



September 5<sup>th</sup>, 2017

Heidi Nance  
Director of Resource Sharing Initiatives  
University of Pennsylvania (Borrow Direct)  
3420 Walnut St.  
Philadelphia, PA 19104

Dear Ms. Nance:

Thank you for the opportunity to discuss your concerns regarding the roll out of the new discovery interface for the D2D product.

Further to our conversation on 24<sup>th</sup> August, 2017, regarding the D2D staff interface, I would like to confirm that OCLC has no plans to degrade or materially alter the functions of Relais D2D fulfillment system over the next three years.

OCLC will continue to consult with and listen to the D2D community regarding the D2D software and we look forward to continued collaboration with the Borrow Direct group.

If you have further questions or concerns regarding this matter, please contact myself [Katie.Birch@oclc.org](mailto:Katie.Birch@oclc.org) or Clare MacKeigan at [Mackeigc@oclc.org](mailto:Mackeigc@oclc.org).

Sincerely,

Katie Birch  
Executive Director – Resource Sharing

cc: Mary Sauer-Games, VP