LENDING presentation URLs

- Brief Bibliography

- OCLC Policies Directory (try searching for the symbol “YOM” for a good example)
  - https://illpolicies.oclc.org

- OCLC Article Exchange

- Odyssey Standalone
  - Free software for sending and/or receiving electronic documents
  - https://osu.illiad.oclc.org/illiad/osu/lending/odysseyfaq.html
  - http://www.atlas-sys.com/odyssey/

- Lending Web Page Examples:
  - Public Library: http://www.imcpl.org/using/illotherlibraries.html
  - Academic Libraries:
    - Medium: https://ill.ulib.iupui.edu/ILLiad/IUP/Lending/LendingLogon.html
    - Large: https://osu.illiad.oclc.org/illiad/osu/lending/LendingLogon.html
    - Special: http://www.newberry.org/interlibrary-loan

- Bob Farrell's *Give 'em the Pickle* Customer Service Video
  - http://www.giveemthepickle.com/