



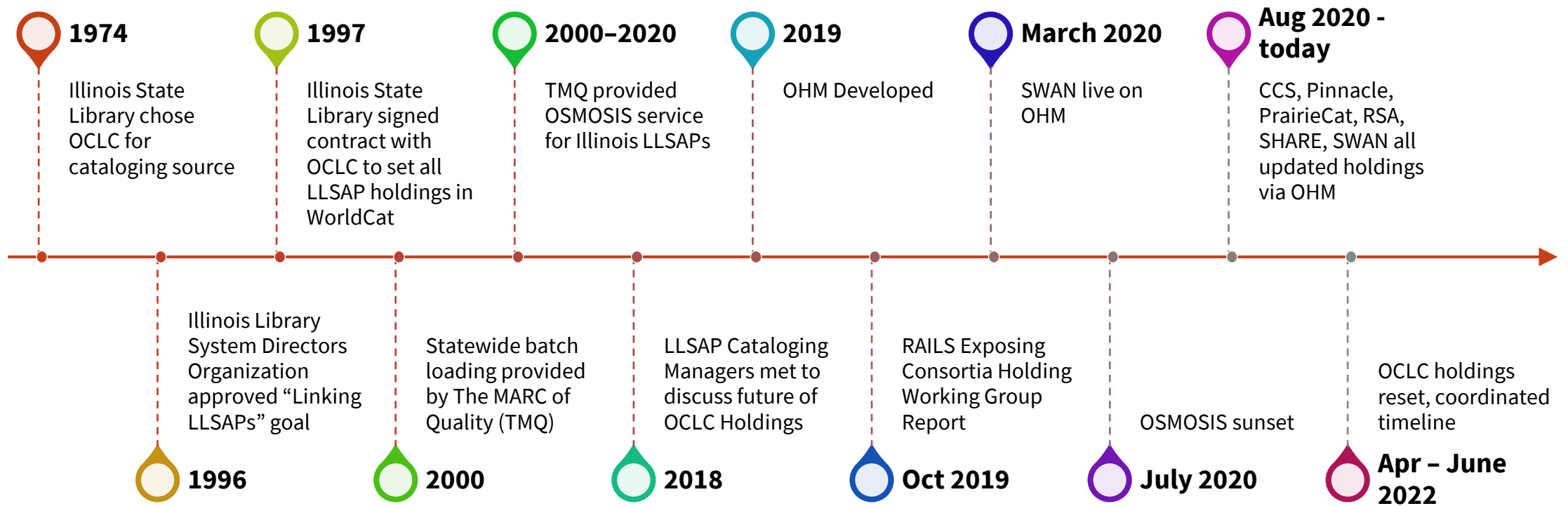
WorldShare ILL: Working Smarter Not Harder

SWAN Expo 2022

Agenda

1. Maintaining Illinois holdings
2. Smart Fulfillment
3. Real-world application

Maintaining Illinois Holdings



OCLC Holdings Manager (OHM)

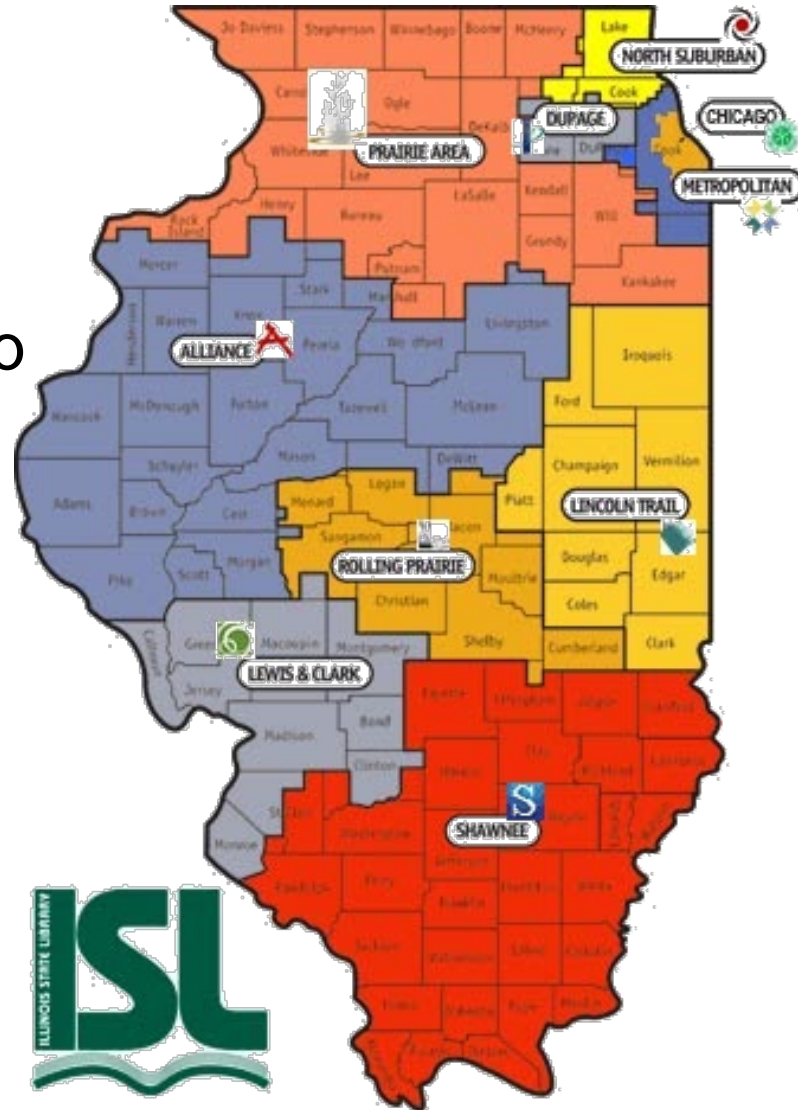
Participating consortia in Illinois

- CCS - Polaris
- Pinnacle - Polaris
- PrairieCat - Sierra
- RSA - Symphony
- SHARE - Polaris
- SWAN - Symphony



OHM prep work

- OCLC Group Symbol
- From 10 regional library systems to 3



OHM prep work

- Tie individual symbols to group Web Services key (through OCLC Developer Network)
- Evaluation of OSMOSIS
 - Needs
 - Nice-to-haves
 - Unneeded features
- Analysis of ILS output
- Conversion tables and exceptions



WSKey Management

[WSKeys](#)

[Requests](#)

[Request a Production WSKey](#)

