

Aging of OCLC ILL Requests

How long do Pending requests stay in my Request Manager?

Every time your symbol appears in the lender string of a Pending request, you have up to four working days (not including Saturdays, Sundays, and major holidays) from the time a request appears in your Pending file (not from the time you first look at it) to update as Yes, No, Conditional or Future Date.

If you don't act on a request in that time, the system will automatically send it on to the next library in the string or, if there aren't other libraries, it will become an Unfilled request. Sending a Conditional response resets the clock and gives the requesting library four days to respond to your Conditional or Conditional/Pending message.

What days are considered Non-Referral days in OCLC?

In addition to Saturday and Sunday, OCLC treats the following as non-referral days:

New Year's Day
Thanksgiving
Day after Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve

Identifying Odyssey Lenders

Now that more and more libraries are using Odyssey for electronic document delivery, it is useful to be able to efficiently identify Odyssey lenders. The easiest way to identify Odyssey lenders is to search the OCLC Policies Directory. To retrieve a list of Odyssey lenders, do an advanced search on Delivery Method = ILLiad-Odyssey.

When doing an advanced search, it is also possible to combine search terms. For example, if you are also a ZERO library, you may want to look for both conditions – ZERO under Group Affiliation and Odyssey under Delivery Method. It is also possible to search by Regional OCLC Network, or state. Once you have retrieved your list of Odyssey lenders, you may wish to create a custom holdings group: display symbols and then use copy and paste to paste the symbols into a custom holdings group workflow. Keep in mind that the list is not static – the number of Odyssey lenders continues to grow.

Remember, if you lend via Odyssey, update your Policy information to include that method of lending so other Odyssey libraries can find you!

Policies Directory Enhancements

On November 11, several enhancements were installed in the OCLC ILL Policies Directory.

Additional Deflection Capabilities

Cost: lenders are able to set a pricing threshold that says: if the borrower's maximum cost is less than my charges, deflect it.

Age of Material: Libraries are able to state that they will not lend materials that are of a certain age. Libraries can state if they wish to deflect requests for materials that are less than XX years old or greater than XX years old. This is based on publication date, not when the holding was set to indicate how long an item has been in a library's collection.

Last Lender in Lender String: Lenders are able to state that requests be deflected unless they are the last lender in the lender string (not the only lender with a holding). In effect, this is a deflection override, "Deflect all requests unless I'm last in the lender string."

Update Reminder Message

When an OCLC Resource Sharing institution which has not updated policies in the past 12 months, accesses the Policies Directory, they will receive a reminder to update their policies. The user must either update their policies (they will be redirected to their unit entry), choose to receive a reminder in 30 days or indicate that their policy information is current. This will assist in providing current and complete resource sharing information to all users of the Policies Directory.

Improved Advanced Searching

Advanced search now eliminates formats listed as exceptions, non-circulating or items in notes fields. Additionally, OCLC testing and training symbols will be eliminated from the search results. This enhancement will return more accurate results for the advanced search in the Policies Directory.

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Resource Sharing Contact Information

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