WorldCat Resource Sharing
Step-By-Step Guide

For a complete look at the ILL process for both Borrowers and Lenders, refer to the OCLC WorldCat Resource Sharing: The Basics documentation page:

(http://www.oclc.org/us/en/resourcesharing/support/default.htm) and the GOLD Interlibrary Loan Procedures Manual, rev 2002 (http://www.georgialibraries.org/lib/gold)

The Borrower's Basic Timeline

I. Preparation – Constant Data
II. Search & select bibliographic record
III. Generating a workform
IV. Completing a workform
V. Submitting an ILL request
VI. Receiving and Responding to a loan
VII. Requesting a Renewal
VIII. Returning a Loan

I. Preparation—Constant Data

Constant Data exists to reduce time spent filling in fields every time you place an ILL request. Constant data reduces keystrokes and chance of error. Constant data records store data that you routinely use (your library's address, fax and phone numbers, etc.) Prepare constant data records for situations that occur in your library often. You may have up to 1,000 Constant Data Records.

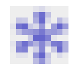
> **Note:** This is a preparatory step. Constant data records do not need to be created on a daily basis.

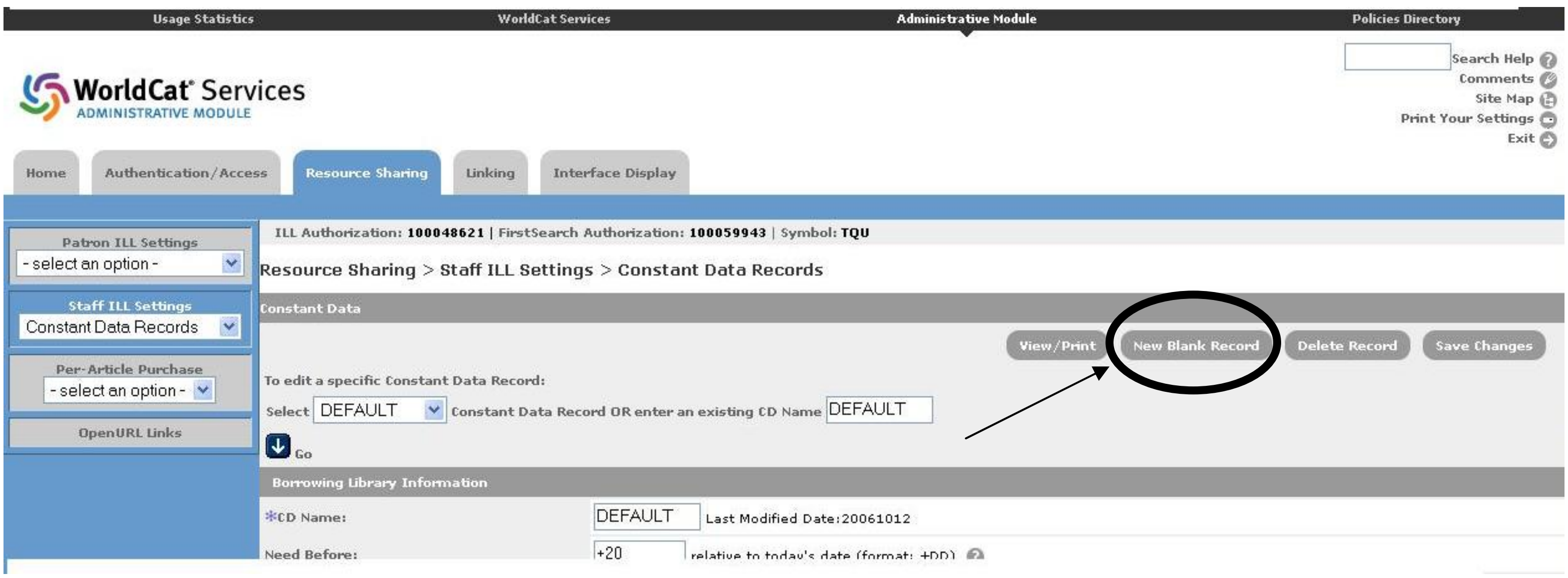
Creating Constant Data
Logged into the FirstSearch Administrative Module, select the tab labeled "Resource Sharing." Then, click on the dropdown menu labeled "Staff ILL

This program is supported in whole or in part by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by the Georgia Public Library Service.

