OCAC, Chicago, October 24th, 2018

#### **OCLC Canada Update**

#### **Bruce Crocco**

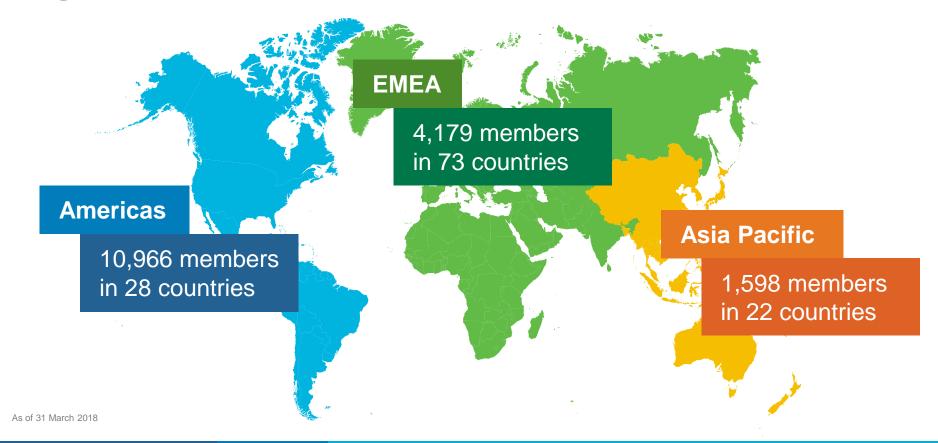
Vice-President Library Services for the Americas croccob@oclc.org

#### **Daniel Boivin**

Executive Director OCLC Canada, Latin America & Caribbean boivind@oclc.org



#### A global network of libraries





#### **GDPR** and **OCLC**

- A step toward more stringent data privacy regulation than the current EU law
- An opportunity to focus on and refine the already robust data privacy principles embraced by OCLC and its members
- For most OCLC-hosted products and services, OCLC customers are data "controllers" and OCLC is a data "processor"



#### **GDPR** and **OCLC**

#### **GDPR STEPS UNDER WAY AT OCLC**

- Hired a full-time Data ProtectionOfficer
- Reviewed personal data collection across relevant OCLC services
- Implementing processes and functionality to handle individual rights requests

- Updating internal procedures and improving security standards as needed
- Campaign to update existing customer and vendor contracts with new data processing terms



#### **ACCESS TO KNOWLEDGE**



#### **OCLC's Membership and Research Division**

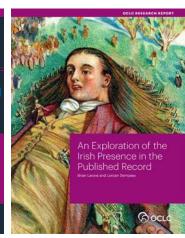


- to the challenges facing libraries and archives
- RLP working groups collaborate with institutions on research and issues
- Lifelong learning from WebJunction
- All connected through a **global network** of 16,000+ member libraries



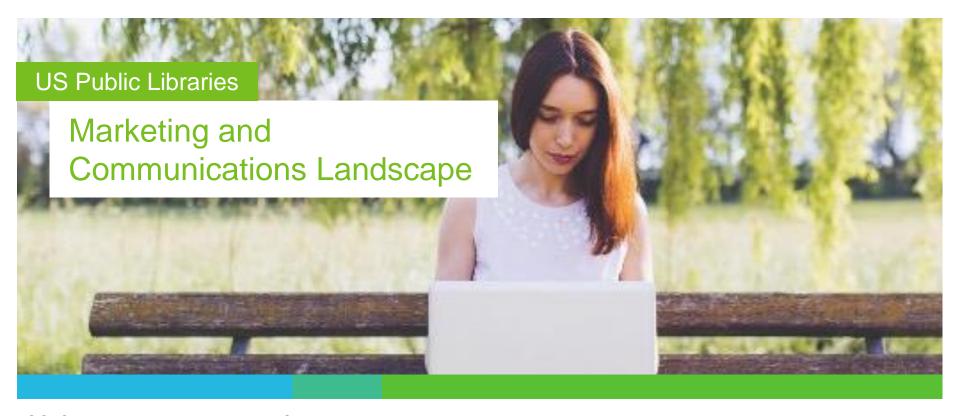












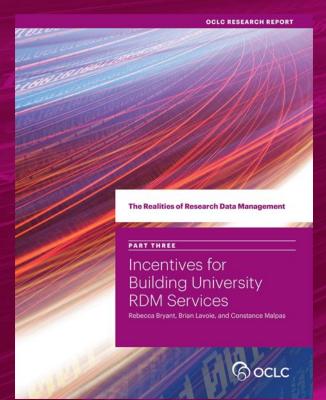
OCLC conducted a survey among US public libraries. This report provides an overview of how they communicate to their users and the broader community.

