



ILL Boot Camp Basics

May 2021

Good morning everyone! Today is Thursday, May 6th. My name is Helen Pinder, I'm the resource sharing consultant here at SWAN, and I'd like to welcome you to the first session of our Interlibrary Loan Boot Camp. Today we'll be going through the basic functions of WorldShare ILL.

Getting to know WorldShare

Log-in and dashboard

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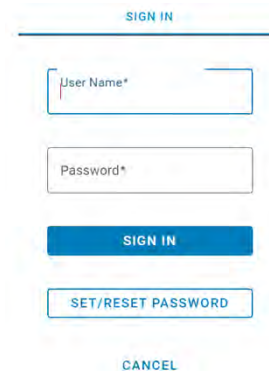
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It's always best to begin at the beginning so let's start by logging in and taking a look at our dashboard.

Log in to OCLC WorldShare Management Services – WorldShare ILL (WSILL)

- <https://support.swanlibraries.net/node/66643>
- Find and bookmark your instance
- If you do not have a login or have forgotten your password, send in a support ticket to SWAN



The screenshot shows a login interface with the following elements:

- A "SIGN IN" link at the top.
- A text input field labeled "User Name*".
- A text input field labeled "Password*".
- A blue "SIGN IN" button.
- A "SET/RESET PASSWORD" button.
- A "CANCEL" link at the bottom.

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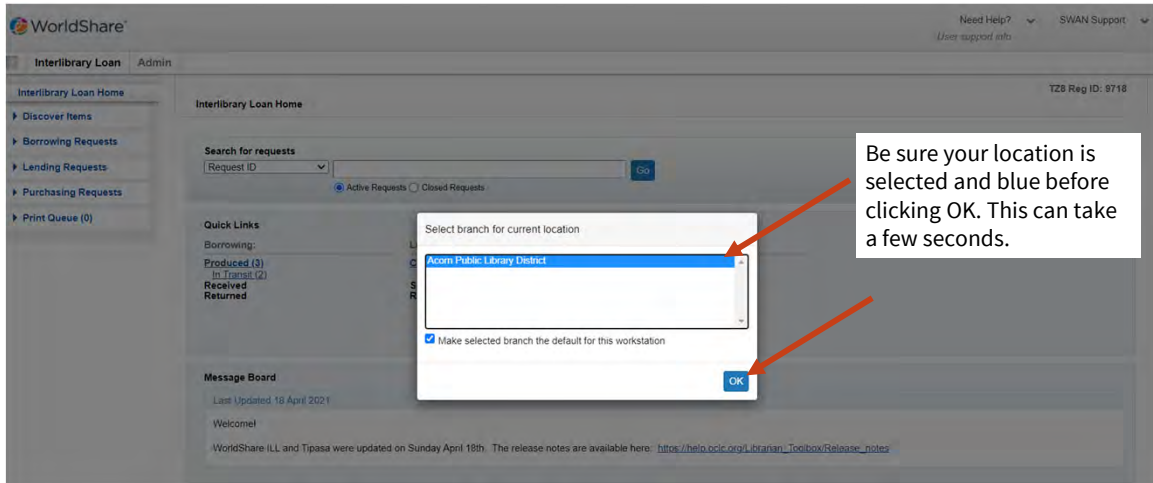
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If you don't have your instance bookmarked already- or if you're on a new or borrowed workstation, you can find your url on our Swan Support site. We can also help you with your login.

Log in with your username and password

WorldShare ILL Home Page – Set Location



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And be patient with this step. This box will appear and your dashboard will populate after a few moments behind that shading. Wait a few seconds before selecting your branch and clicking OK. I'm not sure why it's finicky like this, I just know it to be true.

