Learn how to deflect requests from knowledge base collections and deflect requests for all electronic items in WorldShare Interlibrary Loan.

For information about using the OCLC Policies Directory, see Policies Directory guide.

Basics of Deflections

Deflection is a feature that is such a time-saver because Lending libraries will often get requests for items that they do not lend over ILL- usually because their policies or license agreements dictate that certain items cannot be loaned through interlibrary loan. Deflection allows the system to say “no” to these requests on your behalf. It will skip your library in the lender string, and move the request on to the next lender.

Create Deflection Policies

Use the the OCLC Policies Directory to setup your Deflection policies.

Deflection is applied to the lender string to ensure that an unfilled request does not remain in WorldShare Interlibrary Loan or Tipasa as Pending, waiting for potential lenders to manually deny the request.

Deflection is not the same process as filtering. Filtering is a process that chooses lenders based on holdings data and other information from the holdings record before the request is created (produced). It takes place before the lender string is built. The Policies Directory is not involved with this processing.

If the borrower returns to the request after it has been placed, the asterisk indicating the current lender will have moved to the next lender. The Request History will indicate the Reason for No:

- Auto-Deflection: Format Type
- Auto-Deflection: Profiled Group (covers profiled groups and Custom Holding Groups)
- Auto Deflection: Maximum Cost
- Auto Deflection: Age of Material
- Auto Deflection: Multiple Reasons
- Auto Deflection: Request Type

Deflection may be based on the request service type, local holdings, format type, OCLC profiled group membership, Custom Holding Group, maximum cost, E-license terms and material age in years. Exceptions can also be set, based on format type, OCLC profiled group membership, and Custom Holding Group. The default setting is for no deflection policies to be set.
If you have multiple deflection policies, requests will be processed in the order the policies are created.

The hierarchy for deflection

1. Non-supplier status—if a lender is a non-supplier, nothing can be loaned or copied
2. Local Holdings Record (LHR)—bytes 20 and 21 override deflection settings
3. Deflection Type—enabled or disabled
4. Deflection Profile—deflection by policies set up in the Policies Directory

How it works

A simple scenario for deflection by format would be:

1. The borrowing library creates a request choosing lenders that appear to be suppliers for the material.
2. WorldShare Interlibrary Loan or Tipasa searches the first lender’s policies in the Policies Directory to see if they will loan that format. For example, the format is "musical score" and the first lender has created a deflection policy to indicate that it does not loan musical scores.
3. Instead of the lender getting the request as Pending, it skips that lender and automatically deflects to the next lender.
4. The request moves through the string until it identifies a lender that might supply it.

Deflection exceptions

If you select Format, OCLC Group (profiled group), or Custom Holding Group as deflection criteria, you cannot select those criteria as exceptions.

<table>
<thead>
<tr>
<th>EXAMPLE POLICY</th>
<th>DEFLECTION OPTION(S) SELECTED</th>
<th>EXCEPTION CRITERIA AVAILABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not loan e-serials.</td>
<td>Format</td>
<td>OCLC Group</td>
</tr>
<tr>
<td>I do not loan e-serials to profiled group XXXX.</td>
<td>Format OCLC Group</td>
<td></td>
</tr>
<tr>
<td>I do not loan to profiled group XXXX.</td>
<td>OCLC Group</td>
<td>Format</td>
</tr>
<tr>
<td>I charge $15.</td>
<td>Borrower Maximum Cost</td>
<td>Format OCLC Group</td>
</tr>
<tr>
<td>I loan books only.</td>
<td>Format 2</td>
<td>OCLC Group</td>
</tr>
<tr>
<td>I loan books only.</td>
<td></td>
<td>OCLC Group</td>
</tr>
</tbody>
</table>
EXAMPLE POLICY | DEFLECTION OPTION(S) SELECTED | EXCEPTION CRITERIA AVAILABLE
--- | --- | ---
I only loan to all members of group XXXX. | Format | OCLC Group 4

**Issues to note:**

- Filtering impacts the lender string that is created, i.e., a symbol can be excluded from the lender string based on the filter that is applied. Filtering is based on custom holdings paths/groups based on volume and year data in the local holdings record.
- There are two ways to create this policy. Here all formats are selected for deflection except for “book.” This is a listing of all formats not loaned.
- No deflection criteria are selected. Service type “loan” with no deflection criteria indicates that no formats are loaned. However, the exception format “book” indicates that only books are loaned.
- The institution only loans material to a selected profiled group. Choosing the exception eliminates the selection of the (long list of) individual profiled groups

**Deflection Includes/Excludes**

When creating deflection policies for your group, you can choose to block or not block certain groups or items. This feature allows your institution to be very specific about what groups and items a deflection policy pertains to, and those that it does not pertain to.

If you want to deflect a group or one or two items, use the Include feature. If you want to deflect everything except a group or one or two items, use the Exclude feature.

**Examples**

- To deflect everything except books, use **Exclude** and click **Book** (instead of using Include, where you would have to click all the other formats except Book). This is because when you are making an exception for that format and excluding it from your institution’s deflection policies.
- My library does not loan DVDs, but I want to allow other libraries in my group to borrow. For this policy, you would **Exclude** your group, and **Include Visual Material – DVD**.

Also, choosing two limiters combines both into one policy.

For example: Excluding the format Visual Material – DVD and then selecting a Material Age of Less than: 1 year will deflect only DVDs that are less than one year old.
On the Deflections screen, a green check mark (✔) indicates that the group or item is included in the deflection (in my library's policies), meaning that the requests from those groups or for those items will be deflected. A red X (❌) indicates that the group or item is not included in the deflection.

Watch a video

Basics of Deflections (10:54)
This video provides an overview on the types of ILL deflections and how you can set up deflections for items your library does not loan through ILL, including supplier status.

Deflecting knowledge base collections

If your library maintains electronic collections through the knowledge base, using Collection Manager, you can set E-License terms related to interlibrary loan per collection. This level of detail allows deflection to be applied based on

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Lending_Requests/Deflections
Printed: Sun, 18 Dec 2022 02:18:16 GMT
licensing terms.

Watch a video

Deflecting knowledge base collections (5:39)
This video reviews the steps necessary to deflect requests based on E-Licensing terms which restrict ILL.

Deflecting all electronic items
Setting up deflections for all your electronic resources will stop ILL requests from arriving to your library for those items and your staff won’t have to go through the manual process to say no to those requests. The system will automatically skip your library.

Watch a video

Deflecting all electronic items (5:45)
This video shows how to create deflection policies for all electronic items, reviews the impact it has on requests, and shows where to review statistics on requests deflected.