

# News From OCLC

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## **Cataloging and Metadata**

### **Batch Processing Service Enhancements**

As part of a multi-phase effort to make Batch Processing easier to use and more efficient, additional enhancements have been made to the service. Previous enhancements initiated ordering through the Online Service Center (OSC) and introduced automated processing of files as they are received. In addition to WorldCat Local, automated processing and OSC ordering have been expanded to include projects that support Group catalog, WorldCat Navigator, and WorldCat Collection Analysis. Automated processing and OSC ordering are now available for the following standard single institution projects: one-time reclamation projects, one-time retrospective projects, cancel holdings projects, ongoing projects. Local Holdings Record Updating service (LHRUS) projects are now ordered via the OSC. OSC ordering for Batch Processing services projects is now globally available. Now it's easier than ever for libraries to maintain current and complete holdings in WorldCat. Accurate, up-to-date holdings information enhances the use of many OCLC products and services including:

- WorldCat Local—Use local holdings data to qualify local searching by branch or collection and enrich record displays for serials with item-specific data.
- WorldCat.org—Web access to items available in libraries.
- WorldCat Resource Sharing—Better visibility and accuracy of shared resources to lending libraries and library users.
- WorldCat cataloging—Your library participates more fully in the worldwide library community.
- WorldCat Collection Analysis—A more complete view of the collection aids collection development decisions.

Additional enhancements to the service are planned and will be announced as they become available. OCLC Batch Processing service uses advanced technology and expert analysis to build OCLC's WorldCat database, the world's largest online database for discovery of library resources. In 2009, 49 million new records were added to WorldCat by the Batch Processing service. Batch Processing takes catalog records from library local systems and integrates the information into WorldCat. WorldCat connects local library catalogs, giving library users all over the world a portal to local, regional, national, and global library resources. For more information, visit <http://www.oclc.org/us/en/batchprocessing/default.htm>.

### **OCLC and SwissBib Launch Next Generation Meta-Catalog**

Swiss university libraries, the Swiss National Library, and OCLC celebrated the official launch of SwissBib, a next-generation meta-catalog. The project has been delivered exactly one year after the initial contract was signed with OCLC to develop the system. This brings to a close the opening phase of a development; providing quick, easy and comprehensive access to scientific information in Switzerland. Users now have the opportunity to research 14 million title records from 740 libraries via the simple and intuitive interface of the SwissBib beta-version. The SwissBib project comprises three integrated components from OCLC:

- At the core of development is the CBS metadata management system, which handles the data preparation and processing of records from four different consortia: the Swiss National Library, the Library Network of German-speaking Switzerland (IDS), Library Network of Western Switzerland (RERO), and the Sistema Bibliotecario Ticinese (SBT).
- High performance searching and indexing is brought to the system by the use of FAST ESP (Enterprise Search Platform). FAST's scalability guarantees quick hit results despite the huge volume of data involved.
- Finally, OCLC TouchPoint provides the intuitive and easy-to-use end-user interface for the project. Equipped with cutting-edge Web 2.0 user services, TouchPoint functionality ensures an engaging and rewarding user experience. Features like system autonomy, customization options, a

multilingual interface, and multiple views provide the flexibility demanded of such a complex initiative.

SwissBib is implemented in partnership with the library network of Western Switzerland (RERO), the Library Network of German-speaking Switzerland (IDS), the Swiss National Library, the Consortium of Swiss Academic Libraries, and the ETH-Bibliothek with the backing of the University Library of Basel. SwissBib is one of a number of projects within an over-arching program of innovation and cooperation by Swiss universities, known as E-lib-ch. It is funded by the Swiss University Conference.

## **Reference and Discovery**

### **WorldCat Mobile Pilot Recent Enhancements**

The WorldCat Mobile pilot functionality has been enhanced with two new features: cover art for select items and links to a local library catalog. Now in its second year with more than 117,267 searches sent from the UK, US, Canada, France, Germany, and the Netherlands, the WorldCat Mobile pilot continues to provide library results for 1.4 billion items to mobile and smart phone users at no cost. Cover art is now displayed on an item's detailed record when artwork is available, and a link to the selected library's catalog is also now enabled. As one of the most-requested features from user feedback, this new functionality means a user can potentially check shelf status, place a hold, or reserve an item through their mobile phone at their local library. The WorldCat Mobile pilot makes library results available for all Web-enabled mobile phones in either a standalone, downloadable app or a simple Web "lite" browser form. If your phone accepts apps, it will prompt you for download or you may find the WorldCat app in the representative app stores. Otherwise, the browser version will display when you type [www.worldcat.org/m](http://www.worldcat.org/m) from your mobile phone. All libraries—regardless of OCLC membership status—are represented in the WorldCat Mobile pilot, as long as they maintain a library profile in the WorldCat Registry. The WorldCat Registry profile is a free service made available to help raise the visibility of all libraries on behalf of the OCLC cooperative and the library community as a whole. The WorldCat Mobile pilot is powered by the WorldCat Search API and created and maintained by Boopsie, a leader in mobile search technology.

