies Directory to search for libraries with 1 or 2 days to respond
- Limit search to LVIS libraries or by libraries close to you
- Ensure they are current OCLC Suppliers
- Use these results to form a group
- Make this group first in your path

**Search**

**Institution Information**

Search By  
Group Symbol ▼

Ivis

Countries (0) ▼

States/Provinces (0) ▼

City

Institution Types (0) ▼

☒ OCLC Supplier

Days To Respond - Copies (2) ▼

**Select up to 7 Days To Respond values:**

- ☒ 1 days
- ☒ 2 days
- ☐ 4 days
- ☐ 8 days
- ☐ 12 days

[Deselect All](#)

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# USING CUSTOM HOLDINGS FOR DEFLECTIONS

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# What can I deflect on?

- Service
  - Loan
  - Copy
  - Loan or Copy
- Borrowers
  - OCLC Profiled Group
  - Custom Holdings Group
- Fees
  - Borrower max cost
- Item
  - Format
  - E-License Terms
  - Material Age
- Combinations


# Deflect by Custom Holdings Groups

- My library does not lend AV materials unless the requesting library is in my consortium

Only Lend AV to Libraries in my Consortium			
SERVICE	FEES	BORROWERS	ITEMS
<b>Requests:</b> Loan <b>Deflection Type:</b> Enable Real Time Deflection		<b>Custom Holding Groups:</b>  MYCONSORTIUM	<b>Formats:</b>  Sound Recording  Sound Recording - Cassette  Sound Recording - CD  Sound Recording - LP  Visual Material  Visual Material - DVD  Visual Material - VHS
<b>Note:</b>			

# Deflect by Custom Holdings Groups

- My library charges \$10 for all requests except to members of my consortium

Charge Fees to Everyone Except Consortia			
SERVICE	FEES	BORROWERS	ITEMS
<b>Requests:</b> Copy or Loan <b>Deflection Type:</b> Enable Real Time Deflection	<b>Max Cost:</b> < 10.00	<b>Custom Holding Groups:</b>  MYCONSORTIUM	
<b>Note:</b>			

# Deflect by Custom Holdings Groups

- My library does not want to lend to a handful of libraries (e.g., previous lost or damaged materials, habitually very late returns)

No Loans			
SERVICE	FEES	BORROWERS	ITEMS
<b>Requests:</b> Loan <b>Deflection Type:</b> Enable Real Time Deflection		<b>Custom Holding Groups:</b> ✔ NOLOAN	
<b>Note:</b>			

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# USING CUSTOM HOLDINGS FOR AUTOMATION

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# Automation (Direct Request)

- Send requests you define to lenders in a Custom Holdings Path
- Build a lender string with a defined Custom Holdings Path and move the request to review
- Do this today with Direct Request profiles
- Do this after March 7 with Automated Request Manager

# Automations with Custom Holdings

Name	Matches	Actions	Priority 		
NEEDITNOW	Request Type: Loan If a patron note contains: rush OR need it now OR today	Send Request to Lenders if at least 2 lender(s) from Custom Holdings Path SUPERFAST hold(s) the item. Apply Constant Data: RUSH.	10	Edit	Delete
ANYNOTESREVIEW	If any patron note exists	Route Request to Review.	20	Edit	Delete
IWANTTOREVIEW	Patron Status(es): Undergraduate Format(s): Book	Route Request to Review. Build Lender String if at least 1 lender(s) from Custom Holdings Path FAVORITELENDERS hold(s) the item. Apply Constant Data: DEFAULT.	40	Edit	Delete
BASICBOOKS	Format(s): Book Age of Material between 2 and 99 years Language(s): English	If Held By Your Institution, Route to Document Delivery. (else) Send Request to Lenders if at least 3 lender(s) from Custom Holdings Path FAVORITELENDERS hold(s) the item. Apply Constant Data: DEFAULT.	50	Edit	Delete

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# USING A CUSTOM HOLDINGS PATH TO POPULATE LENDER STRINGS

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# Even if you don't automate...

- Use Custom Holdings Paths to build a lender string with one click in the staff interface of WorldShare ILL or Tipasa
  - Click **View Holdings**, which does a lookup by OCLC number
  - Or, search for the request by title, ISBN, or ISSN and apply a Custom Holdings Path directly when viewing the chosen WorldCat record

# Create lender string from a request

WorldShare® Need Help? Audrey Heiser User support info

Metadata Acquisitions Licenses Circulation **Interlibrary Loan** Analytics Admin

Tipasa® Home

Discover Items

Find Patrons

Borrowing Requests

Copyright (1)

New For Review (24)

Harry Potter and the Half-Blood Prince /

Not Reviewed (24)

Produced (18)

Awaiting Response (7)

In Transit (4)

Unfilled (3)

Received? (2)

Expired (4)

Received (10)

Received In Use (8)

