



The

OCLC ILLiad Newsletter



Welcome New OCLC ILLiad Licensees!

Olathe Public Library
Adler School of Professional Psychology
Pikes Peak Library District
World Maritime University
Burnham Institute for Medical Research
Davidson College
University of San Francisco
Westminster College
Herkimer County Community College
Whitman College
University of Delaware
Minot State University
Alfred State College
Northwestern University Library
City of Hope
Erie Community College
DeKalb County Schools
Indiana State Library
Seton Hall Law School
Onondaga Community College
Bellarmino University Library
Transylvania University
Berea College
Philadelphia Biblical University
Allen County Public Library
Emporia State University

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Atlas Events at ALA Annual in Anaheim

We won't be wearing our mouse ears (at least I don't think we will be!) but we will be in the exhibits and at a number of other venues during the American Library Association's Annual Conference in Anaheim, California.

Atlas in the Exhibit Hall

This time around we will be in booth 520, providing demonstrations of both Aeon and Ares:



Aeon is special collections circulation and workflow management software designed by special collections librarians. Aeon improves user service and maximizes staff efficiency while providing unparalleled item tracking, security and statistics.

Aeon enables your users to place item requests directly from your online catalog and finding aids and to monitor them in a personalized web-based account. The Aeon staff client permits your staff to manage every step of every transaction, from shelf to user and back again, with full control and ease.



Ares version 2.4.0.0 is now available! There are many new features added to several areas of the system, but in particular, Ares 2.4 allows instructors and students to tag items for better organization of reserve items and filtered views.

Ares is your complete reserves management solution for both electronic and hard copy reserves. Ares features extensive copyright management functionality with connectivity to the CCC rights management database and optional integration with your Blackboard environment.

Representatives from the following OCLC Regional Service Providers will be in our booth as well:

- Amigos, Saturday 6/28, 1:00-2:00 p.m.
- BCR, Saturday 6/28, 10:00-11:00 a.m.
- Nylink, Saturday 6/28, 12:00-1:00 p.m.
- Ohionet, Saturday 6/28, 3:00-4:00 p.m.
- Palinet, Sunday 6/29, 9:30-10:30 a.m.
- Solinet, Saturday 6/28, 2:00-3:00 p.m.

OCLC Resource Sharing Users Group Meeting

Come join us on Sunday, June 29 from 4:00-5:30 p.m. We will be meeting at Disney's Paradise Pier Hotel in the Pacific Room A. Be prepared for the usual lively discussion, including information on the upcoming OCLC ILLiad version 8.0.

The STARS Atlas Mentoring Award

The STARS Atlas Mentoring Award will be given at the RUSA Awards Ceremony and Reception, to be held 4:00-6:00 p.m. at the Disneyland Hotel in the Disneyland South BR.

The award is given to one library practitioner who is new to the field of interlibrary loan/document delivery or electronic reserves, and who has daily, hands-on involvement in the areas of borrowing, lending, document delivery, electronic reserves, material delivery, or resource sharing. This award is intended for persons from ALL types of libraries interested in a mentoring opportunity at ALA, and who have been in the profession for less than two years, or an individual who has recently accepted an interlibrary loan, resource sharing or electronic reserves position and has little or no experience in that area. M.L.S. or ALA membership is not required for this award. This year's recipient is Pamela Flinton from SUNY Oneonta. Congratulations Pamela!

Going to the American Library Association Annual Conference in Anaheim? Stop in and see us in booth 520 to learn more about Ares and Aeon!



The OCLC ILLiad Users Forum

A quarterly feature highlighting innovations in the field of Interlibrary Loan

Promoting Odyssey Standalone within a Consortium: The OhioLINK Experience

Brian D. Miller, Lending / Document Delivery Coordinator, Ohio State University Libraries Interlibrary Services

ILLiad locations have increasingly begun to realize that widespread use of Odyssey Standalone (OSA) in their consortiums is an inexpensive and practical win-win solution for many libraries and their patrons.