### **WorldCat Search API Now Supports Limited JSON Output**

The WorldCat Search API has been enhanced to support the JSON format option for library location (holdings data). This format option for library holdings data is helpful for developers who want to supply a list of nearby WorldCat libraries that hold the materials in question. The JSON holdings format provides some very brief bibliographic information along with structured data describing holding libraries, including the familiar values from the current XML response. Find more information on the JSON holdings format in the documentation at [http://worldcat.org/devnet/wiki/SearchAPIDetails#JSON\\_Format\\_for\\_Holding](http://worldcat.org/devnet/wiki/SearchAPIDetails#JSON_Format_for_Holding). Additional recent enhancements to the WorldCat Search API include the addition of South African postal codes and fixes for the following entities: OCLC symbols that include "@" in the symbol name, the "any" relation operator, and SRU errors with quotation marks. Developers everywhere are encouraged to exercise their creativity to create new mash-ups that make use of WorldCat data through the WorldCat Search API, WorldCat Basic API, building WorldCat.org links, and other WorldCat widgets. OCLC Web Services continue to offer ways to connect people with knowledge through libraries, and for libraries to reap the benefits of library cooperation. To join the OCLC Developer Network conversation, join the WC-DEVNET-L listserv, read the OCLC Developer Network blog (<http://worldcat.org/devnet/blog/>), and follow @oclcdevnet.

### **QuestionPoint and Mosio's Text a Librarian Announce Collaboration**

OCLC and Mosio are working together to enable seamless integration of Mosio's Text a Librarian text messaging reference software with OCLC's QuestionPoint reference management service to provide a comprehensive virtual reference solution for libraries. OCLC and Mosio are exploring solutions to the demands of a mobile world and the need for libraries to be able to communicate with their patrons online and on-the-go. QuestionPoint's reference management suite that includes email, online chat, and chat widgets combined with Mosio's Web-based Text a Librarian service for text messaging would offer patrons more virtual reference options and provide libraries increased efficiencies in managing patron inquiries in a single place. The integration of Text a Librarian with QuestionPoint services will begin with libraries based in the United States. Text a Librarian is a mobile reference service technology developed specifically for libraries. Built on Mosio's award-winning mobile questions and answers platform, Text a

Librarian enables libraries to reach more patrons on the go through their mobile phones. For more information regarding Text a Librarian, see <http://www.textalibrarian.com/>.

### **JSTOR Now Indexed in WorldCat.org**

Authenticated scholars and researchers with online access to full-text content in JSTOR can now locate and connect to articles through WorldCat.org. Over 4.5 million JSTOR article-level records from more than 1,000 journals, selected monographs, and other scholarly content are now indexed in WorldCat.org, the Web destination for discovery of materials in libraries worldwide. JSTOR records are delivered in WorldCat.org search results. Scholars and researchers using WorldCat.org can now identify content in JSTOR and connect to the full-text using the authorization provided by their library. WorldCat.org is a Web destination with search and social networking features that allow information seekers to discover, localize, and personalize content from local collections and those of more than 10,000 WorldCat libraries worldwide. WorldCat.org indexing of JSTOR metadata helps researchers easily identify resources in the collection alongside other materials relevant to their work. An authorization is required for access to full-text materials in JSTOR.

### **RedLaser iPhone App and WorldCat Find Books in Local Libraries**

iPhone users can now download the RedLaser application to scan a barcode on a book and find that book in a nearby library using data from WorldCat, the world's largest online database of records representing items held in libraries. RedLaser, developed by Occipital, of Boulder, Colorado, is a barcode scanning application and technology for the iPhone, available through the Apple App Store. The RedLaser app, which is currently among the top 25 paid apps in the App Store, turns the iPhone camera into a barcode scanner. For book barcodes, the app uses WorldCat APIs to deliver localized U.S. library results based on the user's geolocation, providing library holdings, library location, contact, and map information. WorldCat APIs are available to anyone interested in creating noncommercial mash-ups or mobile apps that include library data. Commercial apps like RedLaser use the WorldCat Search API through a simple partnership agreement. OCLC also offers several other mobile applications and access points to library information from WorldCat. The WorldCat Mobile pilot app is available for download on a variety of Web-enabled phones in the U.K., U.S., Netherlands, Germany, France, and Canada at [www.worldcat.org/mobile](http://www.worldcat.org/mobile). A version of the WorldCat Mobile pilot app is also available for use on all Android phones, including the Motorola Droid and the new Google Nexus One.

