



ILL Boot Camp Lending

June 24th, 2021

Good morning everyone! Today is Thursday, June 24th. My name is Helen Pinder, I'm the resource sharing consultant here at SWAN, and I'd like to welcome you to the third session of our Interlibrary Loan Boot Camp. Today we'll be going through the lending functions of WorldShare ILL.

WorldShare Lending

Quick Reference Guide:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Reference/Categories_and_queues

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The first two ILL Boot Camp session recordings are posted. In case you need a refresher on where to find your WorldShare instance link, orientation on your dashboard, or anything else like that.

Keep the document **Categories and queues** linked on the slide as a quick reference guide. It provides an explanation of the Borrowing and Lending queues with the request statuses – how the status was set, and what the next step is in processing.

WorldShare ILL Home Page

WorldShare®

Interlibrary Loan Admin

Interlibrary Loan Home

- Discover Items
- Borrowing Requests
- Lending Requests
- Purchasing Requests
- Print Queue (0)

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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Here's your dashboard. Most of your interactions will fall into these three categories. Today we'll be focusing on the Lending queues.

WorldShare Lending

Requests made for your material. (SWAN outgoing material)

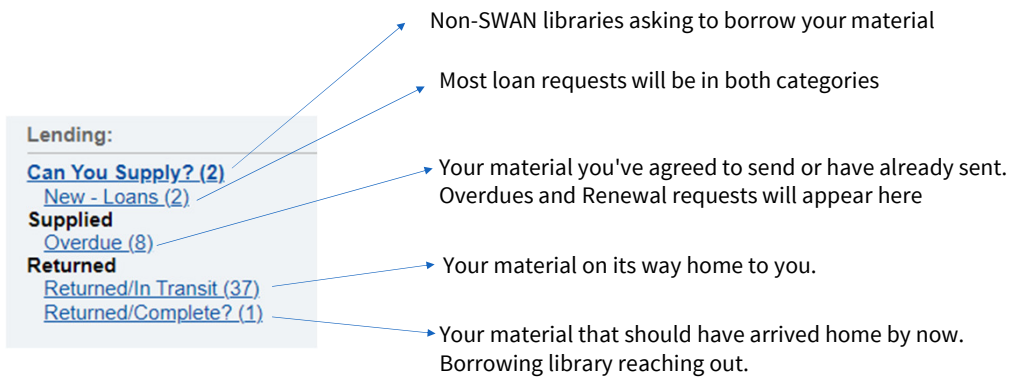
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The Lending request queue is something you'll want to check every day. Not only will frequent checking keep your queues small but it will expedite fulfilment or rejection for the waiting non-SWAN patron. Plus your turnaround statistics will be something worth bragging about.

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

Lending Requests: Can You Supply? (3)

Batch respond to "Can You Supply" items: [Yes](#) [No](#)

Results 1 - 3 of 3

ID	Status	Media Type	Title	Borrower	Time To Respond
207813499	Submitted	Collapsible		CO6	> 2 days
207800552	Submitted		Confronting and... compromising truth - 12 questions Christians should ask about social justice /	ICY	> 2 days
207790181	Submitted		Being poverty.c... blackness and the end of man	JAG	> 2 days

Request: [Staff Notes](#)

Request Details (Request ID 207868354)

Status	Submitted	Borrower	IL2
Type	Loan	Max Cost	USD 5.00
Source	WSILL	Need Before	06/16/2021
OCLC	43564175	Requested on	05/02/2021
Lenders	*TZ8, JBL, JX6, JX7, JBI, GK9, JZ2, GL5, GL7, JAS	Due Date	06/03/2021
Title	Stardust	Shipped Date	05/04/2021
Author	Nelson, Willie	Borrowing Notes	Please advise us as to shipping cost (our shipping cost maximum, unless notified, is \$5.00) (maxCost: \$5.00) show more
Publisher	New York, NY : Columbia/Legacy, ©1999.	Local ID	
Series	The American milestones series	Open Access	No links found
Format	Sound recording on CD	Local Holdings	
Language	English		
Preferred edition	Any edition		

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1 Search my library's online catalog

2 Print Now

3 Add To Request Print Queue

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Expand the request to view the details. Click "search my library's online catalog" to search availability. You can also search in WorkFlows if you prefer. 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 (ILL) interface. At the top, there's a navigation bar with 'WorldShare' logo, 'Need Help?' and 'SWAN Support' links, and 'User support info'. Below that, a breadcrumb trail shows 'Metadata', 'Interlibrary Loan', and 'Admin'. The main content area is titled 'Print Queue: Lending Requests (2)' and includes a 'JCX Reg ID: 9855' label. A table displays two results, both with a 'Submitted' status. A 'Print 1 per page' dropdown menu is open, showing 'Print 1 per page' and 'Print 2 per page' options. The footer contains the date 'June 25, 2021', 'SWAN Library Services', and a teal triangle with the number '7'.