Settings.” Next, click on “Constant Data.” To create a new constant data record, click on the link labeled “New Blank Record.” (See below)

Once you’ve clicked on “New Blank Record” fill out as many fields as you require. When naming your Constant Data Record, take care to insure the name of the record makes sense. Once done editing, click “Save Changes” at the top or bottom of the browser window.

Note: The blue asterisk indicates a required field. 



II. Search & Select Bibliographic Record

The OCLC FirstSearch Interface allows you to search WorldCat for bibliographic records. These records include holdings and union list information.

Step 1. First, make sure you are logged in to the First Search ILL Staff View. You will need to enter your ILL authorization in FirstSearch module in order to access the FirstSearch ILL Staff View *(http://firstsearch.oclc.org)*

Step 2. Gather all pertinent information from the person requesting the item. For articles, ask for journal title, article title, author, issue number, date and page numbers. Make sure you have clarified the description of the item—format, edition, etc.—to receive the correct item matching the patron's request.

Step 3. Choose the type of search you wish to perform. You may choose basic search, advanced search or expert search.

> **Note:** Availability of other databases may vary.

Step 4. Examine the bibliographic record. Compare information from the patron request with information within the bibliographic record. If you have a suitable match, you are ready to make your request.

III. Generating a Workform

Step 1. Click "Libraries worldwide that own item." This will display holdings and you will see an empty lender string at the top of the page.

Step 2. After clicking "Libraries worldwide that own item" the list of libraries that own the item will display. The holdings for your state will be listed first. You can sort by Location, Library, Supplier and Code by clicking on the column heading.

> **Note:** When requesting an article, you want to choose your lender string based on the availability of the exact issue requested. In WorldCat Resource Sharing, displaying holdings for a serial record automatically shows you the union listing information. This column is labeled "Local Holdings." Only choose lenders that have indicated they own the exact volume your patron requires.

Step 3. Select up to 5 lenders. Choose possible lending libraries by clicking on the libraries' symbols. The symbols will automatically fill the lender string boxes near the top of the workform. Select the "Transfer to ILL Staff workform" button. This will transfer the bibliographic information and potential lenders to the workform.

> **Note:** Clicking on the red question mark to the right of the library symbol will open the OCLC Policies Directory record for that institution. Make sure you always check Policies before choosing your lenders!

Step 4. From the pull down menu at the top of the workform, apply the Constant Data Record of your choice. If persistence is turned on, a default constant data record will automatically be applied, and if a modified constant data record is selected, that record will be applied to future requests. If persistence is turned off, users must manually select a constant data record for each resource sharing request.

IV. Completing a Workform

First, be sure to choose the appropriate request type "Loan" or "Copy." Then, verify that information has transferred from Constant Data and/or from the bibliographic record. Fields to check are:

Need Before	Bill To
Lenders	Ship To
Author	Ship Via
Title	Copyright Compliance
Verified	Max Cost
Date	Borrowing Notes

To clear information you have entered into a workform, simply click "Reset".

V. Submitting an ILL Request

The submit command creates the ILL request and sends it to the first potential lender in the lender string. To submit a request, click the button labeled "Submit." After producing the request, the system:

- Changes the workform to a request
- Places the request in the first potential lender's Request Manager with the current date and a status of *Pending*
- Includes the request in the *Online Produced* category of your Request Manager

If a required field is incomplete when you produce a request, you will get a message similar to the following:

Complete the required fields and submit again.

> **Reminder:** Keep a copy of the request for your records; 1 year for book requests, 3 years for serial requests.

VI. Receiving and Responding to a Loan

Each lender has 4 days to respond to a request. When the lender responds "yes" to a borrowing request, the request status will change from *Pending* to *Shipped* in your Request Manager. Once you, the borrower, have received the item, update the request to *Received*. Make sure the check box to the left of "Receive Item with Today's Date" is checked. then, click the button labeled "Update."

