Digby® app FAQ

Created for libraries with WorldShare Management Services (WMS), the Digby mobile application is for use by your student workers, library staff, and volunteers and provides clear instructions for handling pull lists, reshelving, inventory tasks, and more.

1. What is Digby?

Digby is a mobile app that is available as part of your library's WorldShare Management Services (WMS) subscription. The Digby app is for use by your student workers, volunteers, and staff and provides clear instructions for handling a range of common library tasks from reshelving items to basic inventory, and more. To see the full list of Digby functionality, see the response to Question #6.

Digby combines simplified workflows with an intuitive interface to accomplish common library tasks more efficiently and with greater accuracy. It also enables library workers to use their Digby-activated smartphone or tablet to scan library materials right in the stacks—saving them time and reducing their reliance on paper.

2. How much does Digby cost?

Digby is included with your library’s WMS subscription at no additional charge.

3. What languages does Digby support?

Digby supports English, French, German, and Spanish.

4. How do I get started using Digby?

Activate Digby by completing and submitting the Digby Activation Form.

1. Download the app from the Apple or Google Play app store by either searching for “Digby by OCLC” in the app store or using a link below.
   ◦ Apple app store (iOS)
   ◦ Google Play app store (Android)
2. Log in to Digby from your mobile device (smartphone or tablet) and enter:
   ◦ Your library's OCLC symbol
   ◦ WMS Circulation credentials (username/password)
5. Why does OCLC need to activate Digby for my library?

Since anyone can download the Digby app, the activation step keeps your library in control of the process. This way, your library turns on access to Digby only when it is ready to do so. Without the activation step, your library’s workers conceivably could download Digby to their own device and start using it immediately with or without your awareness or consent.

6. What library workflows does Digby support?

The Digby app helps your library’s student workers, volunteers and staff accomplish these common library tasks more efficiently:

- **Pull lists**: Access circulation pull lists from the app sorted by library location. Items scanned are marked as pulled with information about where they need to go next. With dynamic updates, easily refresh the pull list before leaving the stacks.
- **Filter Pull Lists**: You can filter the Pull List by hold type (e.g., Special Requests, Schedules, etc.), and easily identify holds generated by WorldShare Acquisitions or ZFL-Server via the new “External System Request” indicator.
- **Reshelving**: Easily track resources used within the library by scanning items that patrons leave on tables and carts. Then return items to their proper place without taking them to the circulation desk for check-in.
- **Inventory**: You can scan items’ barcodes to inventory your library’s collection. As you work, Digby will alert you if an item was missing, is at the wrong branch, fulfills an open hold, or requires additional processing. At the end of a session, instantly share a report, which includes an activity summary and a detailed list of scanned items. Each Digby-enabled device will remember the last item inventoried so there’s no need to maintain paper logs or rely on placeholders in the stacks. Also, as you inventory using Digby, WMS automatically updates the “Last Inventoried” date and “Inventoried Count” in real time, keeping your library’s statistics current (visit [oc.lc/WMSinventory](https://help.oclc.org/Library_Management/WorldShare_Circulation/Reference/Digby_App_FAQ) to learn more). To learn about inventory reports available, see Question 11 below.
- **Check in**: You can scan items’ barcodes to check in items, clear Missing and Lost statuses, and route items to the circulation desk to fulfill holds or transit to another location. You also can view a list of checked-in items that can be sorted by call number or the order they were checked in.
- **Discovery**: You can search WorldCat Discovery from within Digby, making it possible to readily check your library’s catalog while away from the circulation desk and without exiting the Digby app.
- **Change Item Location**: You can update the permanent or temporary location of monographs. To use it, your Digby user account will need an appropriate staff role (see [oc.lc/digbyroles](https://help.oclc.org/Library_Management/WorldShare_Circulation/Reference/Digby_App_FAQ)).

7. Does Digby's inventory functionality support shelf reading?

With the introduction of basic inventory functionality in June 2018, Digby doesn’t support shelf reading. The inventory function determines whether materials are present in the collection, but does not provide guidance or feedback about items’ shelf position based on item call numbers. The OCLC Project Mobile Team will be investigating the technical requirements and libraries’ requirements in order to determine whether Digby can be enhanced to support shelf reading in the future.


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8. Can we use handheld Bluetooth laser scanners with Digby?

Yes, for use with Digby, it is possible to pair a Bluetooth laser scanner, as a keyboard, and an iOS or Android device. First, you need a Bluetooth scanner that supports an **HID interface**.