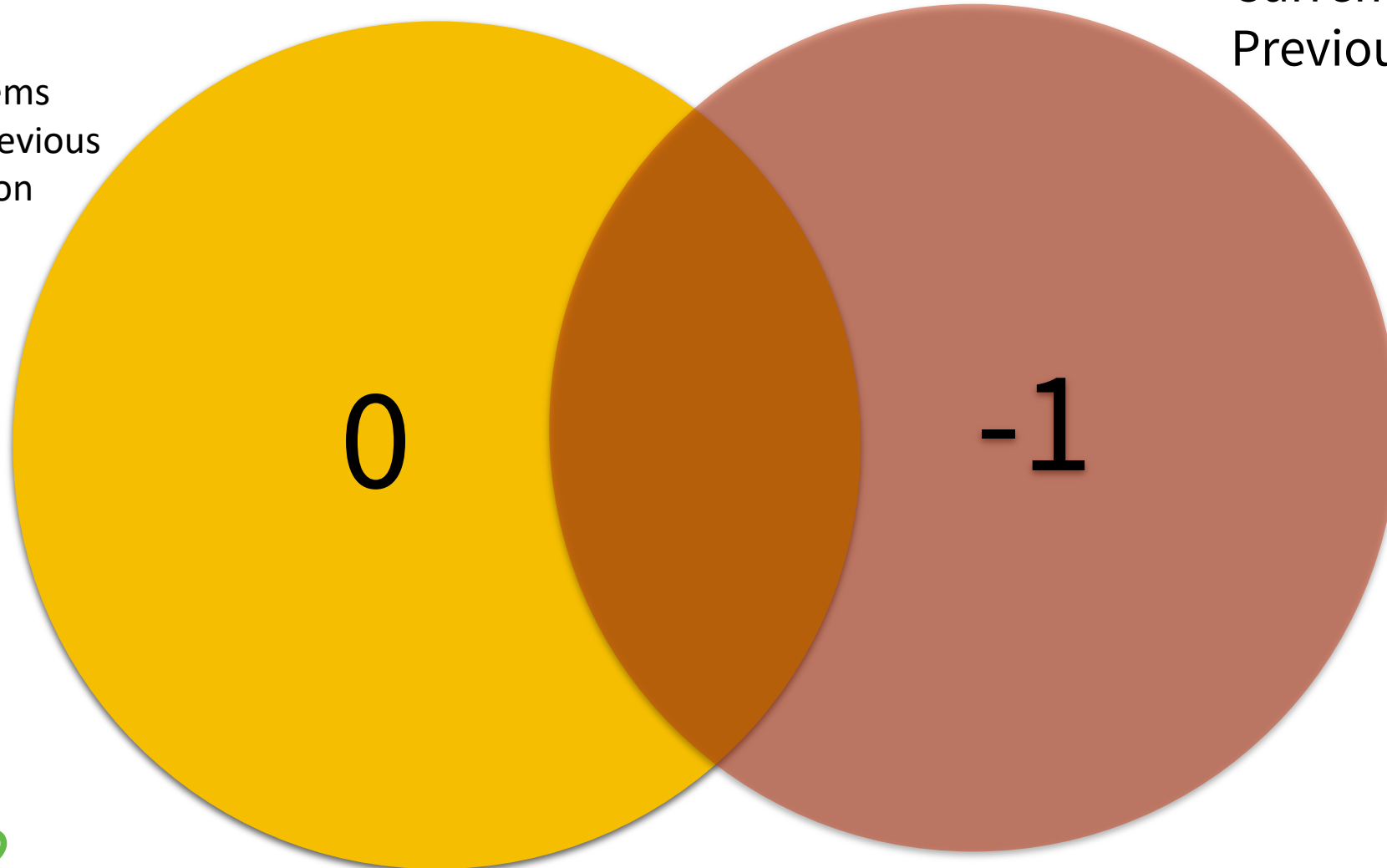
[Request a Sandbox WSKey](#)

WSKeys

Show Quota Info

Comparing catalog generations

Titles/Items
not in previous
generation
(adds)



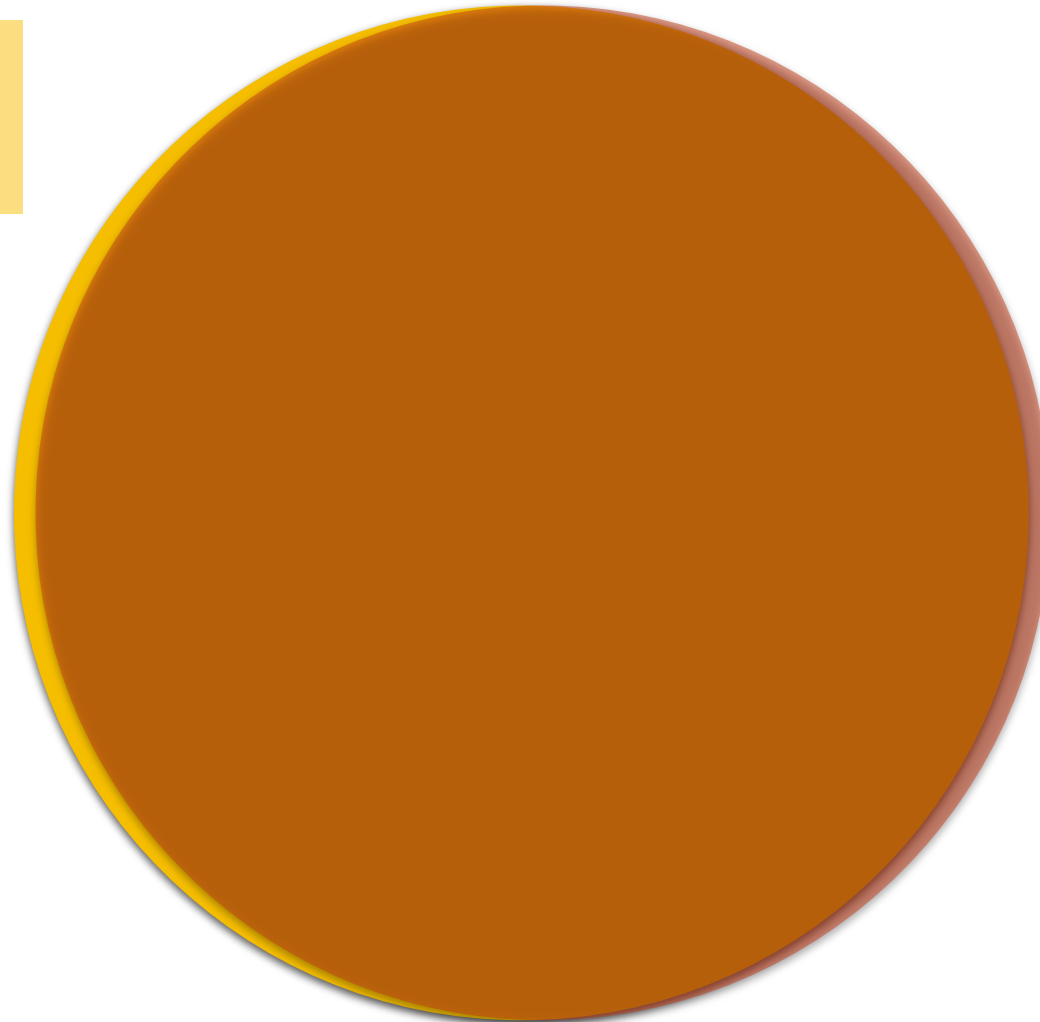
Current generation (0)
Previous generation (-1)

