



NATIONAL LIBRARY OF SOUTH AFRICA

LIBRARY GUIDE 2024 - 2025 (1)

**Updating Contact Details on SAIS Online Database and WorldShare ILL
and Tipasa**

To all members of the Southern African Inter-Lending Scheme (SAIS)



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1. Introduction

Membership of the Southern African Interlending Scheme (SAIS) entitles an institution to request and supply library materials from other SAIS members. Contact details of institutions are an integral part of inter-lending transactions between libraries.

All registered SAIS members have access to the SAIS Online database, which has the contact information of participating libraries, managed by the National Library of South Africa as the co-ordinator of the Interlending Scheme. With your secure password available from the SAIS Administration Office, you can search and view the full data content of other SAIS members' records, as well as edit your record in the database.

It is important to update your library's contact information regularly as it will:

- Improve communication between participating libraries;
- Ensure that parcels are delivered to the correct addresses;
- Save time and resources when doing inter-lending transactions; and
- Reduce the amount of undeliverable mail.

The purpose of this Library Guide is to give guidelines on how to search and update contact details on the SAIS Online database and WorldShare ILL.

2. Searching the SAIS Online Database

To access the database, use the following link <http://databases.nlsa.ac.za/dbtw-wpd/textbase/SAISWEB/search.html> (Please bookmark this page). Enter the password that was communicated to your library by the SAIS Administration Office. SAIS Online profiles for each member library was activated on 21 August 2019, and the password was sent by e-mail. If you forgot your password, send an e-mail to: docdel@nlsa.ac.za for assistance.

Conducting a search can be done in two ways, as follows:

2.1. Search Using Standard Queries

- This might be for an alphabetical or numerical list of member libraries, or a search for courier members in Pretoria and Johannesburg.



The screenshot shows the SAIS Online Home Screen. On the left is the NLSA logo (National Library of South Africa, an agency of the Department of Arts and Culture). To the right is a collage of images showing library staff and patrons. Below the header is a blue bar with the text 'SAIS Online'. Underneath, there are links for 'Standard Queries': 'Courier list Johannesburg', 'Courier list Pretoria', 'Alphabetical list of all companies', and 'Numerical list of all companies'. The main search area includes a password field labeled 'Enter your password:', a 'Company Name' field with a dropdown menu showing 'AND', and a 'Province' field.

Figure 1: SAIS Online Home Screen.

- If you click on one of the list searches, you will be prompted to re-enter your password.
- On **the result page**, you will get a list of libraries in alphabetical or numerical order.

Numerical list of Companies		
Back to search		
Library Code	Company Name	Department
0008	Fasken Bell Dewar	Library
0041	PricewaterhouseCoopers	National Information & Resources Centre
0042	Rand Water Library	.
0065	Afrox Information Centre, African Oxygen Ltd. (Afrox)	Library
0076	Norton Rose Fulbright South Africa	Law Library
0086	Standard Bank Library	.
0090	Industrial Development Corporation of SA	InfoCentre
0098	Jeffares & Green Inc	Library
0099	Development Bank of Southern Africa	Knowledge Centre

Figure 2: Result Screen.

- Click on the link in blue for the particular library that you are searching for.
- Click on **Back to search** to return to the main menu.

2.2. Search Using Specific Fields

The best way to search for another library's details or to edit your own library's contact details is to search using specific fields i.e. **Company Name** and **Library Code**.

2.2.1. Company Name

- Type the name of the library that you are searching for:

Company Name

AND

Province

AND

Country

AND

Library Code

AND

Type of Institution

AND

[Submit Query](#) [Reset](#) [Help](#)

Figure 3: Searching Company Name

- Click on **Submit Query**.
- On the result page, you will get the name of the library or a list of libraries if there is more than one branch.

< <<

Matching results: 3

[Back to search](#)

Library Code	Company Name	Department
2000	National Library of South Africa	Pretoria Campus
2046	National Library of South Africa	For use of SANB to indicate records included
6040	National Library of South Africa	Cape Town Division

Figure 4: Result page for more than one branch.

- Click on the link in blue for the particular library that you are searching for.
- Use the **Previous Record** and **Next Record** to navigate between the listed libraries.
- Click on **Back to search** to return to the main menu.

Note: If you reset the query you will have to re-enter your password.

2.2.2. Library Code

- Type in the Library Code of the particular library that you are searching for.

Company Name

Province

Country

Library Code
 2000

Type of Institution

[Help](#)

Figure 5: Search for Library Code.

- Click on **Submit Query**.
- The short detail of the library will appear; click on the link in blue for more details.