Renewal Requested (2)

Renewal Approved (3)

Overdue (8)

Returned (3)

Returned (3)

Create Request

Document Delivery

Lending Requests

202081766: Harry Potter and the Half-Blood Prince / NDWTL Reg ID: 148757

Send Request Change Fulfillment Type Cancel Request

Apply constant data: Actions: DEFAULT Note Mark as Reviewed Save Reset Email Print Now

Request Purchase Staff Notes

Request Details (Request ID 202081766)

Patron Summary

Source PATRON

Status Not Reviewed

Title / Journal Harry Potter and the Half-Blood Prince /

Uniform Title

Author J K Rowling, Mary GrandPré

Publisher 2006

ISBN 9780439785969

ISSN

OCLC 70666878

DOI

PMD

Dissertation

Series

Request Tags Choose...

Type Loan

Format Book

Language English (eng)

Edition

Preferred edition

Search my library's online catalog

Local ID

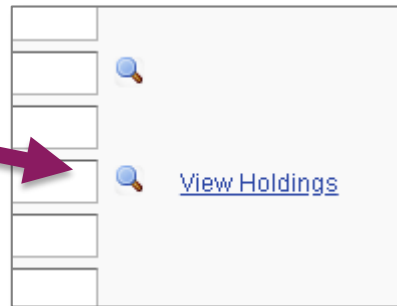
Open Access No links found

Search Google Scholar

Search Google Books

Search Google

View Holdings



# Filter by Custom Holdings Path

The screenshot shows the WorldShare Interlibrary Loan interface. The top navigation bar includes tabs for Metadata, Acquisitions, Licenses, Circulation, Interlibrary Loan (selected), Analytics, and Admin. The main header displays the title 'Harry Potter and the Half-Blood Prince (70666878)' along with author 'Rowling, J. K.; GrandPré, Mary', publisher 'New York: Scholastic, [2006]', and OCLC Number '70666878'. A search bar on the left allows for keyword or term searches. The main content area features a 'Filter by' dropdown menu set to 'Custom Holdings Path', which is highlighted with a red box. Below this, a table lists various holdings from different libraries, including Arrowhead Libr Syst, Lake Superior Sch Dist, Minnesota State College, Pioneerland Libr Syst, Ramsey Cnty Pub Libr, St Catherine Univ Libr, Univ of Minnesota Crookston, Vermilion Commun Col, Kenai Sch Dist Media Ctr, Ketchikan Pub Libr, and Lake & Peninsula Sch Dist. The table columns include Library, Days to Respond, Location, Symbol, Group, Cost, IFM, and Holdings. A red box highlights the 'Filter by' dropdown menu.

WorldShare<sup>®</sup> Need Help? Audrey Heisel  
User support info

Metadata Acquisitions Licenses Circulation **Interlibrary Loan** Analytics Admin

Tipasa® Home

Discover Items

Search  
Scope: All WorldCat  
Index: Keyword  
Term(s):  
Search Clear  
Advanced Search  
Close All Tabs

Holdings: (70666878)

Harry Potter and the Half-Blood Prince (70666878)  
Author: Rowling, J. K.; GrandPré, Mary  
Type:  
Publisher: New York: Scholastic, [2006]  
OCLC Number: 70666878  
Search my library's online catalog

Lender String: clear Quantity: 1 Update request 202001766

All Holdings State Holdings Regional Holdings

Filter by: Custom Holdings Path Select Year: Volume: Go

Results: 1 - 100 of 624

Library	Days to Respond	Location	Symbol	Group	Cost	IFM	Holdings
ARROWHEAD LIBR SYST	Copies: 12 days Loans: 12 days	US, MN	ALV	-	-		
LAKE SUPERIOR SCH DIST	Copies: 8 days Loans: 8 days	US, MN	Q6K	-	-		
MINNESOTA ST COM & TEC COL DETROIT CAMPUS	Copies: 8 days Loans: 8 days	US, MN	MN&PX	-	-		
PIONEERLAND LIBR SYST	Copies: 4 days Loans: 4 days	US, MN	CRM	-	-		
RAMSEY CNTY PUB LIBR	Copies: 4 days Loans: 4 days	US, MN	RCL	-	-		
ST CATHERINE UNIV LIBR	Copies: 4 days Loans: 4 days	US, MN	MNE	-	0.00 - 15.00 USD 0.00 - 15.00 USD	Yes	
UNIV OF MINNESOTA CROOKSTON	Copies: 4 days Loans: 4 days	US, MN	MCR	-	0.00 - 0.10 USD 0.00 USD		
VERMILION COMMUN COL	-	US, MN	VCC	-	-		
KENAI SCH DIST MEDIA CTR	-	US, AK	KENAI	-	-		
KETCHIKAN PUB LIBR	Copies: 4 days Loans: 4 days	US, AK	Q2Z	-	0.00 USD 0.00 USD	Yes	
LAKE & PENINSULA SCH DIST	-	US, AK	AKLPS	-	-		