### **QuestionPoint Knowledge Bases Offered as a Web Service**

QuestionPoint knowledge bases can now be accessed via other interfaces through the use of the web service search query and data record link. Searches can be posted and limited by any of the parameters on the QuestionPoint Advanced Search page. Search results can be rendered in xml or html for flexible implementation by various search engines. Text and json formats are also output options. With the addition of a few simple lines of code to your existing web-based search service, you and your patrons can search the Global Knowledge Base and/or your institution's local QuestionPoint knowledge base using a familiar interface. Each question in the list of questions retrieved from a search is hot-linked to a specific KB record, which includes the answer and whatever additional data your library has elected to store there. Any KB full record can also be retrieved directly, which enables you to populate, for example, a FAQ page on your library's website with answers from your local KB.

### **Announcing WorldCat Local Chat**

OCLC is pleased to announce that Chat functionality was implemented in the December 2009 install; available to institutions with Full WorldCat Local subscriptions. Institutions that have a QuestionPoint Qwidget or other chat clients are now able to provide their users the opportunity to chat directly with a librarian from within WorldCat Local. See/download details at [http://www.oclc.org/us/en/questionpoint/worldcat\\_local\\_chat\\_overview.pdf](http://www.oclc.org/us/en/questionpoint/worldcat_local_chat_overview.pdf).

### **Management Services and Systems**

#### **Athens Authentication Options from OCLC Remain Solid**

With a number of authentication options available to libraries, OCLC pledges to continue its support for current content platforms. OCLC will continue to support Athens authentication for the existing

NetLibrary and FirstSearch platforms. Future forward OCLC platforms such as WorldCat.org will be Shibboleth compliant, though not Athens compliant. However, OCLC member and participating libraries using the Eduserv OpenAthens framework will benefit from the gateway functionality that can pass authentication from Athens to Shibboleth. In this way, institutions that subscribe to OpenAthens will also be able to access future OCLC services, because the OpenAthens gateway will translate from Athens on the library side to Shibboleth on the OCLC side. The EZproxy service from OCLC is also available as an alternative authentication option that is used by thousands of libraries worldwide. A hosted version of EZproxy is currently in pilot mode.

## **Content and Collections**

### **OCLC Joins Open Identity Exchange**

OCLC will join Open Identity Exchange (OIX) as a founding member to support Internet-scale trust ecosystems. OCLC will serve on the board of the OIX and will support the organization's initiative to develop an Open Trust Framework Model. Trust frameworks enable a site to trust the identity, security, and privacy assurances from an identity provider acting on behalf of the party revealing information. The OIX will ensure that identity providers meet the requirements of a framework and comply with all of the privacy, security, and reliability policies. The US Government Information and Credential Access Management Committee, GSA ICAM, has approved the application of the Open Identity Exchange (OIX) as a Trust Framework Provider. This permits the OIX to issue certifications to Identity Providers who choose assessors and certification models including the audited self-certification model championed by the OpenID Foundation. The lead government agency, the National Institute of Health (NIH) is ready to move into production status with OpenID credentials at LOA 1 for existing, pilot-status and future apps using NIH Login (now known as iTrust/NIH). The Open Identity Exchange (OIX) is a neutral, non-profit, multi-channel provider of certification trust frameworks for open identity technologies. OIX was founded by grants from the OpenID and Information Card Foundations and support from companies including Google, PayPal, VeriSign, and Equifax. For more information about OIX, see <http://www.openidentityexchange.org/>.

