Quick guide to
products and services

OCLC®

Together we make breakthroughs possible.

OCLC

OCLC is built on the power of collaboration and innovation.

Our member libraries come together to share data, collections, services, and expertise with the goal of increasing access to knowledge. Through our technology products, original research, and community programs, we empower libraries to better serve their communities by solving critical problems, removing barriers to success, and inspiring breakthroughs.

Meet vital needs.

Today's libraries have evolved well beyond the silent book repositories of yesterday. These dynamic cultural centers seek to engage with every aspect of learning and sharing. Libraries of all types face challenges to meet the evolving needs of the campuses and communities they support.
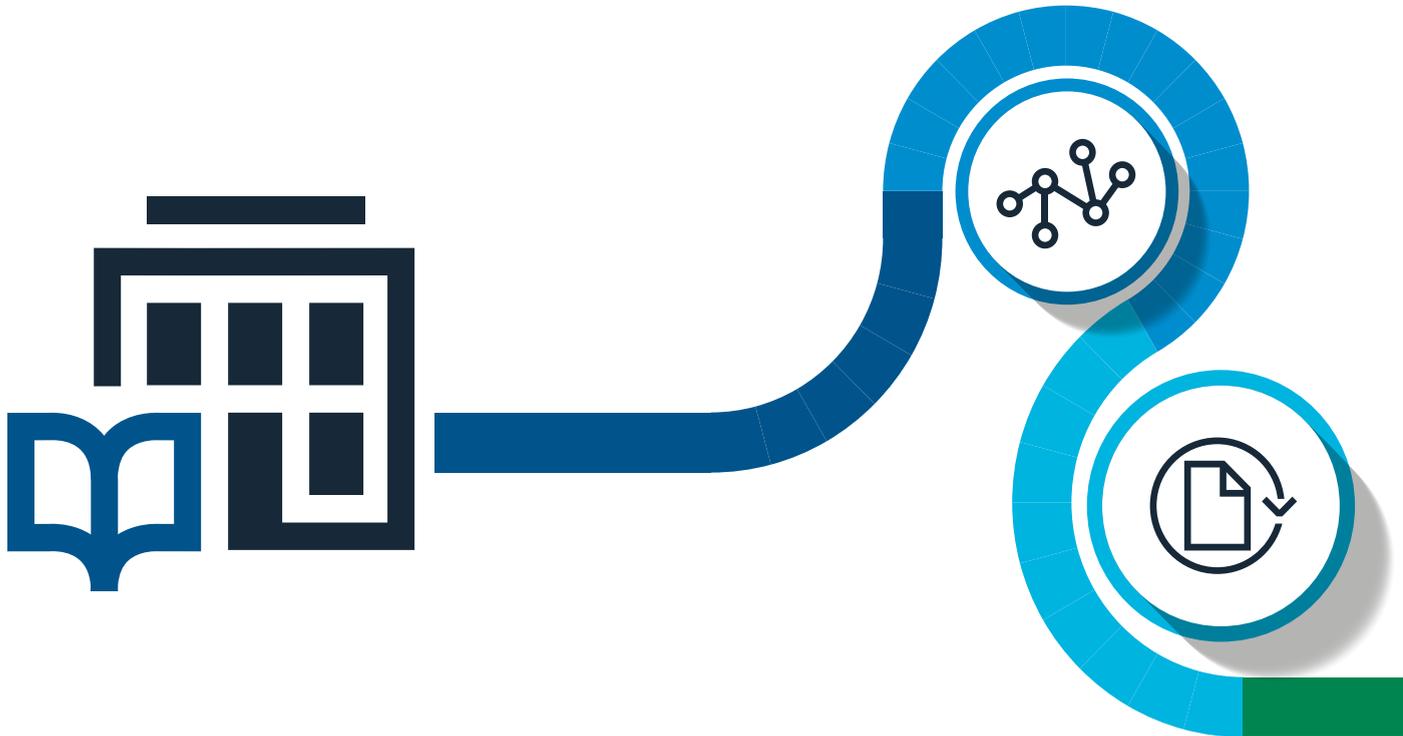
From research habits to the use of library space, libraries must exceed user expectations to stay relevant and vibrant.
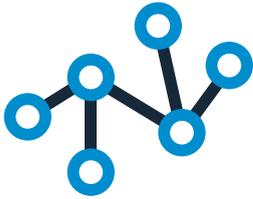
Cooperate to share knowledge.

No individual library can collect and house every resource. But together, they can provide access to almost anything in any format. For libraries to collaborate efficiently and effectively, they need robust technology systems that connect across regional boundaries, library types, and collections.

