Who To Contact for Help?

As a reminder, if you need help with WorldCat Resource Sharing, or with ILL features such as custom holdings, constant data, direct request, auto-deflection or the Policies Directory, please contact Jon Penn at Nylink at 800-342-3353 or pennj@nylink.org

For LAND Delivery System help, please contact Cindy Hajeck at Nylink at 800-342-3353 or hajeckc@nylink.org

Questions about IDS Project policies, performance standards, data collection and reports, and the IDS web site should be directed to Mark Sullivan at the SUNY Geneseo Library at sullivm@geneseo.edu or 585-245-5698.

Support for Established ILLiad Users

If you are an established ILLiad user, and have trouble with any ILLiad component and need support, please contact OCLC support at 800-848-5800 or support@oclc.org.

Support for new ILLiad Users

Throughout the course of the ILLiad Installation/Training/Implementation process, ILLiad support will work like this:

Before and after you go live with Lending please contact Atlas Systems at 1-800-567-7401 ext. 1 or service@atlas-sys.com with any questions you may have.

Before you go live with Borrowing, please continue to contact Atlas Systems at 1-800-567-7401 ext. 1 or service@atlas-sys.com with any questions you may have.

Once you are live with both Borrowing and Lending, please contact OCLC at 1-800-848-5800 or support@oclc.org with any questions you may have.

Some Useful ILL Links

IDS website
http://illiad.lib.geneseo.edu/ids

Nylink website
http://nylink.org

OCLC website

http://www.oclc.org/

Atlas Systems website
http://www.atlas-sys.com/

How to change your OCLC ILL supplier status
http://nylink.org/sharing/supplier.cfm

OCLC ILL Policies Directory
https://illpolicies.oclc.org/

OCLC Participating Institutions
http://www.oclc.org/contacts/libraries/

OCLC WorldCat Resource Sharing tutorials
http://www.oclc.org/support/training/firstsearch/tutorial/

Share-ILL - Mary Hollerich and Linda Frederiksen have created an interlibrary loan wiki which is full of useful information:
http://www.illweb.org/

OCLC Resource Sharing Documentation
http://www.oclc.org/support/documentation/resourcesharing/default.htm

Interlibrary Loan Agreements
Nylink ILL Agreement (ZERO) and Libraries Very Interested in Sharing (LVIS)
http://nylink.org/sharing/

OCLC eSerials Holdings Service
http://nylink.org/cts/eserial.cfm

Interlibrary Loan Discussion Lists
IDS-L
http://mail.geneseo.edu/mailman/listinfo/ids-l

ILL-L
http://lists.webjunction.org/mailman/listinfo/ill-l

ILLIAD-L
http://www.ill.vt.edu/ILLiad-L.htm

ILLiad Documentation
http://www.atlas-sys.com/documentation/illiad/

Atlas Systems Knowledgebase
http://www.atlas-sys.com/kb/