If the lender entered N/A in the Due Date field, you do not need to return the item (usually because the item is a photocopy.) You must still indicate that the item has been received. If you receive an item from a lender that you know must be returned and there is no Due Date entered, contact the lending institution. You must indicate that the item has been received, as instructed above.

> **Reminder:** Once an item with an N/A Due Date is received by the borrower, the request is deleted from the system. Make sure you have a print out of the request for your records before indicating the item has been received.

Responding to a Conditional

When your ILL request is *Conditional*, a potential lender needs you to answer a question to comply with certain conditions. If you do not respond to the condition within 4 system days, the system:

- Forwards the request to the next potential lender in the lender string
- Removes all data from "Lending Notes"
- Changes *Conditional* to *Pending* or *Unfilled* OR
- If the lender string contains no more potential lenders and 1 or more indicated "Future Date", the system changes *Conditional* to *Retry*

Responding "Can Comply"

If you can comply with a lender's conditions:

- Click the radio button next to "I accept the Lender's condition"
- Complete or edit the ILL request as appropriate, addressing the conditions noted in Lending Notes
- Click the button labeled "Update"

Responding "Cannot Comply"

If you cannot comply with the lender's conditions:

- Click the radio button next to "I do <u>not</u> accept the Lender's condition"
- Click the button labeled "Update"

VII. Requesting a Renewal

Your ability to request a renewal depends on the status of the request:

Status of Request	Renewal Request Possible?
Received	Yes
Renewal Granted	Yes
Renewal Request	Yes
Renewa Denied	No
Recalled	No

To request renewal of an item:

- Retrieve the ILL request
- Click the radio button to the left of "Renewal Request"
- Enter the actual date you wish to be your new due date (yyyymmdd) or type +nn, where nn is the number of days you wish to extend past the original due date
- Click the button labeled "Update"

If the lender approves your renewal request, the request appears in your Request Manager as *Renewal Granted* with the field *New Due Date.* The lenders *New Due Date* will not necessarily be the date you requested.

If the lender refuses your renewal request, the request appears in your Request Manager as *Renewal Denied.*

VIII. Returning a Loan

You are responsible for returning material to the lender on or before the specified due date. You can indicate *Returned* only if the status is *Received, Renewal Request, Renewal Granted, Renewal Denied* or *Recalled.*

To inform the lender that you are returning the item today:

- Retrieve the ILL request
- Click the radio button beside "Return with Today's Date"
- Click the "Update" button

Congratulations! You have completed an ILL Request as a Borrower!

The Lender’s Basic Timeline

I. Overview and Request Manager
II. Constant Data
III. Pending Status
IV. In Process Status
V. Responding Yes, No, Conditional
VI. Recalling an item
VII. Completing a Transaction

I. Overview and Request Manager

Borrower requests in the Request Manager
When a borrower produces a request, it appears as a *Pending* request in the Request Manager of the library whose symbol is first in the lender string.

From the date the pending record appears in the Request Manager, the lender has 4 days in which to respond. If a response is **not** received within those 4 days, the system automatically forwards the request to the next symbol in the lender string.

Respond to request
You can respond in 1 of 4 ways:

- Yes
- No
- Maybe – under certain conditions **(Conditional)**
- Maybe – in the future **(Future Date)**

Supply an item
If you choose to supply the item, enclose the item’s ILL request identifier with the shipment. An easy way to do this is to include a printout (print all screens) of the request itself. Also consider sending return address labels to ease shipping back to your library.

Update reminder
To prevent the possibility of a second lender filling the request, make sure the Shipped field in each of your constant data records is populated with –0. This will guarantee that the shipped date in the record is the same date as when you responded Yes to a requested item and will also insure the credit is issued to the lending library.

Temporary nonsupplier status
At some time, you may need to change your institutions lending status. If your library is closed due to circumstances such as holidays, inadequate staffing or natural disaster, access the OCLC Policies Directory to change your supplier status.