### **NetLibrary eBooks Compatible with Popular eBook Readers**

OCLC NetLibrary, the leading provider of eContent solutions for libraries, currently offers more than 140,000 PDF titles that are compatible with the Barnes & Noble nook, Sony's Daily Edition, and other devices including all four Sony Digital Readers (PRS-300, 505, 600 and 700BC), as well as the COOL-ER. Titles available in the NetLibrary catalog include current bestsellers, award-winners, and timeless classics, and cover subject categories ranging from fiction to business to personal growth and more. OCLC NetLibrary uses the Adobe Content Server to provide offline eReader capability to library users. Adobe Content Server is integrated with the OCLC NetLibrary platform to offer users seamless offline access to the library's existing NetLibrary collections, providing library users a single point of access to eBook content for online and offline use. Users who have established a NetLibrary account can log in, download selected titles to their computers, and transfer them to supported devices using Adobe Digital Editions. NetLibrary offers comprehensive collections in all core subject areas including humanities, physical sciences, technology, medicine, and literature. Libraries can choose from tens of thousands of frontlist and best-selling trade titles; ready reference materials, including encyclopedias, dictionaries, directories, and handbooks; and resources for students, teachers, and faculty. NetLibrary also offers services and tools to help libraries streamline acquisitions, integrate eBooks into an integrated library system, and facilitate discovery of collections. For more information on portable solutions available from OCLC NetLibrary, and to view available collections visit [www.oclc.org/ebooks/Go\\_portable/](http://www.oclc.org/ebooks/Go_portable/).

### **A New Way to Access the OAIster Database**

OCLC is pleased to announce that a freely accessible site for searching only OAIster records is now available. With this OAIster site, <http://www.oaister.worldcat.org/>, you are able to search only OAIster and its millions of metadata records. OAIster records will continue to be indexed in WorldCat.org, and will be integrated in WorldCat.org search results along with records from thousands of libraries worldwide. They will also be included in WorldCat Local and WorldCat Local "quick start" search results. Additionally, they will continue to be available on the OCLC FirstSearch service to base package subscribers, providing another valuable access point for this rich database and a complement to other

FirstSearch databases. OAIster is a union catalog of digital resources hosted at the University of Michigan since 2002. Launched with grant support from the Andrew W. Mellon Foundation, OAIster was developed to test the feasibility of building a portal to open-archive collections using the Open Archives Initiative Protocol for Metadata Harvesting (OAI-PMH). In 2009, OCLC formed a partnership with the University of Michigan in order to provide continued access to open-archive collections through the OAIster database. OAIster has grown to become one of the world's largest aggregations of records pointing to open-archive collections with more than 23 million records contributed by over 1,100 organizations worldwide.

## **Resource Sharing and Delivery**

### **WorldCat Registry and Policies Directory Now Integrated**

The OCLC Policies Directory is the repository of interlibrary loan policies for WorldCat Resource Sharing libraries. The new, completely redesigned version of the Policies Directory released 2010 January 11 is now also integrated with the WorldCat Registry. Information such as institution name, type, location, catalog, home page, lending URLs, and FEIN are shared between the Policies Directory and WorldCat Registry. This means that a library need only update information in one place in the WorldCat Registry, and the changes will be reflected in the Policies Directory within an hour. The Policies Directory is your source for detailed lending information that will help improve your chances of obtaining materials that you request. You can review the lending and copying policies of other libraries participating in WorldCat Resource Sharing, as well as their billing, system, and contact information. Use this information to choose potential lenders, publish your own policies in the Web-based Directory, and reduce the number of unfillable requests you receive. The Policies Directory also allows you to deflect requests that you cannot fill so that they will bypass your library and reduce processing time.

## **Digital Collection Services**

### **Blue Ribbon Task Force Issues Final Report**

Addressing one of the most urgent societal challenges of the Information Age—ensuring that valued digital information will be accessible not just today, but in the future—requires solutions that are at least as much economic and social as technical, according to a new report by a Blue Ribbon Task Force. The Final Report from the Blue Ribbon Task Force on Sustainable Digital Preservation and Access, called “Sustainable Economics for a Digital Planet: Ensuring Long-term Access to Digital Information,” is the result of a two-year effort focusing on the critical economic challenges of preserving an ever-increasing amount of information in a world gone digital. The full report is available online at [http://brtf.sdsc.edu/biblio/BRTF\\_Final\\_Report.pdf](http://brtf.sdsc.edu/biblio/BRTF_Final_Report.pdf). While much has been written on the digital preservation issue as a technical challenge, the Blue Ribbon Task Force report focuses on the economic aspect; i.e. how stewards of valuable, digitally-based information can pay for preservation over the longer term. The report provides general principles and actions to support long-term economic sustainability; context-specific recommendations tailored to specific scenarios analyzed in the report; and an agenda for priority actions and next steps, organized according to the type of decision maker best suited to carry that action forward. Moreover, the report is intended to serve as a foundation for further study in this critical area. The Blue Ribbon Task Force was launched in late 2007 by the National Science Foundation and The Andrew W. Mellon Foundation, in partnership with the Library of Congress, the Joint Information Systems Committee of the United Kingdom, the Council on Library and Information Resources, and the National Archives and Records Administration.