- Filter by a Custom Holdings Path or profiled group
- To build your lender string, you will need to use a Custom Holdings Path

# Create the lender string

**Harry Potter and the Half-Blood Prince (70666878)**

**Author** Rowling, J. K.; GrandPré, Mary

**Type**

**Publisher** New York : Scholastic, [2006]

**OCLC Number** 70666878

[Search my library's online catalog](#)

**Lender String**  [clear](#) **Quantity**  [Update request 202081766](#)


**All Holdings** **State Holdings** **Regional Holdings**





Filter by:    Year:  Volume:

Results 1 - 28 of 28

Library	Supplier	Days To Respond	Location	Symbol	Group	Cost	IFM	Holdings
<a href="#">ARCADIA UNIV</a>	<a href="#">Yes</a>	Copies: 4 days Loans: 4 days	US, PA	BEA	FREE	Copies: 0.00 USD Loans: 0.00 USD		
<a href="#">BETHANY COL</a>	<a href="#">Yes</a>	Copies: 4 days Loans: 4 days	US, KS	KFB	FREE	Copies: 10.00 USD Loans: 10.00 USD	Yes	<a href="#">Local Holdings Available.</a>
<a href="#">BOSTON PUB LIBR</a>	<a href="#">Yes</a>	Copies: 8 days Loans: 8 days	US, MA	BRL	FREE	Copies: 0.00 USD Loans: 0.00 USD	Yes	
<a href="#">BROOKLYN PUB LIBR</a>	Yes	Copies: 8 days Loans: 8 days	US, NY	BKL	FREE	Copies: 0.00 USD Loans: 0.00 USD	Yes	

# No OCLC Number? No Problem!

 Patron Summary

Source	PATRON
Status	Not Reviewed
Title / Journal	Harry Potter and the Half-Blood Prince / 
Uniform Title	
Author	J K Rowling; Mary GrandPré 
Publisher	2006
ISBN	9780439785969 
ISSN	
OCLC	
DOI	

- Search for the item by
  - Title,
  - Author,
  - ISBN,
  - or ISSN

# Apply a path from results

Tipasa® Home

Discover Items

Search

Scope: All WorldCat

Index: Keyword

Term(s):

Search Clear

Advanced Search






Close All Tabs

Search: ISBN = 9780439785969 (All WorldCat)

Advanced Search

Results 1 - 10 of 31

Sort by: Library Count (Highest First)

	<p><b>Harry Potter and the Half-Blood Prince</b></p> <p>by Rowling, J. K.; GrandPré, Mary</p> <p>Print book, English, First American edition.</p> <p>Publisher: New York, NY : Arthur A. Levine Books, an imprint of Scholastic Inc., 2005.</p> <p>ISBN#: 0439784549 (hardcover)   OCLC#: 57358293</p> <p><a href="#">Search for versions with same title and author</a></p>	<p>Not Held by my library</p> <p><a href="#">State Holdings</a></p> <p><a href="#">Regional Holdings</a></p> <p><a href="#">All Holdings (4965)</a></p>	<p>Filter by: Custom Holdings Path</p> <p>Select</p> <p>Year: Volume: Go</p>
	<p><b>Harry Potter and the Half-Blood Prince</b></p> <p>by Rowling, J. K.; GrandPré, Mary</p> <p>Print book, English, [First Scholastic trade paperback edition].</p> <p>Publisher: New York : Scholastic, [2006]</p> <p>ISBN#: 0439785960 (paperback)   OCLC#: 70666878</p> <p><a href="#">Search for versions with same title and author</a></p>	<p>Not Held by my library</p> <p><a href="#">State Holdings</a></p> <p><a href="#">Regional Holdings</a></p> <p><a href="#">All Holdings (4965)</a></p>	<p>Filter by: Custom Holdings Path</p> <p>Select</p> <p>Year: Volume: Go</p>
	<p><b>Harry Potter and the Half-Blood Prince</b></p> <p>by Rowling, J. K.; GrandPré, Mary</p> <p>Print book, English</p> <p>Publisher: New York : Arthur Levine Books, ©2005</p> <p>ISBN#: 0439785960   OCLC#: 960518703</p> <p><a href="#">Search for versions with same title and author</a></p>	<p>Not Held by my library</p> <p><a href="#">State Holdings</a></p> <p><a href="#">Regional Holdings</a></p> <p><a href="#">All Holdings (4965)</a></p>	<p>Filter by: Custom Holdings Path</p> <p>Select</p> <p>Year: Volume: Go</p>
	<p><b>Harry Potter and the Half-Blood Prince</b></p> <p>by Rowling, J. K.; GrandPré, Mary</p> <p>Microform, English, 1st Scholastic trade pbk ed.</p> <p>Publisher: New York, NY : Arthur A. Levine Books, 2006, ©2005.</p> <p>ISBN#: 9780439785969   OCLC#: 709577823</p> <p><a href="#">Search for versions with same title and author</a></p>	<p>Not Held by my library</p> <p><a href="#">State Holdings</a></p> <p><a href="#">Regional Holdings</a></p> <p><a href="#">All Holdings (4965)</a></p>	<p>Filter by: Custom Holdings Path</p> <p>Select</p> <p>Year: Volume: Go</p>
	<p><b>Harry Potter and the Half-Blood Prince</b></p> <p>by Rowling, J. K.; GrandPré, Mary</p>	<p>Not Held by my library</p> <p><a href="#">State Holdings</a></p> <p><a href="#">Regional Holdings</a></p> <p><a href="#">All Holdings (621)</a></p>	<p>Filter by: Custom Holdings Path</p> <p>Select</p> <p>Year: Volume: Go</p>

