Introduction to WorldShare ILL Transcripts

Thursday, February 15, 2024

WEBVTT

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So, hi everyone I'm Lucia Shelton, I'm part of the member education team at OCLC and today I'm facilitating your learning on WorldShare ILL. So welcome to our introduction to WorldShare

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ILL session.

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For those of you brandy new to the service and those of you returning to ILL to refresh your knowledge, we are covering the four topics that get you to the ILL process in the service by the end of the session.

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You will have a better understanding of the necessary steps in WorldShare ILL to help you start with the service. You don't need to log into the service just follow me here with the instructions. You can try, you can test.

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The options in your instance later after the session. Okay.

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So first we will explore the basic concepts of WorldShare ILL- second you will learn why you should prepare to use the service third you will follow the path and how you can easily create.

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And process requests in the system. Finally you will learn how to generate reports to support the way you manage those requests and any transactions costs, and of course where you can find more documentation and contact the OCLC.

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Support, so let's walk together through the four topics as a note. We offer other training sessions like this one for WorldShare ILL borrowing and WorldShare ILL Lending where I give you more detail on the functionalities in the service. you can either register

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For the next live sessions or watch the recordings. So let's start with topic number one, the basics of WorldShare ILL. For a little bit of a five decades, libraries around the globe, libraries like your

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library have been contributing to the WorldCat database, making it the largest library catalog in the world with all this diversity of formats in its content. Many OCLC services, including WorldShare ILL are built around WorldCat.

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So, as a borrower, you have this rich source of materials as part of WorldShare ILL to find items for your ILL requests and as a supplier, you can have your collections displayed in the WorldCat database for libraries to request items from you.

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Each library using OCLC services receives an OCLC symbol. The screenshot on the right shows examples of some OCLC symbols. You use these OCLC symbols in WorldShare ILL to identify libraries

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That own an item and also to identify libraries that are requesting items in the system. You will see these symbols as you progress into the session. For those of you returning to ILL, you are very familiar with these OCLC symbols in the service.

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We use some ILL terms in the service that you will be seeing during this session, so let me clarify some of those, a borrowing library is a library requesting items. Lending Library is the library supplying

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Items. Loan request is for the physical items, items that you must return to the owner.

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And copy request.

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Usually electronic or paper copy of materials pages or chapters of a book or an article, items that you don't need to return to the owner.

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When you go to WorldShare ILL to request an item, these are five things happen. First you search WorldCat for an item, find your item. Second, you have your lender string populated with your selected lenders.

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You send your request to your chosen lenders. Finally, you manage your request. You update it in the system when the item arrives, in addition for the physical items, you manage the request updated in the system.

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When your patron is done with the material, then you can return the item to the owner, you can have some of these steps automated to save you some time. Yeah, you will see how automation is configured later in this session. I will show you. Yes.

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After the session you will receive a link to the recording and one of the handouts for the session is the copy of the presentation. So, you will have these slides as you are seeing here, with some screenshots. Okay, then information.

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After searching and finding your item, you can choose the lenders to populate the lender string on your request. You can select up to fifteen libraries at a time to request from. The way it works is that each lending library

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has a default four days to respond to the item, not including US national holidays and weekends. Lending libraries can choose the days to respond, but the default is four days, then the system can automatically move

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The request to the next lender, if a lender doesn't respond or says no to a request. So, the more lenders you add to the lender string, the better your chances for your request to be fulfilled and I will talk later

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About options to automate the lender string to let the system populate the lender string automatically based on your configurations.

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The request type is important because it determines the workflow of requests through the system, and it defines how you can manage those requests. So, for loan requests, a loan request initiated and managed by the borrowing library.

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And closed by the lending library when the lending library receives the physical material back such as book or DVD and updates the request in the system, marking the request as completed. copy requests are initiated by the borrowing library.

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And completed and closed by the borrowing library when the library receives the item and updates the request in the system, marking it as received. The system then automatically closes the request because there's no material to be returned.

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Any questions so far?

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Now let's move to topic number two to discuss some preparation options to help you save a lot of time when processing or answering requests. If your library is new to WorldShare ILL, you have received a welcome letter from OCLC

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with your custom web address and username to sign into the system for the first time. If you are the one new to the system and you don't have your library's custom web address, you can contact OCLC support at support@oclc.org

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To retrieve that information the same if you misplace that URL, I suggest that you Bookmark your custom web address. For those libraries part of a group and using resource sharing for groups, the implementation team.

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Configures automation and requestability for the request within your group, if you are using ILL outside of your group as well, you might want to consider preparation for those ILL requests outside of your group. So let me share my browser

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And go live to show you about those preparations.

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So if you are logging in the system for the first time, you need to click this set reset password button, then on the next screen you enter your username, click the request a new password button.

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The system will send an email message with a link for you to create your password. This email message goes to the email that is associated with your username and after you create your password and you have your credentials.

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Then you can use your credentials to log in into the system.

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So this is the WorldShare ILL homepage. Let me make this a little bit bigger.

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So here on the upper right side of the screen where you see your username, this arrow gives you the option for the language interface.

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Change password and logout from the system.

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Need help the arrow - general help takes you to the documentation pages, contact support for you to contact OCLC support, if you need assistance and Community center is an area where you can communicate with other libraries using the service.

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Let me see if I can open this, so you can access it directly from your WorldShare ILL interface and you can select the WorldShare interlibrary loan.

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To learn about the discussions that other libraries started, about events, any news, updates, and anything happening regarding WorldShare ILL. So, you're you in contact with the product team at OCLC and other libraries using

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The service.

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On the left side panel is where you can start your request and manage your request. In the middle on the top, you can search for active or closed request using one of the indexes options.

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Below quick links, you find similar options as you find on the left side panel and under other is where you find the links to the other pieces of the service. If you need to create additional accounts for other librarians in

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Your library to use the system. You can use this tab on the top. You needed to have admin account to be able to create new accounts and to change and to change.

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Configurations. (question)The request ID, I'll show you when we get to the demo. Every time you create a request in the system, the system automatically creates an ID number and you can use that number to.

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Manage your request and that number also goes on the top of your request when you're managing your request. So to create a new account, you click the new user button on the left side panel, and you can enter the first name.

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Last name.

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The next section email, it's very important. It's where the other person would receive the.

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Email message to create the password.

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The circulation and barcode you enter the username, the patron type as a staff select your library, then you see that the username is listed, here's the same that you enter and enter the barcode field, click the

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create button, the account is created. The next step is to define the permissions for this account. So on the roles you click to expand the accordion and you can click in this edit link on the right.

