February, 2016

Deflection on WorldShare® Interlibrary Loan

Dawne Tortorella
Member Education

Agenda

• How to deflect all items of a particular type: Category-Level Deflections
• Deflecting e-resources
• How to deflect an individual item: Item-Level Deflections
• Accessing and interpreting statistical reports for deflected requests
Deflection Defined

- Deflection is the ability of a lending library to automatically be skipped, even though they are in the lender string
- Spend less staff time saying No to undesired requests

Let the system automatically say No to requests which your loan policies restrict.

Supplier Status – Deflecting all requests

While not technically called “deflection,” Supplier Status = No stops all requests.
Deflection Happens at Two Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Definition and Example</th>
<th>Management Tool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>All items of a particular type</td>
<td>Policies Directory (PD)</td>
</tr>
<tr>
<td></td>
<td>Example: <em>All</em> electronic serials</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>A specific item</td>
<td>Local Holdings Record (LHR) in the Connexion Browser</td>
</tr>
<tr>
<td></td>
<td>Example: Only <em>Nature (online)</em> electronic serial</td>
<td></td>
</tr>
</tbody>
</table>

Category Level Deflection

- Established and maintained in the OCLC Policies Directory
- Access from your WorldShare ILL Home Page
OCLC Policies Directory

1. Click Policies tab

2. Expand Deflections section

3. Add a new deflection policy

Category Level Deflection

Deflection Categories in the Policies Directory

<table>
<thead>
<tr>
<th>Format</th>
<th>Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>Age</td>
</tr>
</tbody>
</table>
Category Level Deflection

**Policy Name:**
- Be descriptive
- Remember others will see your deflection policy and name

Examples: No A/V, No New Material, Delinquent

Category Level Deflection - Parameters

**Service:**
- Request Type – Copy, Loan, or both
- Deflection Type – where you turn a deflection policy on or off
Category Level Deflection - Parameters

Fees:
- If you charge to loan, you can automatically deflect any requests whose Max Cost indicated on the work form is less than your lending rate

Category Level Deflection

Borrowers (who to deflect):

- Include in deflection
- Exclude from deflection
Category Level Deflection - Parameters

**Borrowers:**
- OCLC Group – include or exclude libraries from GACs (like LVIS, etc) into your Deflection policy
- Custom Holdings Group – include or exclude libraries from your own Custom Holdings groups into your Deflection policy
Category Level Deflection - Parameters

**Items – Formats, E-License Terms:**
- Include or exclude certain formats and e-resources from a deflection policy

**Items - Material Age:**
- Include or exclude certain material ages (old or new) from a deflection policy
Category Level Deflection - Parameters

Notes:
• Include date and initials of when/who created. Also include any additional information such as modification notes.

Category Level Deflection – Test your knowledge

We want to deflect all A/V material, as well as new materials, Except for Custom Holding Group STATFREE

Will this policy accomplish the goal?
Category Level Deflection – Test your knowledge

No! This policy will deflect ONLY A/V that is less than 1 year

Parameters within the same policy are combined using AND logic. If you want deflections to follow OR logic, you need to create multiple deflection policies.

Category Level Deflection – Test your knowledge

We need 2 policies:

• Deflect ALL A/V EXCEPT FROM our group

• Deflect New Material EXCEPT FROM our group
Deflecting e-resources

- by format
- by license terms

Commitment to resource sharing

Staff time
License agreements

Deflecting all electronic content

To deflect all electronic content:
- Create a deflection policy in Policies Directory
  - Choose request type(s) – copy/loan
  - Select formats to deflect
- Communicate e-resources lending policy in Policies Directory Profile
Deflecting all electronic content

Create a deflection policy in the OCLC Policies Directory

<table>
<thead>
<tr>
<th>No e-Resources</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVICE</td>
<td>FEES</td>
<td>BORROWERS</td>
</tr>
<tr>
<td>Requests: Copy or Loan</td>
<td>Deflection Type: Enable Real Time Deflection</td>
<td></td>
</tr>
</tbody>
</table>

Note: Do not fill request for e-resources of any type. DRT 2/1/2016

Communicate policy to others in Policy Directory Profile

Non-Circulating: do not lend (copy e-resources), maps and comic books, special collection of Hardy Boys 1st edition

Deflecting knowledge base collections – License terms of use

Add collections to knowledge base
- Collection Manager

Set ILL terms of use
- Collection Manager or License Manager

Activate knowledge base for enhanced ILL
- Service Configuration

Create deflection policy
- OCLC Policies Directory
Adding collections to the knowledge base in Collection Manager

