

Access

ILL/Reference News

April 2006

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Dates to Note

April 20

Virtual Reference Best Practices

May 9

Connexion Editing Techniques: Customize the Keyboard

May 18

Virtual Reference Best Practices

May 24

WiLS OCLC Spring Peer Council Meeting

June 13

Connexion Editing Techniques: Cataloging Statistics

June 15

Virtual Reference Best Practices

July 11

Connexion Editing Techniques: Searching Worldcat

July 26-27

WiLSWorld Conference 2006
Pyle Center—Madison

Our keynote speakers are Stephen Abram, Vice President for Innovation at SirsiDynix; and Lorcan Dempsey, Vice President and Chief Strategist of OCLC. In addition to their keynotes, both will present breakout sessions as well. Other breakouts include discussions of RSS, Wikis, AJAX, Web 2.0, Identity and Privacy, Sustainability of Digitization Projects, and more. Don't be left out! Registration will begin by May 1st at the WiLS website.

For more conference and registration information, see www.wils.wisc.edu/events.

Conference

OCLC ILLiad International Conference: A Review

Bob Shaw and I attended the OCLC ILLiad International Conference this Spring, March 16-17, in Dublin, Ohio.

Bob attended sessions on:

- *ILLiad and Resource Sharing in the University System of Maryland and Affiliated Institutions*
- *Implementation of ILLiad with Multiple Pickup Sites*
- *Customization Out the Wazoo: ILLiad to Serve a Diverse Client Base*
- *Lending Rules for Routing Requests using WorldCat Resource Sharing and ILLiad*

I attended these sessions:

- *Distributing ILLiad Reports Created Using Microsoft Access*
- *Turbo-Charged ILLiad at Princeton University*
- *Lending Rules for Routing Requests using WorldCat Resource Sharing and ILLiad*
- *Custom Searching in the ILLiad Client*

I was especially impressed with the “Distributing ILLiad Reports Created Using Microsoft Access” session, learning ways to automatically create reports and distribute them via EMail. It gave me some great ideas of things to try at WiLS.

In addition, Bob and I gave a presentation on the WiLS implementation of Referrals in ILLiad titled “Using ILLiad in a Clearinghouse Operation” to a small but enthusiastic group.

All of our presentation materials and supplementary files can be found at:

tinyurl.com/r84xy

It was a great conference. The sessions were interesting and relevant. There were usually five conference tracks running, with a number of the presentations being given multiple times. Each attendee was given a binder containing the presentation materials of all of the sessions. A very nice touch.

The Conference Agenda can be found at:

www.oclc.org/illiad/meetings

Many of the sessions were WebCast, and are available for from OCLC at:

www.oclc.org/illiad/meetings/intlmeetingarchive.htm

It was great to meet and speak with a number of Atlas and OCLC Staff who were in attendance.

The OCLC facility was impressive. The conference was very well organized, with the very reasonable registration fee including lunch one day and breakfast the next, as well as transportation to and from two of the local hotels.

We would highly recommend this conference to anyone involved with ILLiad and who wants to learn more about how other institutions use it and get ideas for their own operation. One word of caution, the registration is typically limited to 160 participants, and the conference fills up very quickly, usually within 1-2 days of the announcement.

If you have any questions about the OCLC ILLiad International Conference, or would like a copy of any of the presentation materials, please feel free to contact Bob (reshaw@wils.wisc.edu) or myself (alwenzel@wils.wisc.edu).

- Allen Wenzel

For Your Information

Rush Service

If your patron needs an article or a loan within 24 hours and it is owned on the Madison campus or the Historical Society, use our Request Express service. We will fax, ariel, e-doc, or mail the item out within 24 hours if it is available. If we cannot fill within 24 hours, your account won't be charged the rush fee.

To use our request express service, simply fill out our webform (www.illiad.wils.wisc.edu/illiad/lendinglogon.html) and check the box marked "Request Express." The charge is \$ 10.75 which will be deducted from your deposit account.

If you have any questions about this service, contact Joy or Bob at 608-263-4981 or by email at wills@wils.wisc.edu.

Sending Requests to WiLS

Whenever you see OCLC holdings for GZM (UW-Madison General Library System), WIY (UW-Madison Primate Library), GZH (UW Madison Ebling Library), or WIH (Wisconsin Historical Society), replace those symbols with GZY. Of course, if your library is set up for OCLC Direct Request where the patron initiates requests, those requests go to GZM directly which is fine.