Advantages of getting libraries to use the free Odyssey Standalone software include:

- Small or medium sized libraries unaccustomed to electronic delivery can now easily provide faster service for their patrons when borrowing articles from their ILLiad or Odyssey Standalone partners.
- ILLiad lenders can incorporate requests from Odyssey Standalone borrowers into their normal scanning and delivery workflow.
- Libraries using Ariel and its Patron Delivery feature can expand their lender base by also using Odyssey to receive articles from ILLiad or OSA-only institutions
- Multi-library ILLiad locations who want to decentralize scanning but not maintain the ILLiad client at different libraries can receive articles electronically from their branch locations.
- Borrowing libraries already using ILLiad or OSA can receive articles more quickly and of better quality than documents sent via snail mail, courier, or fax from their consortial lending partners.

So how can ILLiad libraries appreciating these many benefits promote Odyssey in order to expand and standardize electronic delivery within their own state, consortium, or network? Three key elements identified from the successful experience within OhioLINK (the Ohio Library and Information Network) may provide useful guidance to others.

Obtaining support from administrators

In 2005, the OhioLINK InterCampus Services (ICS) Committee considered how resource sharing through interlibrary loan could be improved among the consortium's 85+ member institutions. Patrons could already use a central catalog to request books and pick them up at any member library within two to three days. But in an era of scanning and rapid electronic delivery, many academic libraries in Ohio were still sending and receiving paper copies of requested articles via fax or statewide courier.

By Fall 2005, ICS recognized Odyssey's potential for electronic article transmission and proposed that the software be used as

the standard mechanism for electronic article delivery throughout the state. Factors in making the recommendation included Odyssey's cost (FREE!), its ease of use, and its ability to interact with ILLiad at many of the state's largest academic libraries. The OhioLINK Library Advisory Council composed of academic library directors in Ohio reviewed ICS's proposal and approved it.

Libraries within OhioLINK that participated in interlibrary loan through OCLC were then expected to use the Odyssey component within their existing ILLiad system or download and install Atlas System's free Odyssey Standalone software if not using ILLiad. The purpose of using Odyssey was to distribute the statewide ILL workload more fairly and broadly throughout Ohio by means of a standard delivery mechanism and to fill requests more quickly for Ohio's academic library patrons. If a location borrowed or lent article copies, they were supposed to start using Odyssey for electronic transmission with their OhioLINK partners.

Spreading the word

The next important effort was to inform OhioLINK libraries about the decision to use Odyssey and encourage its implementation. Several libraries informally began to promote OSA with non-ILLiad OhioLINK locations at meetings or conferences, via informative email messages, by casual phone conversations, or through flyers attached to paper articles sent via mail courier.

A more systematic and official opportunity to promote Odyssey presented itself in the spring of 2006. At the biennial OhioLINK regional briefings held around the state, the consortium's ICS Committee held informative breakout sessions to introduce the concept of statewide electronic article delivery. ICS speakers promoted to staff from non-ILLiad libraries Odyssey's low cost, its fast and electronic transmission of articles, the scanning interface and document editing capabilities, Odyssey's PDF conversion feature, its compatibility with ILLiad, and its savings in time in obtaining articles for patrons and savings in paper, labels, envelopes, postage, etc. for library budgets.

OhioLINK libraries particularly appreciated the fact that Odyssey Standalone was free and that libraries didn't necessarily need to purchase new equipment in order to use it. ILL staff could use an existing PC with a static IP address which would not have to be devoted exclusively for Odyssey usage.

Libraries could also use existing scanners or multi-function devices (copier/scanner/fax machines) that were not hooked up to the computer on which Odyssey was downloaded. They simply needed to create a TIF file and get it to the computer with Odyssey via shared server space, on a flash drive, or as an email attachment. And for any locations that were interested in obtaining a new scanner for article delivery, OHIONET (Ohio's OCLC regional service provider) offered to work with libraries on scanner options and negotiate pricing for them.