### **Texas Libraries and Museums Partner to Create the HeirLoom Project**

The HeirLoom Project, housed at the Texas A&M University-Commerce, James Gee Library, is the result of a partnership with twelve rural public libraries and museums in Northeast Texas. The goal of the project is to share the expertise and technology of Texas A&M University-Commerce to make previously unknown local historical collections available to the public via the Web. The university offers training and workshops to its partners on topics including basic preservation principles, scanning, CONTENTdm software use, oral history interviewing, and digital copy photography. In addition, the project's intern visits each partner library to assess their collections, to distribute preservation advice and materials, and to train individuals on how to use the software to edit and upload their material into the digital library. CONTENTdm, the main software the HeirLoom Project uses, allows the university and each individual

partner to collect, store and share information with each other. More importantly, it gives the university's partner libraries the ability to put their previously unknown and unused collections online for easy access to researchers. This enables collection access to thousands of people by any internet connection without having to physically handle the object and risk damage to the item(s). All local historical collections are digitally housed on the internet in the Texas A&M University-Commerce Libraries Digital Collections library at: <http://www.tamu-commerce.edu/library/collections/digital/>. This project is made possible by a grant from the U.S. Institute of Museum and Library Services to the Texas State Library and Archives Commission under the provisions of the Library Services and Technology Act. Already in its second year of funding, the project is currently focusing on locating African American history resources, including photographs, documents, and oral histories.

## **WebJunction**

### **Missouri, North Carolina, Pennsylvania Added to WebJunction**

WebJunction, the leader in online learning for library staff, is working with the State Library of North Carolina, the Missouri State Library, and HSLC/Access PA to launch three new state sites, WebJunction–North Carolina, WebJunction–Missouri and WebJunction–Pennsylvania. Library staff in these states now have access to courses, articles, discussions, and a professional network that will keep their skills up-to-date and help their libraries stay relevant to current user needs. As part of these online learning communities, members will connect with people from across the library community using social and professional networking tools; create and publish their own content; participate in discussions and form interest groups; take courses on a wide range of technology and library skill subjects; and engage in an online community experience that makes learning fun. Visit these WebJunction partner sites on the Web: WebJunction–Missouri <http://mo.webjunction.org/>; WebJunction–North Carolina <http://nc.webjunction.org/>; and WebJunction–Pennsylvania <http://pa.webjunction.org/>. To see a complete list of links to WebJunction partner communities, visit [www.webjunction.org/partners](http://www.webjunction.org/partners).

## **OCLC Research**

### **NFAIS Names Lorcan Dempsey as 2010 Miles Conrad Lecturer**

The National Federation of Advanced Information Services (NFAIS), the premier membership association for organizations that create, aggregate, organize, and facilitate access to authoritative information, has announced that Lorcan Dempsey, Vice President, Research and Chief Strategist, OCLC was presented with the prestigious Miles Conrad Award on March 1, 2010 at the NFAIS 52nd Annual Conference in Philadelphia, Pennsylvania. The objective of the Miles Conrad Memorial Lecture, established in 1965 in commemoration of NFAIS founder, G. Miles Conrad, is to recognize and honor those members of the Information Community who have made significant contributions to the field of information science and to NFAIS itself. Born in Dublin, Ireland, Dempsey worked there in public libraries for several years. He later served as Director of UKOLN (formerly known as The United Kingdom Office for Library and Information Networking), a national UK research and policy unit hosted by the University of Bath. He subsequently worked for the Joint Information Systems Committee (JISC), also in the UK, overseeing national information programs and services and providing the framework that has shaped the UK Higher Education national information environment. He left JISC in 2001 to join OCLC in Dublin, Ohio as Vice President, Research, and was subsequently named Chief Strategist. Dempsey writes and speaks internationally and his extensive public presentations and formal published writings have a huge audience. His commentary on the current information environment can be followed on his weblog at <http://orweblog.oclc.org/> and on Twitter. He recently stepped down as a member of the NISO Board and is an Honorary Research Fellow at the University of Wales, Aberystwyth. He is on advisory committees for Cambridge University Library, CISTI, Europeana, and Ithaka among a range of engagements. He also is a co-founder of the Web-based Ariadne Magazine.