On a recent site visit with new ILL staff, there was a misconception that since GZM has lending charges of \$15IFM in the OCLC policy directory, that that is what WiLS charges for on-campus requests. NOT SO. WiLS charges \$5.65 for articles or loans filled on the UW-campus and that amount is deducted from your ILL deposit account. A complete listing of all WiLS ILL service fees can be found at www.wils.wisc.edu/fees/fee1a.html.

Site Visits



Whether you are new to ILL or are an experienced ILL staff member, feel free to avail yourself of having WiLS come to your library for a site visit. We will look over your ILL operations and answer any questions you may have.

Depending on your library's setup, topics that may be covered include:

- Policy directory
- Custom holdings
- Constant data
- Administrative module
- Lending patterns
- Minitex agreement
- OCLC Worldcat Resource Sharing: the Basics (handout)
- LVIS libraries
- WiLS home page
- OCLC statistics
- ILLiad
- Member directory
- AV Lending chart for WI and MN
- OCLC's ILL web page
- Listservs
- Conditionals
- IFM
- ISO codes
- Workflow

These site visits typically take half a day. There is no charge for this service; it is part of your being a WiLS Resource Sharing Member. If you are interested in a site visit or have any questions, contact Bob at 263-4981 or reshaw@wils.wisc.edu.

- Bob Shaw

For Your Information

New Product from Atlas - Odyssey

Atlas Systems has come out with a new Electronic Document Delivery product called Odyssey. From the Atlas web page:

“The Odyssey software allows sites to send and receive electronic documents to other Odyssey sites, OCLC ILLiad sites, and other vendor’s software that supports the Odyssey protocol.”

Odyssey incorporates much of the electronic document delivery functionality found within ILLiad and makes it available as a stand-alone product.

If you find that your ILL shop needs to send electronic documents to or receive electronic documents from other institutions that use ILLiad, this might be a good product to consider if you currently aren’t using ILLiad.

Most importantly, Odyssey is FREE! Genie Powell, Vice President for Support and Training at Atlas, said at the 2006 OCLC ILLiad International Conference, that the Odyssey product will always be free, and Atlas will continue development and support.

In functionality Odyssey is very much like Ariel and depending upon the institutions with whom you have ILL activity may be a viable Ariel replacement.

It should be noted that Odyssey and Ariel cannot yet communicate with one another. There are no plans by Infotrieve that I am aware of for Ariel to incorporate the use of the Odyssey protocol.

More information and how to get a copy of the Odyssey software can be found on the Atlas web site at: www.atlas-sys.com/products/odyssey

WiLS has been using Odyssey with other ILLiad libraries for the past year. This summer WiLS plans to investigate the use of stand-alone Odyssey with non-ILLiad libraries. If you are interested in participating in this pilot project, contact me at alwenzel@wils.wisc.edu.

Reference Service News

Here are just a few of the latest arrivals in the Reference collection.

The Guide to EU Information Sources on the Internet 2005

Terrorism: A Documentary and Reference Guide by Vincent Burns and Kate Peterson. 2005
Burns and Peterson (independent scholars) have created a unique volume of 70 documents, some never before in print, pertaining to terrorism and the US. Readings include speeches, policy statements, letters, reports, and laws. Documents were chosen to “best illuminate the terrorism threat to the United States and the American response. Choice Online

The Trafalgar Companion: A Guide to History’s Most Famous Sea Battle and the Life of Admiral Lord Nelson by Mark Adkin 2005 “brings under one cover all that is known about the battle and about the Royal Navy at the beginning of the 19th century.” Choice Online

Great Lives: A Century in Obituaries. 2005

Encyclopedia of the City, Roger W. Caves, Ed. 2005
“this book presents descriptions of features of the urban built environment as well as definitions of urban theories and concepts. It covers a wide variety of urban-themed topics, including city planning, sociology, economics, technology, critical theory and cultural studies, architecture, and political science. Brief biographical articles on prominent urban planners, architects, philosophers, and others list a few of their key works (city plans, books, buildings).” Choice Online

Quotable Rebel: Political Quotations for Dangerous Times, Teishan Latner, Ed. 2005

Native American issues: a reference handbook by William N. Thompson. 2005
In addition to the “Keystone Topic” chapter on gaming, the author provides a chapter titled “Other Issues,” with succinct coverage of selected topics such as stereotyping, with various perspectives

For Your Information

Reference Service News cont'd.

represented. Other chapters cover legislation, statistics, and also quotes by notable Native Americans and US presidents. Choice Online

The Nobel Memorial Laureats in Economics: An Introduction to Their Careers and Main Published Works, by Vane and Mulhearn, 2005

International Encyclopedia of Economic Sociology, 2006

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OCLC Update

Searching WorldCat Indices Now Available!