- Apply a Custom Holdings Path from your results

Filter by: Custom Holdings Path

Select

Year: |

Filter by: Custom Holdings Path

Select

FREE

RAPID

TESTINSTITUTIONS

TONYTEST10892

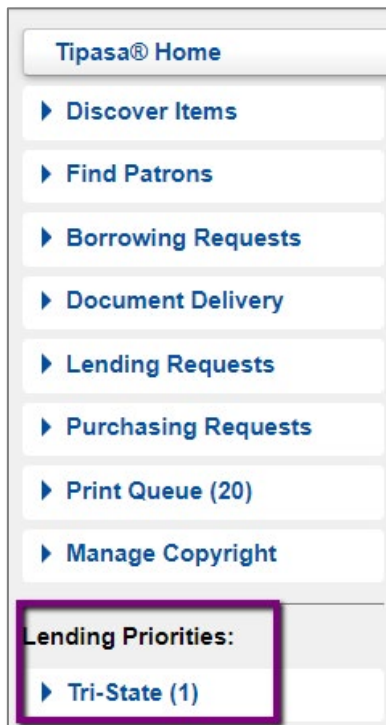
Year: Volume: Go

---

# ADDITIONAL USES IN TIPASA

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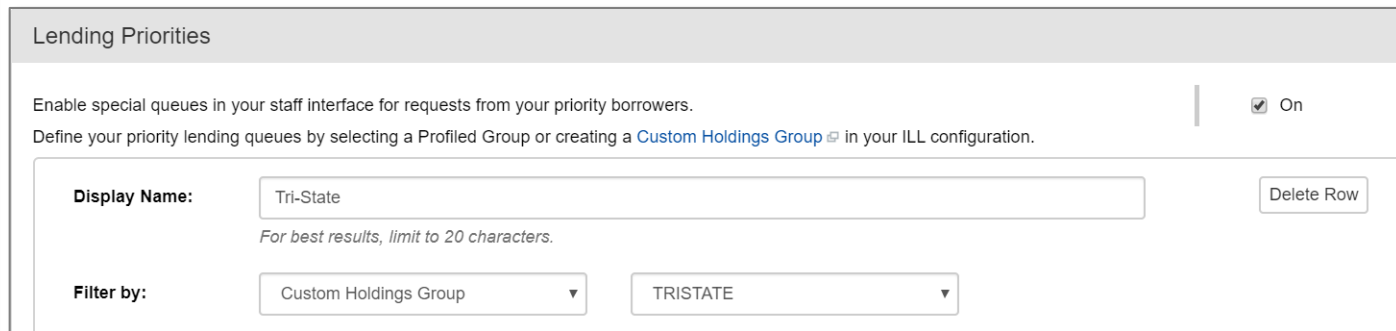
# Lending Priorities Groups



Tipasa® Home

- ▶ Discover Items
- ▶ Find Patrons
- ▶ Borrowing Requests
- ▶ Document Delivery
- ▶ Lending Requests
- ▶ Purchasing Requests
- ▶ Print Queue (20)
- ▶ Manage Copyright
- Lending Priorities:**
  - ▶ Tri-State (1)

- Custom Holdings Groups can also be designated as Lending Priority Groups
- Configure up to 5 Lending Priority Groups
- See incoming lending requests from these groups in separate queues



Lending Priorities

Enable special queues in your staff interface for requests from your priority borrowers. ☒ On

Define your priority lending queues by selecting a Profiled Group or creating a [Custom Holdings Group](#) in your ILL configuration.

Display Name:	<input type="text" value="Tri-State"/>	<button>Delete Row</button>
<i>For best results, limit to 20 characters.</i>		
Filter by:	<input type="text" value="Custom Holdings Group"/>	<input type="text" value="TRISTATE"/>



# Proven Senders

- Libraries you trust to accurately send copy requests via Article Exchange
- When the lender marks the request as shipped, the system automatically:
  - Marks the request received
  - Places it in the patron's account
  - Sends the patron an email notification

### Proven Senders

Enable automatic processing of copy requests to mark as "Received" and send the content to the patron directly.

