OCLC Wise: Customer driven to inspire change
Change
COMMUNITY ENGAGEMENT SYSTEM

Designed around people, driven by data
Relationships

Under "Relationships" you can set authorizations for yourself and others, such as your family members. With a "Relationship", an authorized person can renew items or pay fines for others without having to log in on each account.

You have authorizations for the following people:

<table>
<thead>
<tr>
<th>Person</th>
<th>Function</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Howe, Kate R</td>
<td>Renew</td>
<td>Confirmed</td>
<td>Delete</td>
</tr>
<tr>
<td>McCausland, Scott</td>
<td>Renew</td>
<td>Pending confirmation by the user</td>
<td>Cancel</td>
</tr>
<tr>
<td>Coward, Clara</td>
<td>Renew</td>
<td>Needs confirmation by me</td>
<td>Confirm</td>
</tr>
</tbody>
</table>

Add new relationship

Card number

Birth date (mm-dd-yyyy)

Relationship

Authorize this person for my subscription.

Function

Renew

Add
Used by more than 75% of public libraries in the Netherlands
Early Adopters
Website
Discovery
Marketing and communications
Customer relationship management
Supports online payments
Program registration
Ratings and reviews
Customer-created lists
Event registration

Analytics
Reporting
Collection management
Collection development
PC management
Cataloging
Circulation
Acquisitions
Serials
Powerful collection management

• Policies
• Balancing
• Insights
• Analytics
### Areas of interest

**Available subscriptions:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Sign up</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>sign up</td>
</tr>
<tr>
<td>Economy</td>
<td>sign up</td>
</tr>
<tr>
<td>Religions</td>
<td>sign up</td>
</tr>
<tr>
<td>History</td>
<td>sign up</td>
</tr>
<tr>
<td>Health</td>
<td>sign up</td>
</tr>
<tr>
<td>Yoga (for health)</td>
<td>sign up</td>
</tr>
<tr>
<td>Art &amp; Culture</td>
<td>sign up</td>
</tr>
<tr>
<td>Countries and Travelling</td>
<td>sign up</td>
</tr>
<tr>
<td>Politics and Community</td>
<td>sign up</td>
</tr>
<tr>
<td>Nature</td>
<td>sign up</td>
</tr>
<tr>
<td>Education</td>
<td>sign up</td>
</tr>
<tr>
<td>Psychology</td>
<td>sign up</td>
</tr>
<tr>
<td>Law</td>
<td>sign up</td>
</tr>
<tr>
<td>Sport/Free time/Housing</td>
<td>sign up</td>
</tr>
<tr>
<td>Language and Literature</td>
<td>sign up</td>
</tr>
<tr>
<td>Science/Technology</td>
<td>sign up</td>
</tr>
</tbody>
</table>

**Already signed up for:**

- Yoga [sign out](#)
- Romantic novels [sign out](#)
- Science fiction/Fantasy [sign out](#)
Ticketing made easy

- Sell tickets
- Assign seats
- Track attendance
- Target for events & resources
Marketing for impact

- Target
- Create
- Track
- Automate
Selection criteria: Robotics Class

Selected criteria:
- Age is 18 to 120
- 111020 Customer of branch is ‘Main Library’
- Borrowed subject (24mos) is ‘Technological innovations’
- 115000 Acquisition profiles is ‘Science/Technology’
- Is Science/Technology

Search:
- Politics and Community
- Economy
- Law
- Psychology
- Education
- Yoga (for health)
- Science/Technology
- Nature
- Health
- Sport/Free time/Housing
- Art & Culture
- Language and Literature

Sort on code:

[Image of a software interface for selecting criteria for robotics class]
Anticipate customer needs

Build stronger relationships

Impact more people
Aim even higher.

oc.lc/wise
Thank you

OCLC Americas Regional Council Conference
#OCLCLibraryFutures

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