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Admin is the person that have the permission to change the configurations for your library and delete or change accounts here in the system and WorldShare ILL user is to use the

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System to create and manage those requests. So let's mark this. save it now the account is created with the permissions. If you need to manage this account.

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(question)This is just an example of a name as just a random name. You can enter in the name of the person you are creating the account for. So this is just the.

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Example of a name and the barcode is where you enter the username. This is the username that will appear on the upper right side of the screen. So I can search for this user using one of the indexes. I use the name.

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I'll open the account. I can edit the account, for example, I can change the username for this account.

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And save it.

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And I can change the permissions as well, if I want to make this person admin, I can click this edit link on the right.

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Change save it and the account is saved with the new information.

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If you need to delete this account because you no longer need this account, then you can click this delete user record button on the top. So after I click this, the system warns that you cannot undo this action. So after I delete this account this account is no longer part

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Of the system. So that's how you can create an account additional account for the librarians in your library.

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The other thing that's very important is to take care of the policies, update the policies for your library and you also need to have admin permissions to be able to change

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The policies because you're doing for the entire library.

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So your policies directory page lands on the profile tab. And everything I'm doing here in terms of configuration is valid for the borrower or for the lender as well. So the library can,

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If they want just to use the service to request items or to provide items as well, to supply items as well. So all the configurations are for both types of libraries. So the profile tab, one of the most important parts here.

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Is to

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Take care of defining If you're library is a supplier or not. So OCLC supplier if you mark as no, no Libraries can send requests to your library. So if you plan to be a Lender, you need the

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Supplier to mark as Yes, if you Mark as no, no library can send a request to your library, if you plan to supply items, you mark as yes, and you need to define your days to respond as I mentioned four days is the default, but you

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Timestamp 00:37:32.540 --> 00:37:45.180

have different days for copies and for loans and after you define, you have to save it to display as you can see here.

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If, for any reason you want to pause requests from arriving at your library, if you are lending library, you can do this from the schedule tab under the closures option. You click this add button,

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Give a name to your closure select the option.

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The start date using the calendar, the end date, and then you Mark OCLC supplier as no, because you are- you are a supplier, but you are temporarily pausing requests from arriving at your library, you mark it as no.

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You can add any note you find useful save it and it will display as you can see here and the system will automatically pause requests from arriving at your library during this period, operating hours is optional, but it helps in case the other library.

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Wants to contact you and they can see when your library is open, you can use this add button on the upper right side, complete the form with the name. The start date and the start time and time.

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Timestamp 00:39:17.380 --> 00:39:37.220

Any note to find it useful, save it for the system to retain the information and it displays as you can see here, you can have multiple, you can fill out multiple forms and you can add it or delete anything you were creating here using the respective.

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Timestamp 00:39:37.260 --> 00:39:39.220

Links on the right.

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Timestamp 00:39:42.980 --> 00:39:48.020

And to do all of this, you need to log in to WorldShare ILL.

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The other tab that's important is the contact tab. This is the information for the other library to contact you. in case there's some issues and I suggest that you have at least the general information you can click this add button on the.

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Select your type of contact as I mentioned I suggest that you have at least general. Complete with your library's information, save it to display as you can see here, you can edit it or delete this at any time.

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All libraries will have access to your policies directory page, and they can see this information.

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If your library is planning to supply items, then you should take care of the collections tab, then the policies tab, I go in detail in this area during the WorldShare ILL Lending session.

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The options for policies for libraries lending items are deflections copies and loans. Deflections is optional, but saves time because you are telling the system to automatically answer No

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Timestamp 00:41:21.240 --> 00:41:41.720

On behalf of your library for those items, your library cannot supply all those libraries to your library, cannot supply to, so you can create deflections using the add button. You can create deflections based on costs for both.

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Timestamp 00:41:41.960 --> 00:41:44.320

Loan and copy.

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Timestamp 00:41:48.120 --> 00:41:55.800

Based on type of libraries formats and material age.

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Timestamp 00:41:57.120 --> 00:42:17.560

You can add any note you find useful and save it. So everything you see here in green is deflecting, not supplying and everything in red is exception, You are supplying and after you create this,

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Timestamp 00:42:18.600 --> 00:42:38.040

the system will look into your policies, the system will automatically skip your library for those requests. And copies and loans these are policies that your library should have here

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To inform other libraries what kind of items you are providing or if you're not providing to set on types of libraries. We offer short videos and documentation on this area as well. And everything, you see here in green means that you provide,

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And everything in red you do not provide. You can use this add button to complete the policy. Give a name, select the type.

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Timestamp 00:43:12.600 --> 00:43:15.160

And all the information.

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Timestamp 00:43:17.720 --> 00:43:35.760

And the details in how you accept, handle deliver and accept payments, add any notes then save it as I mentioned, I go over in detail in this area in the WorldShare ILL Lending session.

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Timestamp 00:43:36.920 --> 00:43:44.560

So this is for the policies directory, which is very important to keep updated.

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The other area that you should be taking care of is the service configuration. Service configuration is the area where you can customize your experience with the service. So here on the left side, the panel and WorldShare ILL.

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Timestamp 00:44:06.400 --> 00:44:26.840

One of the first options is to create constant data, that information about your library that does not change from request to request like a template, you can have that and apply to your request as you are creating them, so you can have as a borrower.

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Timestamp 00:44:26.840 --> 00:44:47.320

And as a lender, let's see as a borrower, an example, you have the default that was created on your behalf by OCLC, but you see there's no request type defined. I suggest that you have at least one for copy and one for loan. So then you

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Timestamp 00:44:47.560 --> 00:45:05.400

Don't make the mistake of creating a request with a different type. So let's create a constant data here on the right. Create a new CD record link. I click that then I give name to my constant data.

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A brief description.

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Timestamp 00:45:22.520 --> 00:45:43.000

The need before if it's thirty days, I can put thirty days from the day I create the request so it will automatically complete that field in the request but you can change that later. The request type.

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Timestamp 00:45:43.840 --> 00:46:03.000

This is for loan. I can Mark loan. The shipping is very important to define the area in your library, mainly if your library is a large library. So when the material arrives at our library, whoever received that item can.

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Timestamp 00:46:04.760 --> 00:46:07.520

Send that item directly to you.

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Timestamp 00:46:09.880 --> 00:46:29.080

If the street address is too long, you can use the second line because the other library, the lending library will use this information to print the label, the shipping label to send the items, the physical items to your library. So it's very important that this information be

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Timestamp 00:46:29.760 --> 00:46:34.680

Very accurate, so select the country.