☒ On

Define your proven senders by creating a [Custom Holdings Group](#) in your ILL configuration.

Custom Holdings Group:

PROVENSENDER ▼

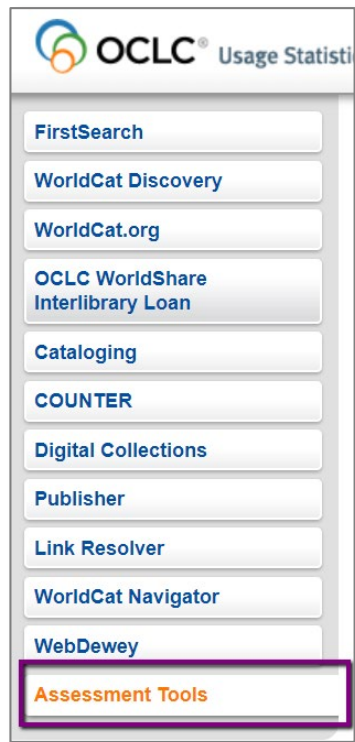
---

# ASSESSING YOUR CUSTOM HOLDINGS

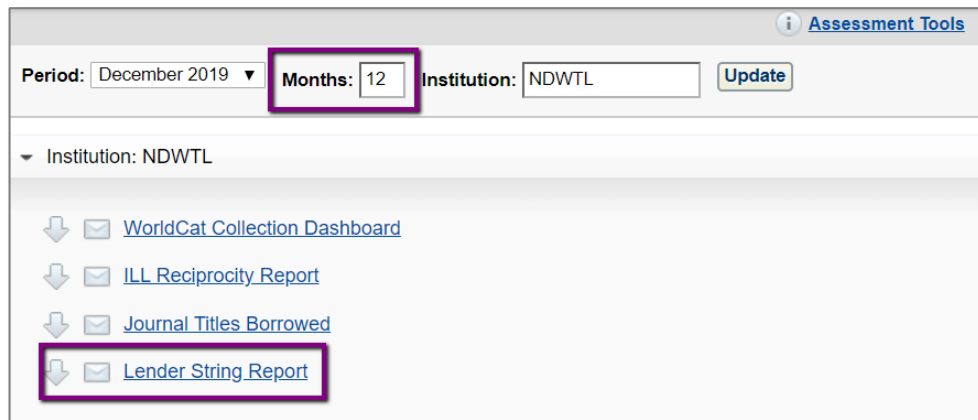
---

# Lender String Report

stats.oclc.org



- Click **Assessment Tools**
- Lender String Report
- Set the reporting period to 12 months



# Lender String Report – fields

- Allows you to see how many times you sent requests to each lender for copies and loans separately
- Shows a lender's fill rates with **your** requests
- Shows a lender's time to respond for **your** requests (includes time to say no)

[stats.oclc.org](https://stats.oclc.org)

Enter the percentage filled number to indicate if evaluation is needed

Lender Symbol	Lender name	Original						Copy					
		Number of times in Lender String	Number of times Supplied?	Number of times Not supplied?	Time to Respond	Percentage Filled	Percentage UnFilled	Evaluate	Number of times in Lender String	Number of times Supplied?	Number of times Not supplied?	Time to Respond	Percentage Filled

# Lender String Report – how to use

- Export data to Excel



OCLC® Usage Statistics

Assessment Tools Assessment Tools Comments Help

Period: December 2019 Months: 12 Institution: NDWTL Update

Export Email

- Evaluate performance with loans (**Original**) and copies separately

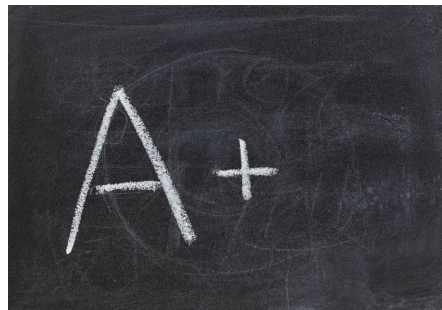
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
4	Institution	OCLC DEMO LIBR														
5	Symbol	NDWTL														
6	Filled req	0														
7		Original								Copy						
8	Lender Sy	Lender na	Number o	Number o	Number o	Time to R	Percentag	Percentag	Evaluate	Number o	Number o	Number o	Time to R	Percentag	Percentag	Evaluate

# Lender String Report – how to use

- Filter data by loan requests first (**Original** in file)
- Decide what percentage fill rate makes a "great" lender
- Filter **Percentage Filled** to that number and above
- Use the resulting list as high-fill-rate lenders for **your** requests
- Follow the same procedure with copy requests

# Lender String Report – more filters

- Filter more by **Time To Respond**
- Define your maximum acceptable time to respond (in days here) for a "great" lender
- Filter to that number and below
- Use the resulting list to form a new group, and place it first in paths for loan requests
- These are your Grade A+ lenders!