ID	Media Type	Title	Status
208517370		Temple of a thousand faces	Submitted
208514364		The power of half : one family's decision to stop taking and start giving back /	Submitted

You can print your requests from the Print Queue. I like to print them two per page and jot down the call number and last 4 digits of the item barcode. I use the printouts to make sure I'm pulling the exact item requested. (Serials, classics, and other titles can be tricky with multiple editions.) It's worth pointing out that this is the only piece of lending, or borrowing for that matter, that involves paper. ILL can be paperless- but if there's any possibility that I might grab the wrong item, I like to bring that specific information to the stacks with me. If you have a tablet or similar device that you can bring along- then there's no need to print this list. For this list of two items, I'd print them out, tear the sheet in half, and include each with the item when I send it in delivery. I do this the half in the spirit of "here, you throw this away." Because the borrowing item doesn't need that piece of paper, though it may be useful for them to look up the Request ID. But that's about the extent of its usefulness.

STATUS Submitted 06/21/2021 REQUEST DATE 06/21/2021 SOURCE IL:ind BORROWER CQU LENDERS -JCK, MGJ, BRL, ZHK, ZHP	NEED 08/20/2021 RECEIVE	TYPE Loan OCLC # 752149262 DUE DATE 208514364	
LOCAL ID AUTHOR Kevin Salwen; Hannah Salwen TITLE The power of half: one family's decision to also taking and start going back / IMPRINT Boston : Mariner Books, 2011	ALERT VERIFIED <TN:868243>+ODYSSEY: MAXCOST 0.00 USD LEND CHG LEND RSTR	BRWR NOTE PLEASE DOUBLE CHECK TO MAKE SURE IT'S THE CORRECT FORMAT. INCLUDE PAPERWORK WILL # & PATRON NAME. Send CONDITIONAL if item is "In Library Use Only". CQU does NOT charge for Borrowing/Lending (within United States). CQU is NOT responsible for charges that are higher than the MAXCOST. (maxCost: 0)	BRWR NOTE PLEASE DOUBLE CHECK TO MAKE SURE IT'S THE CORRECT FORMAT. INCLUDE PAPERWORK WILL # & PATRON NAME. Send CONDITIONAL if item is "In Library Use Only". CQU does NOT charge for Borrowing/Lending (within United States). CQU is NOT responsible for charges that are higher than the MAXCOST. (maxCost: 0)
ISSN 9780547394541 FORMAT Book EDITION 1st Mariner books ed.	FAX NUM EMAIL @bcr, @amigos, @hls, @blue APPLIATION COPYRIGHT SHIPPED COPYSEY 206.107.43.234/LL BILL NOTE CQU is NOT responsible for charges that are higher than the MAXCOST. CQU does NOT charge for Borrowing/Lending (within United States).	LNDR NOTE	
SHIP VIA E-Mail (#@ppd.org/MailCounter (Counter)	RETURN VIA	SHIP TO Pike's Peak Library District - IL P.O. Box 1579 Colorado Springs, CO, US 80901-1579	RETURN TO Pike's Peak Library District - IL (Physical address if 1175 Chapel Hills Drive Colorado Springs, CO 80920
STATUS Submitted 06/21/2021 REQUEST DATE 06/21/2021 SOURCE W:SL:IL BORROWER CHZ LENDERS -JCK, JAG, INO, JAH, IDY	NEED 07/21/2021 RECEIVE	TYPE Loan OCLC # 795167993 DUE DATE 208517370	
LOCAL ID AUTHOR Shars, John TITLE Temple of a thousand faces IMPRINT New York : New American Library, 02013.	ALERT VERIFIED @WorldCat (795167993) Physical MAXCOST 0.00 USD LEND CHG LEND RSTR	BRWR NOTE	
ISSN 9780451239174 (pbk.) 0451239172 FORMAT Book EDITION	FAX NUM EMAIL dshehl@owego.lib.il.us APPLIATION LVIS, SLO, RAILS COPYRIGHT SHIPPED BILL NOTE	LNDR NOTE	
SHIP VIA LIS: XSW (Local Code: MOBB-4);	RETURN VIA	SHIP TO Interlibrary Loan Oswego Public Library District 1111 Reading Drive Montgomery, IL, US 60538	RETURN TO Interlibrary Loan Oswego Public Library District 1111 Reading Drive Montgomery, IL, US 60538