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Timestamp 00:46:38.040 --> 00:46:40.600

here the state or province.

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Timestamp 00:46:43.400 --> 00:46:52.240

zip code, phone number. in case the other library is sending using a courier

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Timestamp 00:46:55.960 --> 00:46:58.440

And the email address.

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Timestamp 00:47:03.640 --> 00:47:20.280

If the billing information is the same, I can click this copy from shipping information button and if it's not, then you can complete this information. Ship via the courier

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Timestamp 00:47:21.160 --> 00:47:23.760

That I prefer to use.

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Timestamp 00:47:29.240 --> 00:47:42.240

Electronic delivery, it's when you are creating constant data for copy our example is for loan, so I don't need you to complete this.

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Timestamp 00:47:44.800 --> 00:48:03.800

IFM. This is the option for those requests with costs, if you want to receive or you want to send payments using your OCLC account, instead of send payments directly to the library. So this is.

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Timestamp 00:48:04.000 --> 00:48:24.280

Optional and both libraries must accept IFM for this to work. So I can mark the maximum cost. So this is very important because even if it's zero, if you leave this field in blank you are responsible for any charge that the other library has.

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Timestamp 00:48:29.600 --> 00:48:45.400

Here you can. There's a question here: is there a list of free resources when you are creating a request? you can see the costs for those libraries because it's part of their policies

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Timestamp 00:48:46.040 --> 00:49:05.880

Directory, you can see that, and I'll show you when you are creating your list of preferred libraries. You can also search for libraries that are not charging for anything. So I'll give you that type of information in a bit. So maximum cost is zero and you add

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Timestamp 00:49:06.840 --> 00:49:13.240

Any billing notes or borrowing notes, then I can save this.

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Timestamp 00:49:14.240 --> 00:49:33.680

And this constant data is created, and I can apply to my request and so, instead of filling all that information every time you are creating a request, you can use the template. That is as a borrower and as a lender is similar

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Timestamp 00:49:35.480 --> 00:49:55.160

Similar form, you complete and save it, and if you need to manage, update anything, you can search your constant data from the list open, edit the area there, save it. If you no longer need that,

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Timestamp 00:49:55.400 --> 00:49:59.520

You can delete the request.

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Timestamp 00:50:01.720 --> 00:50:12.000

For example, open one here if you no longer need this constant data for your request, then you can delete the record.

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Timestamp 00:50:15.000 --> 00:50:33.560

That's how you can create constant data. Another thing that saves you a lot of time is creating your pre- selected libraries, that's your preferred libraries to request items from or.

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Timestamp 00:50:35.460 --> 00:50:55.180

As a supplier, you preferred to send first it's your priority or the group of libraries you don't want to supply items to. So you can create deflections based on that. Of course you have to create the group and then you create the path. so.

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Timestamp 00:50:55.260 --> 00:51:13.820

Custom holdings groups to create a new custom holdings group then click on this link on the right. Create a new custom holdings group. Give a name to your group. Let's call this Arizona libraries

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Timestamp 00:51:15.660 --> 00:51:17.660

without spacing.

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Timestamp 00:51:23.980 --> 00:51:39.900

So now you create a group of libraries in Arizona for free, resources at no cost. The next step is to find those libraries so to add and

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Timestamp 00:51:40.020 --> 00:52:00.460

Edit symbols to add those symbols. I need to go to the policies directory first and search for those libraries on the left side panel. I can search for libraries using institution name, symbol or group name or symbol. I'm searching for several libraries.

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Timestamp 00:52:00.860 --> 00:52:09.900

That don't charge anything libraries in Arizona. So I'll go to a state and I choose Arizona.

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Timestamp 00:52:21.580 --> 00:52:37.580

And then because I want zero, I mark zero, so at no charge. You see you have several options here to select to search libraries. So in my case.

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Timestamp 00:52:37.580 --> 00:52:58.060

I want libraries in Arizona at no cost, it's zero, search. Now I have all the list of libraries they don't charge, you see the fees, the column fees you see, they don't charge. The libraries you don't see the OCLC

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Timestamp 00:52:58.100 --> 00:53:18.540

Symbol under supplier. No, I cannot add those libraries because they are not supplier so I can copy those symbols to a notepad for example, and then add to the service configuration or in this example.

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Timestamp 00:53:18.820 --> 00:53:24.220

I will copy everything using this display symbols button on the top.

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Timestamp 00:53:25.660 --> 00:53:27.460

Highlight everything.

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Timestamp 00:53:28.780 --> 00:53:49.260

right click copy, then I go back to service configuration to paste all those symbols and then update symbols. I have all the libraries in Arizona at no cost if I want to remove one of those libraries

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Timestamp 00:53:49.620 --> 00:53:58.340

I can use this X radio button on the right and delete, now I can save this.

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Timestamp 00:53:59.580 --> 00:54:19.980

I have my first group created. I can keep creating groups at the same category and then after I have my groups, I can create the path that I want the system to look into to randomly select the libraries that own that item and add to

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Timestamp 00:54:21.380 --> 00:54:25.460

my lender string. So custom holdings path.

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Timestamp 00:54:27.020 --> 00:54:31.820

You need to create a new- create a new custom holdings path.

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Timestamp 00:54:33.420 --> 00:54:35.380

I'll call this Southwest

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Timestamp 00:54:38.540 --> 00:54:43.820

Libraries no spacing. So, libraries at no

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Timestamp 00:54:50.740 --> 00:54:51.860

Cost.

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Timestamp 00:54:54.540 --> 00:55:13.740

So I have a pre- selected my libraries that don't charge anything. So I don't need to do all that research when I'm creating the request. I have that pre- selected, now I need to add the groups to this path that I've just created.

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Timestamp 00:55:14.460 --> 00:55:29.660

So here on the left side, in this box, I have all the groups I have created for my library, so I select and click add, let's select this. Another one add.

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Timestamp 00:55:34.220 --> 00:55:51.500

Another one add, if I want to remove any libraries, for example, this one I don't want this in the custom holdings path. I can highlight that and remove it. I can put the groups in the order I want

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Timestamp 00:55:51.660 --> 00:56:07.060

The system to look for, so the system would start with this one then this next and this group next in this order. So after I have created that, I can save it, save as new.