Metadata > Collection Manager

• Search for the Collection, the Select Collection to add

Edit ILL Terms of use in Collection Manager or License Manager

Set ILL terms in Collection Manager
Metadata > Collection Manager
Select collection – Holdings and MARC Records

Set ILL terms in License Manager
Licenses > open license, add collection to License, Terms of Use (Interlibrary Loan)
Activate knowledge base for enhanced ILL in Service Configuration

Service Configuration > WorldShare ILL > Interlibrary Loan Options

Set Knowledge Base = On

Create deflection policy in Policies Directory

OCLC Policies Directory – Add deflection policy
Deflecting knowledge base collections through licensing terms of use

To deflect based on license terms:
1. Add collection to your knowledge base
2. Set Interlibrary Loan terms
   - Metadata > Collection Manager > Holdings and MARC Records (or)
   - Licenses > Terms of Use (requires License Manager)
3. Turn on knowledge base for WorldShare ILL
4. Create deflection policy based on E-License

Item Level Deflection

Item-Level Deflection is Managed in Local Holdings Records (LHRs)

OCLC Local Holdings Maintenance
Item-specific records for your collection

Item Level Deflection

To access LHRs:

- Login to the Connexion Browser directly with a full-level cataloging authorization – [http://connexion.oclc.org](http://connexion.oclc.org)

Log in to the Connexion Browser
Item Level Deflection

Search by OCLC# to get item’s Bibliographic Record

Or

Item Level Deflection

From an individual Bibliographic record, you’ll want to create a Local Holdings Record
Item Level Deflection

On the Local Holdings Record page, you’ll want to edit the Leader, 008, and 853, 863, 866 fields

Click the Plus sign next to the Leader field, and adjust the Encoding Level- set it to Level 2 or a level catalogers in your library recommend. When finished, click Apply.
Item Level Deflection

Click the Plus sign next to the 008 field, and adjust the Lending Policy and Reproduction Policy fields. When finished, click Apply.

![Image of OCLC interface with Field 008 - Fixed-Length Data Elements]

Codes for Item Level Deflection

To route or deflect the individual item, use the following codes from the 008 field in the LHR:

<table>
<thead>
<tr>
<th>Code</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Routes the request to your <em>Can You Supply?</em> Queue</td>
</tr>
<tr>
<td>b</td>
<td><strong>Deflects</strong> the request from your <em>Can You Supply?</em> queue</td>
</tr>
</tbody>
</table>
Item Level Deflection

For Deflections on Monographs, delete the 853, 863, 866 fields in the Local Holdings Record.

**Action:** Add Record to create LHR
Item Level Deflection

Respond OK to add detail record.

008 Bytes 20 & 21 highlighted.

Priority of Deflections

1. Item-level deflection policies have a higher priority than Category-level deflection policies.

2. Deflection policies are processed in the order they are created.
   - One and Done
   - any deflection match moves the request to the next lender
Your Desired Deflection Strategies

1. At the category level
   • Define which format, group, cost, and age categories you wish to deflect. Be specific! Include the exceptions.
   • Create one or more policies records in the Policies Directory (PD) that list the categories of items you do and do not loan.

2. At the item level
   • Define which items you will not lend or copy for anyone.
   • Create or update your Local Holdings Records (LHRs) in WorldCat.
   • If you have specific items which you will lend within a larger deflected category, create a deflection exception at the item level.

---

Track Deflected Requests

**Statistical reports** - [http://www.stats.oclc.org](http://www.stats.oclc.org)

Noted in the “Reasons for No” reports

• Borrower Reasons for No: If Deflection is a common reason, may want to revise Custom Holdings
• Lender Reasons for No: can see evidence of how much time Deflection is saving you
Additional Resources


• Overall WorldShare ILL documentation and training: http://www.oclc.org/support/services/worldshare-ill.en.html

• Local Holdings Documentation: http://www.oclc.org/support/services/local-holdings/documentation.en.html

In conclusion…

• Defined deflection
• Discussed two types of deflection, and where they are maintained:
  • Category-level deflections in Policies Directory
  • Item-Level deflections in Connexion Browser
• Reviewed deflection for e-resources
• Accessed and interpreted Stats
• Linked to Help and documentation
Questions?

- Contact OCLC Support in your region
  [http://oc.lc/support](http://oc.lc/support)

Questions?

- Contact OCLC Support in your region
  [http://oc.lc/support](http://oc.lc/support)

1-800-848-5800

Thank You!

Please remember to fill out the evaluation for this class

- Category: Resource Sharing and Delivery
- Class name: Deflection on WorldShare ILL
- Instructor: Dawne Tortorella

Training questions? Contact OCLC Training [training@oclc.org](mailto:training@oclc.org/)