Creating an account

You will need to create a new user name and password, using your 9-digit authorization number and password for WorldCat® Resource Sharing. Please see *Getting Started with OCLC WorldShare® Interlibrary Loan*, at [http://www.oclc.org/content/dam/support/worldshare-documentation/WorldShare-ILL-getting-started.pdf](http://www.oclc.org/content/dam/support/worldshare-documentation/WorldShare-ILL-getting-started.pdf), for instructions on creating an account and preparations for migration.

Navigating the system

Please do not use the browser Back button. Instead, click a link on the screen to return to a previous page.

Accessing the WorldShare ILL system

To access the site, go to the custom URL you bookmarked after creating an account.

**Note:** For questions, please contact OCLC Support at support@oclc.org.

You will be directed to WorldShare Interlibrary Loan (there may be a slight delay before the screen refreshes).
Managing requests

Your requests appear in the left navigation menu, and under Quick Links on the Home screen. The main categories are listed first, followed by sub-categories for easier organization. Click a category to see all requests in that category.

**Note:** Categories with no current requests will not appear in the list.

For details on types of responses, see:
- Responding Yes to a Loan request
- Responding Yes to a copy request
- Responding No to requests as a Lender
- Responding conditionally to a request
- Responding to a Renewal request
- Completing requests
Responding Yes to a Loan request

**Step** | **Action**
---|---
1 | From the **Lending Requests** category, click **Can You Supply**? Click the request ID or **Title** to display a request.

![Image of Lending Requests screen]

2 | Review and confirm the information in the **Request Details** section. Then choose and apply your constant data for loans.

![Image of Request Details screen]

3 | Click to expand the **Borrowing Information** section and review the information.

![Image of Borrowing Information screen]
4 If available, click to expand the Availability section and review the information.

![Availability section]

Note: Currently, the system does not include detailed availability information. You will need to search your catalog to see if the item is available.

5 Click to expand the Lending Information section and review the information.

![Lending Information section]

6 Click to expand the Request Details section and confirm the Due Date.

![Request Details section]
### 7 Optional.

Click the **Print Shipping Labels** check box to create labels that you can print together.

See [Printing ILL paperwork](below).
Responding Yes to a Copy request

**Step** | **Action**
--- | ---
1 | From the **Lending Requests** category, click **Can You Supply?** Click the request **ID** or **Title** to display a request.

![Lending Requests: Can You Supply?](image)

2 | Find and confirm the citation information in the **Request Details** section. Then choose and apply your constant data for copies.

![Request Details](image)

3 | **Optional.** If you can supply an electronic copy of the article, use the **OCLC Article Exchange** link to upload the copy to share with the borrower.

**Note:** You will automatically be signed into Article Exchange after clicking the link.

4 | **Browse** for your file, then click **Drop file** to load it.

![OCLC Article Exchange](image)
A confirmation message appears, which provides a URL, a password and the option to e-mail a notification. Copy and paste the URL into the Alert field on the workform in OCLC WorldShare Interlibrary Loan.

**Note:** Once the file has been picked up for the first time, it will remain available on this site for 30 days. After 30 days, the file will be removed. A file can be picked up a maximum of five times for each URL/password combination. Files that are never picked up will be removed after 30 days.

Click to expand the Borrowing Information section and confirm the delivery information.
If available, click to expand the **Availability** section and review the information.

**Note:** Currently, the system does not include detailed availability information. You will need to search your catalog to see if the item is available.

Click to expand the **Lending Information** section and review the information.

**Optional.** Click **Print Shipping Labels** and/or **Print Book Straps** to create labels that you can print later.

See **Printing ILL paperwork** (below).
10  Respond **Yes** to the request by clicking the **Yes** button.

11  A confirmation message appears and the request appears under the category **Lending Requests > Supplied > Shipped/In Transit.**
Responding No to requests as a Lender

**Step** | **Action**
--- | ---
1 | From the **Lending Requests** category, click **Can You Supply?** Click the request ID or Title to display a request.

2 | Review and confirm the information in the **Request Details** section.

3 | Click to expand the **Borrowing Information** section and review the information.
4. If available, click to expand the **Availability** section and review the information.

![Availability section expanded](image)

**Note:** Currently, the system does not include detailed availability information. You will need to search your catalog to see if the item is available.