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Timestamp 00:56:10.420 --> 00:56:28.620

Created. Every time I create a request and I want to send to this group of libraries, I can easily apply this custom holdings groups, this path to my request. So that saves you a lot of time

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Timestamp 00:56:30.180 --> 00:56:49.100

you'll see when you get to the creating request option. So we have created the constant data and custom holdings groups interlibrary loan options here on the top. Persistent settings is

147

Timestamp 00:56:49.340 --> 00:57:09.580

For the constant data, which means that if you leave it this as on the system will always apply the last one you have used. I suggest that you leave this unchecked, mainly if you are using automation, I will talk about automation in a second, because then

148

Timestamp 00:57:11.500 --> 00:57:18.700

You can have the system automatically applying that. So you, you don't check this option.

149

Timestamp 00:57:20.460 --> 00:57:40.060

Article exchange email notification, article exchange is part of the system article Exchange is one of the options that lending libraries have to supply copy requests. So if you want to receive a notification when a library is.

150

Timestamp 00:57:40.340 --> 00:58:00.780

Supplying one of your copy requests using article Exchange, you can mark this as on enter up to five email addresses, then save it, and then you would receive notifications in these email addresses. You can preview, you can send a test

151

Timestamp 00:58:01.820 --> 00:58:21.260

To see if it's working. The same thing with unfilled request email notification Unfilled, this means that no library has answered to your request. So if you want to receive a notification, instead of logging into WorldShare ILL to check on that you can mark as on

152

Timestamp 00:58:23.220 --> 00:58:41.740

Enter up to five email address, save it, and then you can receive the notification and when you receive a notification, then you can go to the system logging into the system and check those requests. The same thing as a lending library, if your library is

153

Timestamp 00:58:41.900 --> 00:59:02.220

A new lending library and you think you would receive just a small number of requests; you can also select to receive notifications. So in this case all up to five email addresses, save it and the system sends a notification when a new.

154

Timestamp 00:59:02.620 --> 00:59:16.260

Request arrives at your library and then you can log in into the system. Okay, So, these are the options for notifications another option here in the service configuration

155

Timestamp 00:59:19.500 --> 00:59:29.620

is, the print settings. Somebody asked a question: someone request a book from your library. Do we, I receive an email?

156

Timestamp 00:59:34.220 --> 00:59:51.500

If the library, if you are lending library, you can receive a notification as I showed you in the option of notification, if you, you're talking about your patron it's a different conversation, but if it's as a lending library

157

Timestamp 00:59:51.500 --> 00:59:59.860

Then you can select your notification here to receive an email message, such as notification.

158

Timestamp 01:00:01.740 --> 01:00:22.220

The print settings is for you to print the return labels and for you to print the request or the Book straps, you can define the size here. You can add the logo for your library, You can enter.

159

Timestamp 01:00:22.860 --> 01:00:27.260

The URL for the image here and test that Url.

160

Timestamp 01:00:29.260 --> 01:00:46.740

As a Borrowing library, you can customize the book straps that you make available with the item to your patron to show the due date and the patron information and any notes you find useful, and you can preview that.

161

Timestamp 01:00:50.020 --> 01:01:03.020

You can also add a note to the Book straps. Can you save this for this system to retain this information when you are printing those items.

162

Timestamp 01:01:09.860 --> 01:01:30.340

Another option you have in the service configuration is to configure automation. Automation will allow the system to automate some of the steps that you take when you are creating your request and it will save you some time, so.

163

Timestamp 01:01:30.500 --> 01:01:50.820

You do that in automated request manager, and you have an option as a borrowing or lending library as a borrowing library. You can have automation based on your constant data and your custom

164

Timestamp 01:01:51.540 --> 01:02:11.300

Holdings, your preferred library, your preferred lenders, and the bibliographic record as well, and if you are configuring to allow your patron to send requests directly from your discovery tool as well. I cover this

165

Timestamp 01:02:11.540 --> 01:02:31.780

Area with your patron in the WorldShare ILL borrowing session. So to add automation as a borrowing library. You click this add new bottom on the right. Give a name to your automation. You can have several.

166

Timestamp 01:02:32.460 --> 01:02:50.820

And you add the priority, the priority will be the one with the lower number first, and then the other automation next. So you select the matches for the best match for those requests.

167

Timestamp 01:02:52.260 --> 01:03:09.540

You can add more fields or you can eliminate fields, you can have multiple and the actions apply constant data, you can select the one that will be applied to all requests.

168

Timestamp 01:03:12.100 --> 01:03:25.140

You can select to build the lender string. So you select your custom holdings path that you want to be applied to all requests.

169

Timestamp 01:03:28.100 --> 01:03:29.220

And.

170

Timestamp 01:03:33.220 --> 01:03:51.140

Route request to review is when you are allowing your patron to initiate requests and instead of the request going directly to lenders, you want the request to come to your library, so you can approve it before the request is

171

Timestamp 01:03:51.300 --> 01:04:11.620

Sent to lenders and send request to lenders, It's when you are also allowing your patron to initiate request to be sent directly to lenders and then you can select your custom holdings pass your preferred lenders

172

Timestamp 01:04:11.780 --> 01:04:23.900

To be applied to those requests and when you are allowing your patron to initiate request, you can add exceptions as well.

173

Timestamp 01:04:25.100 --> 01:04:45.540

If duplicate send it to review, if held by Customer Holdings Group route to review, which means that you don't want the request directly to the lenders, then you have to save it for the system to apply automation.

174

Timestamp 01:04:47.460 --> 01:05:06.020

As a lending library, you can have automation as well. The system would look into your deflection policies, your supplier status, your collections in the knowledge base for your electronic resource, your time to respond your.

175

Timestamp 01:05:06.140 --> 01:05:26.500

Days to respond and real time availability, which requires more configuration when the system's looking for if the item is available in your shelf and after that, the system only sends to your library those requests that your library.

176

Timestamp 01:05:26.500 --> 01:05:46.900

Is ready to supply. So you can create your options here, Save it and the system will follow all these rules to apply automation. So these are the options you have in the service configuration

177

Timestamp 01:05:54.660 --> 01:05:58.980

Let me show you in a copy of the presentation.

178

Timestamp 01:06:03.180 --> 01:06:21.420

The presentation I give you the link of, for the instructions with short videos too, how to create constant data, how to create custom holdings and there is a self- pace training for configuring automation.

179

Timestamp 01:06:21.540 --> 01:06:29.860

Either as a borrowing or as a lending library. So you have this resource.

180

Timestamp 01:06:33.700 --> 01:06:35.620

IFM, as.

181

Timestamp 01:06:36.260 --> 01:06:56.100

I informed is an option to send or receive payments using the OCLC account. Both libraries must accept IFM. When a lending library answer a request, the system automatically sends a credit for the lending library

182

Timestamp 01:06:57.380 --> 01:07:07.460

And a debit for the borrowing library OCLC account for those requests with transaction costs.