Titles/Items
not in current
generation
(deletes)

Reality of comparison

Latest run 1.95% of total holdings added
492,456/25,200,366

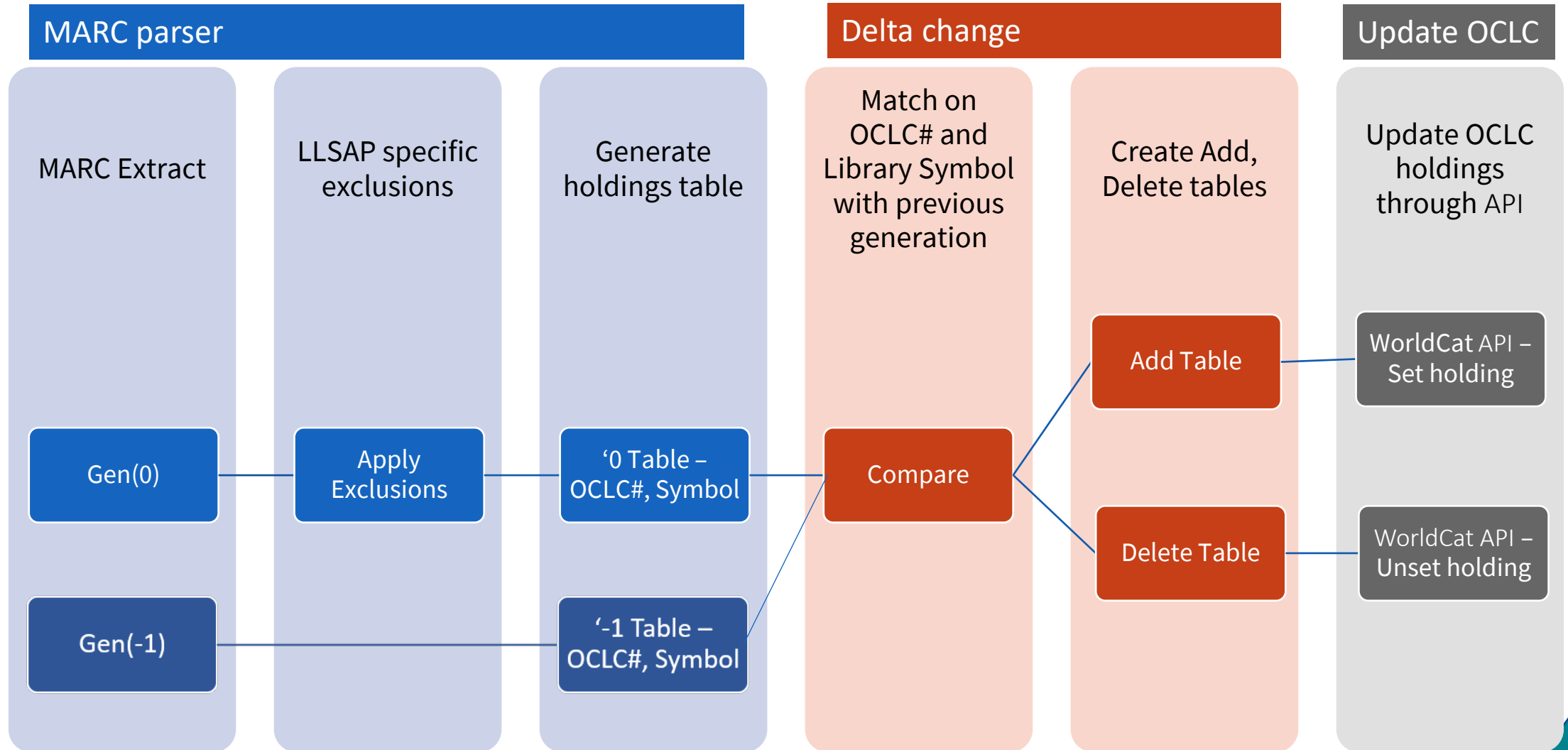
Titles/Items not in previous generation (adds)
Few as percentage of total catalog, acquisition of new titles by library



Latest run 1.47% of total holdings deleted
369,836/25,200,366

Titles/Items not in current generation (deletes)
Very few – lost items, weeding by library