As an example, the Inateck BCST-70 Barcode Scanner’s instruction sheet is typical of portable scanners available on the market.

The Inateck BCST-70 offers complete instructions for connecting to either iOS or Android devices in the Inateck User Manual.

A useful BCST-70 feature is that if you hold the scanner button down for 3 seconds, it disables the scanner and then enables the device keyboard, which is necessary when signing in to Digby. If you hold it down for 3 seconds again, the scanner again takes over as the device keyboard. There are many HID Bluetooth laser scanner manufacturers, but make sure this keyboard on/off feature is included in the one you choose since not all of them offer it.

**Using the laser scanner with Digby is simple.** Just place the cursor in the text input box above the camera scanner on the Pull List, Reshelve, or Inventory screens. Scan the barcode with the laser scanner and it will type the barcode into Digby with a carriage return at the end. Digby will process the request, and then return the cursor to the input text field for the next scan. You’ll have to clear any pop-ups that occur on the mobile device before proceeding, just like when the camera is used.

9. What policies should my library have for using the Digby app?

We recommend that your library set the policy around staff use of mobile apps –if you don’t have one already– that addresses whether Digby is to be downloaded to library-owned devices only, or if they will allow student workers to download the app to their own personal devices. Whatever policy a library may have around mobile apps, it’s important to note that Digby can’t enforce the policy – only your library can.

10. How does Digby work with my library group? Will it show all results for my group or is it limited to my library only?

Digby works with groups that have WMS group functionality, which means that the Digby pull list will include hold requests from patrons of other institutions in your group. Also, when doing inventory and reshelving (non-loan return), Digby will recognize group items. Here are some examples: If a patron requests an item from another group member, Digby will inform the library worker when it is pulled to bring it to the circulation desk for routing to that other institution. Or if an item owned by another institution is found during inventory scanning, the worker will be notified to return it to the desk for routing back to that other institution.
11. Are there any Digby statistics or reports?

For pull lists and reshelving, Digby feeds existing WorldShare Circulation reports. It records the same type of transactions but allows library workers to scan the titles in the stacks instead of at the circulation desk. However, to minimize costs of providing Digby, we elected not to create a new category of statistics that are specific to Digby itself.

For basic inventory, once your library’s workers complete an inventory session in Digby, they can send an Inventory Items Report to you via email or to your preferred cloud storage solution. Delivered as a Microsoft Excel file, Digby’s report provides a summary of their activity as well as a detailed list of exceptions and successfully inventoried items with metadata such as title, author, call number, etc.

- “Last Inventoried” date in WMS. Additionally, as library workers conduct inventory using Digby, WMS automatically updates the “Last Inventoried” date and “Inventoried Count” in real time, keeping your library’s statistics current (visit oc.fc/WMSinventory to learn more).
- FTP Item Inventories Report. In addition to Digby’s Inventory Items Report, and for a complete listing of your library’s barcoded items, you can access the existing, weekly FTP Item Inventories Report. Reviewing these reports together may be useful when undertaking inventory, weeding, and collection assessment projects.

12. Will Digby work with our library's authentication method?

Digby will work with CAS, OCLC Identity Management Infrastructure (IDM), LDAP third-party authentication, and Shibboleth. With Digby version 1.0.8 (released September 14, 2017), we’ve improved support for libraries that use CAS, Shibboleth and an LDAP third-party authentication form. If your library uses CAS or Shibboleth and your login experience is less than satisfactory, we can offer this mobile best practices guide to help.

13. What are Digby's technical specifications?

App size

- Android binary - 15 MB
- iOS binary - 13 MB

Operating Systems/Versions

- Android 7 or greater
- iOS 10 or greater

Supported devices

- Android Phones (must support Android 7 and a minimum 1280 x 720 resolution camera)
- Android Tablets (must support Android 7 and a minimum 1280 x 720 resolution camera)
- Apple iPad (iPad mini 2 or greater, iPad 4th generation or greater, iPad Air, iPad Pro)
- Apple iPhone 5 or greater
- Apple iPod Touch 6th generation or greater

Supported barcode types
• CODE 128
• CODE 39
• Codabar
• EAN UPC - European Article Number, Universal Product Code

14. What if I have a question about logging in to or using Digby?

If you have any questions, please contact OCLC Customer Support in your region via oc.lc/support.

In the US, email OCLC Customer Support at support@oclc.org or call 1-800-848-5800 (US).