183

Timestamp 01:07:08.900 --> 01:07:28.660

And you can specify IFM in the OCLC policies directory as a lender and the service configuration when you are creating constant data and when you are creating your request as well, and then the policies directory.

184

Timestamp 01:07:30.060 --> 01:07:32.060

Under the policies tab

185

Timestamp 01:07:36.420 --> 01:07:38.100

Your constant data.

186

Timestamp 01:07:41.540 --> 01:07:46.340

Or when you are creating your request to have that option as well.

187

Timestamp 01:07:49.220 --> 01:08:07.780

Now the other piece of information you can set up are the links back to your library's online catalog in various places in WorldShare ILL. So for example, when you are in the request form and you see in the holdings display

188

Timestamp 01:08:08.220 --> 01:08:19.180

The name of the library hyperlinked like this, it means that you can access the library's online catalog to check and see the item availability.

189

Timestamp 01:08:21.220 --> 01:08:41.060

Both borrowing and lending libraries can have links back to their online catalog displaying in various areas of the interface, if they want to check their own catalog in the course of creating or answering requests, you see this search my library's online catalog link

190

Timestamp 01:08:43.620 --> 01:09:01.540

You can configure that in the OCLC service configuration once there, you select WorldCat Registry on the left side panel and then online catalog, then you select your library system.

191

Timestamp 01:09:02.220 --> 01:09:22.020

There's a dropdown arrow with the options, Enter your basic URL mark available online, Save it and the system will take care of adding your online catalog to the system. It's very useful because you can access your online

192

Timestamp 01:09:22.180 --> 01:09:34.100

Catalog without leaving the system to check if you have that item before you create the request or when you are answering a request.

193

Timestamp 01:09:36.100 --> 01:09:55.940

Article exchange as I mentioned before is part of WorldShare ILL and it's an option for lending libraries to supply copy requests. you can drop many files a day per authorization and article exchange, then automatically creates a unique URL and password

194

Timestamp 01:09:56.620 --> 01:10:14.820

To protect the document, then the borrowing library can forward this unique url and password to the patron. The document expires in thirty days or after five views and staff preview does not count.

195

Timestamp 01:10:17.700 --> 01:10:20.020

Do you have any questions?

196

Timestamp 01:10:26.020 --> 01:10:42.020

It's a lot of information, but you will have a lot of resource for you to use as reference and these are pieces of information that are very important because they save you a lot of time creating and managing or answering requests

197

Timestamp 01:10:44.620 --> 01:10:50.220

I have a question for you. Let me open here.

198

Timestamp 01:11:03.380 --> 01:11:18.060

Select the correct statement. Custom holdings is the option to pre- select in save group of lenders of borrowers. Article exchange is the option to select lenders to the lender string.

199

Timestamp 01:11:19.340 --> 01:11:29.980

IFM- is the option to define the days to respond or automation is configured for borrowing libraries, only, which one is the correct one.

200

Timestamp 01:11:51.340 --> 01:12:02.220

I can see the, the answer here you select the number one, let's check the correct answer. That's the correct answer.

201

Timestamp 01:12:04.780 --> 01:12:23.980

Custom holdings is the option to pre- select and save groups of lenders or borrowers. The other options are incorrect: Article Exchange is for the copy of items, IFM for the cost and automation can be configured for both borrowing

202

Timestamp 01:12:23.980 --> 01:12:29.340

And lending libraries. Thanks for participating.

203

Timestamp 01:12:34.220 --> 01:12:51.860

So now we are arriving at topic number three where everything fits together for you to create and managed ILL requests. You will discover now why the preparation is so helpful and saves you time.

204

Timestamp 01:12:52.140 --> 01:13:12.620

Let's have an overview of this part. I cover this part in detail in the WorldShare ILL borrowing session and we offer short videos on these topics as well. So first I will share my browser and create an ILL request then send it to a library

205

Timestamp 01:13:13.260 --> 01:13:30.420

With deflection police by format for you to see what happens to that request. So suppose your patron needs your help requesting this title of audiobook. So let me share my browser.

206

Timestamp 01:13:31.820 --> 01:13:34.540

And create that request.

207

Timestamp 01:13:40.140 --> 01:13:56.780

So we are here back to the interface, the homepage to create that request. I go to the left side panel and I start with discover items. There are two options for searching.

208

Timestamp 01:13:57.580 --> 01:14:17.260

You can start with a basic search. You are searching WorldCat database or your library holdings using one of the available indexes and entering a term or you can use an advanced search

209

Timestamp 01:14:18.060 --> 01:14:30.740

Here on the right, You are still searching the entire WorldCat database or your library holdings, but you have more indexes as option.

210

Timestamp 01:14:31.980 --> 01:14:52.460

You can combine the indexes using the operators and, or not, you can add more fields or eliminate fields and you have more qualifiers to keep filtering your search. So let's start with an advanced search with the title

211

Timestamp 01:14:59.500 --> 01:15:04.860

Then combining with the author's last name.

212

Timestamp 01:15:07.820 --> 01:15:14.420

The format to be audio book in English.

213

Timestamp 01:15:18.700 --> 01:15:36.620

So this is the result you see that I'm working with a small number of records because I filtered my search. The top result is based on the largest number of libraries owning the item, but you can change the relevance.

214

Timestamp 01:15:39.340 --> 01:15:56.300

The i icon gives you brief information about the bibliographic record. Search for versions with same title gives you the results of the same title in different formats and versions.

215

Timestamp 01:15:59.020 --> 01:16:18.220

If you have created automation, you can start with the create request button and the system would then apply your constant data, populate your lender string, and the only thing you have to do is check the request and

216

Timestamp 01:16:20.140 --> 01:16:38.700

Complete with the patron information and submit that request. (question)You can copy and paste into the title and out of field too when you are searching, you don't need to type, you can copy and paste. And because I don't have automation for this I

217

Timestamp 01:16:38.980 --> 01:16:58.460

Can click on this All holdings link and now you can see the libraries that own that item, they are listed here. The ones that are not suppliers. You see, I don't see this the Yes link to add to the lender string. You can sort the supplier

218

Timestamp 01:16:59.300 --> 01:17:19.500

Column and you see the Days to respond, the cost, a brief information about the libraries and if you haven't create your custom holdings path with your preferred libraries, you need to do all this research and

219

Timestamp 01:17:20.620 --> 01:17:30.300

Manually click on the Yes link to add those symbols of the libraries you want to request up to fifteen at a time.