I had to laugh when I grabbed this screenshot. The borrower note for this top request actually asks for the paperwork. So, if you do print these out, including paperwork with the items doesn't do any harm and it's a convenient way to get rid of them when you're done. It doesn't include any patron information (unless you write it on there as Pike's Peak is asking- which I don't recommend doing, frankly. This slip should provide them all the information they would need to find the loan and the borrower information.)

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 207813499)

Status	Considered
Type	Loan
Source	WCDIS
OCLC	113368
Lenders	FDB, JRL, JCA, OEW, QGQ

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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. If you routinely see requests for a material type you don't lend, you should review and revise your lender policies. Same-type libraries *tend* to restrict the same types of items (brand new titles, certain types of media, archival material, realia.) Knowing that, a requesting library will usually look at your policies before adding you to the string if the requested item falls into one of those categories.

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 that up. Checking items out to this user gives it an accurate location while it's on-loan. You can set a special due date with the calendar widget to correspond with the due date in WSILL. As a rule of thumb, the WorkFlows date should be 7 days after the WSILL date to allow for delivery time. This way you won't start seeing WF generated overdues before the borrowing library sees an overdue status in WS. Some borrowers will request a specific due date for discussion groups or research projects. My experience has been the borrower will keep the item to that date whether you set it in WS or not, so it's simplest for your workflow (small w) to just set the requested date and avoid the overdue headaches. Or don't fill it, if you don't want it out for as long as they're asking.

Can you supply?

Respond "Yes" to requests

Can you supply?



Request Staff Notes

Request Details (Request ID 207813499)

Status	Considering
Type	Loan
Source	WCDISC
OCLC	1133656099
Lenders	FDB, JFL, UCX, OEM, QQ3

Borrower	CG6
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

Ship to

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

Ship to

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. This is where you'll set that special due date if it's something other than your default loan period. Also look for 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 sent US Mail. Click "Yes" when you're ready to send the item.

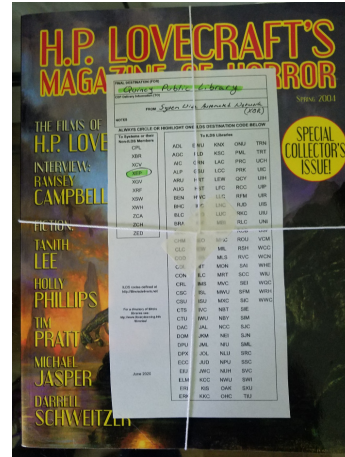
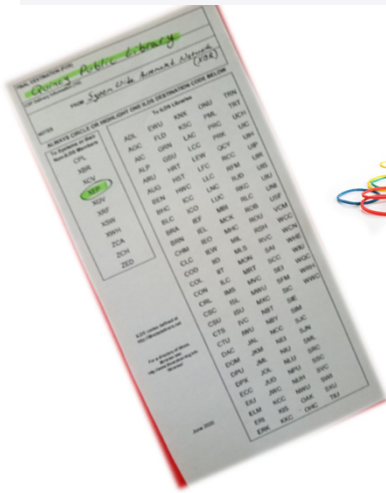
<https://librarylearning.org/directory>



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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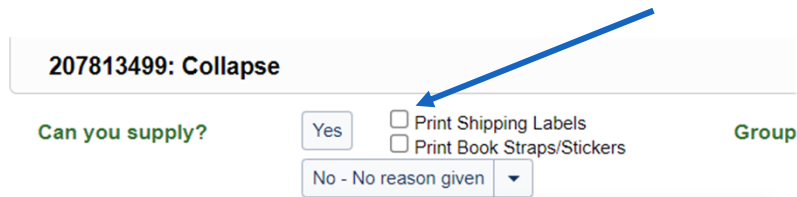
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ILDS label instructions should be in the loan request. But you can always confirm in L2. Neatly and clearly address your route tag and include return route information (this may be helpful for delivery personnel!) As you can see here, my label is not 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. You know who you are. Don't do that.