Providing assistance

With new releases of Odyssey Standalone and ILLiad in late 2005 and early 2006, OSA and ILLiad institutions could conveniently send and receive documents with each other. Although an ILLiad institution, Ohio State University took an early lead in exploring OSA's potential by first using it to receive articles from their outlying regional campus libraries that did not have access to their ILLiad client. Ohio State's practical, real-world experience with the software allowed them to further test sending and receiving using their ILLiad system with Odyssey Standalone volunteers at other OhioLINK libraries around the state.

By June of 2006, Ohio State and OHIONET had teamed up to offer monthly Odyssey training workshops to non-ILLiad OhioLINK libraries. ILL staff from these libraries attended sessions to learn how to integrate Odyssey with OCLC WorldCat Resource Sharing, gain knowledge of Odyssey Standalone's features, learn its limitations, and obtain hands-on practice scanning, sending, and receiving documents. Attendees brought their newfound knowledge back to their OhioLINK home libraries and were better prepared to set up and use the software. Although the free Odyssey software allowed OhioLINK libraries to exchange documents electronically with each other, OSA libraries still needed to determine how they would get the articles to their patrons (emailed PDF, Prospero, campus mail, etc.) since Odyssey Standalone does not provide direct delivery to patrons like the full ILLiad system does.

In the summer of 2006, the OhioLINK ICS Committee requested a fact sheet to answer commonly asked questions about Odyssey. Brian Miller at Ohio State volunteered to compile the questions he answered at OHIONET classes and via email inquiries and was able to develop the highly popular Odyssey Standalone FAQ. The informative FAQ has helped numerous libraries in Ohio and beyond implement Odyssey Standalone by providing easily readable, not-too-technical advice. Further assistance to ILL staff has been provided by other OSA libraries through the use of Atlas System's Odyssey listserv. By May 2008, 57 of OhioLINK's 87 members were using ILLiad or Odyssey Standalone with the remainder tending to be small colleges that see relatively little to no interlibrary loan activity.

Libraries interested in promoting Odyssey within their own state, consortium, or network may find something of value in OhioLINK's experience. Library directors, governing boards, or multi-library enabling committees can be influential in wielding their political or administrative will to institute change, offer support, and put into effect collective action. Publicizing the benefits of Odyssey with one's non-ILLiad lending partners, including the software's free cost and promise of faster delivery between libraries, helps convince locations to investigate its local potential. In addition, developing expertise within a state or consortium and being able to instruct, advise, or simply send/receive test documents with institutional partners go a long way toward getting more locations to join the Odyssey/ILLiad bandwagon. And once you've helped a location begin using Odyssey within your own particular network, all of us using Odyssey Standalone or ILLiad stand to benefit as well.

Refer those interested in downloading Odyssey to:

<http://www.atlas-sys.com/products/odyssey/>

The Odyssey FAQ can be found at:

<https://www.illiad.osu.edu/illiad/osu/lending/odysseyfaq.html>

Join the Odyssey listserv at:

<http://iris.atlas-sys.com/mailman/listinfo/odyssey-l/>

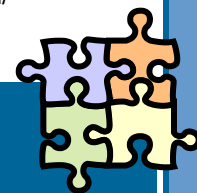
At Your Service - Helping You Put the Pieces Together

By Kevin Ford, Customer Support Manager

We have limited space again this time for "At Your Service", but I wanted to call everyone's attention to a growing problem we're seeing in the ILLiad Implementation community: Borrowing Customization Paralysis (or BCP for short). BCP typically occurs when a relatively new ILLiad site completes the ILLiad Lending training process and starts down the long and sometimes winding road to going live with Borrowing. In an ideal implementation, the site speeds straight on down the highway and reaches that goal of Borrowing Go Live after a relatively short and relaxing drive. In some cases, the terrain in a given region is such that this drive to Borrowing Go Live is a bit longer and somewhat more scenic, but again, most of these cases reach the

Borrowing Go Live destination after one or two minor sightseeing diversions. In the case of BCP sites though, the site decides to pull off the highway at a scenic overlook somewhere and they never seem to get back on the road.

