Is access and information about the Service Configuration tool needed by the library’s public services service staff or the cataloging staff?

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Symptom

- You want to know if you need to give reference and technical services staff access to Service Configuration.

Applies to

- Service Configuration
- WorldCat Discovery
- WorldCat Registry

Resolution

The Service Configuration tool is used to set up WorldCat Discovery, WorldCat Registry and other OCLC products, but it is not necessary for Reference staff and Catalogers to have access to it to be able to perform searches and enter ILL requests within WorldCat Discovery and FirstSearch. Usually this information is used by a Systems Librarian or Electronic Resources Librarian then filed away until some change is requested. If your Public Service Staff/ Catalogers handle that task you might want to share this with them, though.