[Back to search](#) 1 Match

Library Code	Company Name	Department
2000	National Library of South Africa	Pretoria Campus

Figure 6: Result page

- Click on **Back to Search** to return to the main menu.

Note: If you reset the query you will have to re-enter your password.

3. Updating Your Library’s Contact Details on SAIS Online Database

Members must update the librarys’ contact details whenever they change.

- Make sure to enter your password.
- Search for your library’s code.
- Click your library's link in blue to expand the record.
- On the result page, click on **Edit** record.

Library Code	2000
OCLC Symbol	X\$@
Company Name	National Library of South Africa
Company Dept	Pretoria Campus
Company Section	Interlending
Postal address	P O Box 397
Street address	228 Johannes Ramokhoase Street
City	Pretoria
Postal Code	0001
Province	Gauteng
Country	REPUBLIC OF SOUTH AFRICA
Telephone	(012) 401-9728 (012) 401-9729 (012) 401-9730 (012) 401-9779
Email address	docdel@nlsa.ac.za roselle.jansenvanvuuren@nlsa.ac.za
Gauteng courier	P

[Edit Record](#)

Figure 7: Result page

- Correct your details:

SAIS Online - Edit information

Click the blue linked field names to select from preferred options.
Green fields - no editing permitted.

[Back to search](#)

Type	National
OCLC Symbol	X\$@
ILcode	2000
Company Name	National Library of South Africa
Company Dept	Pretoria Campus
Company Section	Interlending
Postal address	P O Box 397
Street address	228 Johannes Ramokhoase Street
City	Pretoria
Postcode	0001
Province	Gauteng

Figure 8: Edit page

- Click the blue linked field names to select from preferred options.
- Green fields - no editing permitted e.g. Library Code.
- If you would like to display two entries in the same field (i.e. two e-mail addresses), separate the entries with a vertical bar character |.

Telephone	·(012) 401-9728 ·(012) 401-9729 ·(012) 401-9730
Fax	
Email address	·docdel@nlsa.ac.za ·roselle.jansenvanvuuren@nlsa.ac.za

Figure 9: Edit page

- Click on **Submit record**.
- The next screen will display your updated contact details. Click on **OK**. Your record will then be confirmed by the SAIS Administration Office before implementation.
- Click on **Back to Search** to return to the main menu.

4. Updating Your Library's Contact details on WorldShare ILL and Tipasa

Libraries subscribed to WorldShare ILL and Tipasa should also update their library's contact details on the WorldCat Registry via OCLC Service Configuration and their Constant data profiles.

4.1. Searching on the OCLC Policies Directory

Library contact details are also available in the OCLC Policies Directory. ILL clients can search for another library's contact details in the Policies Directory at <https://illpolicies.oclc.org/> or through the **WorldShare ILL home page** in the **Quick Links** section. The link to it is in the far right under, **Other**:

Figure 10: WorldShare ILL home page

- Click the **OCLC Policies Directory** link.
- Type in the information you want to search by in the **Search By**, see figure 11.