By recent estimates we currently have just over one hundred sites somewhere on the road to Borrowing Go Live. Some of these are just starting out, some are making good time, and some of these are nearly finished. But several of them appear to have broken down on the road somewhere. If you should run across one of these stranded souls, by all means urge them to call AAA (Atlas Advice and Assistance). After all, that's why we're here. Happy motoring. -k





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The OCLC ILLiad Newsletter is published quarterly by Atlas Systems, Inc. and edited by John R. Brunswick. Please send comments and suggestions to jbrunswick@atlas-sys.com.

Atlas Systems is a software development company founded in July 1995 with the mission of developing library automation to "Promote library excellence through efficiency." Atlas is best known for the creation and development of the ILLiad interlibrary loan management software, in use in over 900 libraries and now exclusively distributed by OCLC. However, Atlas has a growing stable of library automation products designed to meet library needs not currently addressed by standard library software services.

Atlas is a process driven software development company. This means working with librarians to first understand the underlying environment to be automated and then designing the software to automate the process. Once the software has been created, Atlas provides implementation assistance, training, and ongoing support of the product, continually upgrading the software in response to our clients needs and suggestions. This workflow review approach to software design sets Atlas apart in the library automation market.

Atlas Systems is based in Virginia Beach and currently has a staff of 15, split almost equally between development, customer support/training, and administration/marketing. If you are interested in joining the growing Atlas team, send an email to hr@atlas-sys.com.

OCLC is a nonprofit membership organization serving 42,489 libraries in 86 countries and territories around the world. Membership in OCLC is a unique cooperative venture, giving your library global access to all our services and databases, including WorldCat. Together OCLC member libraries make up the world's largest consortium.

Founded in 1967 by university presidents to share library resources and reduce library costs, OCLC introduced an online shared cataloging system for libraries in 1971 that today is used by libraries around the world. The Interlibrary Loan service was introduced in 1979 and since then has been used for more than 122 million loans among 6,928 libraries around the world.

T.I.P.S. - Training Information Per Stephanie

By Stephanie Spires, Training and Coordinator



All You Can Learn!

The Atlas Subscription Training program is a great way to get the training you need for all of your staff members in a flexible and affordable package that fits nicely into an annual budget. Rather than pay up to \$400 per class for "a la carte" training, you can maximize your investment for only \$1,999 a year.

Subscribers get one seat in live online classes - attend as many as you wish. If you have access to a training room with a speakerphone and projector you can have multiple staff attend a session. Pre-recorded classes are also included, which you can watch on your own schedule. Our recording archive is building and currently offers:

- Billing
- Copyright Processing in OCLC ILLiad with the CCC
- Custom Report Design with Microsoft Office
- Customizing the OCLC ILLiad Web Interface

- Don't Panic: a Guide to Basic ILLiad Troubleshooting
- Getting the Most out of Odyssey
- ILLiad Toolbox
- OCLC ILLiad Electronic Delivery
- OCLC ILLiad Administrator
- plus many more titles...

Basic HTML and CSS for the OCLC ILLiad Web is a brand new class scheduled for July.

An annual subscription also includes one free Conference Registration to the OCLC ILLiad Annual Conference. Enjoy the many benefits of subscription training. Contact training@atlas-sys.com for more information.

Watch the ILLiad-L list and Atlas Community Portal for training schedule announcements. Please join us in a class soon and make the most of your investment in OCLC ILLiad. Registration is available online at www.atlas-sys.com. If you have ideas for future training topics or have other training needs, please send them to training@atlas-sys.com.