How OCLC helps: Shared technology

We provide a technology network that connects thousands of libraries worldwide. With that infrastructure in place, libraries can share work, data, and resources to better support their users.

SERVICES WE PROVIDE

WorldCat® is the most comprehensive database of information about library collections. As the foundation for many OCLC services, it serves as a single location for data about global library resources. To help library users find the information they need, OCLC catalogers, library catalogers, and publishers cooperatively contribute to and enhance the information in WorldCat.

The **WorldCat knowledge base**, as part of WorldCat, connects library users to electronic content by combining information about what libraries have access to with linking features that make e-collections easier to find, share, manage, and use.

WorldShare® is a cloud-based platform that provides services to help libraries collaboratively manage their workflows, activities, and collections. Just as WorldCat is a centralized resource for sharing library data, WorldShare is a centralized platform for managing library services.

APIs (application programming interfaces) help information exchange between software applications, which libraries use to meet their cataloging, discovery, and collection management needs. Through the OCLC Developer Network (oc.lc/devnet), library developers use many different APIs to customize and simplify their workflows.

ADDITIONAL INFORMATION

Through data centers in the United States, Canada, Europe, and Australia, we ensure our services meet security expectations and requirements that vary among countries. The data our worldwide member libraries share represent nearly 500 languages and a wide variety of resource formats.

Manage the library experience.

Libraries are complex organizations with diverse departments that need technology to support day-to-day operations and all aspects of the library user experience.

How OCLC helps: Library management services

We offer a variety of library management products, often referred to as integrated library systems (ILSs). We are actively investing in the growth of two systems: WorldShare Management Services for academic and special libraries and OCLC Wise® for public libraries. Each brings tasks and information together into one system to help libraries manage processes across departments and deliver a positive user experience.

SERVICES WE PROVIDE

WorldShare Management Services (WMS) is a complete cloud-based library management platform that includes applications to help staff manage the acquisition, description, discovery, and circulation of their full collections. These services work together with WorldCat to simplify library workflows, especially for academic and special libraries and groups. Library users find electronic and print resources through a single search, which leads to greater success.

Wise is a global library management solution for public libraries. As the first community engagement system, it combines the power of customer relationship management, marketing, and analytics with traditional ILS functions, such as acquisitions and circulation, into one holistic system. Wise helps public libraries anticipate community needs and build stronger relationships, and it supports their ongoing evolution into dynamic centers of local activity.

ADDITIONAL SERVICES

We also support regionally specific library management systems, including Amlib®, BIBLIOTHECA*plus*™, LBS, OLIB®, and SISIS-SunRise™.

Elevate resources.

Even the most comprehensive library collection isn't useful if no one knows about it. Library staff must describe every item the library owns and share that information in a way that makes it accessible to library users and staff in other libraries.

How OCLC helps: Cataloging and metadata

We offer several services to help library metadata specialists describe resources in all formats and add those descriptions to WorldCat, where other libraries can copy or enhance them as needed. As the largest source of information about library collections, WorldCat forms the foundation for discovery, resource sharing, shared print, and collection analysis services all over the world.

SERVICES WE PROVIDE

An **OCLC Cataloging and Metadata Subscription** provides the tools library staff need to describe and manage all their resources, including e-books, e-journals, videos, music scores, and unique items. Thanks to partnerships with library content providers, our automated metadata services eliminate redundant steps in library workflows.

Syndeo® allows national and regional libraries to share information about their library collections leveraging local descriptions and standards to enable a better research experience.

The **Dewey Decimal Classification**® (DDC®) system is the most widely used way to organize library collections by topics, which are continuously refined. Library staff access the most up-to-date version of the DDC through our WebDewey® service.

ADDITIONAL SERVICES
We also support regional services, such as GGC®. Other available cataloging services include CatExpress®, CBS, Contract Cataloging services, Faceted Application of Subject Terminology (FAST), the Virtual International Authority File (VIAF®) service, and Z39.50.

Connect people and knowledge.

We are all accustomed to finding information quickly with one search, like on Google and Wikipedia. Libraries must provide the tools people need to be self-sufficient while offering advanced searching capabilities for those who want it.

How OCLC helps: Discovery and reference

We offer services that support single-search, intuitive discovery for library users and advanced, precise searching for expert researchers and staff. Through our web visibility program, we partner with major search engines, campus portals, and popular websites to connect people to resources in their local libraries, regardless of where they start their search.