WorldShare ILL Home Page

WorldShare®

Interlibrary Loan Admin

Interlibrary Loan Home

Interlibrary Loan Home

Search for requests

Request ID

Active Requests Closed Requests

Quick Links

Borrowing:

- [Produced \(3\)](#)
- [In Transit \(2\)](#)
- Received**
- Returned**

Lending:

- Can You Supply? (13)**
- [New - Loans \(13\)](#)
- Supplied**
- Returned**
- [Returned/In Transit \(15\)](#)
- [Returned/Complete? \(1\)](#)

Other:

- [OCLC Policies Directory](#)
- [OCLC Service Configuration](#)
- [OCLC Usage Statistics](#)
- [OCLC Article Exchange](#)
- [Resource Sharing News](#)
- [WS ILL Training Resources](#)
- [OCLC Community Center](#)

Message Board

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There's a lot going on here on the dashboard. But most of your interactions will fall into these three categories Lending, Borrowing, and Discover Items.

WorldShare Lending

Requests made for your material. (SWAN outgoing material)

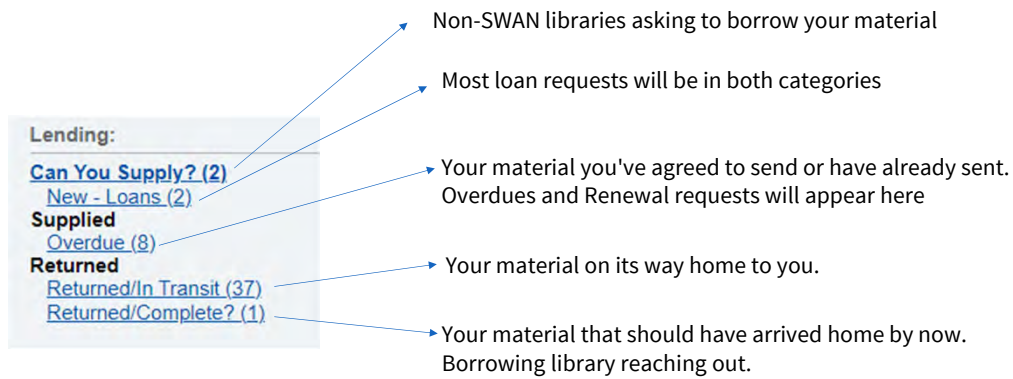
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The Lending request queue is something you'll want to check every day. Not only will frequent checking keep your queues small, but it will expedite fulfillment or rejection for the waiting patron.

Lending Queues & Statuses



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This will look slightly different day to day. Check regularly and respond to loan requests, renewal requests, and Returned/Complete inquiries.

Can you supply?

Click to expand, review, and respond to requests

The screenshot displays the 'Can You Supply?' interface. At the top, there is a header 'Lending Requests: Can You Supply? (3)'. Below this, a table lists three requests with columns for ID, Status, Media Type, Title, Borrower, and Time To Respond. A mouse cursor points to the first request (ID 207813499). Below the table, a detailed view for request ID 207869354 is shown. This view includes a 'Can you supply?' section with options for 'Yes', 'No - No reason given', and 'Conditional - Additional info needed'. There are also checkboxes for 'Print Shipping Labels' and 'Print Book Straps/Stickers'. A 'Request' section shows details for the request, including Status (Submitted), Type (Loan), Source (WSILL), OCLC (43564175), and Lenders (*TZ8, JBL, JX8, JX7, JBI, GK9, JZ2, GL5, GL7, JAS). A 'Borrower' section shows IL2, Max Cost (USD 5.00), Need Before (06/16/2021), Requested on (05/02/2021), Due Date (06/03/2021), and Shipped Date (05/04/2021). A 'Borrowing Notes' section contains a message about shipping costs. A 'Request Details' section lists metadata such as Title (Stardust), Author (Nelson, Willie), Publisher (New York, NY : Columbia/Legacy, ©1999), Series (The American milestones series), Format (Sound recording on CD), Language (English), and Preferred edition (Any edition). A 'Request Staff Notes' section is also present. At the bottom right of the detailed view, there are buttons for 'Print Now', 'Add To Request Print Queue', and 'Add To Book Strap/Sticker Print Queue'. A search bar for 'Search my library's online catalog' is also visible. The date 'May 7, 2021' is shown in the bottom left corner. The page number '8' is in the bottom right corner.

Expand the request to view the details. Click "search my library's online catalog" to search availability. You can also search in WorkFlows. If the item appears on-shelf and is an item your library would lend (e.g. not a restricted or high-demand item like a Hot Spot or a Lucky Day.) Click "Print Now" and "add to request print queue." Pull the items from the shelves.