OHM Process



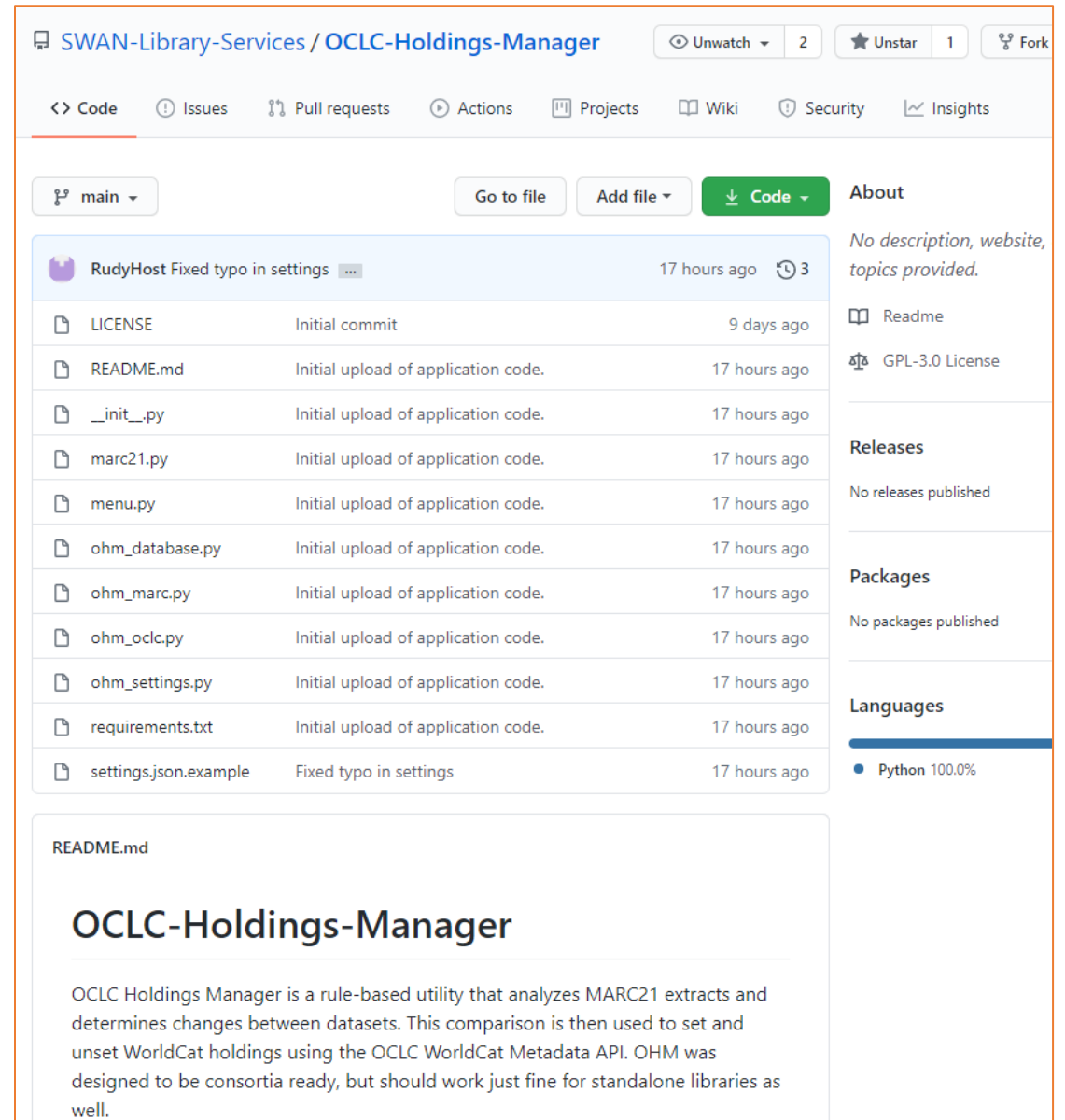
OHM future development

- Working with OCLC to increase speed and parallel processing of web services calls
- Web interface
- Reporting tools
 - Invalid identifiers
 - OCLC number cross-references
- Statistics portal

Want more info on OHM?

Contact: ohm_admin@swanlibraries.net

Repository:
<https://github.com/SWAN-Library-Services/OCLC-Holdings-Manager>



The screenshot shows the GitHub repository page for `SWAN-Library-Services / OCLC-Holdings-Manager`. The repository is on the `main` branch and has 2 watches, 1 unstar, and 1 fork. The navigation bar includes links for Code, Issues, Pull requests, Actions, Projects, Wiki, Security, and Insights. A file list shows the following files and their commit messages:

File Name	Commit Message	Time Ago
LICENSE	Initial commit	9 days ago
README.md	Initial upload of application code.	17 hours ago
__init__.py	Initial upload of application code.	17 hours ago
marc21.py	Initial upload of application code.	17 hours ago
menu.py	Initial upload of application code.	17 hours ago
ohm_database.py	Initial upload of application code.	17 hours ago
ohm_marc.py	Initial upload of application code.	17 hours ago
ohm_oclc.py	Initial upload of application code.	17 hours ago
ohm_settings.py	Initial upload of application code.	17 hours ago
requirements.txt	Initial upload of application code.	17 hours ago
settings.json.example	Fixed typo in settings	17 hours ago

The `README.md` file content is as follows:

OCLC-Holdings-Manager

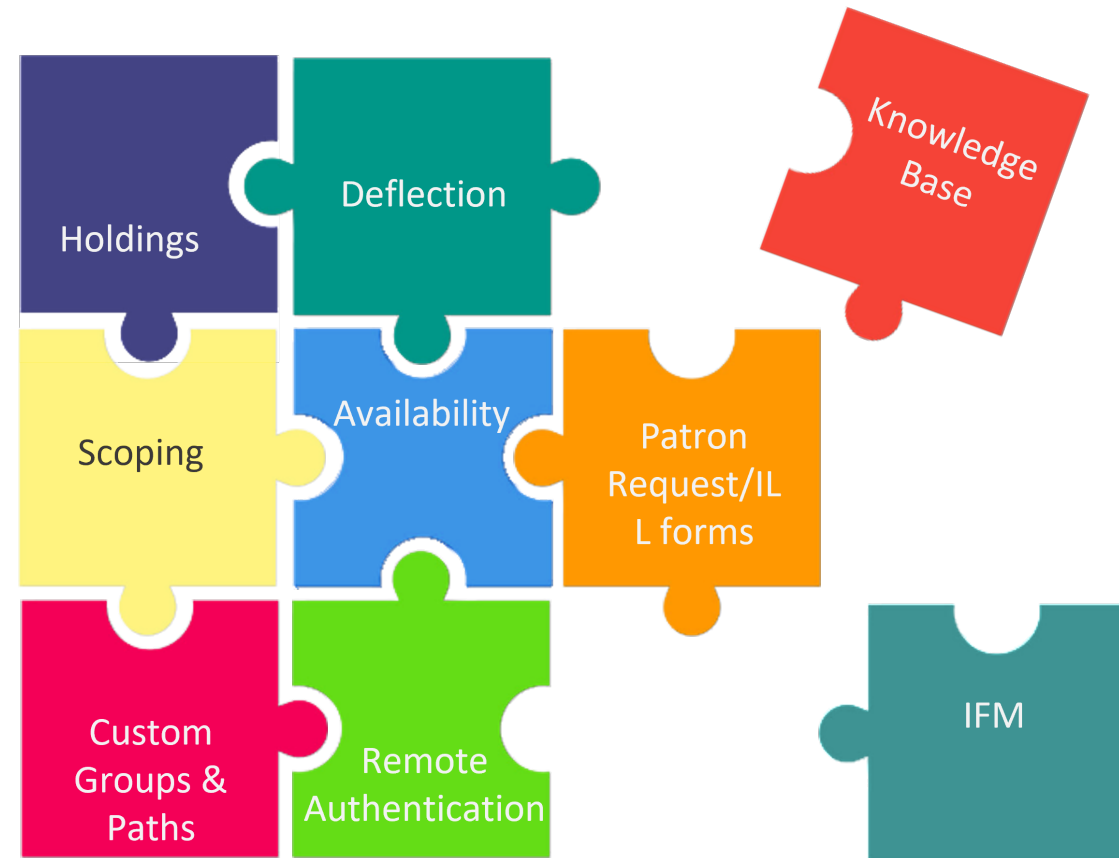
OCLC Holdings Manager is a rule-based utility that analyzes MARC21 extracts and determines changes between datasets. This comparison is then used to set and unset WorldCat holdings using the OCLC WorldCat Metadata API. OHM was designed to be consortia ready, but should work just fine for standalone libraries as well.

The right sidebar shows repository metadata: No description, website, topics provided; Readme; GPL-3.0 License; No releases published; No packages published; and Languages: Python 100.0%.