220

Timestamp 01:17:33.740 --> 01:17:52.300

So let me add, send this request. I'm sending this request to a library that has created deflection policies based on format and then I can apply my constant data.

221

Timestamp 01:17:52.340 --> 01:17:54.740

This is for loan

222

Timestamp 01:17:56.140 --> 01:18:05.900

You see the constant data, complete all information. The need before date, you can change using the calendar icon.

223

Timestamp 01:18:07.660 --> 01:18:18.740

You see the lender string. All the information that comes from the constant data. I can add the patron. Let me enter

224

Timestamp 01:18:23.020 --> 01:18:25.460

The patron ID.

225

Timestamp 01:18:27.500 --> 01:18:29.900

And the email address.

226

Timestamp 01:18:35.820 --> 01:18:51.820

And everything is fine then I can send my request. The system creates this ID automatically. This is the request ID and this number goes on the top of the request.

227

Timestamp 01:18:52.460 --> 01:19:12.300

So, because I sent this to a library that has created deflection policies and I sent it to one library only my request is here under unfilled. Here's my request. That's why.

228

Timestamp 01:19:12.660 --> 01:19:32.780

It's important to send to several libraries at once in the string, if you send it to one library only then, and the library answers no, or has a deflection policy your request to goes as unfilled and you have to resubmit the request. So if I scroll down.

229

Timestamp 01:19:33.620 --> 01:19:35.180

To history.

230

Timestamp 01:19:36.620 --> 01:19:57.100

And you can see in history that the request was routed to deflected, the request was deflected based on the format. So that's what deflection does the system automatically

231

Timestamp 01:19:57.740 --> 01:20:14.340

answers no on behalf of your library, if you have created the deflection policies, so we can see here under supplier history, which Library has answered No, or has supplied that item.

232

Timestamp 01:20:31.660 --> 01:20:51.500

Now let's see another situation: imagine that your patron needs your assistance requesting a loan request for this book title and your patron also needs a copy request for this article. Let's see how you can create the ILL request on behalf of your patron.

233

Timestamp 01:20:51.500 --> 01:21:11.980

And how you can manage those. If your library is part of a consortia using resource sharing for groups, some of your requests will be initiated by your patron, but you will benefit from learning how to create a request as staff on behalf of your patron.

234

Timestamp 01:21:13.160 --> 01:21:23.520

Actually, how you can process either loan or copy request. So let me go back there and we can create those

235

Timestamp 01:21:24.640 --> 01:21:27.280

loan and copy requests.

236

Timestamp 01:21:34.240 --> 01:21:42.560

So let's clear my searches and let's start with the book first.

237

Timestamp 01:21:43.840 --> 01:22:02.960

So I can start. I'm searching all WorldCat. I can start with the title. I enter part of the title, you don't need to enter the entire title, you can enter parts of the title combining with the author

238

Timestamp 01:22:05.600 --> 01:22:20.800

You can enter the first name with the last name, the last name and the first name or only the last name and the system can find it. The format to be a booking print.

239

Timestamp 01:22:22.320 --> 01:22:23.440

English.

240

Timestamp 01:22:28.640 --> 01:22:31.160

Oh, it's not this.

241

Timestamp 01:22:37.800 --> 01:22:39.360

The colors.

242

Timestamp 01:22:44.000 --> 01:23:01.280

So, this is the result for my search. The same thing, it's displaying as the highest number of libraries owning that title, but you can change that, the I icon,

243

Timestamp 01:23:03.840 --> 01:23:08.000

And the search for versions with the same title in author.

244

Timestamp 01:23:12.800 --> 01:23:30.080

So if you have created automation, when you click this create request button, then the system automatically applies the constant data and populates your lender string. The only thing you have to do is to complete the

245

Timestamp 01:23:31.400 --> 01:23:39.680

Information with your patron and send the request. You don't need to do all that research and manually apply everything.

246

Timestamp 01:23:41.680 --> 01:23:46.680

Because I haven't created automation here. I will show you manually.

247

Timestamp 01:23:48.640 --> 01:24:09.120

So you see here, this search my library's online catalog. You can search your online catalog to check if you own that item. So. if you haven't created a custom holdings path, you have to do all this research on the libraries that own their item. So you have here the ones that are charging.

248

Timestamp 01:24:09.200 --> 01:24:14.160

The ones that don't charge the suppliers not suppliers.

249

Timestamp 01:24:16.320 --> 01:24:23.360

You have to do all the research, the ones that you see with the

250

Timestamp 01:24:24.600 --> 01:24:32.840

Hyperlink, it means you can go to their online catalog to check the availability for that item.

251

Timestamp 01:24:35.360 --> 01:24:41.160

The I icon takes you to their policies directory page for you to see their policies.

252

Timestamp 01:24:44.960 --> 01:25:03.520

So you have to do all this research and manually add those libraries. That's why all the configuration saves you a lot of time. You don't need to do all this manual work request by request. So if you have created custom holdings path, even if

253

Timestamp 01:25:03.600 --> 01:25:14.360

You haven't created the full automation you can still apply your custom holdings path here and select the one you want to use.

254

Timestamp 01:25:18.240 --> 01:25:36.160

And when you click go the system them automatically populates your lender string according to your custom holdings path that you have created. And you can create multiple copies of the same title

255

Timestamp 01:25:38.240 --> 01:25:56.640

For example, I want three copies and if I want to apply custom holdings path in all of the three, so you see the system is selecting different libraries from my groups to populate the lender strings on each request.

256

Timestamp 01:25:58.240 --> 01:26:14.000

Each copy is treated as an individual request, with the group of libraries, and this is to speed up the processing of your request, so you can receive the copies about the same time.

257

Timestamp 01:26:15.520 --> 01:26:17.040

Clear this.

258

Timestamp 01:26:18.440 --> 01:26:38.880

Send to create request. Then I will manually apply my constant data for loan. So you see loan. This magnifying glass takes you back to the search results in case you want to select a different bibliographic record, the

259

Timestamp 01:26:38.920 --> 01:26:47.960

View holdings link takes you back to the lender string in case you need to change your lender string

260

Timestamp 01:26:49.760 --> 01:26:53.000

Then the need before date. You can change that.

261

Timestamp 01:26:54.880 --> 01:26:58.040

All the information coming from the constant data.

262

Timestamp 01:27:00.640 --> 01:27:04.560

So let's enter the patron.

263

Timestamp 01:27:09.600 --> 01:27:13.640

patron ID, the email

264

Timestamp 01:27:17.920 --> 01:27:35.200

Yes, after you have everything, send the request, the system creates this unique ID, the request ID, I can start searching for that request using the request. I did number.