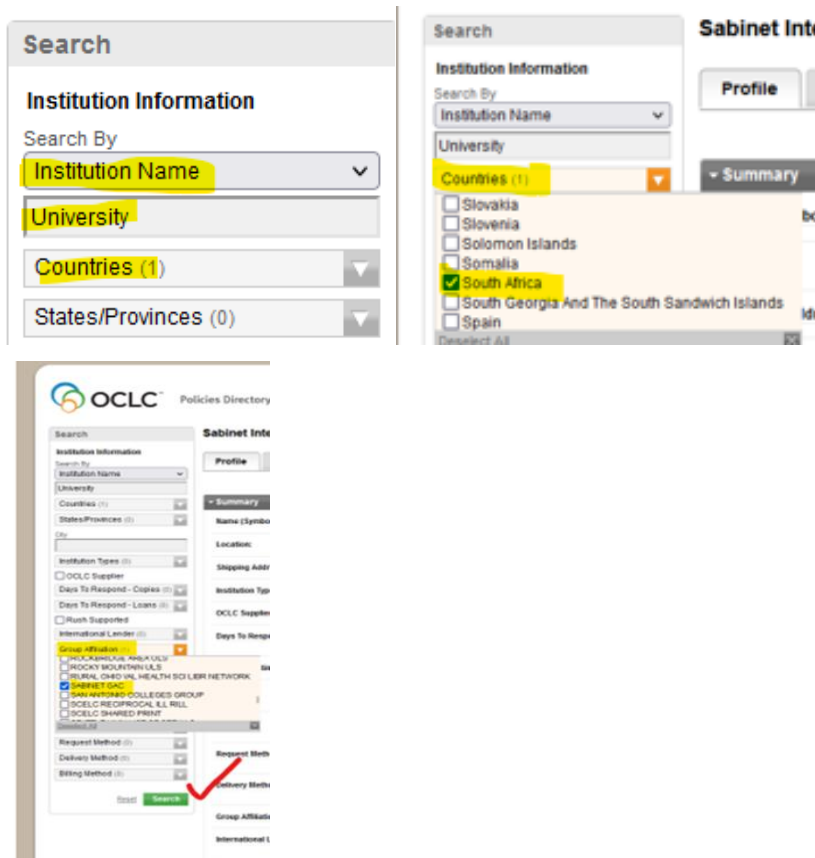


The screenshot shows the OCLC logo and a search box. Below the search box, there is a section titled 'Institution Information'. Under this section, there is a 'Search By' dropdown menu. The dropdown menu is open, showing 'Institution Symbol' as the selected option. Below the dropdown menu, there is a text input field with the placeholder text 'Enter the OCLC symbol here'.

Figure 11: Search By drop down

- You can search by **OCLC symbol** if it is known.
- Otherwise, select **Institution Name** and enter the name of the institution.


Also select the **Country (South Africa)** as the **Group affiliation (Sabinet GAC)** to limit your search to South African libraries which are all part of the Sabinet Group. Click on the green **Search** button to perform your search:



The screenshot shows the OCLC search interface. The 'Search By' dropdown menu is set to 'Institution Name'. The 'University' field is empty. The 'Countries (1)' dropdown menu is open, showing a list of countries with 'South Africa' selected. The 'States/Provinces (0)' dropdown menu is also open. To the right of the search box, there is a 'Sabinet Info' section with a 'Profile' button and a 'Summary' button. Below the search box, there is a 'Policies Directory' section with various filters and a 'Search' button. The 'Search' button is highlighted with a red checkmark.

Figure 12: Search by drop-down

- Once the name of the library you are looking for comes up, click the **Contacts** tab to find the library's contact information.

 **OCLC™** Policies Directory

North-West University Library (Y@Y)

Profile Collections Policies (5) Schedule **Contacts**

▼ Contacts

TYPE	CONTACT
Article Exchange	<p>Attention: Y@Y Address: ZA E-mail: Y@Y@nwu.ac.za Y@Y@nwu.ac.za Note: We no longer use Ariel - send copies via ArticleExchange or email to Y@Y@nwu.ac.za Y@Y@nwu.ac.za.</p>
General	<p>Attention: Potchefstroom Campus - Seka Kelobang Address: Ferdinand Postma Library, North-West University Private Bag X05, Noordbrug 2522 Potchefstroom, South Africa ZA 2522 E-mail: Y@Y@nwu.ac.za Y@Y@nwu.ac.za</p> <p>Attention: Mahikeng Campus - Itumeleng Kolodi / Emilio Stuurman Address: Corner of Albert Luthuli and University Drive Private Bag X2046 Mmabatho ZA 2735 Phone: +27183892419 E-mail: Y@Y@nwu.ac.za</p> <p>Attention: Vaal Campus - Siyabonga Sithole Address: Library, Building 13 Hendrik van Eck Boulevard Vanderbijlpark ZA 1900 E-mail: Y@Y@nwu.ac.za</p>
Location	<p>Attention: North-West University Library Address: 11 Hoffman Street Potchefstroom ZA 2531 URL: https://library.nwu.ac.za/</p>

Figure 13: Contacts page

- All contact details displayed in the Policies Directory are defined in the WorldCat Registry. To update your Library's contact details, you need to edit your [WorldCat Registry Profile](#).

4.2. WorldCat Registry

- To edit your WorldCat Registry Profile, sign in on **OCLC Service Configuration** accessible from WorldShare Interlibrary Loan or Tipasa Home page under, **Other**:

Interlibrary Loan Home

Search for requests

Request ID

☒ Active Requests ☐ Closed Requests

Quick Links

<p>Borrowing:</p> <p>Produced (5)</p> <p>In Transit (2)</p> <p>Received? (2)</p> <p>Expired (1)</p> <p>Received</p> <p>Renewal Approved (1)</p> <p>Overdue (5)</p> <p>Recalled (3)</p> <p>Returned</p>	<p>Lending:</p> <p>Supplied</p> <p>Returned</p>	<p>Other:</p> <p>OCLC Policies Directory</p> <p>OCLC Service Configuration</p> <p>OCLC Usage Statistics</p> <p>OCLC Article Exchange</p> <p>Resource Sharing News</p> <p>WS ILL Training Resources</p> <p>OCLC Community Center</p>
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Figure 14: Home Screen

WorldCat Discovery and WorldCat Local

Third-Party Integrations

Metasearch Content

WMS Circulation

[WorldCat Registry](#)

IP Addresses

EIDM Institution

WorldShare ILL

My Account

WMS Institution

OpenURL Resolvers

Figure 15: Left panel

- Open the **WorldCat Registry** left navigation and select **Name and Location**:

WorldCat Registry

National Library of South Africa (69093)

Name and Location

Directory-style information, such as physical and postal street addresses, Web sites and main telephone numbers.