Can you supply?

The screenshot shows the WorldShare InterLibrary Loan Admin interface. The main content area displays a 'Print Queue: Lending Requests (2)'. Below this, there are two rows of results, each with a checkbox, ID, Media Type, Title, and Status. The first row has ID 207920064 and Title 'Dark rider'. The second row has ID 207918242 and Title 'Victory's price'. At the bottom of the results, there is a 'Print 1 per page' button and a 'Remove' button. The left sidebar contains navigation options like 'Discover Items', 'Borrowing Requests', 'Lending Requests', 'Purchasing Requests', 'Print Queue (2)', 'Borrowing', 'Lending', 'Remove All (2)', 'Requests (2)', 'Purchasing', and 'Print All'. The top right corner shows 'Need Help?' and 'SWAN Support'.

Results 1 - 2 of 2	ID	Media Type	Title	Status
<input checked="" type="checkbox"/>	207920064		Dark rider	Submitted
<input checked="" type="checkbox"/>	207918242		Victory's price	Submitted

Print your requests from the Print Queue when you're ready to pull the items from the shelves.

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You can print your requests from the Print Queue. I like to print them and jot down the call number. Use the printouts to make sure you're pulling the exact item requested. (Serials, classics, and other titles can be tricky with multiple editions.)

Can you supply?

Respond "No" to requests

207813499: Collapse

Can you supply? Print Shipping Labels Print Book Straps/Stickers **Group**

No - No reason given ▼

- No - No reason given
- No - In use/On loan**
- No - Lacking volume/issue
- No - Not owned
- No - Non-circulating
- No - Not on shelf/Missing
- No - Policy problem
- No - Item too new to loan
- No - On reserve
- No - Publisher embargo

Request **Staff Notes** 0

Request Details (Request ID 20)

Status	Considered
Type	Loan
Source	WCDIS
OCLC	113368
Lenders	FDB, JPL, JJA, OEW, QQS

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If the item requested is not something you'd be willing to lend, is checked out, is not found on the shelf, or was found in poor condition, etc.; use the dropdown to reject the request. You are not required to provide a reason for the rejection, however it may help the requesting library understand what sorts of items your library will supply.

Can you supply?

Check out in WorkFlows

Can you supply?

Yes

The screenshot shows a 'CheckOut' application window with the following details:

- User Information:**
 - Name: OCLC_WVD IN-STATE
 - Profile name: ALA_OCLC...
 - User categories: NONE
 - Group ID:
 - Status: DELINQUENT
 - Amount owed: \$0.00
 - Overdues: 2
 - Privilege expires: NEVER
 - Library: WVD
 - Available holds: 0
 - Checkouts: 18
 - Active IDs: OCLCINSTATEWVD
 - Inactive IDs: OCLC_IN_WVD
- Identify user:** User ID: OCLCINSTATEWVD
- Identify item:** Item ID: []
- List of checkouts:** A table with columns: Title, Call number, Item ID, Date Due, Billed, Amount Paid Auto..., Type, Set ID.
- Buttons:** Get User Information, Check Out Item To User, Check Out To New User, Email All Checkouts Receipt, Email Current Checkouts Receipt (b), Close.

Use your XXX In-State and XXX Out-of-State OCLC Users to checkout.

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If you find the item on-shelf, check it out to your local In-State or Out-of-State (as appropriate) user. Every library should have one already but if you don't, just open a support ticket and we'll help you set them up.

Can you supply?

Respond "Yes" to requests

Can you supply?