# Lender String Report – finding problem lenders

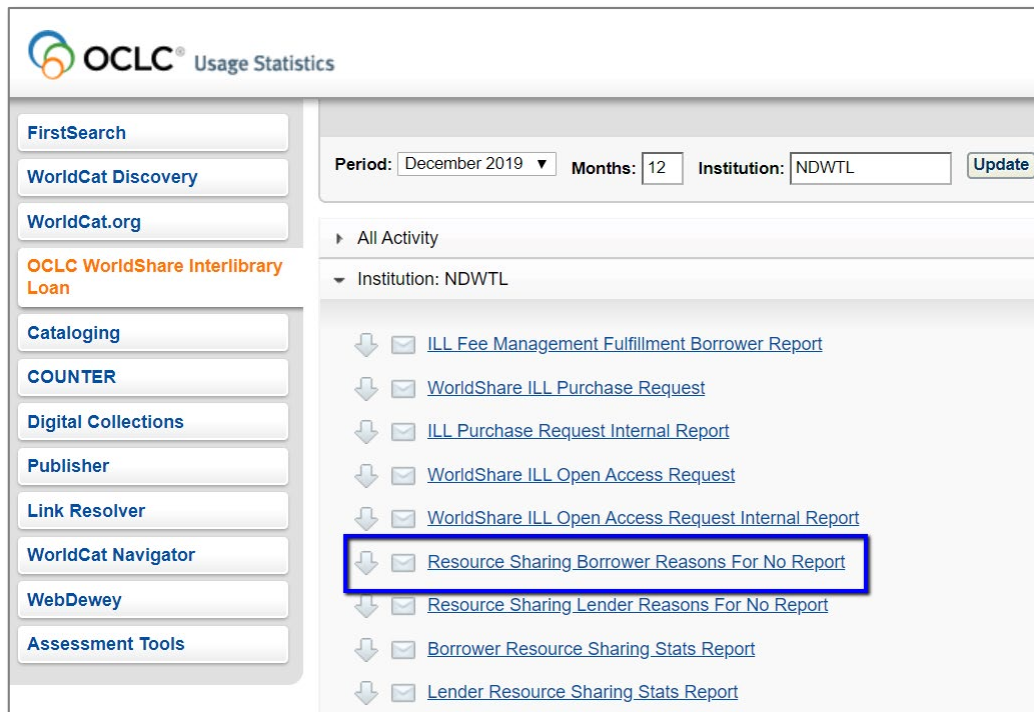
- Filter by **Percentage Unfilled**
- Sort by **Time To Respond**
- Use the resulting list as your lower performing lenders
- Remove these symbols from groups or deprioritize

Original									Copy					
Lender	Lender	Numbe	Numbe	Numbe	Time to	Perce	Perce	Evaluat	Numbe	Numbe	Numbe	Time to Respond	Percentage Filled	Percentage UnFilled
NDOLP	ND LEWIS	11	0	11	2	0	100	N	13	0	11	10	0	84.61
CLVAU	CLIVE AUS	1	0	1	11	0	100	N	2	0	2	7	0	100
T7PAU	KRUM AUS	4	2	2	1.25	50	50	N	2	0	2	6.5	0	100
NDTDS	ND TRAVE	0	0	0	0	0	0	-	4	0	4	6	0	100
ND OAG	ND OHIO S	27	2	23	2.59	7.4	85.18	N	11	1	10	3.54	9.09	90.9
NDMLM	ND PLUM	12	1	11	1.91	8.33	91.66	N	4	0	4	3	0	100
OCWMS	OCCLC TEST	0	0	0	0	0	0	-	1	0	1	2	0	100



# Borrower Reasons For No Report

- Check monthly  
(1 month of data at a time)
- Quickly identify lenders that allow most or all your requests to age without responding
- Remove these lenders from your Custom Holdings Groups



The screenshot displays the OCLC Usage Statistics web application. On the left is a sidebar with navigation links: FirstSearch, WorldCat Discovery, WorldCat.org, OCLC WorldShare Interlibrary Loan (highlighted in orange), Cataloging, COUNTER, Digital Collections, Publisher, Link Resolver, WorldCat Navigator, WebDewey, and Assessment Tools. The main content area at the top shows filters for Period (December 2019), Months (12), and Institution (NDWTL), with an Update button. Below the filters, a dropdown menu is set to 'Institution: NDWTL'. A list of reports follows, each with a download icon and a link. The report 'Resource Sharing Borrower Reasons For No Report' is highlighted with a blue rectangular box. Other reports include ILL Fee Management Fulfillment Borrower Report, WorldShare ILL Purchase Request, ILL Purchase Request Internal Report, WorldShare ILL Open Access Request, WorldShare ILL Open Access Request Internal Report, Resource Sharing Lender Reasons For No Report, Borrower Resource Sharing Stats Report, and Lender Resource Sharing Stats Report.

