OCLC Delivery Services: The Library On-Demand

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Intuitive

Convenience is king, queen, the whole court
Intuitive

Convenience is king, queen, the whole court

• OPACs are difficult
• Need to be effortless
• Familiar discovery experiences
Intuitive

Convenience is king, queen, the whole court

“It was very delightful to be able to not have to go through a lot of hoops to get to what I was looking for, because figuring out the topic is complicated enough.”

*Undergraduate student*
“They've just got the form online on the library website, and I can do that. That's really good. I'd like to get an email reminder about a week before it's due because I won't have that written down anywhere, so just to remind me that I need to return the item.”

Faculty member, Social Sciences
Convenience is king, queen, the whole court

“It's the things that are difficult to find that then come through to the staff and they have to do the work from there to try and find the copy. There will always be a bit of [mediated and unmediated].”

ALIA Online Information Conference participant
Smart

Context and situation matter
Context and situation matter

- Context dictates behavior
- Library discovery must anticipate context
- Systems need to do the heavy lifting
“I wasn't really just open-minded looking for all sorts of information. I was kind of hunting. So that was a different kind of experience, yeah.”

Graduate student
Smart

Context and situation matter

“There's no reason why we can't integrate tracking into our ILL systems... UPS and FedEx all have apps that could be easily integrated into those more easily. It doesn't take a magic wand.”

ACRL conference participant
“Just a little email, just like you would the modern way... you buy a product and then it's on its way, it's been shipped, it should be here this day. That'd be great... To me that would be kinda fun, rather than... I don't know where they're sending it, I hope I get it.”

Faculty Member, Social Sciences
Personal
Delight users
Personal

Delight users

• Finding satisfies; doesn’t delight
• Surprise delights
• A single account caters to preferences
“If I was searching for something that I didn't expect them to have... And then I search and then there it is at the top. That... would be like a, 'Oh! Now I'm really delighted that they have this.'”

- Staff member
Universal
Share and share alike
Universal

Share and share alike

- Local, regional, global access
- Partnerships matter
- Neutrality enables relationships
- Universal hubs
“Most of our books are from the '60s or '70s, and it's just not helpful. And I still don't do the e-books though, which would probably be helpful, but I just don't have the ability. I would probably request a newer book from another library so I could have the physical copy...”

- Undergraduate student
INTUITIVE
Convenience is king, queen, the whole court

SMART
Context and situation matter

PERSONAL
Delight users

UNIVERSAL
Share and share alike
Jill
Student
English Literature
Looking for *Of Mice and Men*
Waited until the last minute… Again.

One click, and it’s on her Kindle.


Needs coffee. And food. Now.

#OCLCLibraryFutures
Anything you want on demand
Intuitive Discovery
Through any channel.
Smart fulfillment
According to my preference.
Single account
One-stop shop to track, inventory, recommend and return.
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Library on-demand

#OCLCLibraryFutures
Intuitive Discovery
Predictable. Through any channel.

Strong partnership network

WorldCat.org

#OCLCLibraryFutures
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Predictable. Through any channel.
Smart fulfillment
According to my preference.

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56,672 results in Libraries Worldwide

1. **Of mice and men**
   by **John Steinbeck**
   eBook 2002 | View all editions & formats

In Depression-era California, two migrant workers dream of better days on a spread of their own

Held by: OCLC University

- View eBook
- Print Book Available

- Main MAIN-STACKS  dmb1234
Single account

One-stop shop to track, inventory, and return.
Universal access to a massive inventory

Library on-demand
SINGLE ACCOUNT
Merged ILL & Circ View
Tracking on Requests  Tipasa APIs

SMART FULFILLMENT
Direct Request
Open Access  Automation
Smart fulfillment
According to my preference.

Transparency for the user:
Probability to fill + Prediction

Enabled by:
Greater automation for staff
Probability that your ILL request ends in fulfillment.

Are you sure that you’d like to request an item that has a 50% probability of being filled?

If yes, great! If not, let’s see what options we can find for you.
Smart fulfillment

Predict Time to Fill Algorithm:

library configured processing time
+ predicted lender processing time
+ predicted shipping time

= Predicted Time to Fill
Smart fulfillment
According to my preference.

Direct Request: Automated Workflows

Today
• Auto send requests to preferred lenders
• Identify acquisitions requests
• Leverage your holdings for document delivery

Tomorrow
• Auto tagging requests (e.g. ‘rush’)
• Notifications
• Auto send to Reprints Desk or Get it Now
Single account
One-stop shop to track, inventory, recommend and return.
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Tipasa APIs
OCLC as your partner going forward

1. Research
2. 10,000+ libraries connected
3. Analytics
4. API-first, Standards
5. Content-neutral position

#OCLCLibraryFutures
Thank you

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