Request | Staff Notes

Request Details (Request ID 207813496)

Status	Considering
Type	Loan
Source	WCDISC
OCLC	1133658099
Lenders	FDB, JFL, UCX, OEM, Q03

Borrower	CO6
Max Cost	USD 0.00
Need Before	05/28/2021
Requested on	04/27/2021
Due Date	05/29/2021
Shipped Date	04/29/2021
Borrowing Notes	TBLC.FLN AND SOLINET MEMBER; PLEASE CONTACT BILLING ADDRESS OR 352-746-9077 WITH ANY QUESTIONS OR PROBLEMS (maxCost: FREE) show more

Attention	ILL
Address	Orland Park Public Library 14921 Ravinia Avenue
City	Orland Park
State/Province	Illinois
Country	United States
Postal Code	60462
Fax/Phone	708-428-5104
Ship Via	ILDS XBR, Library Rate

Attention	Coralville Public Library
Address	1401 5th St
City	Coralville
State/Province	Iowa
Country	United States
Postal Code	52241-1813
Fax/Phone	319-248-1850
Ship Via	Library Mail
Electronic Delivery	

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Once the item is checked out to your OCLC user in WorkFlows, review the Borrower information in WorldShare. Look for special due date requests and delivery needs. Some libraries will request return mailing labels to ensure your item is correctly routed back to you.

Typically in-state loans are sent with a RAILS or ILDS label. Out-of-state loans are generally sent US Mail.

Click "Yes" when you're ready to send the item.

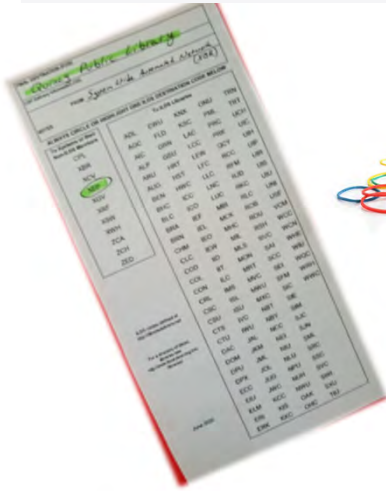
<https://librarylearning.org/directory>



Quincy Public Library
217-223-1309

526 Jersey St
Quincy, IL 62301
County: Adams

ILDS: XEP
Route: XEP-05
OCLC: IDQ



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ILDS label instructions should be in the loan request. But you can always confirm in L2. Neatly and clearly address your route tag and include return route information (this may be helpful for delivery personnel!) As you can see here, my label is not self adhesive. So, to ensure the tag stays in place, I've crisscrossed the rubber bands and taped the label where they intersect. Tape should never touch the item! Tape the label to the packaging never the item.

Label the item for delivery or mailing and send it on its way!



- In-State Only
Delivery label templates and instructions
<https://www.railslibraries.info/services/deliverylabels>
- Out-of-state
US Mail or specified carrier

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WorldShare and WorkFlows steps are now complete and it's labeled for ILDS or mailing. It's time to send the item out into the world.

Time passes



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Remember this scenario is best case. At no point does the item go missing in transit or become overdue. The item goes out and comes back without need of further intervention or communication. The “ifs” “whens” “unless” will be covered in a future session. 80% of your loans will be uneventful.

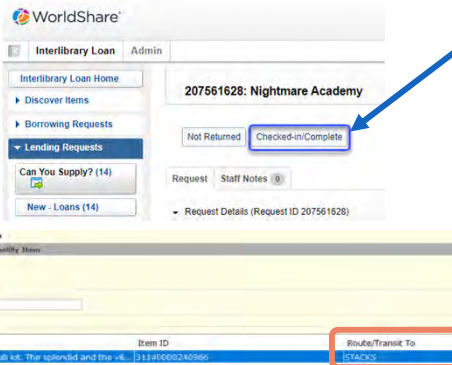
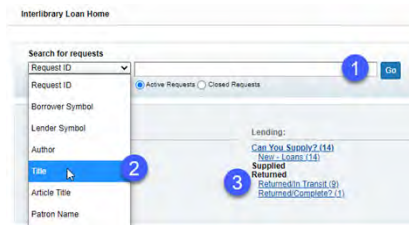
Closing a loan Checked-in/Complete

Find the loan in WSILL with one of several methods

1. Search by Request ID (preferred)
2. Search by title
3. Find in "Returned/In-Transit"

Mark the request checked-in/Complete in WSILL

Lastly, discharge/checkin the item in WorkFlows and follow the routing instructions.