# Borrower Reasons For No Report

- You can also export this report to Excel
- Data is only available for 1 month (because of the level of detail included)

[About WorldShare Interlibrary Loan](#) [Comments](#) [Help](#)

Period:  Institution:

## Resource Sharing Borrower Reasons For No Report

Lender Position	ILL Record Number	Illiad TN	Title	OCLC #	Article(Citation)	Date(Citation)	Imprint Date	Lender Symbol	Lender Full Name	Reason For No	Lender Unfilled Date
-----------------	-------------------	-----------	-------	--------	-------------------	----------------	--------------	---------------	------------------	---------------	----------------------

# Reasons for No (RFN)

- Sort data in Excel by Library Symbol
- Identify symbols with many aged requests
- The reasons are:
  - Aged to Unfilled
  - Aged to Next Lender
  - Aged to Same Lender
  - Aged to Expired
- Symbols with the majority of RFN as Aged are the libraries to deprioritize/consider removing from Custom Holdings Groups

Reason For No	L
AGED TO UNFILLED	
AGED TO UNFILLED	
NON CIRCULATING	
NOT ON SHELF	
BORROWER REFUSED C	
AGED TO NEXT LENDER	
AGED TO NEXT LENDER	
DEFLECTION - NOT CUF	
NOT ON SHELF	
DEFLECTION - NOT CUF	
UNSPECIFIED	
AGED TO NEXT LENDER	
NOT FOUND AS CITED	
NOT ON SHELF	
LACKING	
AGED TO NEXT LENDER	
LACKING	

# Removing symbols from a group

- Identify which Custom Holdings Groups contain the symbols you would like to remove

Service Configuration



WorldShare ILL



Custom  
Holdings  
Groups

- Click **by symbol**

OCLC

WorldShare ILL

OCLC Demo Library (148757)

**Configure Custom Holdings Groups**

Required fields are marked with an asterisk \*

Display groups: by group name | **by symbol**

Custom Holdings Groups FREE

# Searching for symbols

## Custom Holdings Groups Symbol Search

Required fields are marked with an asterisk \*

Display groups: [by group name](#) | [by symbol](#)

\* Enter symbol:

- Search by a symbol to see which groups include it
- **In my group** will be set to **Yes**

Institution Symbol: NDMLM		
Custom Holdings Group	Group Assignment	In my group
ALISDEMOTEST		<input type="radio"/> Yes <input checked="" type="radio"/> No
FREE		<input checked="" type="radio"/> Yes <input type="radio"/> No
LARGEHOLDINGS		<input type="radio"/> Yes <input checked="" type="radio"/> No
MINNESOTAPUBS		<input type="radio"/> Yes <input checked="" type="radio"/> No
MOBIUS		<input type="radio"/> Yes <input checked="" type="radio"/> No
PASC		<input type="radio"/> Yes <input checked="" type="radio"/> No
PROVENSENDER	Proven Senders	<input checked="" type="radio"/> Yes <input type="radio"/> No
RAPID	Lending Priorities	<input type="radio"/> Yes <input checked="" type="radio"/> No
REALMINN		<input type="radio"/> Yes <input checked="" type="radio"/> No
TESTINSTITUTIONS		<input checked="" type="radio"/> Yes <input type="radio"/> No
TONYTEST10892		<input type="radio"/> Yes <input checked="" type="radio"/> No
TRISTATE	Lending Priorities	<input checked="" type="radio"/> Yes <input type="radio"/> No

click group for description

# Removing symbols from a group

- From your list of Custom Holdings Groups, select the first group you need to edit

## Configure Custom Holdings Groups

Required fields are marked with an asterisk \*

Display groups: by group name | [by symbol](#)

Custom Holdings Groups

Custom Holdings Groups

\* Custom Holdings Groups Name:

Description:

ALISDEMOTEST

ALISDEMOTEST

FREE

LARGEHOLDINGS

MINNESOTAPUBS

MOBIUS

PASC

PROVENSENDER

RAPID

REALMINN

TESTINSTITUTIONS

TONYTEST10892

TRISTATE

# Removing symbols from a group

- View the list of **OCLC Symbols** in the group
- Scroll to find the ones to delete **or** click **Add/Edit symbol(s)** to delete from a more condensed list

Select All Clear All

NDHSZ-ND TEAM T TEST LIBR 8B TEST

☐ NDHSF ND OHIO STATE UNIV-NDHST1 TEST

☐ NDIUI ND SHAWNEE PL 6546 BY QA TEST

☐ NDKRL ND KITCHIGAMI REGN LIBR CENTRE

☐ NDAL ND LAKE AGASSIZ REGN LIBR

☐ NDMLM ND PLUM CREEK LIBR SYST

Clear selected symbols Add/Edit symbol(s)

OR

Add/Edit OCLC symbols

Enter the OCLC institution codes of the libraries you want in this group below. Use spaces to separate the symbols. You can highlight and delete codes as well. [Click here](#) to open the policies directory in a separate window.