SERVICES WE PROVIDE

WorldCat.org™ is a free, publicly accessible website that connects more than 10 million people annually to their local libraries' collections. This broad visibility promotes libraries as a vital information source and allows anyone with an internet connection to quickly and easily find library resources.

WorldCat Discovery helps people easily find and get library resources through a single search of WorldCat and e-content collections. Library staff can customize the service to meet local needs, and library users can refine their search results through facets and sorting options.

FirstSearch® is the most powerful tool for searching WorldCat to find authoritative content in every format in libraries worldwide. Researchers and library staff value the precision searching and detailed results that enable them to quickly find the items they need.

ADDITIONAL SERVICES
We also provide regional discovery and reference services, including the TouchPoint® discovery service and the PiCarta® database. And we maintain OAIster, from which WorldCat Discovery locates relevant open-access resources.

Expand the collection beyond books.

Between digital collections, open content, and electronic books and journal subscriptions, libraries offer a variety of resources beyond physical books and magazines. They need to make sure people can access this material from anywhere, safely and securely.

How OCLC helps: Electronic resource management

Our technical infrastructure allows us to form connections between library users and e-resources while keeping both user information and licensed content secure. Because we're vendor neutral, we nurture partnerships with many global content providers on libraries' behalf, which results in libraries receiving fast and accurate data for their resources. All our services incorporate e-resources alongside other formats so users can find the information they need.

SERVICES WE PROVIDE

EZproxy® facilitates a single sign-on to e-content using the library's preferred authentication method while protecting user privacy and keeping usage data under library control. EZproxy Analytics, a complementary service, helps libraries make sense of that usage data with simple dashboards and other visuals to support strategic library decisions.

WorldShare Collection Manager helps libraries simplify e-collection management through automatic updates when publishers make changes to collections or when the library community enhances information about a title or collection in the WorldCat knowledge base.

WorldShare License Manager consolidates license information into a central, searchable system where library staff can store, share, manage, and report on information related to licensed resources. Built-in alerts help them keep up with license renewals to ensure users have seamless access to e-resources.

ADDITIONAL SERVICES

In some regions, we also offer WorldShare e-Services, which is a suite of applications that focus on the management, discovery, and delivery of e-content only.
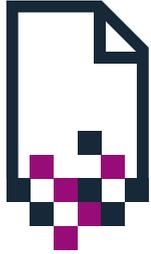
Highlight unique items.

Libraries often collect unique resources, such as local historical documents, donations of personal papers, or rare books on specific topics. Someone looking into their family history or researching aspects of a foreign culture, for example, may need access to photographs or primary source material located in libraries far away.

How OCLC helps: Digital collection management

We give libraries what they need to make their special collections visible and available online through a web interface for sharing images, a cloud-based preservation archive, and a tool to get data about their collections into WorldCat so people can find them.

SERVICES WE PROVIDE

CONTENTdm® makes libraries' valuable, unique, and special collections available through a personalized website for easy browsing and comparison of digital images between collections. CONTENTdm supports a wide variety of resource formats, so nothing is left out.

WorldCat Digital Collection Gateway is a free, self-service tool that libraries use to add metadata from their unique, open-access digital collections into WorldCat, which makes these items more visible and discoverable.

Evolve the library space.

The advent of electronic and digital resources has shifted the preferred use of library space to quiet study or collaborative work or activities. With less room for books, libraries still must provide quick and ready access to the information users need.

How OCLC helps: Responsible collection downsizing

We use information in WorldCat, such as which libraries own a resource and have agreed to share it, to help libraries make informed choices about what physical resources to maintain and what they can rely on others to provide. As print collections get smaller, this solid data allows libraries to make strategic decisions to benefit their users and to manage space effectively.

SERVICES WE PROVIDE

GreenGlass® empowers libraries to make data-driven decisions about how to manage their print collections through sharing, archiving, or removing titles while still providing the resources their users need and protecting the scholarly record.

Our **shared print solutions** incorporate shared print data in many of our existing cataloging, discovery, and API services. Without an additional subscription, libraries can show in WorldCat which items they have committed to retain and share long term. Other libraries can then view those commitments and use them to inform their own collection development decisions.

ADDITIONAL SERVICES

We provide other services libraries can use to make data-driven decisions about their collections, such as WorldShare Collection Evaluation, which allows libraries to compare their collection to that of another library, a peer group, or a benchmark library group. WorldShare Report Designer enables libraries to build custom reports, charts, and data visualizations that help stakeholders see the value the library provides in a larger context.

Reach beyond the local collection.