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You will most likely be alerted when the item is on its way home. It will appear in your "Returned/In-Transit" Returned queue when the borrowing library marks it returned. Sometimes, however, your item will just turn back up. It's important to look at route tags when sorting your incoming deliveries to intercept and correctly process these returning items.

You can look the item up by Request ID, title, or one of several other options in that search term dropdown. When you find it, mark it Checked in/ Complete with the button. Once the loan is closed you can discharge/check-in in WorkFlows and route accordingly.

Questions on Lending?

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9:30

WorldShare Borrowing

Requests made for your patrons on Non-SWAN library material.

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Moving on to borrowing. This process is typically initiated by more people. Public Service staff, some libraries even allow their patrons to create non-SWAN loans. It's important to check the SWAN catalog first. You'll only use WorldShare where item availability either doesn't exist in SWAN, or doesn't exist in sufficient quantity- like for Book Discussions.

Creating a loan request

The screenshot shows the WorldShare Interlibrary Loan interface. At the top, there is a navigation bar with 'Interlibrary Loan' and 'Admin' tabs. Below this is a sidebar with 'Interlibrary Loan Home' and a dropdown menu for 'Discover Items', which is highlighted with a blue arrow. The main area is titled 'Advanced Search' and contains several search filters: 'Search Scope' (set to 'All WorldCat'), 'Index(es)' (with 'Title (t.)', 'Author (au.)', and 'Keyword (kw.)' options), 'Format(s)', 'Language(s)', 'Year(s)', 'Source of Cataloging', and 'Language(s) of Cataloging'. There are also input fields for search terms and a 'Search' button. A 'Limit Results to:' checkbox for 'Abbreviated-level records' is also visible.

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From your WorldShare dashboard, click on Discover Items. You can do a quick search in that left hand search pane, but I always prefer to use the advanced search in the middle of the page.

Creating a loan request

The screenshot shows the WorldShare Interlibrary Loan Advanced Search page. On the left is a navigation sidebar with options like 'Discover Items', 'Borrowing Requests', 'Lending Requests', 'Purchasing Requests', and 'Print Queue (0)'. The main area is titled 'Advanced Search' and contains several search criteria sections: 'Search Scope' (set to 'All WorldCat'), 'Index(es)' (with 'Title (ti.)' selected and the value 'H.P. Lovecraft's magazine of horror'), 'Author (au.)' (with 'Enter search term(s)'), and 'Keyword (kw.)' (with 'blustery'). There are also sections for 'Format(s)', 'Language(s)', 'Year(s)' (set to '2004'), and 'Source of Cataloging'. A 'Limit Results to:' checkbox for 'Abbreviated-level records' is present. At the bottom of the search area are 'Search' and 'Reset' buttons.

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Enter your search terms and click search.

Creating a loan request

WorldShare
Need Help? SWAN Support
User support info

Interlibrary Loan

Interlibrary Loan Home

Discover Items

Search

Scope: All WorldCat

Input: Keyword

Search: Search Clear

Advanced Search

Close All Tabs

Search: Title = H.P. Lovecraft's magazine of...

Borrowing Requests

Lending Requests

Purchasing Requests

Print Queue (6)

Search: Title = H.P. Lovecraft's magazine of horror (All WorldCat)

Advanced Search

Results 1 - 4 of 4

Sort by: Library Count (Highest First)

Rows: 10

	H.P. Lovecraft's magazine of horror. Periodical, English Publisher: Holmcog, PA : Widside Press, c2003. ISSN# 1552-8642 OCLC# 56578756 Search for versions with same title and author	Not Held by my library State Holdings Regional Holdings All Holdings (5)	Create Request Filter by: Custom Holdings Path Select Year: <input type="text"/> Volume: <input type="text"/> Go
	Pulp Fiction of the '20s and '30s by Hoppenstand, Gary Print book, English Publisher: Ipswich, Massachusetts : Salem Press, a division of EBSCO Publishing, [2013] ISBN# 1429838434 (ebk.) OCLC# 875896483 Search for versions with same title and author	Not Held by my library State Holdings Regional Holdings All Holdings (4)	Create Request Filter by: Custom Holdings Path Select Year: <input type="text"/> Volume: <input type="text"/> Go
	H.P. Lovecraft's Magazine of Horror. Periodical, English Publisher: Widside Press OCLC# 317971804 Search for versions with same title and author	Not Held by my library State Holdings Regional Holdings All Holdings (1)	Create Request Filter by: Custom Holdings Path Select Year: <input type="text"/> Volume: <input type="text"/> Go

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Search results are sorted in descending order by holdings. Click on the title to get item detail and holdings to determine availability and lender rules.