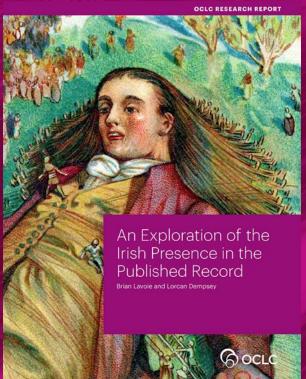
OCLC.

oc.lc/rdm

#### oc.lc/irishcollections

#### oc.lc/manyfaces











#### Distinguished Seminar Series





**Trevor A. Dawes** University of Delaware



**Dr. Kimberly Christen**Washington State University



Rosie Stephenson-Goodknight
Northeastern University

14 November



#### Wikipedia + Libraries: Better Together

### **Small Libraries Create Smart Spaces**





#### Focused on service quality, impact



#### **Support**

72% of service requests closed in under 5 days



#### **Training**

60,000+ views of training materials



400+ service implementations

FY 2017/2018





#### OCLC Community Center

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

Join the community at oc.lc/community

#### Advancing technology performance

In the year ending June 30, 2018, OCLC achieved very high systems availability:

99.9%

**APPLICATION AVAILABILITY** 

99.9%

**WORLDSHARE AVAILABILITY** 

99.9%

**WORLDCAT AVAILABILITY** 

98.9%

**CHANGE SUCCESS RATE** 



# Innovative products and services for Canadian Libraries





#### **WETADATA**







#### The power of cooperative cataloging

Sources of recent bibliographic records in WorldCat

OCLC and member libraries

63.55%

National libraries

18.54% 15.10% 2.81%

Vendors/publishers Library of Congress

Items published since 2010, as of January 2018



#### New Cataloguing Users















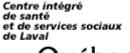


Institut canadien de conservation





Saskatchewan Parks and Recreation Association

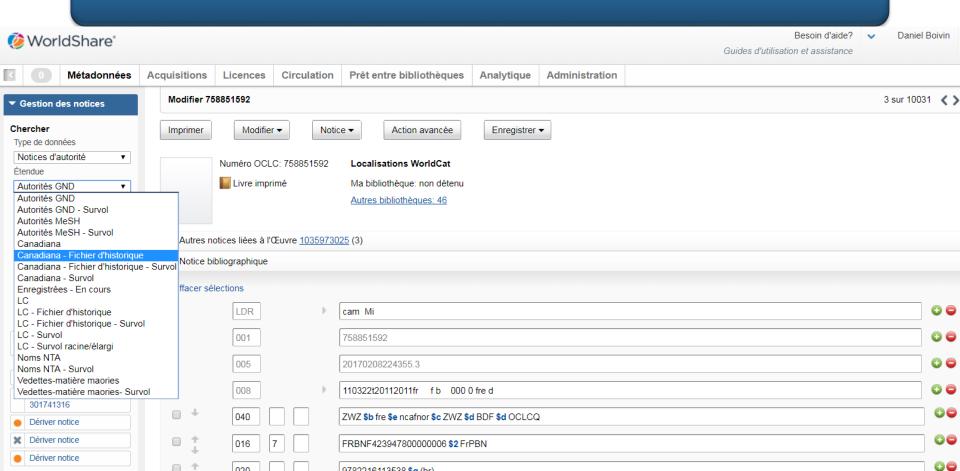








#### New Services in WorldShare Metadata



9782216113538 \$a (br)

#### Knowledge sharing in Canada/Voilà

CATALOGING NUMBERS as of October 2018	
Holdings in WorldCat	132,214,539
Unique records in WorldCat	11,526,723
Number of records cataloged	20,485,601
Number of original records added	16,856,082