Required fields are marked with an asterisk (*).

Institution Name

* **Institution Name:** National Library of South Africa
e.g. Seattle Public Library; Beacon Hill Branch; Penn State University

Also Called: NLSA
e.g. Schreyer Business Library; CLAN; Royal Library

* **Institution Type:** State or National Library

Secondary Type:

Test Institution: ☐ Yes

Training Institution: ☐ Yes

Addresses

Main Address Business Address Shipping Address

<< first < prev 1 next > last >>

Address Name Address

Figure 16: Left panel

- Make the necessary changes.
- When finished, click **Save Changes** or **Reset** to start over. Changes can take up to **24 hours** to appear in the WorldCat Registry.
- Detailed information on the data you need to enter for your library is available at https://help.oclc.org/WorldCat/WorldCat_registry/OCCLC_Service_Configuration_WorldCat_registry/040Name_and_Location

The **Help** page can be accessed from **Service Configuration** by clicking the **Help on this screen** button on the right-hand side of the screen:

Name and Location Help on this screen

Directory-style information, such as physical and postal street addresses, Web sites and main telephone numbers.

Required fields are marked with an asterisk (*).

Institution Name

* **Institution Name:** National Library of South Africa
e.g. Seattle Public Library; Beacon Hill Branch; Penn State University

Also Called: NLSA
e.g. Schreyer Business Library; CLAN; Royal Library

* **Institution Type:** State or National Library

Secondary Type:

Test Institution: ☐ Yes

Training Institution: ☐ Yes

Addresses

Main Address Business Address Shipping Address

<< first < prev 1 next > last >>

Address Name Address

Last Updated: 9/8/23

Figure 17: Help page

The date the information was last updated is also displayed on this page.

4.3. Constant Data Profiles

- Ensure that your library's contact details are correct in your various constant data records.
- Update your contact and address information for new requests through the **Constant Data** in **OCLC Service Configuration**.
- You can configure defaults for borrower requests through the **Service Configuration > WorldShare ILL > [Borrower Data](#)** tab and Lending requests through the **Service Configuration > WorldShare ILL > [Lender Data](#)** tab.
- The link to **OCLC Service Configuration** can be found on the **WorldShare Interlibrary Loan / Tipasa Home** page under, **Other**:

Figure 18: Home page

- Navigate to the **WorldShare ILL** link on the left and then select either **Borrower Data** or **Lender Data** to set up or edit your constant data records for borrowing and lending:

Figure 19: Left panel

- To edit an existing constant data record, select the relevant constant data record from the

dropdown menu at the top:

Figure 20: Edit page for Borrower Constant data

- Make the necessary changes and click **Save** at the bottom of the page to save your changes.
- You can also use an existing constant data record to create a **new** constant data record by making the required changes and then clicking on **Save As New**.
- Detailed information on creating and updating constant data records is available on these two links:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/OCLC_Service_Configuration/020Borrower_Data

OR

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/OCLC_Service_Configuration/030Lender_Data

5. References

OCLC 2024. How can I find Interlibrary loan contact information for another library? Available at:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/How_can_I_find_Interlibrary_loan_contact_information_for_another_library . (Accessed 13 June 2024)

OCLC 2024. How do I update the email address and contact name for WorldShare ILL? Available at:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/How_do_I_update_the_email_address_and_contact_name_for_WorldShare_ILL (Accessed 13 June 2024)

OCLC 2024. We have changed our contact address information How can we fix it on new requests that we have? Available at:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/We_hav_e_changed_our_contact_address_information_How_can_we_fix_it_on_new_requests_that_we_add (Accessed 13 June 2024)

Library of South Africa & LIASA Interlending Interest Group. 2016. Southern African Interlending Code of Best Practice. Pretoria: NLSA & ILLIG.

If you have any questions or require additional information, please contact the SAIS Administration Office at (012) 401 9728/29/30/79 or e-mail docdel@nlsa.ac.za.