Creating a loan request

The screenshot shows the WorldShare Interlibrary Loan interface. At the top, the search results for 'H.P. Lovecraft's magazine of horror, (56578756)' are displayed. The author is listed as 'H.P. Lovecraft's magazine of horror, (56578756)'. The type is 'Periodical', the publisher is 'Holcomb, PA : Wildside Press, c2003.', and the OCLC number is '56578756'. Below the search results, there are tabs for 'All Holdings', 'State Holdings', and 'Regional Holdings'. The 'All Holdings' tab is selected, and a table of holdings is displayed. The table has columns for Library, Supplier, Days To Respond, Location, Symbol, Group, Cost, IFM, and Holdings. The table shows five rows of holdings from different libraries: UNIV OF CALIFORNIA, LOS ANGELES; MONROE COMMUN COLL LIBR; BROWN UNIV; TEXAS A&M UNIV; and BRITISH LIBR REFERENCE COLLECTIONS. The 'Days To Respond' column shows response times for copies and loans. The 'Cost' column shows the cost for copies and loans. The 'IFM' column shows the Interlibrary Fee Method. The 'Holdings' column shows the holding ID.

Library	Supplier	Days To Respond	Location	Symbol	Group	Cost	IFM	Holdings
UNIV OF CALIFORNIA, LOS ANGELES	Yes	Copies: 4 days Loans: 16 days	US, CA	CLU		Copies: 0.75 - 15.00 USD Loans: 0.00 - 30.00 USD	Yes	no.3(2006)-no.4(2007)
MONROE COMMUN COLL LIBR	Yes	Copies: 2 days Loans: 2 days	US, NY	VQT		Copies: 0.00 USD Loans: 10.00 USD	Yes	
BROWN UNIV	Yes	Copies: 4 days Loans: 4 days	US, RI	RBN		Copies: 11.00 - 15.00 USD Loans: 15.00 USD	Yes	
TEXAS A&M UNIV	Yes	Copies: 4 days Loans: 4 days	US, TX	TXA		Copies: 15.00 - 20.00 USD Loans: 15.00 - 20.00 USD	Yes	
BRITISH LIBR REFERENCE COLLECTIONS	-	-	GB, EU	BLSTP		-	-	

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Loan fulfilment is generally best when locally sourced. As a rule, it's best to try to find in-state holdings. If none are available regional holdings should be explored followed by all holdings.

You can see supplier statuses, response times, and cost information here.

If availability exists and cost terms are agreeable, build your lender string by clicking the "YES" in the supplier column and click "create request"

Creating a loan request

Create Request

TZ8 Reg ID: 9718

H.P. Lovecraft's magazine of horror.

Send Request Save For Review

Apply constant data: Actions:
DEFAULT Reset

Multiple Requests

Request Details (Request ID NEW)

Patron Summary

Title / Journal	H.P. Lovecraft's magazine of horror.
Uniform Title	
Author	
Publisher	Holicong, PA : Wildside Press, c2003-
ISBN	
ISSN	1552-8642
OCLC	56578756
DOI	
PMID	
Dissertation	
Series	
Type	Loan
Format	Periodical/Article
Language	English (eng)
Edition	

Search my library's online catalog

Local ID

Open Access
No links found
Apply Citation

Search Google Scholar

Search Google Books

Search Google

View Holdings

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Title and borrowing information will populate for your library.

Creating a loan request

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Review your lender string, borrower information, and populate some (not all) of your patron's information. Really only name and User barcode is helpful because someone at your library will be using this request to continue the loan process when the item arrives. Include special due date requests in the Notes field.