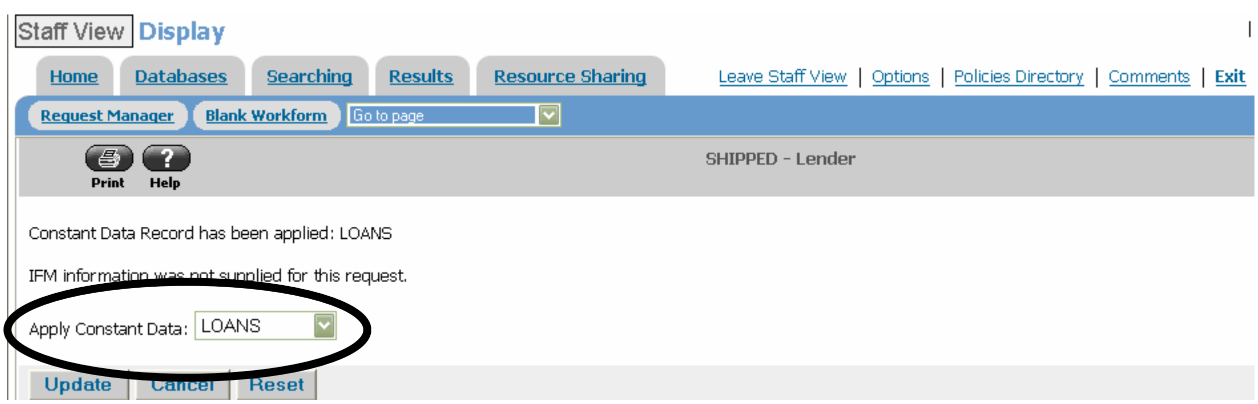
In your OCLC Policies Directory unit, click on “Change Supplier Status” to indicate your temporary change in status and the date you anticipate a return to normal activity.

II. Constant Data

The constant data workform in WorldCat Resource Sharing includes fields most often used in both borrowing and lending. Complete only those fields you want to transfer to the ILL request workform. You can create up to 1,000 constant data records.

Transferred data
Lender constant data automatically transfers information from the last Constant Data record that was used when you respond *Yes* to the “Can You Supply?” prompt for a *Pending*, *Conditional/Pending*, *In Process* or *Retry/Pending* request.

You can change the constant data record used in a workform by clicking on the down arrow beside **Apply Constant Data** at the top of the screen. Choose the constant data record you want to use by clicking on the name of the record.

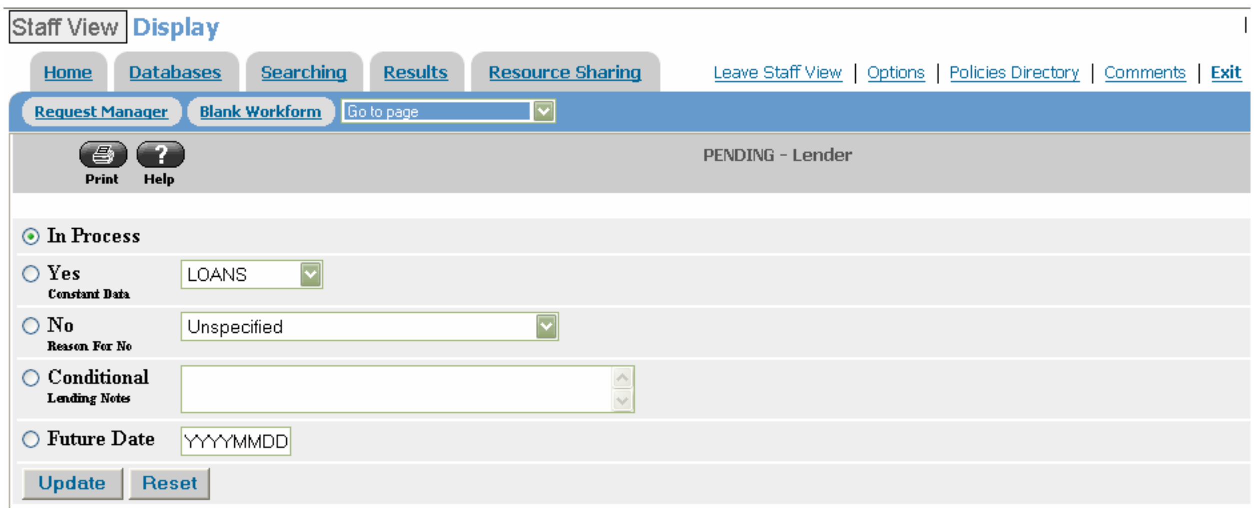


Lender Fields
The following are the constant data fields that apply to your lending activities. Required fields appear in bold:

Due Date	Lending Restrictions
Lending Charges	Lending Notes
Shipped	**Return To**
Ship Insurance	Return Via

III. Pending Status

When a borrower's request appears in the Request Manager, it has a status of *Pending*. This requests that you answer the question, "Can you supply?"



