Make the most of the OCLC Community Center

Find five steps to make the most of your engagement with the OCLC Community Center. The OCLC Community Center provides a platform for staff at libraries worldwide to connect with

- Peers who use the same products and services and have the same roles
- OCLC staff who work on those products and services

In the Community Center, members can take as active or passive of a role as they wish to engagement. Follow these five steps to make the most of the Community Center:

1. Subscribe to and participate in discussions to scale library learning
2. Subscribe to news to stay informed
3. Participate in virtual and in-person events to drive innovation
4. Make your profile public to build your network
5. Submit and rate enhancement suggestions to drive product development

Subscribe to (and participate in) discussions to scale library learning

Every product community in the OCLC Community Center has a discussion board. This forum allows library and OCLC staff to connect, ask and answer questions of each other, share best practices, and continue engagement from other events. Past content is easily searchable and sortable.

Subscribe so you can participate by:

- Asking troubleshooting questions and receive quick responses from peers who have encountered and resolved the same issues (Jump in and answer your peers’ questions too!)
- Sharing best practices you’ve developed in your library or give details about innovative uses of the product
- Responding to feedback requests from the OCLC product teams on workflows and product functionality

Community members may subscribe at the discussion level and receive email updates every time a new thread is started or a response is posted to an existing thread. It is also possible to subscribe to an individual thread so notifications are only sent if responses are posted to that topic.

To subscribe to discussions:

1. Visit the Discussions page for your community by clicking the **Discussions tab** from within the community.
2. Click the **Follow button**.
Note: If you are already subscribed to a Discussion forum, your button will read Following.

3. Select Email subscription. This option will be checked, and the button will now read Following.

**To subscribe to a single thread:**

1. Click the hyperlinked title to the thread you’d like to subscribe. That discussion post will open on its own page.
2. Click the Follow button.
3. Select Email subscription.

Note: You will only receive email notifications for replies posted to the thread you follow.

**To unsubscribe to discussions:**

1. Visit the Discussions page for your community by clicking the Discussions tab from within the community.
2. Click the Following button.
3. Deselect Email subscriptions. The check mark will disappear, and your button will now read Follow.

### Subscribe to news to stay informed

Every product community in the OCLC Community Center has a News board. This forum allows OCLC staff to share product-specific updates with the community.

Subscribe to receive notifications about:

- Releases including scheduled times, coming functionality and links to related content
- Community-led webinars where you can hear from your peers about workflows and best practices
- Product Insights webinars where you can hear from OCLC about recent and upcoming product features and give your feedback about the product

**To subscribe to news:**

1. Visit the News page for your community by clicking the News tab from within the community.
2. Click the Follow button.
   
   Note: If you are already subscribed to a Discussion forum, your button will read Following.
3. Select Email subscriptions. This option will be checked, and the button will now read Following

**To unsubscribe to news:**

1. Visit the News page for your community by clicking the News tab from within the community.
2. Click the Following button.
3. Deselect Email subscriptions. The check mark will disappear, and your button will now read Follow.

### Participate in virtual and in-person events to drive innovation

A variety of virtual and in-person events are hosted by and promoted in each product community. All upcoming events
are listed on the Events page for each community, and recordings of previous events are posted here as well.

Visit the Events page for your products' communities to:

- Register for upcoming events
- View recordings for any events you may have missed
- See Hold and Confirmed dates for upcoming releases for your product
- Get ideas for the type of content presented at community-led events and submit an idea for your own presentation
- Deliver a community-led webinar on your own or with colleagues; Test drive a presentation you’d like to submit for a conference; Get feedback on your workflows and ideas.
- Learn about opportunities to engage with OCLC staff in person

Make your profile public to build your network

We understand the importance of privacy, so we give all community members the option to share a little or a little more from their user profiles. Since the community is closed, we want to emphasize that only your library colleagues and OCLC staff will be able to see the information you share in your profile.

By sharing, you are making it easier for like-minded peers to reach out and follow up with you on questions, workflows, or best practices you share in the Community Center. It’s also easier for OCLC staff to get in touch when they have questions about enhancement suggestions you submit or discussion topics you share.

Other community members will be able to view your profile by clicking on your username from your discussion board posts or enhancements. Your profile will also display when users include filters applicable to your profile in the Member Directory.

Note: This is the only place where your profile page will be returned in search results.

To change your profile sharing selection:

1. Sign in to the Community Center.
2. Click your display name in the upper right corner of the screen.
3. Click Change profile under the About me section.
4. Under Display of personal information make a selection:

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<thead>
<tr>
<th>SELECTION</th>
<th>WHAT THIS MEANS</th>
<th>WHAT COMMUNITY MEMBERS WILL SEE WHEN THEY VIEW YOUR PROFILE</th>
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<tbody>
<tr>
<td>Show only my display name and avatar</td>
<td>Only your chosen display name and avatar (if one is uploaded) will display on your profile page.</td>
<td>Users will see a highlight box stating, “This community member does not publicly display their personal information.”</td>
</tr>
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<td>Show all of my contact and institution information and allow my profile to be available in search results</td>
<td>Any information that is entered (either automatically or manually) will be displayed on your profile page. If a field is manual entry, and you leave it blank, other community members will not see that information.</td>
<td>Users will see all the fields that have information entered in your editable user profile page. Information that will always display includes required fields and information pulled into your account from WorldShare: ◦ Display name ◦ Email address ◦ First Name ◦ Last Name ◦ Institution name ◦ Institution symbol ◦ Institution location ◦ Institution type ◦ Your Institution’s Communities Information that will only display if you enter it: ◦ Title ◦ About ◦ Phone Information only you will see on your profile page: ◦ Forums to which you subscribe ◦ Your community activities (three most recent posts)</td>
</tr>
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Submit and rate enhancement suggestions to drive product development

The OCLC product teams welcome suggestions library staff have to improve our products and services. The Enhancement suggestion section of the Community Center provides a central place for any staff member at a subscribing institution to submit a new idea or rate ideas submitted by peers.
We encourage community members to visit the enhancements page for the products your institution subscribes to, and submit enhancements when you have an idea. Before submitting, search existing suggestions to see if your peers have already submitted a similar idea that you can rate and refine in comments to help OCLC better understand the value (or potential downside) or a suggestion.

Suggest enhancements to:

• Share your ideas for product improvements with OCLC and your peers
• Contribute your voice to existing suggestions to show their importance and refine the need
• Assist OCLC in creating products and services that meet the evolving needs of the library community