This is OCLC

JULIE SEURONT, MEMBER RELATIONS MANAGER, OCLC
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ERIC VAN LUBECK, VICE PRESIDENT, MANAGING DIRECTOR EMEA & APAC, OCLC
SHU-EN TSAI, EXECUTIVE DIRECTOR, OCLC
AXEL KASCHTE, PRODUCT STRATEGY DIRECTOR, OCLC
welcome
“I believe in the concept of the cooperative”

“research on our behalf”

“understanding of shared challenges”

“power in numbers, power of the network, power of expertise”

“sharing and camaraderie”

“innovation”

“making the world feel smaller and connected for the public good”

“collaboration”
Asia Pacific Regional Council Executive Committee 2018/2019

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Thammasat University, Thailand
Build stronger relationships
Ellen Tise
Senior Director
Library and Information Services
JS Gericke Library, Stellenbosch University
Stellenbosch, South Africa

Sandy Yee
Dean Emerita
Wayne State University Library System
Wayne State University
Detroit, Michigan, US
2017–2018 Annual Report

Smarter libraries
Smarter services
Smarter communities

oc.lc/annualreport
CHANGE THE GAME

2018–2019 OCLC Regional Council Conferences

ARC 2018
OCLC AMERICAS REGIONAL COUNCIL CONFERENCE
25–26 October 2018
Chicago, IL, USA

APRC 2018
OCLC ASIA PACIFIC REGIONAL COUNCIL CONFERENCE
28–29 November 2018
Bangkok, Thailand

EMEARC 2019
OCLC EMEA REGIONAL COUNCIL CONFERENCE
26–27 February 2019
Marseille, France
A global network of libraries

Americas
10,938 members in 28 countries

EMEA
4,009 members in 72 countries

Asia Pacific
1,601 members in 23 countries

As of 31 December 2017
CHANGE THE GAME: WMS
Expanding globally

600+ libraries worldwide selected WMS

WMS libraries in 20 countries

As of June 1, 2018
600 WMS libraries worldwide

Americas 470+ libraries

EMEA 110+ libraries

Asia Pacific 70+ libraries
200+ enhancements based on libraries’ feedback
CHANGE THE GAME: WorldCat
The power of cooperative cataloging

In 2017 OCLC member libraries copy cataloged

94% of their items from WorldCat

saving an average of 10 minutes per title
The power of cooperative cataloging

By copy cataloging

21,187,275 titles

Libraries collectively saved

3.5 million hours
The power of cooperative cataloging

Sources of recent bibliographic records in WorldCat

- OCLC and member libraries: 63.55%
- National libraries: 21.35%
- Vendors/publishers: 15.10%

Items published since 2010, as of January 2018
2017 WorldCat.org engagement

73 MILLION visits

23% of visitors clicked to content in libraries
New look for FirstSearch
Connect and collaborate

- Participate in discussion with other users and the OCLC product team
- Collaborate by sharing ideas and resources
- Receive product news and updates
- Submit enhancement requests
CHANGE THE GAME: Resource Sharing
OCLC Resource Sharing

7,374 borrowing libraries worldwide

7,585 lending libraries worldwide

57 countries

every 1.4 seconds a request is filled
180+ libraries live
The world’s first cloud-based ILL management system
CHANGE THE GAME:
OCLC Research
OCLC’s Membership and Research Division

- **Research** devoted exclusively to the challenges facing libraries and archives
- RLP working groups **collaborate with institutions** on research and issues
- **Lifelong learning** from WebJunction
- All connected through a **global network** of 16,000+ member libraries

#OCLCAPRC18
CHANGE THE GAME:
Community
We are a global member-driven community.

We develop innovative products and services.

We ensure access to knowledge.

We advance librarianship.
OCLC Community Center

- 15,700+ members
- 5,000+ institutions
- 260 new postings a month

Join the community at oc.lc/community
The Developer Network helps you learn, experiment, and collaborate to put OCLC Web services to work.

OCLC’s Developer Network

- Explore and access all APIs, including WMS APIs, to enhance library workflows and services
- Tools, documentation, and resources for all skill levels
- Live support available via email and phone
OCLC Partnerships

We establish partnerships with a variety of organizations in the information ecosystem—partnerships that promote libraries and save them time.
OCLC directly partners with 350 global content providers, representing thousands of publishers.
Highlights from ANZ
WMS in ANZ

• Australian and New Zealand College of Anaesthetists
• Catholic Theological College, Mannix Library
Te Puna collections in WorldCat through Syndeo

Te Puna now selects WorldShare ILL
Other highlights

• Four New Zealand Universities select Tipasa
• Queensland University of Technology selects Relais D2D
• 11 libraries select EZproxy Hosted
• Lincoln University (New Zealand) selects SGS GreenGlass
Highlights from ASIA
THAILAND

- Huachiew Chalermprakiet University, Bangkok
- Chiang Mai University
CHINA
KOREA
CHANGE THE GAME:
Product Updates
Why EZproxy hosted is the right solution for remote access to e-resources
How does EZproxy help?

EZproxy is an open solution that will work with the authentication system that you’ve put in place. It connects to a wide range of authentication services, including LDAP, SIP, and Shibboleth.
EZproxy hosted offers freedom from:
- the burden of system maintenance,
- the risk of key staff departures, and
- IT departments that aren’t always responsive enough to meet library needs.

Library staff can focus on other user-critical activities.
Share the collections that make your library unique.

Norfolk Public Library patrons browsing the local history Sargeant Memorial Collection
The new CONTENTdm

- Mobile
- Modern
- Accessible
How do library users search?

5 words in library searches, compared to…

3 words in Google searches

40% of clicks come from the top search result
New algorithms expand relevance options
Recent enhancements

Search experience
- Group and ungroup editions and formats
- Email records and lists to multiple recipients
- Automatically transfer search from simple box to advanced search

Streamline academic research
- Access to full-text links meet user expectations
- Report broken links

Customization
- Maintain search filters from search to search
- Include a custom message when mailing personal lists
Multiple search opportunities

API

Precision searching

Open web visibility

WorldCat.org visibility
73 national and regional library agreements

Americas
12 libraries in 8 countries

EMEA
53 libraries in 48 countries

Asia Pacific
8 libraries in 8 countries

As of 31 December 2017
Syndeo

• A flexible suite of services for regional library organizations and national libraries
• Provides the ability to serve communities in more intuitive, efficient ways, with
  – Improved efficiencies, including support for ‘in region’ workflows and copy cataloging with WorldCat
  – Greater visibility of regional collections to a worldwide audience
  – Reduced maintenance costs with new, state-of-the-art infrastructure

Learn more at www.are-you-connected.org
A best-in-class technology infrastructure for library services
Advancing technology performance

In fiscal year 2017, OCLC’s technology teams:

- Processed: 11,942 system changes
- Collected: 4.5 million data points
- Managed: 10,759 servers globally
- Maintained: 3.8 petabytes of global data
Advancing technology performance

In fiscal year 2017, OCLC achieved very high systems availability:

<table>
<thead>
<tr>
<th>Service</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Availability</td>
<td>99.9%</td>
</tr>
<tr>
<td>WorldShare Availability</td>
<td>99.8%</td>
</tr>
<tr>
<td>WorldCat Availability</td>
<td>99.9%</td>
</tr>
<tr>
<td>Change Success Rate</td>
<td>99.0%</td>
</tr>
</tbody>
</table>
Focused on service quality, impact

Support
72% of service requests closed in under 5 days

Training
60,000+ views of training materials

Implementation
400+ service implementations

FY 2017/2018

#OCLCAPRC18
THANK YOU