265

Timestamp 01:27:35.200 --> 01:27:38.600

I can paste that information here.

266

Timestamp 01:27:39.680 --> 01:28:00.160

And you see the number here on the top. This is the request ID number at this point before any library has answered your request, you can edit any information here, then save it. I can put this edition, for example, and save it.

267

Timestamp 01:28:02.080 --> 01:28:20.640

You can add a note. This is an internal note for other staff in the library to know why you are still working on this request or you can cancel this request. After a library starts answering to my request then.

268

Timestamp 01:28:21.000 --> 01:28:41.120

The request you'll be here first in produced awaiting response. This is the request. The library can answer No, and the request moves automatically to the next lender in the lender string. The library can answer conditional, and you can see the conditions here.

269

Timestamp 01:28:41.800 --> 01:29:01.600

It's under conditional status. You can see the conditions and as a borrowing library, you have four days to take action in this request, if you don't, the request moves automatically to the next lender in the lender string. If the library answers Yes,

270

Timestamp 01:29:02.240 --> 01:29:08.040

Then your request will be here under in transit.

271

Timestamp 01:29:10.560 --> 01:29:30.400

The request is here in transit, and you can see when the item was shipped to your library. You can see the date here, shipped date, so you can make a decision if the library has sent the item

272

Timestamp 01:29:31.680 --> 01:29:50.880

A while and the item hasn't arrived at your library, then you can mark as not received. You can click either the ID number or the title to open the request and when the item arrives at your library, you can mark this as received.

273

Timestamp 01:29:52.240 --> 01:30:11.360

If it hasn't arrived, you can mark it as not received. It goes as not received status and this stays there until the issue is solved, if you, your library uses the Book straps to send the item to your patron with that information, you can mark

274

Timestamp 01:30:11.480 --> 01:30:28.880

This, then you can Mark as received when you click as received your request now moves from in transit to received in use, this is the request.

275

Timestamp 01:30:30.560 --> 01:30:51.040

Now you have three options here: if your patron or anybody in the library lost or damaged the item, then you mark this as lost. You can use this email button to communicate with the other library to solve that issue. Then you mark this as lost.

276

Timestamp 01:30:51.760 --> 01:31:11.520

You can renew, request a renewal in case your patron needs more time with that request, but it's up to the other library to accept the renewal or not. You can enter your desired date using the calendar icon and then click the renew

277

Timestamp 01:31:11.760 --> 01:31:20.320

item. If you are ready to return that item to the owner, then you mark the print return labels.

278

Timestamp 01:31:23.460 --> 01:31:43.300

And click return item when you click return item your request now moves from receiving in use to returned. This is your request, and at this point there is nothing you can do because loan request starts with the borrowing

279

Timestamp 01:31:43.940 --> 01:32:03.540

Library initiating and managing the request and it ends when the lending library receives that item back and completes the request. so it stays here under returned. If you forgot to print the shipping labels, you can.

280

Timestamp 01:32:03.820 --> 01:32:24.260

Click on the print arrow and add to the print queue. The same thing with the Book straps you can reopen the request and send it to your print queue. Your print queue would be here on the left side panel where you can print

281

Timestamp 01:32:25.860 --> 01:32:36.380

Your bookstraps, you can print multiple at a time. You can select the ones you want to print and then print.

282

Timestamp 01:32:37.780 --> 01:32:45.540

The Book straps, if you, your library uses this to make the item available to you of patron.

283

Timestamp 01:32:47.300 --> 01:32:58.700

And the same thing with the return labels you can print multiple, the configuration comes from the service configuration.

284

Timestamp 01:33:01.380 --> 01:33:21.220

You can select what you want included on the labels. You can define the starting position is starting in one, but I can change this. I can set to start on three, for example, if I'm reusing paper and mark print.

285

Timestamp 01:33:23.180 --> 01:33:41.580

Here are the shipping labels. So this is for the loan request for the physical item. Let's see the copy request for the article. Discover items, let's click clear.

286

Timestamp 01:33:42.500 --> 01:33:52.420

And for articles, you can search at article level. Let me show you an example search and by title.

287

Timestamp 01:34:05.380 --> 01:34:09.780

And then combine with the author

288

Timestamp 01:34:15.620 --> 01:34:18.700

And choosing the format to be article.

289

Timestamp 01:34:21.380 --> 01:34:41.220

And then you can find your article, but because many libraries they catalog at the journal level, if you search at article level, you might not find any library or just a few libraries when many libraries own that article, but it's, it's cataloged at journal

290

Timestamp 01:34:42.620 --> 01:34:49.420

Level. So, in our example, let's search using a basic search.

291

Timestamp 01:34:50.820 --> 01:34:52.820

Using ISSN.

292

Timestamp 01:34:55.940 --> 01:34:58.180

Searching at the journal level.

293

Timestamp 01:34:59.780 --> 01:35:06.020

So this is my result. It's very similar to the loan request.

294

Timestamp 01:35:08.100 --> 01:35:15.820

So you would have to do all that research. You can apply a custom holdings path. You can apply automation.

295

Timestamp 01:35:18.340 --> 01:35:25.220

And because I have created this at journal level, let me apply the.

296

Timestamp 01:35:28.660 --> 01:35:30.340

Constant data.

297

Timestamp 01:35:32.460 --> 01:35:46.780

This's a copy I need to enter the part of the journal I need. Enter any information that can help the other library to understand which part of the.

298

Timestamp 01:35:50.340 --> 01:35:57.260

Journal you need or which part of the book you need, if you are requesting a copy.

299

Timestamp 01:36:01.220 --> 01:36:04.340

Now I have the issue date in December.

300

Timestamp 01:36:11.460 --> 01:36:26.660

the need before date is coming from the constant data, you can change that. All the information is coming from the constant data as well. I can complete it with my patron information.

301

Timestamp 01:36:29.380 --> 01:36:31.420

the email address.

302

Timestamp 01:36:32.580 --> 01:36:35.620

And then I can send that request.

303

Timestamp 01:36:38.980 --> 01:36:42.700

And the same thing, the request ID.

304

Timestamp 01:36:45.380 --> 01:36:47.580

So at this point.

305

Timestamp 01:36:49.220 --> 01:36:57.340

I can edit anything before any library answers to my request. I can cancel that request. And now

306

Timestamp 01:37:00.100 --> 01:37:19.300

My request will be here awaiting response. If a library answers No, it moves to the next lender in the lender string, If the library answers conditional, it'll be under conditional status. If the library answers Yes, it will be in transit.