At most libraries, multiple staff members are placing requests so it may be helpful to include staff initials in case there are questions or follow-up is needed. When you're ready you can click "Send request" or "save for review" if you'd like to come back to it or have someone else review before submitting.

Tracking your loan

The screenshot displays the WorldShare Interlibrary Loan Home interface. At the top, there are tabs for 'Metadata', 'Interlibrary Loan', and 'Admin'. The 'Interlibrary Loan Home' section includes a search bar for requests, with a dropdown menu for 'Request ID' and a 'Go' button. Below the search bar, there are radio buttons for 'Active Requests' (selected) and 'Closed Requests'. The 'Quick Links' section is divided into three columns: 'Borrowing', 'Lending', and 'Other'. Under 'Borrowing', there are links for 'Produced (11)', 'In Transit (4)', 'Received', 'Renewal Approved (3)', 'Overdue (3)', 'Recalled (2)', and 'Returned'. A red arrow points to the 'Produced (11)' link. Under 'Lending', there are links for 'Can You Supply? (17)', 'New - Loans (11)', 'Considering - Loans (6)', 'Supplied', 'Overdue (9)', 'Returned', 'Returned/In Transit (34)', and 'Returned/Complete? (1)'. Under 'Other', there are links for 'OCLC Policies Directory', 'OCLC Service Configuration', 'OCLC Usage Statistics', 'OCLC Article Exchange', 'Resource Sharing News', 'WS ILL Training Resources', and 'OCLC Community Center'.

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Once you create your request, you can track the progress under your Borrowing quick links. Immediately after creation, the loan will be under "produced." In-transit, rejected, and unfilled rows will appear later.

Receiving your loan

The screenshot shows the WorldShare Interlibrary Loan interface. The main content area displays the request ID 207838976 for the item 'Portraits from nature : 35 studies for dimensional quilts'. A 'Did you receive this item?' section includes a 'Date received' field set to 05/03/2021 and a 'Mark as received' button. Below this, the 'Request Details' section provides a patron summary with the following information:

Source	WSILL
Status	In Transit
Lenders	*LD4, ZCV
Title	Portraits from nature : 35 studies for dimensional quilts
Author	Wells, Jean
Publisher	Lafayette, CA : C & T Pub., ©2006.
ISBN	9781571203557 (pbk. alk. paper) 1571203559
OCLC	64592143
Type	Loan
Format	Book
Language	English
Preferred edition	Any edition
Supplier	LD4
Requested on	04/29/2021
Need Before	05/29/2021
Due Date	06/01/2021
Shipped Date	04/29/2021

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Once your item arrives, find the loan in WorldShare and mark it "Received." Again, you can search by Request ID, Title, lender, and more.

Brief Item Record

A temporary record is needed in WorkFlows to circulate the Non-SWAN item to your patron

Use the documentation on the Swan Support Site to create a brief item record for the borrowed non-SWAN item:

<https://support.swanlibraries.net/documentation/64875>

Circulating the loaned item

Request Staff Notes 0

Patron

Name: A Random Patron

ID: 21140000123456

Status:

Department:

Place Hold

Name: BOOK DISCUSSION_SWAN Status: OK Library: SWS

Profile name: BOOK_DISC... Amount owed: \$0.00 Available holds: 0

User categories: NONE Overdues: 0

Group ID: Privilege expires: NEVER

KitKeeper book club kit. The splendid and the vile : a saga of Churchill, fa... / Larson, Erik, 1954-
KITKEEPER LARSON Copy:1 ID:31140000240966

Identify User

User ID: 21140000240966 1

Identify item

Item ID: 31140000240966 2

Hold Info

Pickup at: SWS Expires: 5/3/2022

Comments:

Date suspended: Date unsuspended:

Level/Range Recall status

Level: Copy Title

Range: Library Group System

Allow Recall No Recall Recall now (RUSH)

Make hold first in queue

Get User Information Get Item Information (i) Place Hold Place Hold for Another User (j) Close

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Look up the loan in WorldShare and scroll down to find your patron's information.
Create and place a copy-level hold in WorkFlows on the brief item record you just created.
Libraries have different ways to identify a non-SWAN loan. Bookstraps, Spine label tape, Restick labels... anything to set this item apart as needing special handling upon return in case it's dropped off at another library.
Trap the hold as you would a regular SWAN item, put it on your hold shelf.
Check it out to the patron as you would a regular SWAN item.