Determine your ability to supply
Before responding, consider the following fields in the borrower's request when determining your ability to supply the item:

- Need Before
- Edition
- Max Cost
- Copyright Compliance (copies)
- Borrowing Notes

Responding
To respond to a request, simply click on the radio button beside your response (In Process, Yes, No, Conditional, Future Date) and fill in text boxes where appropriate. Click on the "Update" button. The system will allow you to update the lending fields in the request.

Then, your response will either be sent to the borrowers Request Manager or will forward the request to the next library in the lender string.

IV. In Process Status

If you cannot immediately answer a *Pending, Conditional/Pending* or a *Retry/Pending* request, you can change the status to *In Process*. Changing to *In Process* does **not** extend your 4-system-day period for responding.

In Process lets you separate requests you are considering from new incoming requests. You may, for example, want to identify an ILL request as being *In Process* while checking the stacks for the item.

You cannot edit an *In Process* request. You must first respond to the “Can You Supply?” prompt.

Change a status to *In Process*

To change the status of a *Pending, Conditional/Pending* or *Retry/Pending*, click on the radio button directly to the left of *In Process.* Click the “Update” button and your record will be transferred to *In Process* (see the above graphic.) You can access this request by going to the Request Manager.

V. Responding Yes, No, Conditional

Erroneous YES response

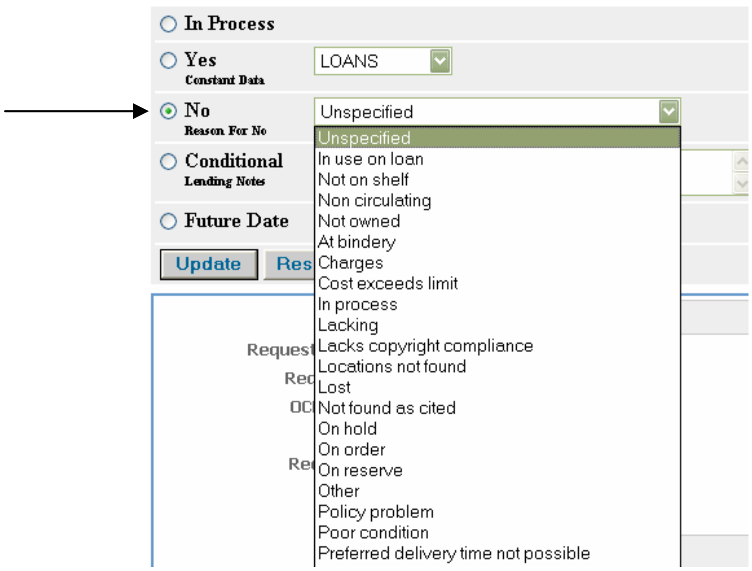
Although you cannot reverse an erroneous Yes response, if you later realize that you cannot fill the request you can:

- Recall the item
- Contact the borrower about the error

Responding NO

Lenders can respond with No, which immediately passes the request on to the next library in the lender string. A lender can respond with a reason for responding No.

The graphic below illustrates how to choose a reason for NO. Click on the desired reason then click "Update" to send your response to the requesting library.



Responding CONDITIONAL

You can stipulate conditions before agreeing to supply an item. The request returns to the borrower's Request Manager as *Conditional.* You can respond conditionally to a request as often as necessary.

Enter questions or conditions in the box directly beside "Conditional" in the pending request. Click "Update" to send the condition to the borrowing library. If the borrower agrees with your conditions, a *Conditional/Pending* message appears in your Request Manager with the date the message returned. You will then reply with Yes and send the item or you can respond with another conditional. Do not send a condition if you are not willing to send the item! As with *Pending* requests, you can update to *In Process.*

Guidelines for CONDITIONAL

Respond conditionally to resolve only critical problems. Conditional responses increase processing time.

