



# OCLC

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Resource  
Sharing:  
the Metamorphosis  
of OCLC  
Interlibrary Loan



## ILL ME for Windows helps ILL staff and users

by Cynthia Scanlon

The Phoenix Public Library was one of the first public libraries to begin using the OCLC ILL Micro Enhancer for Windows software for all of its interlibrary loan work.

The Phoenix Library system, which serves more than 1 million people and has almost 1.8 million volumes, began using the software early this year when staff realized that OCLC planned to discontinue support for the previous software.

"At the time we had almost complete turnover of staff in ILL," said Linda Holman Bentley, ILL supervisor. "We knew that OCLC was not going to be able to support our old software, and we wanted to get the new staff trained on the new system rather than learning an old system and then having to relearn a new one."

The administration at Phoenix Public saw the wisdom in such a decision and fully supported the switchover. By acting quickly, the library was able to take advantage of OCLC's Workstation Replacement program to subsidize the ILL Department's need for new computers if the new software was purchased.

"I was very pleased that the library administration supported us so quickly in getting the new equipment," said Ms. Holman Bentley.

Staff members say they are delighted with the ILL Micro Enhancer for Windows software. They cite a variety of new user-friendly features that make their jobs much easier. For instance, the new ILL ME software is much faster than the DOS-based version, allowing a user to log on quicker than ever before. In addition, ILL ME allows a user to minimize and maximize windows for ease of use between records, which DOS did not allow.

ILL ME for Windows has the ability to function independently from OCLC Passport software. It also allows a user to continue working in the software after scheduling a batch session, to update requests after hours, to update ILL requests using multiple Constant Data Records, to transfer selected sets of records to update their status, and to download Message File after hours.

"It's faster, and I can toggle back and forth between windows," said Maritza Jerry, library technical assistant in the ILL department, who has been with Phoenix Public Library for 14 years. "I can enter as many numbers as I want



photo provided by Phoenix Public Library

Phoenix Public Library staff members, from left to right: Doris Foose, library technical assistant, ILL; Gisela Ibrahim, library clerk, ILL; Linda Holman Bentley, ILL supervisor; and Maritza Jerry, library technical assistant, ILL.

and as many transactions as I want. And, it seems like every time they upgrade it, it gets better and better. It's made my job a lot easier."

ILL ME for Windows will also allow users to retain multiple downloaded sessions for file comparisons, view individual requests and select specific days to update or download requests. The software will even automatically enter zeros to create the seven-digit number needed for ILL records.

"We can update *returns* or *receives* or *completes* and enter them at the same time," Ms. Jerry said. "The Micro Enhancer will update them all at once."

ILL ME comes with a variety of print options including the ability to specify sort options for printing incoming requests, printing multiple copies of requests, printing selected categories of requests, and printing bar codes on ILL requests.

"The Micro Enhancer has a better memory, and now we can save records for 10 days," said Ms. Jerry. "In the old software, once we downloaded a record, we couldn't reprint it. Now, if we need to go back and get a record we put in three days before, it will be there."

Perhaps best of all, ILL ME for Windows has an easy-to-use TourGuide that allows a user to walk through the program or search quickly for the answers to software questions along the way. The ILL staff was given training in basic Windows applications then took themselves through the software using the accompanying tutorial.

"We learned a lot from the tutorial," said Doris Foose, library technical assistant in the ILL department. "It went step by step and explained everything. And the Tool Bar is much more informative in the new software."

Ms. Jerry agrees. "It's always scary to switch from one system to another because we think it's



going to be so difficult," she said. "But learning the software was pretty easy to do. We just followed the self-guided tutorial on the computer screen."

Gisela G. Ibrahim, library clerk in the ILL department, has the job of filling periodicals photocopy requests. Because locating and photocopying periodicals requests is so time-consuming, she appreciates how quickly ILL ME for Windows allows her to respond, *yes* or *no*, to the requesting library. This frees up time to fill more requests. Also, the Windows platform lets her toggle back and forth between records to scrutinize record discrepancies.

"I can check on a record if it comes up as error and then slip from the Windows format into that record and see why," said Ms. Ibrahim.

For Phoenix Public's ILL department, the ILL ME for Windows software has allowed the department to function more smoothly and get more done in less time. Ms. Holman Bentley summed up the ultimate reason for going with ILL ME for Windows: "Anything that helps my staff do their work easier and more efficiently is going to be better for ILL customers in the long run."

From July 1996 to June of 1997, the ILL department received more than 20,000 requests for lending materials and more than 5,000 requests for borrowing materials.—**Cynthia Scanlon**

## How the Danish Loan Centre employs OCLC Resource Sharing

by *Birgitte Langkilde and Lone Knakkegaard*

In Scandinavia we have a long tradition of library cooperation and resource sharing.

Throughout the years, books and articles have been sent from one library to the other free of charge. Only within the last 10 years has charging for photocopies been introduced. The union catalogs of the different countries were automated years ago, and the Danish Loan Centre was established.

Around 85 percent of the requests received by the Danish Loan Centre can be fulfilled within the Scandinavian countries. To locate the last 15 percent, we use WorldCat for verification, location verification and sending requests. Most of the requests we get are for English/American literature, but also for literature in other European languages.

We check all requests in WorldCat. For English language materials we send the request right away, either to the British Library Document Supply Centre or to one of the American libraries that are in possession of the document.

We try to verify requests for European non-English documents in WorldCat, but we send the request to the document's country of origin. French libraries cannot yet receive online requests through OCLC, because of the lack of a French union catalog. We hope that in the next few years, OCLC will be able to add the holdings of more European libraries.

We are very happy with the OCLC ILL Fee Management service (IFM). It costs us around \$10 to make a bank transfer or pay for ILL according to the bill that comes with the book/photocopy, which often is more than the ILL costs. To place as many requests as possible with IFM libraries, we are now making Custom Holdings lists of the libraries that employ IFM.

We are implementing the Passport for Windows software. Up until now, we have used the old DOS product, but look forward to the new software.—**Birgitte Langkilde** is interlibrary loan officer, and **Lone Knakkegaard** is head of Lending Division, State and University Library, Universitetsparken.

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