I am retiring and I have questions for appointing new contact for ILLiad

Symptom

- Person is retiring and wants to make sure the new contact is updated on any of our systems.

Applies to

- ILLiad

Resolution

Here are some steps you should follow:

1. You need to make sure her ILL Policies Directory information was correct.

2. You need to check the Constant Data Record and make sure the contact email is correct or update the email address to a general email address in it.

3. Check the OCLC Online Service Center and made sure the old name was not an administrator or assigned any duties. Then you can remove the old contact name.

If the site is an ILLiad hosted site, OCLC will check the Contact names we have for the ILLiad hosted site and make sure they are up to date.