#### Global access with a local delivery

## OCLC Membership as of June 2017 Canada Region



















Public libraries	105
Special/government libraries	136
Academic libraries	175
Votech/community college libraries	50
School libraries	8
Other	18
ARLs	16
State/national libraries	3
	207

367



#### Linked data

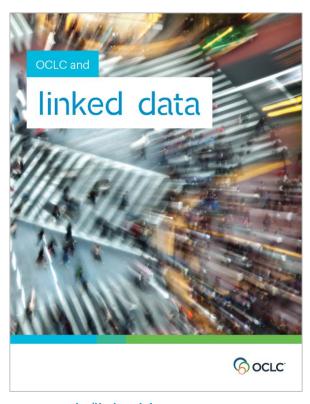
No other library organization has created and shared more linked data than OCLC

#### Our approach:

- Build on the foundation of WorldCat
- Collaborate and partner with community leaders
- Make iterative progress rather than wait for perfection

#### We will:

- Deliver MARC records with authoritative links
- Import, store, enrich, and publish library data with links
- Cooperatively create a global network of data relationships in WorldCat



oc.lc/linkeddatasummary



#### Sustainable Collection Services® GreenGlass













OCLC Shared Print Registration Service added to OCLC Cataloguing



#### RESOURCE SHARING





7,374

borrowing libraries worldwide

7,585

lending libraries worldwide

57

countries

every 1.4 seconds

a request is filled



#### New WorldShare ILL Users



















FY19
• SIP 2 Authentication

- Staff search & request on behalf of

Exporting requests patronsPatron self-registration Notify patrons

Limit # of patron requests
Improve Relais Discovery
Support for additional authentication methods

NCIP interops with WMS

Migrations from VDX to D2D

More enhancements...

**FY21** More details to come...

• Improve Relais Discovery scalability

**FY19Q1** 

- Patrons download and delete their request history
- Batch processing of loans

D2D ongoing enhancements stream

North American VDX to D2D User Group Meeting

Thursday, November 15, 1:30-3:00 Eastern time (will be recorded)

Register: http://oc.lc/VDX2018

After November 15, individual group migration timelines assessment

#### DISCOVERY



#### Recent enhancements



#### Search experience

- View CONTENTdm thumbnails in search results
- More precise linking to author names
- Easily transition from basic to advanced search
- Advanced search filters expand by default



#### Streamline academic research

- Share personal lists (public lists)
- "Report a Broken Link" optimized per user feedback



#### Customization

- Many WMS Place Hold form configurations
- Configure display of 856 links from non-WorldCat master records
- Redesigned database configuration in Service Configuration



#### **MANAGEMENT**





600+
libraries worldwide selected WMS

WMS libraries in

20 countries





# 200+ enhancements

70% based on libraries' feedback





# Digby®

- Four language interfaces: English, French, German, and Spanish
- By popular demand! Inventory



#### New WMS Libraries in Canada





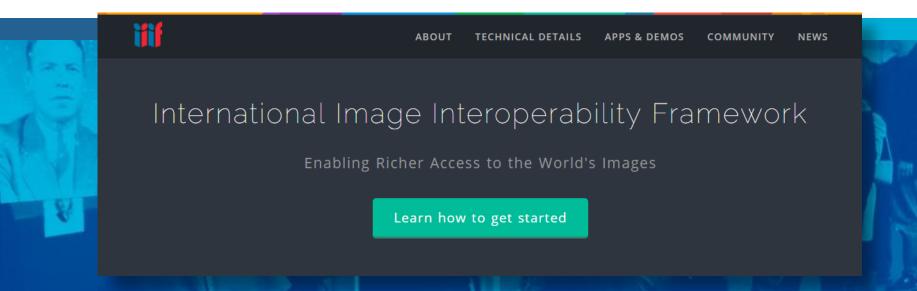
Library and Archives Canada Bibliothèque et Archives Canada







#### **CONTENT**dm<sup>®</sup>



Make your valuable, unique special collections available to users and researchers locally and around the world through a modern, mobile and accessible user experience



# thank you