Smart fulfillment

All the puzzle pieces

- Accurate holdings
- World, State, Group, Library scoping
- Real-time availability
- Deflection
- Custom holdings groups/paths
- Patron requests/remote authentication
- Added convenience
 - Article Exchange
 - IFM



Holdings drive scope display

Current Search

Keep selections for subsequent searches

Refine This Search

Sort by
Library

Group related editions

Expand search with related terms

Held By Library

- Libraries Worldwide
- Libraries in Illinois
- Libraries in SWAN
- Glen Ellyn Public Library

Format

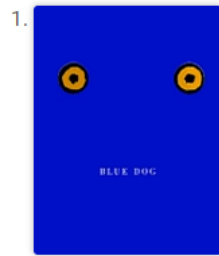
- [All](#)
- [Book \(26\)](#)
- Book (26)
 - Print Book (26)
 - eBook (7)
- Archival Material (1)
 - Downloadable Archival Material (1)

Content Type

- Biography (4)
- Fiction (1)
- Non Fiction (26)


Publication Year

blue dog george rodrigue >> 27 results in Libraries Worldwide



1. Blue dog

by [George Rodrigue](#), [Lawrence S Freundlich](#)

 Print Book 1994 | [Explore all editions & formats](#)
Love, according to "Blue Dog."

Held by [Glen Ellyn Public Library](#)

2

 Cite  Link  Email  Save



2. Blue dog man

by [George Rodrigue](#)

 Print Book 1999 | [Explore all editions & formats](#)

"Blue Dog Man [George Rodrigue], sheds light on his creation as he guides us through this remarkable collection of over sixty new Blue Dog paintings"--Back cover.

Held by [Libraries in SWAN](#)


3

 Cite  Link  Email  Save



3. Blue dog speaks

by [George Rodrigue](#)

 Print Book ©2008 | [Explore all editions & formats](#)

"Blue dog speaks' is the first book to emphasize Rodrigue's witty and ins... illustrate... [Read More](#)

Held by [Libraries in SWAN](#)



9. Blue dog love

by [George Rodrigue](#), [Wendy Wolfe Rodrigue](#), [David McAninch](#)

 Print Book 2001 | [Explore all editions & formats](#)

Offers fans of the Blue Dog a new celebration of love that featu

Held by [Libraries in Illinois](#)

4

Holdings determine patron-initiated ILL

Held My Library

Blue dog



by [George Rodrigue](#), [Lawrence S Freundlich](#)

Print Book 1994

Held by [Glen Ellyn Public Library](#).

- View Description
- Explore Editions and Formats

Check Availability

We are unable to get availability information for this item at your location.



Libraries Worldwide

Search location: 400 Duane St, Glen Ellyn, US-IL

Institution

- Elmhurst Public Library
- [Glen Ellyn Public Library](#)

Held By Consortium

Blue dog man



by [George Rodrigue](#)

Print Book 1999

Held by Libraries in SWAN

- View Description
- Explore Editions and Formats

Check Availability



Libraries Worldwide

Search location: 400 Duane St, Glen Ellyn, US-IL

Institution

- [Riverside Public Library](#)

Held in Illinois

Blue dog love



by [George Rodrigue](#), [Wendy Wolfe Rodrigue](#)

Print Book 2001

Held by Libraries in Illinois

- View Description
- Explore Editions and Formats

Check Availability

Libraries Worldwide

Request Item through Interlibrary Loan



Search location: 400 Duane St, Glen Ellyn, US-IL

Institution

- [Naperville Public Library](#)

Held Worldwide

A blue dog Christmas



by [George Rodrigue](#), [David McAninch](#)

Print Book 2000

Held by other libraries worldwide

- View Description
- Explore Editions and Formats

Check Availability

Libraries Worldwide

Request Item through Interlibrary Loan



Search location: 400 Duane St, Glen Ellyn, US-IL

Institution

- [University of North Texas Library](#)

Challenges and side notes

Changes in core OCLC discovery ecosystem make constant testing and reconfiguration necessary

- WorldCat Discovery v2
- WorldCat.org work underway

- Keep up with release notes
- Office hours are helpful (taking advantage of OCLC office hours, offering internal for members)

Deflection policies

- Universal deflection policy for SWAN member-to-member requests
- Some libraries deflect out-of-state due to cost
- Some libraries deflect based on format

Deflections + Add

Deflections Loans Edit Delete

SERVICE	FEES	BORROWERS	ITEMS
Requests: Loan Deflection Type: Enable Real Time Deflection			Formats: <input checked="" type="checkbox"/> E-Audio Book <input checked="" type="checkbox"/> E-Text <input checked="" type="checkbox"/> Microform <input checked="" type="checkbox"/> Newspaper
Note:			

SWAN Request Edit Delete

SERVICE	FEES	BORROWERS	ITEMS
Requests: Loan Deflection Type: Enable Real Time Deflection		Custom Holding Groups: <input checked="" type="checkbox"/> SWAN	
Note: Deflect all requests from SWAN Libraries since those are handled through the SWAN catalog directly.			

Real-time Availability

- Configured Z39.50 access to catalog (configured by OCLC)
- Saves staff time
- Helps requesting libraries – more quickly routes to a library that can fill request

WorldCat Discovery and WorldCat Local

Bloomington Public Library (9763) Change

OPAC Statuses, Locations and Circulation Policies

Required fields are marked with an asterisk (*).
Some fields are not editable at this time. If you need assistance with one of these fields, please email support@oclc.org.

> Links to Online Content

▼ Item Availability from OPAC

WorldCat Local will attempt to get local item availability information from your local OPAC:

* Select your ILS Vendor:

* Select your ILS Product/Version:

* How should WorldCat Local get item information?
 Scrape it from the OPAC
 Use z39.50 (requires additional configuration)

* Enter the URL used to search for items in the catalog by OCLC#:
i.e. <http://olc1.ohiolink.edu/search/o77496353>

Do not display holdings and availability information that looks like a duplicate

Refining OPAC status

- Use OPAC Statuses to further automate “no”
- Deflection based on publication date is often not precise for indicating “new” material