Use “Conditional” to notify the borrower when:

- The item cannot be located as cited. If the citation is incorrect, the borrower should either correct the citation or cancel the request. The borrower should not allow the incorrect citation to go to another lender. This use of conditional does not relax the verification standards required.
- Copyright compliance is missing for copy requests
- Address information is insufficient
- Prepayment is required; Max Cost is insufficient or lender prefers IFM
- The item is noncirculating but photocopying is available
- Another edition of the item is available
- Additional location information is available (*if* requested by the borrower)

Unacceptable uses of Conditional
Using conditional responses is not appropriate:

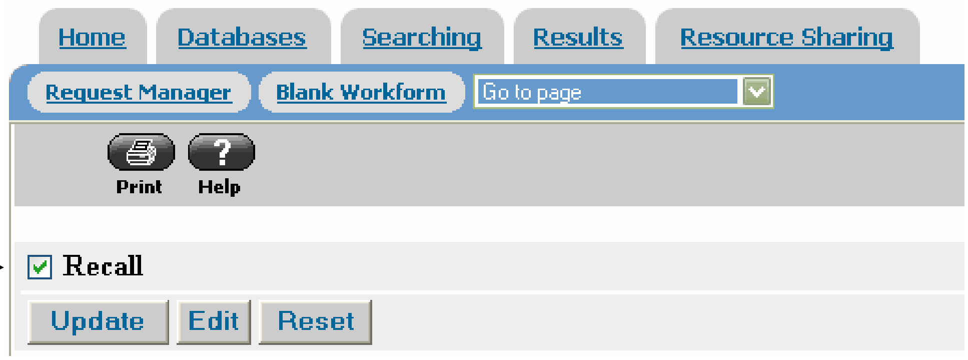
- To explain routine negative responses such as *Item not on shelf, Item does not circulate,* etc. Use *Future Date* if the item will be available later.
- To call attention to inappropriate ILL practices

VI. Recalling an Item

You can recall a loaned item by retrieving the ILL transaction record through the Request Manager. Search for the item by:

- Request Identifier
- Review Record Number
- Patron ID
- Patron Name
- Title
- Borrowing Library
- Lending Library

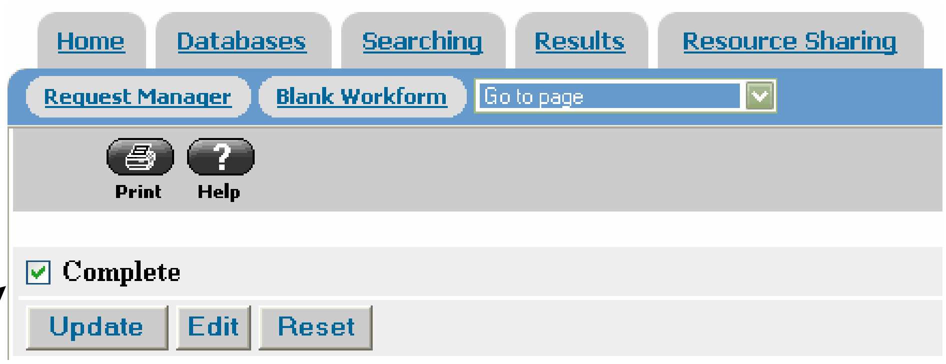
Once the record is retrieved you are given the option of *Recalling* the item (see below.) Check the box beside “Recall” then click “Update”. The borrowing library will receive a message in their Request Manager indicating they are required to return the item to you.



You cannot recall an item if the status is *Returned*. You cannot use the recall command if you have edited the request.

VII. Completing a Transaction

After an item has been returned to your library, you will conclude the ILL transaction by completing the request. In your Request Manager there will be a folder named *Returned*. After opening the *Returned* record, you will see the option to mark the record "Complete." See below:



With the box checked for "Complete," simply click the "Update" button and the request will be completed. Completing a request removes the record from the OCLC transaction file. Once a record is complete, you may no longer access the electronic record through the OCLC ILL system. Make sure you have a printed copy of the request for your reference.

Congratulations! You have completed an ILL Request as a Lender!!