During a presentation at the 2013 ALA Annual Conference, Chelsea Dalgord, former Library Technician at Bay College, and now Implementation Program Manager at OCLC, shared this story about her library’s experience with OCLC WorldShare® Management Services.

**Situation**

The library at Bay College has a small staff of four. There is a full-time library director and administrative assistant, a part-time assistant librarian and my position, library technician. With a smaller staff, it was important that our workflows were as effective as possible. With our former integrated library system (ILS), three of the staff members were involved with acquisitions, and the cataloging process required a lot of time. Also, our students had to search individual databases for articles rather than being able to search all of them at once through a single interface.

We needed a solution that would make our workflows as efficient as possible and would also provide functionality for discovery so that the students and faculty could find the resources that they needed quickly. OCLC WorldShare Management Services (WMS) was the library management system that met our library’s needs.

**Solution**

We didn’t have a lot to migrate when we switched to WMS because we had a smaller collection—40,000 books and 250 periodical subscriptions, plus we didn’t have our e-books cataloged with our former ILS. We had a relatively smooth migration from our former ILS to WMS.

**Results**

After we migrated and began using WMS, we quickly realized that our existing workflows would need to change. The thought of making these changes was very daunting, but we knew that the benefits would outweigh our concerns.
**Discovery.** With our former ILS, our students had to go to each individual database to search. However, now with WorldCat Local® they can select ‘Articles,’ type in what they’re looking for and the search results will contain articles from all of the databases. Or, they can search across everything if they want to and then have the option to narrow their search as well. **We have received a lot of good feedback from our students about using WorldCat Local for discovery.**

WorldCat Local offers a search box generator. It’s a tool that allows you to create your own search boxes. You are able to pick your tabs, and they are all customizable. OCLC does a very good job of providing documentation on how to create these boxes and customize them. If you’ve not done a lot of coding, they really help to walk you through the steps of that process. These search boxes are extremely helpful with library instruction.

**Research guides.** Our library staff used LibGuides and WorldCat Local links to create research guides to provide research assistance, instructor-course reserve handouts with links, instructor suggested reading lists linked to our catalog and other useful resources for our students.

These guides are created in collaboration with other campus staff and faculty and compiled by our library staff. They are available online through our library’s website and databases.

Course Reserves in WMS and WorldCat Local is a lot better and easier to use than in our former ILS. We did not even direct our students to our former course reserves because it was just ugly. But with course reserves in WorldCat Local, we are really excited about it and a lot of our faculty have told us that this is really a lot better product to use. It is easier for our patrons to access and understand.*

—I was very excited about what my position evolved into when we migrated into WMS. It allowed me to take on new tasks.*

—CHELSEA DALGORD, FORMER LIBRARY TECHNICIAN, BAY COLLEGE

When students click the title in the research guide, they are brought to the record in WorldCat Local and they can click on “view full text” to be brought directly to the article. Now this process works because we have our library’s databases turned on in the WorldCat® knowledge base and because we have EZproxy® patron authentication, which works very well with WorldCat Local and WMS. It works with our campus’ active directory so now every sign-in that a student uses campus-wide is the same username and password. We’ve been very happy with this feature and so have the students.

Since the students and faculty members have told us that they really like the direct access to items, we have been using links to the catalog with print book and e-books, as well within our research guides.

I want to share an e-mail that the library just received from one of our faculty members. She said, “I was using the library website off-campus at home the other day, and I just wanted to let you know that I really like the new interface where you can search everything so easily all at once. It is great that all items show even if you don’t have it, but you can automatically see where the items are held. I also really like that you can narrow it down to search for just articles and it automatically searches all the databases, so I do not have to know which one to use. Thanks for all of your help making our jobs easier.”

I shared that because her e-mail does a really good job of summing up all the responses that we’ve heard from our patrons and our faculty and staff about migrating to WMS and WorldCat Local.