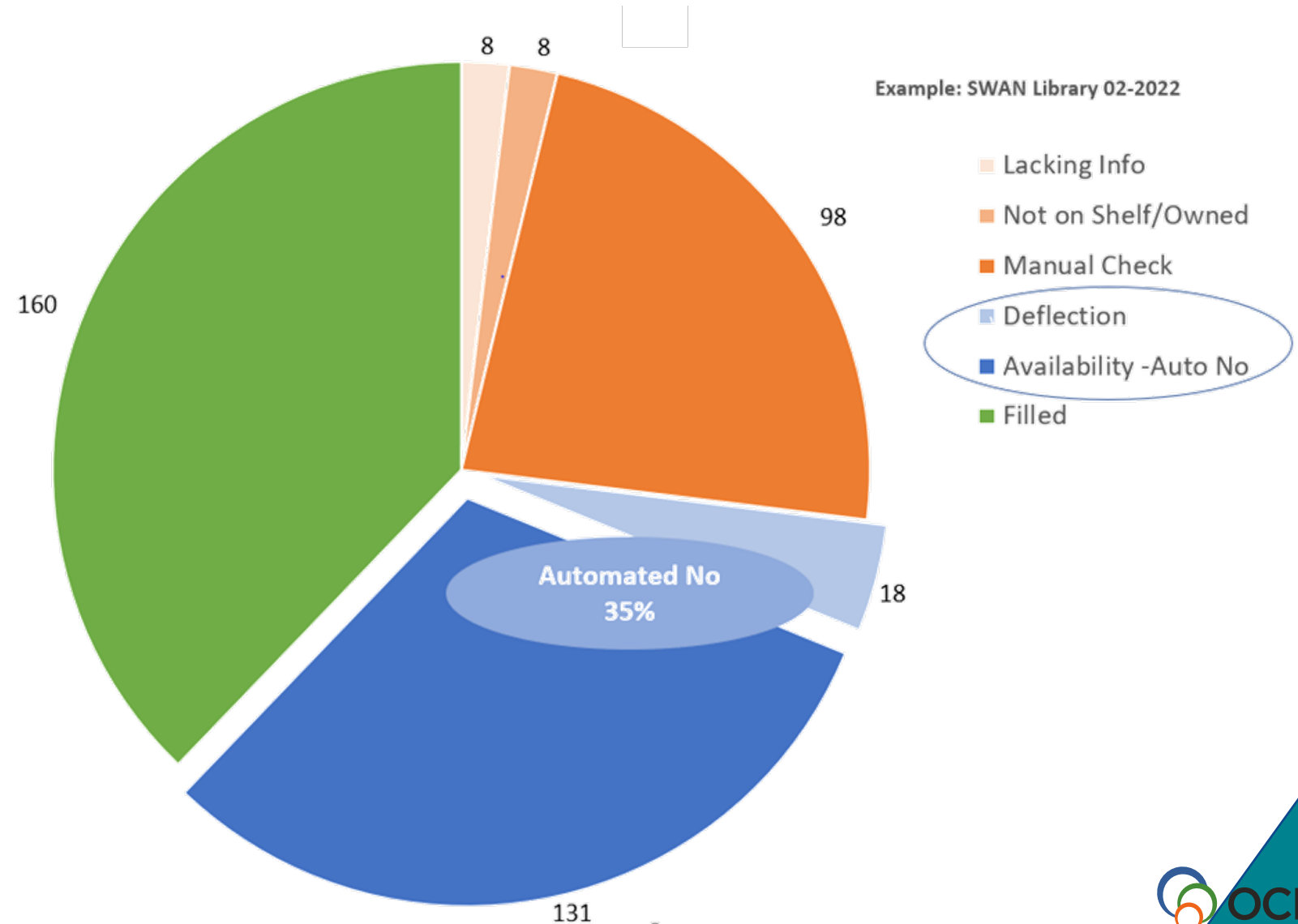
OPAC Status Message (click to edit)	Location (click to edit)	OCLC Standard Status Message	Status Treatment	Local Online Links	Fulfillment for (Level 1)	Fulfillment for (Level 2)	Fulfillment for (Level 4)	Full Text OpenURL
<input type="checkbox"/> No Status	No Location		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Any Status	Any Location		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Any Status	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AUDIOBK_A	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AUDIOBK_J	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> BIOGRAPHYA	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> BIOGRAPHYJ	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> BOARDBK_J	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> CD_A	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> CHECKEDOUT	*WRS*		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FICTION_A	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FICTION_J	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FICTION_T	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> GNF_T	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> GRPHCNV_J	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> HOLDS	*WRS*		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> INTL_JUV	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> INTRANSIT	*WRS*		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> JUV_PICBKS	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> LARGETYPE	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> MAGAZINE_A	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> MYSTERY	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> NEW_ADULT	*WRS*		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> NEW_JUV	*WRS*		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> NONFICT_A	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> NONFICT_J	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ON-ORDER	*WRS*		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> PAPERBACKS	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> READERS_J	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> SCIFL_FANT	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> STORYCOLLJ	*WRS*		unavailable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> VIDEO_A	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> VIDEO_JUV	*WRS*		available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MYSTERY	*WRS*	available
NEW_ADULT	*WRS*	unavailable
NEW_JUV	*WRS*	unavailable

Impact of Smart Fulfillment

Deflection & Availability – Auto No accounted for 35% of requests received

Source: OCLC Statistics, St. Charles Public Library, Feb. 2022

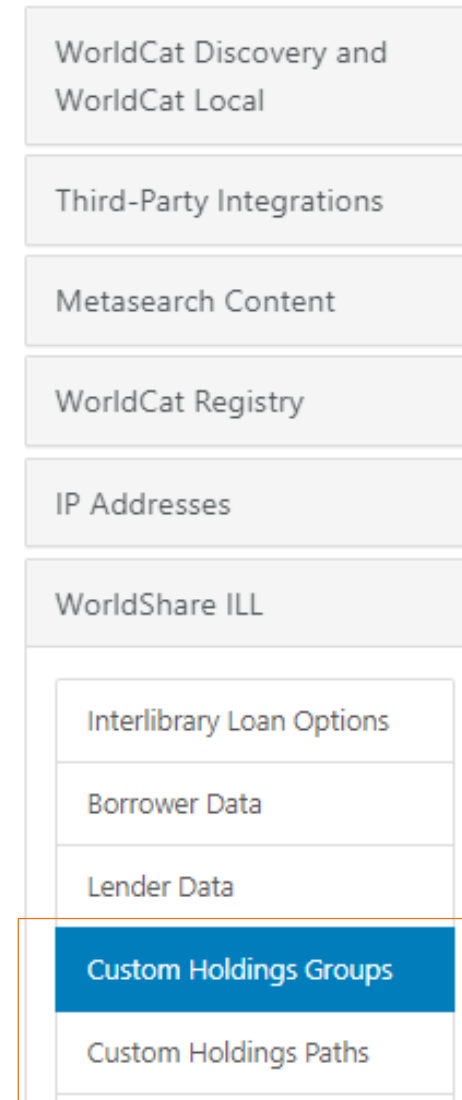


Configuration considerations

Request via OCLC?	SWAN Libraries NO (DEFLECT)	Non-SWAN Illinois Libraries YES (PREFERRED)
Group or Path Name	Group - SWANPARTNERS	Path – NONSWAN Include: CCS, PCAT, RSA, PLC, ISHARE
Use to:	DEFLECT Requests We do not want to accept requests from SWAN Partners since we can directly place holds in the shared catalog.	Desired lenders - share delivery and free in Illinois. When making OCLC requests, start with lenders on same delivery hub
Configuration Tool:	Create Group in: OCLC Service Configuration Create Deflection rule in: OCLC Policies Directory (from WorldShare ILL Home Page)	OCLC Service Configuration (from WorldShare ILL Home Page)

Custom Holdings Groups/Paths

- Custom Holdings Group for:
 - Illinois consortium partners
 - Academic network in Illinois
 - All Illinois libraries
 - Preferred/reciprocal lenders
- Custom Holdings Path for:
 - Public libraries, based on closest delivery
 - Academic & Special libraries
 - Preferred



Resource Sharing Buttons

Default settings:

- Owned by library - no
- Owned by SWAN - no
- Owned in Illinois - yes
- Owned Worldwide – yes

WorldCat Discovery and WorldCat Local

La Grange Public Library (9982) Change

Place Hold/Request Buttons

Customize your Place Hold and Request Buttons for La Grange Public Library and System Wide Automated Network.