KPP KPS KPY KQG KQH KQP KQV KQW KQX KQY KRS KRW KRY KRZ KSA KSB KSDOT KSL  
KTP KTU KUS MND MNU NDALV NDANK NDCCC NDCCCE NDCLV NDCML NDCN2 NDCNF  
NDCRM NDDCB NDDUD NDGRR NDHCO NDHS2 NDHSF NDIUI NDKRL NDAL NDMLM NDMNU  
NDNRG NDOAG NDOLP NDOSU NDPR2 NDPRF NDQU2 NDQUF NDRCP NDROC NDSEL NDSPP  
NDSR2 NDSRF NDSSH NDST2 NDSTF NDT7P NDTAM NDTDS NDTR2 NDTRF NDTXN NDWAU

Update Symbols Cancel

---

# TAKEAWAYS AND GETTING ASSISTANCE

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# Suggested to-do list

- Review the checklist
  - Uses for Custom Holdings
  - Building groups and paths
  - Assessing Custom Holdings
- Attend next week's Office Hour

## Checklist: Construct your Custom Holdings

### Part 2 of the OCLC Resource Sharing Workshop Series

#### Review basic uses of Custom Holdings

- Set up deflections – applying policies to a single group of libraries or to all libraries **except** a group of libraries. Create a Custom Holdings Group for that!
- Set up automations (Direct Request today) to route requests to Custom Holdings Paths
- Use Custom Holdings Paths to auto-populate lender strings in WorldShare ILL and Tipasa

#### Building Custom Holdings Groups and Paths

##### OCLC Policies Directory

- Search to build Custom Holdings Groups based on your needs:
  - Libraries by geography
  - Libraries by profiled group (e.g., LVIS, [OhioLINK](#), PASCAL)
  - Libraries by days to respond
  - Libraries by current supplier status
  - Libraries by library type (e.g., academic, public, federal)
  - Combinations of these criteria that are meaningful to you

##### Combine Custom Holdings Groups into Custom Holdings Paths with OCLC Service Configuration

- Order matters – put your highest prioritized groups first in the paths
- Prioritize different paths for reasons that matter most for those requests (e.g., nearby geography and low cost for loan requests, fast time to respond and high fill rates for copies)

#### Assessing Custom Holdings – a basic routine

##### OCLC Usage Statistics ([www.stats.oclc.org](http://www.stats.oclc.org))

- Review the **Lender String Report** (under **Assessment Tools**) at least yearly
- Export to Excel and sort or filter by fill rate or time to respond – or combine both
- Review data separately for copy and loan requests (Loans are indicated as **Originals** in the report)
- Place your highest performing lenders (for each copy and loan requests) into their own Custom Holdings Groups. Make those groups first in the Custom Holdings Paths you use to request copies and loans, respectively.
- Identify lenders that have fallen below a threshold you define of acceptable lending performance (less than x% fill rate and more than y days to respond). Consider removing those lenders from your existing Custom Holdings Groups.
- Review the **Resource Sharing Borrower Reasons For No Report** monthly
- If you want, retrieve data from that report separately from the last few months and combine into one spreadsheet
- Sort by potential lender symbol and look for lenders that habitually let your requests age
- Remove those lenders from existing Custom Holdings Groups

# Office Hour:

## Friday, March 6, 2:00-3:00 pm ET



### Register for Office Hour: Construct your Custom Holdings

[English](#) : [New York Time](#)

Please provide the following information to register for this training session. You will receive an email confirmation of your registration.

#### Session Information

<b>Topic:</b>	Office Hour: Construct your Custom Holdings
<b>Session status:</b>	Not Started
<b>Session dates:</b>	Friday, March 6, 2020
<b>Starting time:</b>	2:00 pm, Eastern Standard Time (New York, GMT-05:00)
<b>Duration:</b>	1 hour
<b>Presenters:</b>	Alena Miller,heisela@oclc.org,Jenny Rosenfeld
<b>Description:</b>	
<b>Host's name:</b>	Delivery Community
<b>Host's email:</b>	delivery-community@oclc.org

# Welcome to OCLC Support

How can we help you?

Select a category



[Discovery and Reference](#)



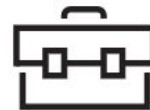
[Library Management](#)



[Metadata Services](#)



[Resource Sharing](#)



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# OCLC Resource Sharing team





# Q&A

Your OCLC Resource Sharing Team

[support@oclc.org](mailto:support@oclc.org)

**Because  
what is  
known must  
be shared.®**