This new user guide provides comprehensive information about the indices used to retrieve records from WorldCat. (OCLC services, including cataloging, reference, and resource sharing, now use the same search indexes.)

The guide describes MARC fields and subfields indexed for each WorldCat index and provides information about how each index works to help construct searches that retrieve the records you need.

Who should use this guide?

This guide is for library staff who use the following OCLC interfaces to search WorldCat:

- OCLC Connexion® client and browser (cataloging)
- OCLC CatExpress® in Connexion browser (copy cataloging)
- OCLC FirstSearch® (reference)
- OCLC WorldCat Resource Sharing (interlibrary loan)

Searching WorldCat Indices can be found at the following locations on the OCLC Web site, in both PDF and HTML formats:

- The WorldCat Documentation page: www.oclc.org/support/documentation/worldcat/default.htm
- The FirstSearch Documentation page: www.oclc.org/support/documentation/firstsearch/default.htm
- The Connexion Browser Documentation page: www.oclc.org/support/documentation/connexion/browser/default.htm
- The (recently re-designed) Connexion Client Documentation page (click the link for Cataloging documentation): www.oclc.org/support/documentation/connexion/client/cataloging
- The CatExpress Documentation page: www.oclc.org/support/documentation/catexpress

- Cynthia M. Reynolds

Staff Profiles

Student Employees

It is that time of year when a handful of our 30+ student employees graduate and move on to the next phase of their lives. Our student staff is one of the most important and valuable components of our interlibrary loan operation. We would like to dedicate this staff profile to students who are graduating this spring or summer. All combined, they have provided amazing assistance to WILS for almost 10 years!



Afsheen Foroozan has been at WILS for over 2 years, since October 2003. During that time, he has been a runner to Engineering, a scanner in our office, and for most of his time here, a terrific runner to the Historical Society Library.

Afsheen is graduating with degrees in Political Science and Religious Studies. His post-graduation plans are to attend law school in the Washington, D.C. area.

Since March 2004, **Kelsey Jones** has been one of our best runners to the Engineering, Geology, and Primate libraries. These libraries are some of the farthest away from WILS, but this perfectly suited Kelsey as she loves walking all over campus, even in the harshest of weather! Kelsey is graduating with degrees in Accounting and Management of Human Resources.



Leah Hendrickson spent several years in interlibrary loan as she worked in the ILL office at Creighton University before transferring to UW-Madison and coming to WILS a couple years ago. Leah helps us

immensely by patiently processing all of the WIS-CAT requests that we supply. This summer, she will receive degrees in Communication Arts and Sociology. This fall, she may take advantage of an opportunity to teach English in the Czech Republic!



Angie Thorpe, an English major with a certificate in Medieval Studies, came to WILS a year ago. She has spent her tenure here as one of our most phenomenal runners. She learned the ins and outs of the Biology, Math, and Historical

Society libraries. For the past year, she has expertly pulled journal volumes here in Memorial Library to fill article requests – not an easy task with nearly 100 requests to handle each day!

Liz Sauer is one of two outstanding runners to the Steenbock Library, the agricultural and life science library on campus. She started at WILS only last fall and learned everything so quickly, it seems she has been here much longer!



She will receive a degree in Creative Writing in May and plans to stay in Madison for a year while she applies to graduate programs in the same discipline.



It would be impossible for us to handle the processing of out-of-state lending requests we receive without the help of **Cecile Stamos**, who will graduate in May with a degree in Legal Studies. She has not tired of school yet as she plans to attend law school this fall!

- Joy Pohlman

Access NewsLetter

WiLS ILL and Reference News

An irregular publication with writing contributions by Fran Metcalf, Joy Pohlman, Eric Robinson, Bob Shaw, Al Wenzel, Mary Williamson and Sheila Zillner.

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