307

Timestamp 01:37:19.300 --> 01:37:40.420

And if the library answers Yes using article exchange, you can also find here under article exchange alert and article exchange creates this unique url and password, you can preview to see if this is the item you're looking for.

308

Timestamp 01:37:41.940 --> 01:38:00.340

And then now you can forward this to your patron here on the right email doc to patron. Because I entered the patron email address on the request, then the system automatically populates that on this email

309

Timestamp 01:38:02.180 --> 01:38:08.420

Information. I can add a note that the file expires

310

Timestamp 01:38:10.500 --> 01:38:12.340

In thirty days.

311

Timestamp 01:38:14.340 --> 01:38:16.780

Oh, after five views.

312

Timestamp 01:38:20.740 --> 01:38:38.660

And send that information to my patron and after I send that information to the patron, then you can mark this as received. So let me copy this number here because it's a copy request when I mark it as received the system

313

Timestamp 01:38:38.660 --> 01:38:43.780

Automatically closes that request. So when I search for this request.

314

Timestamp 01:38:50.900 --> 01:38:52.700

Search for the request.

315

Timestamp 01:39:15.140 --> 01:39:21.060

On this not request, the request is closed. The request goes as closed.

316

Timestamp 01:39:27.300 --> 01:39:29.900

Oh, this is just the one that submitted.

317

Timestamp 01:39:35.620 --> 01:39:41.780

Let me go to enter. It's, it's already there. Let me go another one.

318

Timestamp 01:39:43.940 --> 01:39:45.420

Mark as received.

319

Timestamp 01:39:50.340 --> 01:39:53.020

Then when I search as ID.

320

Timestamp 01:39:56.740 --> 01:40:04.380

Oh, it's not searching that some glitch in the system, but the request goes as closed. Yeah.

321

Timestamp 01:40:06.980 --> 01:40:11.300

The request goes as status closed because.

322

Timestamp 01:40:13.380 --> 01:40:33.100

Copy request starts with the library, the borrowing library, creating initiating that request and with the request being automatically closed by this system when the library marks the request as supplied as received.

323

Timestamp 01:40:33.220 --> 01:40:42.780

So it's closed that's how you can create and manage loan and copy request.

324

Timestamp 01:40:57.540 --> 01:41:15.460

Now let's cover our last topic to see how you can generate reports to support your ILL activities. You need your nine-digit authorization and password, if you don't have that information, you can contact.

325

Timestamp 01:41:15.540 --> 01:41:19.860

Support to access that information.

326

Timestamp 01:41:23.140 --> 01:41:25.740

So let me go back to.

327

Timestamp 01:41:29.840 --> 01:41:41.840

The homepage and in the middle section, you enter OCLC usage statistics, then you enter your nine-digit authorization.

328

Timestamp 01:41:47.120 --> 01:41:48.640

And your password.

329

Timestamp 01:41:54.800 --> 01:42:10.800

And you can find your reports here, the resource sharing borrower reasons for no report. It's where you can see why a library has answered no to your request and then you can use this.

330

Timestamp 01:42:11.680 --> 01:42:30.560

To manage your custom holdings groups, if a library has answered no to your requests very often, you can eliminate that library from your custom holdings groups and you can do that in the service configuration in custom holdings groups.

331

Timestamp 01:42:34.480 --> 01:42:47.120

Then you can, by symbol, you can enter the symbol search and then you can define where your.

332

Timestamp 01:42:49.200 --> 01:43:04.080

Groups are with that symbol. So everything is marked Yes, it means that this is part of this groups and you can move to no, to eliminate the library from those groups.

333

Timestamp 01:43:07.120 --> 01:43:13.840

Then save it, and this library is no longer in your.

334

Timestamp 01:43:15.600 --> 01:43:35.280

Custom holdings groups and you don't send requests to those libraries because they don't answer to your request anyways. So this is a monthly basis. You can export this or email to yourself. You can email to.

335

Timestamp 01:43:35.320 --> 01:43:53.960

Several email addresses here, and if you mark it to send monthly define the format and the style and save it, you can receive this report automatically on your email message on a monthly basis.

336

Timestamp 01:43:55.760 --> 01:44:13.880

And another report here is the borrower resource sharing stats report. This is the one that's more complete. You have all the information about the request including the costs.

337

Timestamp 01:44:16.880 --> 01:44:35.400

You can also export or have this request emailed to the email addresses you've added to receive that automatically every month. So there are several options of reports as a borrower or as lender.

338

Timestamp 01:44:51.440 --> 01:45:01.680

So we have walked through the four topics for this session, you have seen the basics of WorldShare ILL

339

Timestamp 01:45:06.160 --> 01:45:23.440

You have learned about the configuration options to save your time, such as custom holdings and automation. You saw how you can easily create loan and copy requests and process those requests and how you

340

Timestamp 01:45:23.600 --> 01:45:27.600

can generate your monthly ILL reports

341

Timestamp 01:45:29.200 --> 01:45:31.520

Any additional questions?

342

Timestamp 01:45:35.600 --> 01:45:51.040

In the days ahead when you start using the service, you have our support portal to use as reference. You can find more training materials and contact support from there. Let me briefly show you.

343

Timestamp 01:45:58.640 --> 01:46:14.880

You can start by resource sharing, WorldShare interlibrary loan, find all the topics divided into categories. You can find more training options.

344

Timestamp 01:46:16.560 --> 01:46:19.760

And you can also enter a term

345

Timestamp 01:46:24.280 --> 01:46:27.840

Into the box here, the search box.

346

Timestamp 01:46:30.000 --> 01:46:35.320

So to get directly to the areas that you're looking for.

347

Timestamp 01:46:46.640 --> 01:47:07.120

So we are reaching the end of our session. You did very well. If you don't have any additional questions, this concludes our session. I'd like to thank you for participating when you leave the session, a window will pop up on your screen. You can click continue to answer a few questions on the evaluation form.

348

Timestamp 01:47:08.480 --> 01:47:27.600

The information about this session is the one on this slide. We value your contribution. As I mentioned before you will receive a follow- up email message with the link to the recording and the handouts for your reference, the copy of the presentation with

349

Timestamp 01:47:28.920 --> 01:47:48.080

Information and the screenshots and links and the learner guide with the links for the documentation page for the topics discussed during this session. For any training questions, please contact us at training@oclc.org.

350

Timestamp 01:47:48.120 --> 01:47:52.120

Thanks again and enjoy the rest of your day.