One library can't own every book and electronic resource its users want. So, to broaden their collections and meet unique needs, most libraries share resources with other libraries and their users.

How OCLC helps: Resource sharing

We offer a variety of resource sharing services, sometimes referred to as interlibrary loan (ILL), that allow libraries to borrow from and lend to other libraries. Each service meets a slightly different need to accommodate the diverse nature of the more than 10,000 libraries that collaborate through the OCLC resource sharing network, the largest in the world.

SERVICES WE PROVIDE

WorldShare Interlibrary Loan is an interlibrary lending service with a foundation in WorldCat, which helps libraries provide the resources their users need by automating many ILL tasks and workflows and allowing staff to submit and manage requests on behalf of library users.

Tipasa® is a cloud-based ILL management system that builds on the functionality of WorldShare Interlibrary Loan by allowing library users to place and monitor their own requests, which simplifies workflows for libraries that conduct a high volume of borrowing and lending or that manage multiple ILL systems.

ILLiad is a locally installed or hosted service that helps libraries manage a high volume of ILL requests, automates routine borrowing and lending functions, and integrates into a variety of third-party systems.

Discovery to Delivery™ **(D2D)** offers ILL automation specifically for groups of libraries by distributing and automatically load balancing borrowing requests to prevent any one library from being overwhelmed.

ADDITIONAL SERVICES

In addition to D2D, we provide VDX® and WorldCat Navigator® as services that manage interlibrary loan within groups of libraries. We also support regional services, such as UnityUK™.

Exceed changing expectations.

Community needs change constantly in response to seasonal fluctuations, technological advancements, and even public health concerns. To keep up, the library must stay abreast of new expectations and be flexible enough to adjust services as needed, temporarily or permanently.

How OCLC helps: Library user experience

We help libraries extend the personal onsite services they already provide through digital platforms that are easy for users to engage with, no matter where they are. Our Capira^{SM} solutions help libraries provide choice and convenience to their users, which makes the library more valuable and able to meet community needs.

SERVICES WE PROVIDE

CapiraCurbside^{SM} empowers libraries to easily connect users with physical library materials without the need to enter the building. This mobile solution, which seamlessly integrates with leading ILSs, lets library staff communicate with users about when materials are ready and how they can pick them up.

CapiraMobile^{SM} is a custom library app that strengthens relationships between the library and the people who use its collections and services. Users can learn about events, services, and resources conveniently through their phones. Communication options and a personalized interface encourage active and meaningful engagement, helping libraries meet evolving expectations.

ADDITIONAL SERVICES

To support libraries that need a simpler mobile solution, we also offer CapiraReady^{SM}, which is ready to launch off the shelf. LendingKey^{SM} and MuseumKey^{SM} enable users to easily browse and reserve items outside the traditional library catalog, such as WiFi hotspots and museum passes.

OCLC products and services

To learn more, visit oc.lc/a-to-z.

DELIVERY SERVICES

KEY SERVICES

- Discovery to Delivery (D2D)
- FirstSearch
- GreenGlass
- ILLiad
- Tipasa
- WorldCat Discovery
- WorldCat.org
- WorldShare Interlibrary Loan

OTHER SERVICES

- OAIster
- PiCarta
- TouchPoint
- UnityUK
- VDX
- WorldCat Navigator

MANAGEMENT SERVICES

KEY SERVICES

- CapireCurbside
- CapiraMobile
- EZproxy
- Wise
- WorldShare Management Services, which can include:
  - WorldCat Discovery
  - WorldShare Acquisitions
  - WorldShare Circulation
  - WorldShare Collection Evaluation
  - WorldShare Collection Manager
  - WorldShare Interlibrary Loan
  - WorldShare License Manager
  - WorldShare Record Manager
  - WorldShare Report Designer
  - Digby® app

OTHER SERVICES

- Amlib
- BIBLIOTHECA*plus*
- LBS
- LendingKey
- MuseumKey
- OLIB
- SISIS-SunRise
- WorldShare e-Services

METADATA SERVICES

KEY SERVICES

- CONTENTdm
- Dewey Decimal Classification (DDC) system
- OCLC Cataloging and Metadata Subscription, which includes:
  - Connexion®
  - WorldShare Collection Manager
  - WorldShare Record Manager
  - Z39.50
- Syndeo
- WorldCat Digital Collection Gateway

OTHER SERVICES

- CatExpress
- CBS
- Contract Cataloging
- FAST
- GGC
- VIAF

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Because what is known must be shared.®

www.oclc.org