5. Respond **No** to the request by clicking the **No** button.

**Optional:** Choose a **Reason for No** from the drop-down arrow.

![Reason selection](image)

6. A confirmation message appears, and the request goes to the next Lender in the lender string.
Responding conditionally to a request

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the <strong>Lending Requests</strong> category, click <strong>Can You Supply?</strong> Click the request ID or Title to display a request.</td>
</tr>
<tr>
<td>2</td>
<td>Review and confirm the information in the <strong>Request Details</strong> section.</td>
</tr>
<tr>
<td>3</td>
<td>Click to expand the <strong>Borrowing Information</strong> section and confirm the delivery and payment information.</td>
</tr>
</tbody>
</table>
4. Respond **Conditional** by clicking the **Conditional** button.

Optional: Choose a reason from the drop-down arrow.

The Send Conditional response pop-up box appears. Enter your free-text response and click **Send Response**.

5. A confirmation message appears and the request is returned to the Borrowing library. If the conditions are accepted, the request appears under the category **Lending Requests > Can You Supply? > Conditions Accepted**.
Responding to a Renewal request

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the Lending Requests category, click Supplied &gt; Renewal Requested. Click the request ID or Title to display a request.</td>
</tr>
<tr>
<td>2</td>
<td>Review and confirm the information in the Request Details section. Note the Borrower’s desired due date and Renewal Requested date (if applicable). If you are willing to grant the renewal, edit the Due Date to reflect the new due date you wish to give.</td>
</tr>
</tbody>
</table>
| 3    | Click the desired action:  
  - Accept Renewal to accept the request  
  - Deny Renewal to reject the request  
  - Recall Item to request the return of an item. |
| 4    | A confirmation message appears and the request appears under the category Supplied > Received/In Use. |
Completing requests

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the Lending Requests category, click Returned &gt; Returned/In Transit. Click the request ID or Title to display a request.</td>
</tr>
<tr>
<td>2</td>
<td>Review and confirm the information in the Request Details section.</td>
</tr>
<tr>
<td>3</td>
<td>Complete the request by clicking Checked-in/Complete.</td>
</tr>
<tr>
<td>4</td>
<td>A confirmation message appears and the request is complete. <strong>Note:</strong> If the item is marked Not Returned, it appears in the category Returned &gt; Returned but Missing and ages out of the system after 180 days.</td>
</tr>
</tbody>
</table>
Printing ILL paperwork

Any items that you marked for printing appear in the **Print Queue**.

<table>
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<tr>
<td>1</td>
<td>Click the <strong>Print Queue</strong> category in the left navigation bar.</td>
</tr>
<tr>
<td>2</td>
<td>Click <strong>Print All</strong> to print all items in all queues:</td>
</tr>
</tbody>
</table>
or click to expand a category to see all requests in that queue:

3. Click the check box next to each item you wish to print.  
   **Note:** The item’s status is listed in the **Status** column.

4. Choose the options appropriate to the category. For example, a **Label format** or any additional information to be included on the label.

5. Click **Print** to see a Print Preview. Then click **Print** again.  
   Once you have confirmed that your printing was successful, you may choose to delete requests from the **Print Queue** by checking the check box, and then clicking the **Remove** button.  
   **Note:** Requests stay in the print queue indefinitely, unless they are removed.
E-mail a copy of a request

Send a formatted e-mail of the request details to any e-mail address using the Email button at the top right of any request screen.

Request aging

Every time your symbol appears in the Lender string, you have up to four working days from the time a request appears under Can You Supply? (not from the time you first look at it) to update as Yes, No or Conditional.

If you don't act on a request in that time, the system will automatically send it on to the next library in the string or, if there aren't other libraries, it will become an Unfilled request. Sending a Conditional response resets the clock and gives the requesting library four days to respond to your Conditional or Conditional/Pending message.

Searching for requests

From the Interlibrary Loan Home screen, you may search active and closed requests by:

- Request ID
- Borrower Symbol
- Lender Symbol
- Author
- Title
- Article Title
- Patron Name

To search for requests:

<table>
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<tr>
<td>1</td>
<td>Choose a search option from the drop-down list.</td>
</tr>
<tr>
<td>2</td>
<td>Type a keyword or number in the field provided.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Optional.</strong> Un-check the check box to deselect Active Requests or Closed Requests.</td>
</tr>
<tr>
<td>4</td>
<td>Click Go. The system responds with any matching requests.</td>
</tr>
<tr>
<td>5</td>
<td>Click a request.</td>
</tr>
</tbody>
</table>

Support

E-mail: support@oclc.org
Telephone: 1-800-848-5800 (USA) or +1-614-793-8682
(7:00 am to 9:00 pm, US Eastern time, Monday–Friday)