

Please review for more information about services provided by Lyrasis for OCLC products.

What is the OCLC Support Center?

Effective July 1, 2009, OCLC is now providing technical support for its products and services directly to libraries through its Support Center.

What are the other changes to OCLC's business model?

- OCLC has moved to “national pricing”. The price is now the same for a library regardless of where the library procures the OCLC product or service. The previous practice of networks setting an OCLC surcharge has been discontinued.
- OCLC has introduced the option to contract directly through OCLC (OCLC Direct). While this is an option, the vast majority of Lyrasis libraries have opted to continue to receive their OCLC services through Lyrasis.

Why should I obtain OCLC products through Lyrasis?

▪ Personalized Service from People You Know

Lyrasis provides quality OCLC related services including training, consulting and advice, workflow re-engineering, financial management, and deposit accounts—all based on our knowledge of your library and the collaborative framework in your state and region. Our knowledgeable staff of professional librarians have years of experience providing service to members for a comprehensive line of products and services including OCLC. You can always call us to give you or get you to the answers you need.

▪ Additional Services You Need

Lyrasis provides a wide range of services in addition to OCLC, including preservation, digital services, continuing education and professional development, consulting on an expansive range of topics, and discounted access to library products and e-resources. Our team of Member Service Consultants is available to help you determine which products would best suit your needs.

▪ Price is the Same

The price of OCLC products is the same through either Lyrasis or OCLC Direct.

▪ Local Touch

Lyrasis is committed to local touch and engagement, with offices and staff located throughout the region, regular users groups, special member-focused conferences, live online and face to face training, and forums on critical topics. We routinely communicate with you via our popular weekly e-newsletter, Lyrasis News, on www.lyrasis.org, through blogs, feed, and podcasts.

▪ Peer to Peer Collaboration

As a member of Lyrasis, your library is a part of a collaborative community, building cooperation, working together, and learning from each other. Lyrasis facilitates collaborative processes across the region through our support of programs in each state, each consortium, and within specific library communities like our member advisory groups and in communities of interest like the Library Leadership Network.



What is an “OCLC Billing Partner”?

“OCLC Billing Partner” is the term OCLC uses to describe one component of Lyrasis’ business relationship with OCLC. Lyrasis continues to be an OCLC “Training Partner” and “Marketing Partner.” We have always provided these services for OCLC products and for products offered by our other vendor partners.

Can I still be billed through Lyrasis and use my deposit account for OCLC products?

Absolutely. As an “OCLC Billing Partner,” Lyrasis processes invoices for OCLC’s services. When ordering an OCLC product, you may be given an opportunity to indicate how you wish to be billed for the product. Select Lyrasis as your “OCLC Billing Partner” to insure that Lyrasis continues to provide you with fiscal support including analysis of your full range of OCLC services, debiting your deposit account appropriately, and access to your complete account information through “My Lyrasis.”

Please contact Lyrasis Member Support at 800.999.8558 and 800.233.3401 for assistance with OCLC and all Lyrasis products and services.

We are here to serve you.