Questions about WorldShare Borrowing?

Non-SWAN library material checked out at and returned to your library.

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We'll talk about what happens when the item returns in just a moment but are there any questions so far?

17:00

Returning a WorldShare Loan

Non-SWAN library material checked out at and returned to your library.

Again, we're assuming a best case scenario. Your patron borrowed this item and returned it to you in good condition and in a timely manner. Most non-SWAN loans are uneventful.

Brief Item Record

A temporary record is needed in WorkFlows to circulate the Non-SWAN item to your patron

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Use the documentation on the Swan Support Site to delete the brief item record for the borrowed non-SWAN item:



<https://support.swanlibraries.net/documentation/64875>

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Step one is to Discharge/checkin the item in WorkFlows if it hasn't been already. Get that item off the patron's record.

There's Support Site instructions for deleting the brief record, but it's best to wait until the item is safely returned to the lending library in case anything goes wrong and you need to track what happened on the SWAN system.

Mark Item Returned

The screenshot shows the WorldShare Interlibrary Loan interface. The main heading is "207057966: The high frontier : human colonies in space". Below this, there is a section titled "Ready to return this item?". This section contains a "Date returned:" field with the value "05/03/2021", an "Options:" section with a checkbox for "Print Return Labels", and a "Desired due date:" field. A red arrow points to the "Return item" button, which is highlighted with a blue border. Other buttons visible are "Renew item" and "Lost". The interface also includes a left sidebar with navigation options like "Interlibrary Loan Home", "Discover Items", and "Borrowing Requests". At the bottom, there is a "Request" section with "Staff Notes" and a "Request Details" section for "Request ID 207057966".

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Look up the loan in WorldShare using the Item Title if the Loan number isn't available. Click the Return Item button.

Label the item for delivery or mailing and send it on its way!

In-State Only:
Delivery label templates and instructions
<https://www.railslibraries.info/services/deliverylabels>



WorldShare and WorkFlows steps are now complete. Prepare the item for delivery with appropriate ILDS or RAILS labels (in-state) or mailing labels. It's time to send the item home.

Questions about WorldShare Borrowing?

Non-SWAN library material checked out at and returned to your library.

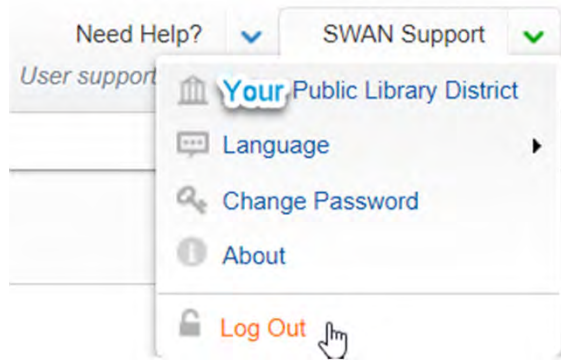
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Any questions about borrowing?
18:30

Remember!



Always Log Out.
Don't just close your tabs.

Whenever you're in WorldShare (borrowing, lending, reviewing, etc.) It's important to Log Out of each open WorldShare tab before closing the tab or browser.

Those are the basics!



Join us for our next ILL Bootcamp on 5/27 for a deeper dive on borrowing and lending in WorldShare.



Use the SWAN Community forums for questions and guidance from peers!



<https://forums.swanlibraries.net/>

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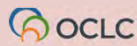
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Our next boot camp is May 27th

Keep going!



[ILL Users Group](#)



[WorldShare Training Resources](#)

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Next ILL Users Group meeting is June 2nd. Please join us for that.
WorldShare has a wealth of training material! Use your WorldShare login to access the community resources, register for webinars, view recordings etc.

Questions?

help@swanlibraries.net

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Questions?

If you have any questions about your Worldshare instance, your login, your configuration, anything at all, please open a support ticket.

We'll see you on the 27th!