

ILL Annual Meeting OCLC Update



MARK BEATTY

MBEATTY@WILS.WISC.EDU

608.265.5719

[HTTP://WWW.WILS.WISC.EDU](http://WWW.WILS.WISC.EDU)

Today's Menu



- OCLC ILL, what's new-ish
- Resources
- Training and Support
- Registry and ILL Policies
- ILLiad – Midwest User Group
- Open Solutions webinars
- Discovery

What's New?



... with OCLC ILL

NOTHING!



... stay tuned for details

WRS 30th Anniversary



- 204 Million requests since 1979
- 10,000 member libraries in 46 countries
- 8 million IFM transactions, since 1995
 - Saving \$500 in administrative costs
- 2.4 million deflections since 2006
 - Saving \$29 million in staff time
- 2009
 - 94,000 requests other countries > US
 - 85,000 requests US > other countries

Getting Updates



- **WiLS Web Site**
 - <http://www.wils.wisc.edu>
- **YourWiLS**
 - <http://www.wils.wisc.edu/email/yourwils>
- **OCLC Documentation**
 - <http://www.oclc.org/support/documentation/resourcesharing>
- **WiLS OCLC ILL Courses**
 - <http://www.wils.wisc.edu/courses>
- **WRS User Guide**
 - http://www.oclc.org/us/en/support/documentation/resourcesharing/using/userguide/WCRS_UserGuide.pdf

Training and Support



- **WiLS new relationship with OCLC**
- **ILL Training courses**
 - Basics offered every month
 - Tricks every other month
 - Online versions 2 – 2 hour classes per course
 - Next in-persons at Alverno College, April 12-13 2010
 - <http://www.wils.wisc.edu/courses>
- **OCLC Support**
 - <http://www.oclc.org/us/en/support>
 - Phone number: 800.848.5800
 - Yeah, you can still can us <grin>

ILL Policies and Registry Updates



- Registry
 - <http://www.worldcat.org/registry/institutions>
 - Check out the FAQ link
- Add your “get a library card” link to show in all manner of OCLC worldcat displays, coming soon
 - From My Institutions/View-edit/Name and Location
 - Library Card Form Page , enter your URL

ILL Policies and Registry Updates



- ILL Policies
- Deflect individual items
 - Jane Richard wrote up the procedure
 - Access, September 2009 issue
 - <http://www.wils.wisc.edu/email/ILL/current.html>
 - Including a how-to Jing video for your Tech services person
 - <http://www.screencast.com/users/JaneMary/folders/Jing/media/ob2c1ec8-fcc4-40a1-a532-ffa80798253c>

ILLiad Updates



- v. 8.0 coming “Real Soon Now” <tm>
- Check out the:
 - ILLiad 8.0: Getting Ahead Before the Release
 - Eric Robinson, WiLS
 - Leigh Dorsey, UW – Milwaukee
- 2:30pm today

MidWestILLiad User Group



- **Share and learn with your ILLiad colleagues**
 - Illinois
 - Iowa
 - Minnesota
 - Missouri
 - Nebraska
 - North Dakota
 - Ohio
 - South Dakota
 - Wisconsin
- **Adding Michigan**

MidWestILLiad User Group



- **Tools**
 - Wiki - <http://midwestilliad.pbwiki.com/>
 - Email list – subscribe at:
 - <http://titan.wils.wisc.edu/mailman/listinfo/midwestilliad>
- **WLA User Group Meeting**
 - Thursday October 22, 2009
 - 5:30pm
 - Hickory Room, Paper Valley Hotel
 - Contact Eric Robinson, erobinson@wils.wisc.edu

Library Open Solutions Webinars



- Weekly series
- General theme for this Fall: Discovery
- Nov. 5th – Dec. 17th, Thursdays
- Blog to support the series, check it for updates and registration
 - <http://librarywebinars.blogspot.com/>
- Variable pricing for WiLS Level 1 members v. others and for single sessions or the whole series of 6
- Per Site registration and Recordings, too
 - Can Subscribe afterwards and go back

Discovery



- OCLC “services” are stable, the development is in combining them into Discovery systems
- There are many players in this fast developing area
- OCLC products are:
 - WorldCat Local
 - WorldCat Local QuickStart
 - <http://wisc.worldcat.org.ezproxy.library.wisc.edu>
 - <http://www.wisc.edu/library> go to WorldCat options

Discovery Examples



- **Western Michigan University**
 - <http://www.umich.edu/library>
 - New Catalog and Power Search
 - Serial Solutions Summon
- **University of Michigan**
 - <http://www.lib.umich.edu>
 - Unified web UX and VUFind
- **University of Virginia**
 - <http://virgobeta.lib.virginia.edu>
 - BlackLight

ILL 2.0 Desired Patron Experience



- Click here to request your item
- Is this where you want the item delivered?
- Item is located at ...
- Item will be delivered to your location on ...
- Do you want the item?
- Thanks, confirmation email soon, another upon delivery

ILL 2.0 What Can We Do Now?



- Don't try to make patrons into librarians
 - They really don't care ... <fill in excuse here>
- Try English for a change
 - “English, it's the only language we have, don't abuse it”
- Change perspective
 - Adopt a critical patron eye
- Change attitude
 - You want that, we can get it no problem
 - Are you really about service?

ILL 2.0 Test



- As a patron
- If you find a known item
- Can you simply get it

- Look look look at every single word, image, button, process, web page, email, link and ask
- What puts an item in my patrons hand to their complete satisfaction