Required fields are marked with an asterisk (*).

- > La Grange Public Library Place Hold/Request Button (Level 1)
- > System Wide Automated Network Place Hold/Request button (Level 2)
- > Resource Sharing (Any Level)
- ▼ For items owned by La Grange Public Library

Specify when to display each fulfillment button.

* Display La Grange Public Library Level 1 fulfillment button:

- Always
- Never
- It depends on item type (i.e. Monograph vs. Serial)
- It depends on item type, status, and location
Circulation data is defined in "OPAC Statuses, Locations and Circulation Policies" section. Corresponds to Level 1 Fulfillment in the OPAC status table.

* Display System Wide Automated Network Level 2 fulfillment button:

- Always
- Never
- It depends on item type (i.e. Monograph vs. Serial)
- It depends on item type, status, and location
Circulation data is defined in "OPAC Statuses, Locations and Circulation Policies" section. Corresponds to Level 2 Fulfillment in the OPAC status table.
- When no items available from La Grange Public Library, it depends on item type, status, and location.
Circulation data is defined in "OPAC Statuses, Locations and Circulation Policies" section. Corresponds to Level 2 Fulfillment in the OPAC status table.

* Display WorldCat Libraries fulfillment button:

- Always
- Never
- It depends on item type (i.e. Monograph vs. Serial)
- It depends on item type, status, and location
Circulation data is defined in "OPAC Statuses, Locations and Circulation Policies" section. Corresponds to Level 4 Fulfillment in the OPAC status table.

- > For items owned by System Wide Automated Network

WorldCat Discovery – ILL Request Button

The screenshot shows the WorldCat Discovery interface. At the top, there is a search bar with the text "blue dog george rodrigue" and a search icon. To the right of the search bar is a "Staff sign in" link. Below the search bar, there are links for "Advanced Search" and "Resources". On the right side of the header, there are links for "Search history" and "Saved Items (0)".

The main content area shows search results for "Blue dog love". The title is "Blue dog love" and the authors are "George Rodrigue, Wendy Wolfe Rodrigue, David McAninch". The book is a "Print Book" from 2001, published by Stewart, Tabori & Chang. The summary states: "Offers fans of the Blue Dog a new celebration of love that features the artist's own account of his life and work." Below the summary, there are sections for "More Author/Title Info", "Physical Description", and "Contents".

On the right side of the search results, there are two "Access Options" panels. The top panel is titled "Access Options" and contains the text "Request from Libraries Worldwide" and a blue button labeled "Request Item through Interlibrary Loan". The bottom panel is also titled "Access Options" and contains the text "Request from St Charles Public Library District" and a blue button labeled "Request Item through Interlibrary Loan".

Some expand display of ILL button for local holdings and mediate request locally.

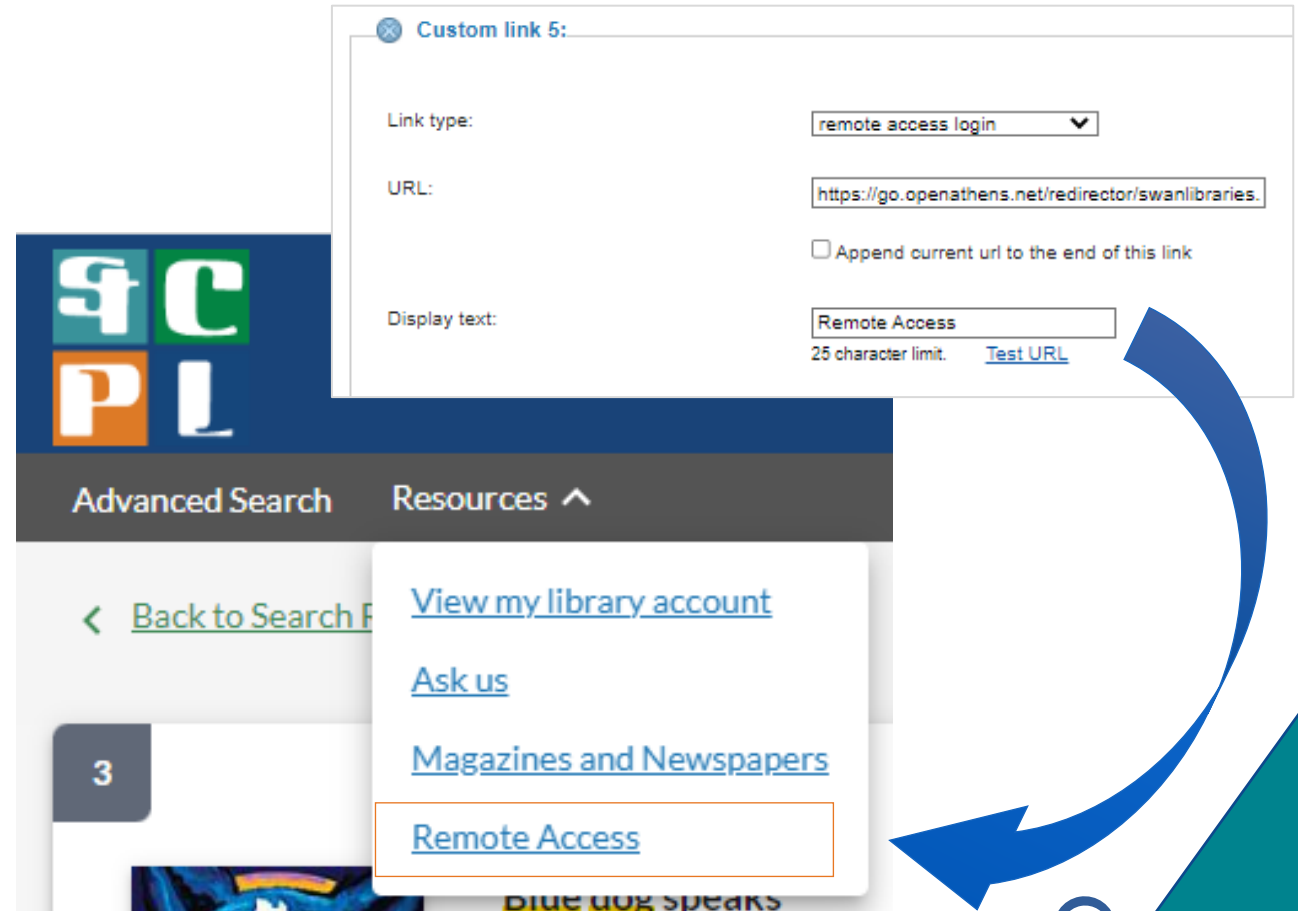
Others further restrict patron-initiated requests.

