



The Policies Directory and WorldCat Resource Sharing Auto-Deflection

WorldCat Resource Sharing now supports deflection of ILL requests based on policies defined by lenders in the Policies Directory. Deflection will streamline your ILL workflow, and reduce turn-around time, by automatically moving some requests away from libraries that cannot fill them. Instead of a request remaining in the pending status waiting for potential lenders to manually deny the request, the Request Manager skips lenders based on deflection policies, and automatically moves the request to the next lender in a matter of seconds. This enhancement benefits all users of WorldCat Resource Sharing, OCLC ILLiad and other resource sharing systems that send requests through OCLC Resource Sharing.

For requests to be deflected you must set up separate deflection records in the Policies Directory. No data from your informational Copy or Loan policies has been migrated to the Deflections policies. These policies are independent of Deflections policies. The default setting is for no deflection policies to be set.

Through the Policies Directory, lenders are able to set deflection criteria for borrowing requests based on three criteria:

- Service type – copies, loans, or copies and loans
- Format type – 22 formats
- Group membership – OCLC profiled group such as LAND or ZERO

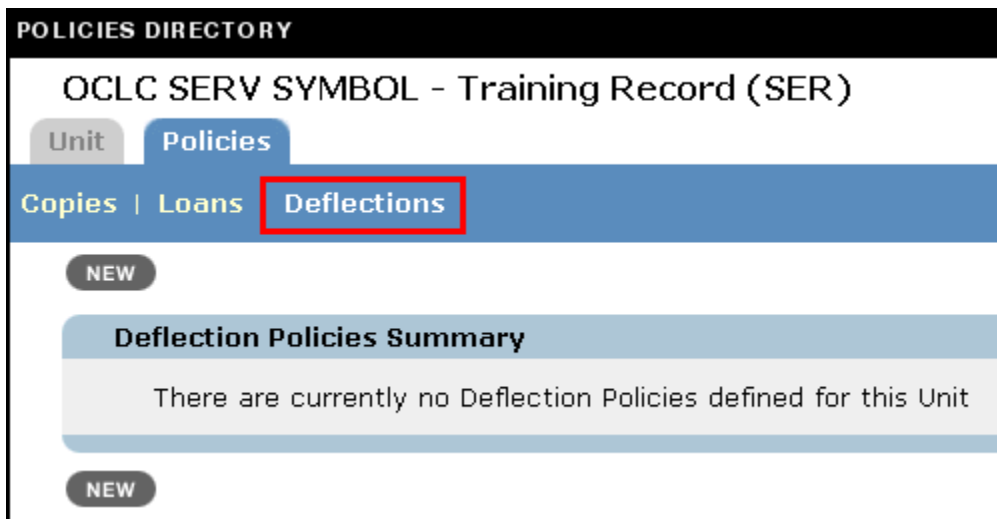
Deflection policies read from information contained in the bibliographic record for individual items. OCLC is unable to perform deflection based on specific collections such as Reference, Genealogy, Juvenile Materials, etc.

Here are instructions for creating deflection policies:

- Logon to the Policies Directory at: <http://illpolicies.oclc.org>.
- Click on My Units in the upper right-hand of the screen



- Click on the link with your institution's name and then click on the Policies tab. In the same location where you create and update Copy and Loan policies, a new Deflections link appears.



- Click on the NEW button and you will be taken to a screen to fill out the relevant fields.

OCLC SERV SYMBOL - Training Record (SER)

Unit Policies

Copies | Loans | Deflections

SAVE RESET

Deflection Policy

* **Policy Name** Test AV Policy

* **Service Type** Copy or Loan

Deflection Type Enable Real Time Deflection

Formats Applies to all. Only defect for the following: Do not defect for the following:

Format [] [] []

[] E-Serial

[] Sound Recording

[] Visual Material

Groups Applies to all. Only defect for the following: Do not defect for the following:

OCLC Group []

SAVE RESET

Policy Name - You must provide a name for your policy. This name should be meaningful to you, but has no effect on what is or is not deflected in the lifecycle of a request. For example, by naming your policy Reference, it does not mean that you will receive no requests for material in your reference collection.

Deflection is based on elements found in the bibliographic data, (formats) instead of collections. Policy name is a required field.

Service Type - Specify whether the policy affects only copies, only loans or both copy/loan requests. Service type is also a required field.

Deflection Type - The Deflection Type default for a new policy is set to "Enable real-time deflection". OCLC has provided the ability to turn off a deflection policy without deleting it. This allows lenders to bypass a policy for an individual borrower or use policies on a more limited basis.

Formats/Groups – A deflection policy may combine formats and/or OCLC profiled groups. Requests may be deflected on 22 different formats. A detailed list of formats and their definitions may be found in the Policies Directory "Help" file. Each format or group must be chosen individually from the drop-down list of

formats, but multiple formats or groups may have deflection applied in the same policy. For example, you may create a single policy to state that you only want to receive requests for copies of e-serials, sound recordings or visual materials, from members of a specific group. If a format or group is selected by mistake, clicking on the minus button next to the format/group name as displayed in the list will remove it from the list.

Users may not deflect all formats for everyone, thereby setting themselves as non-suppliers

- Save the policy. Once a deflection policy is enabled and saved, it takes effect immediately.

If multiple deflection policies are created, the deflection process looks at the first policy, then the second and so forth. Once a request meets the deflection criteria set forth by the lender, it will be sent on to the next lender.

An example:

Unit Policies			
Copies Loans Deflections			
NEW			
Deflection Policies Summary			
Policy Name	Deflection Level	Deflection Policy	
1. no e-serial	Enable Real Time Deflection	Deflect: Copy or Loan Requests For Formats: E-Serial	EDIT COPY DELETE
2. No manuscripts or newspapers	Enable Real Time Deflection	Deflect: Copy or Loan Requests For Formats: Manuscript , Newspaper	EDIT COPY DELETE
3. Will not loan but will copy	Enable Real Time Deflection	Deflect: Loan Requests For Formats: Serial	EDIT COPY DELETE
NEW			

A request comes in for a manuscript; after the system has looked at the LHR bytes 20 and 21 it will look at deflection policies. It will look at the first policy outlined below and see that the request is not for an e-serial, so it looks at the second policy. The second policy states that the lending library does not copy or loan manuscripts. The result is that request will move to the

next lender, and in the request history the borrowing library will see that the item was automatically deflected.

On the borrower side

Once a request has been placed, it will skip past that lender in 10-20 seconds if it is deflected. If the borrower returns to the request after it has been placed, the asterisk indicating the current lender will have moved to the next lender. The Request History will indicate Auto-Deflection: format type or profiled group or multiple reasons.



The screenshot displays a library request record interface. At the top, there are navigation buttons for 'Prev' and 'Next' with a page number '1' in between. Below this is a section titled 'GENERAL RECORD INFORMATION' with a collapse icon. The information is organized into two columns. The left column contains: Request Identifier: 20558104, Request Date: 20060604, OCLC Number: 33895791, Borrower: SER, Receive Date: (blank), Due Date: (blank), and Lenders: OCL, *TRN. The right column contains: Status: IN PROCESS 20060604, Source: FSILLSTF, Need Before: 20060704, Renewal Request: (blank), and New Due Date: (blank). Below the general information is a section titled 'REQUEST HISTORY' with a collapse icon. It contains a table with three columns: Date, Lender, and Reason / Response. The first row of the table is highlighted with a red border and contains the following data: Date: 20060604, Lender: OCL, Reason / Response: Auto-Deflection: format type.

Date	Lender	Reason / Response
20060604	OCL	Auto-Deflection: format type