Remote Authentication

ILL request form requires:

- IP range verification
 - or –
- Remote authentication

Open Athens links are configured as custom link



The image shows a screenshot of a library website interface. In the top right, a configuration window titled "Custom link 5:" is open. It contains the following fields:

- Link type: remote access login (dropdown menu)
- URL: https://go.openathens.net/redirector/swanlibraries. (text input)
- Append current url to the end of this link
- Display text: Remote Access (text input, with a note "25 character limit." and a "Test URL" link)

Below the configuration window, a navigation menu is visible. The menu items are:

- View my library account
- Ask us
- Magazines and Newspapers
- Remote Access (highlighted with a red box)

A large blue arrow points from the "Remote Access" link in the menu to the "Remote Access" text in the configuration window's display text field.

ILL Request Form

Request Form

Blue dog speaks
by [George Rodrigue](#)
Print Book ©2008
OCLC Number: 213133398
Database: WorldCat
Held by: [St Charles Public Library District](#)

Publication: New York, N.Y. : Sterling, ©2008.
Physical Description: 511 pages : color illustrations ; 19 cm
More Author / Title Information: George Rodrigue.
Language: English
Staff View: [MARC Record](#)
ISBN: 9781402754081 1402754086
Database: WorldCat

Contact Information

* First Name:
* Last Name:
* Library Card number:
E-mail Address:(optional)
Max Cost:(optional)
* Pickup Location:

WorldCat Registry
IP Addresses
WorldShare ILL

Interlibrary Loan Options
Borrower Data
Lender Data
Custom Holdings Groups
Custom Holdings Paths
Automated Request Manager
Article Exchange Settings
Purchase Options
Patron Request Workforms

St Charles Public Library (10174) Change

Patron Request Workform

Use this page to customize the request form that displays in the Patron Request Workform.

WorldCat Discovery Request Form

Section Header: Contact Information

Field: Input Type:

First Name dropdown textentry
Last Name dropdown textentry
Patron Id dropdown textentry
Email dropdown textentry
Patron Max cost dropdown textentry
Pickup Location dropdown dropdown

+ Add a field to display on this Section

Section Header: Notes, for example need for extended due date

Field: Input Type: Field Label: Field Values: Options:

Edit the Pickup Location field

Type: Dropdown Box

Current Locations Add Locations

Order displayed is the dropdown box order in the Patron Request Workforms.

Default	Location	
<input checked="" type="checkbox"/>	St. Charles Public Library	Rename
<input type="checkbox"/>	St. Charles Public Library Drive-up	Rename

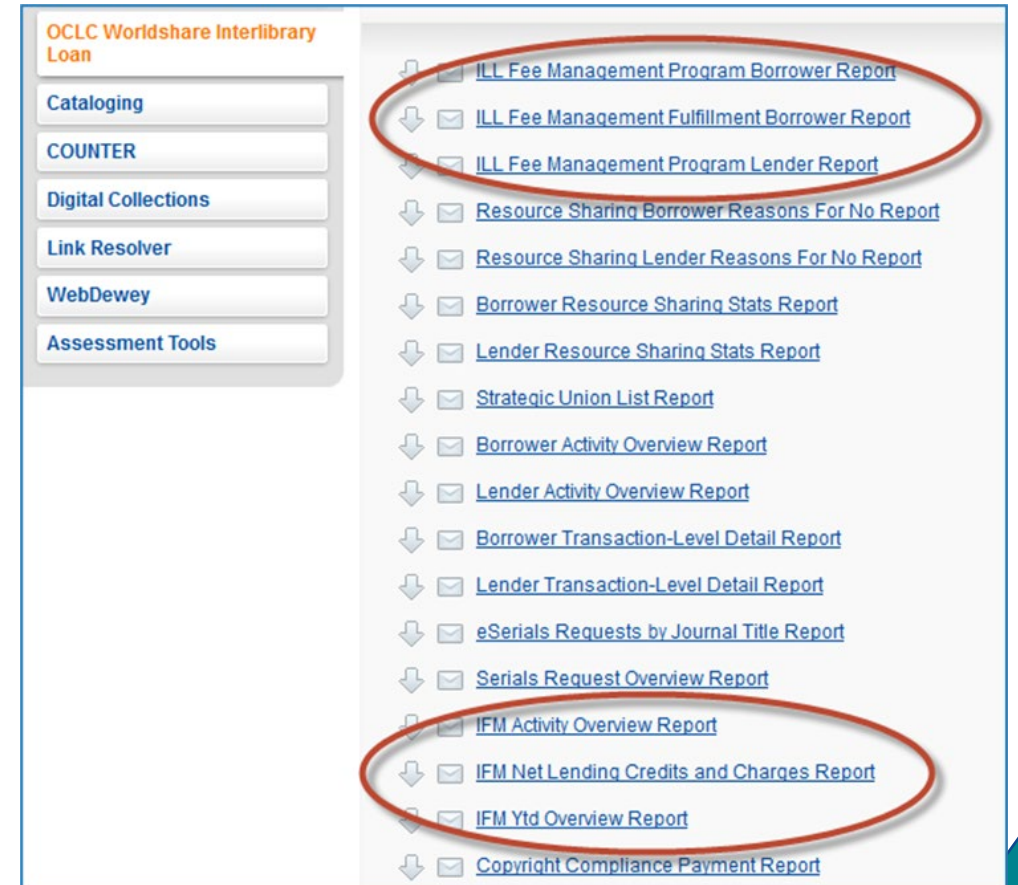
Done Cancel

Options:
 required
 editable
 required
 editable
 required
 editable
 required
 editable
 required
 required

Request forms customized to support local practice (e.g., drive-up window pick-up)

Use IFM

- More of our libraries are setting IFM preferences
- Using IFM as a “bank” – to store funds to support requests from patrons that may incur a cost.
- Greater ease in processing lost material and damages through IFM with other libraries.



Internal workflow consistency

- All items being sent out (lending) are checked out to in-house accounts (either OCLC-In-State or OCLC-Out-State)
 - This allows us to consistently report activity across the consortium
- Incoming items (borrowing) from OCLC libraries
 - Create temporary/brief bibliographic record
 - Place hold on patron's record
 - Check in item when received, hold is trapped, patron notified

Helpful Resources

- SWAN-specific ILL Training
 - <https://support.swanlibraries.net/training/86650>
- SWAN ILL Users Group
 - <https://support.swanlibraries.net/meetings-trainings/meeting-documents?title=SWAN%20ILL>
- SWAN Community Forums
 - <https://forums.swanlibraries.net/c/interlibrary-loan-ill/54>
- OCLC Learning tools, release notes, and more
 - https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan

Real World Application

Questions?