Out of State – Use WorldShare ILL Shipping Labels

See Printing for Lenders -

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Print/Printing_for_Lenders



207813499: Collapse

Can you supply? Yes Print Shipping Labels **Group**
 Print Book Straps/Stickers
No - No reason given ▾

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A huge timesaver for your out-of-state loans is printing the shipping labels from WS before clicking "Yes" to supply the loan. Another exception to my "ILL can be paperless" claim, but well worth it, in my opinion.

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 later slides. the majority 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.

The image contains three screenshots illustrating the process of closing a loan. The top screenshot shows the 'Interlibrary Loan Home' search interface with a dropdown menu open and 'Title' selected. The middle screenshot shows the 'WorldShare' interface for request 207561628, 'Nightmare Academy', with the 'Checked-in/Complete' button highlighted by a blue arrow. The bottom screenshot shows the 'Discharge/Checkin' workflow with a table of checkins where the 'Route/Transit To' column is highlighted with a red box and contains the value 'STACKS'.

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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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So that's how most of your loans will go. Are there any questions?

Loans gone wrong

- The loaned item fails to arrive
- The item is lost or damaged
- The item does not make its way home to you

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Sometimes the loaned item doesn't arrive at the borrowing library or it becomes lost or damaged. Other times it's marked returned but doesn't make it home.

Transited item doesn't arrive

- Item is sent, but it isn't marked received
 - Check your shelves
 - Mark the item "Received?" in WSILL
 - Contact requesting library (borrower) if no reply
- Borrower marked the item "Returned" but it hasn't arrived
 - Check your shelves
 - Mark the loan "Returned/Complete?"
 - Contact requesting library (borrower), request shelf check

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Transited items get lost, albeit not often. Your first clues that something has gone wrong be your WorldShare queues.

An item that's taking its time on its way to the requesting library most likely did arrive but wasn't updated in WS. To eliminate the simplest explanation first, however, it's best to do a shelf check. If it's not on your shelves, then go into WS and click the "Received?" button to let the borrowing library know it should have arrived by now. On the return side of the loan, where the borrower has marked the item "returned," if several days go by, check your shelves. If it's not there, mark the item "Not

Received" That should be enough to get the supplier to check their shelves, but you can also contact the lender to request a shelf check.

Transited item doesn't arrive

- You send item, but requesting library (borrower) marks "Not Received"
 - Request is listed in the **Lender > Supplied > Not Received** queue
 - Check your shelves
 - If you have confirmed it should have been received by the requesting library and was sent out, you should initiate procedures for lost material

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The requesting library (borrowing library) may be proactive in marking items "Not Received" if they do not get the physical or digital copy within their time threshold. When this happens, you (the lending library) should double check that it didn't somehow end up on shelf or checked out to another user.

If you confirm it was shipped to the requesting library, you should contact the library and provide shipping information for tracking purposes.

If both parties concur that the item went missing in transit, the requesting library is responsible for covering the cost of the material. At this point you can initiate a request using Interlibrary Loan Fee Management (IFM) for the replacement cost.

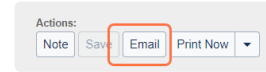
The screenshot displays a library system interface. At the top, a header reads "Lending Requests: Returned/In Transit (20)". Below this, a table shows search results. The table has columns for ID, Media Type, Title, Borrower, and Referral Date. The first row is highlighted and contains the ID "208148679", a media type icon, the title "Diary of a mad band /", the borrower "ZAB", and the referral date "06/11/2021".

A callout box provides a detailed view of the selected request, titled "208148679: Diary of a mad band /". It includes a "JOZ Reg ID: 9763" and navigation links for "Previous Request" and "Next Request". There are two status buttons: "Not Returned" (highlighted with a red box) and "Checked-in/Complete". An "Actions" menu contains "Note", "Save", "Email" (highlighted with a red box), and "Print Now". At the bottom of the callout, there are tabs for "Request" and "Staff Notes" (with a count of 0).

At the bottom of the page, the date "June 25, 2021" is on the left, "SWAN Library Services" is in the center, and the page number "21" is on the right.

If it's marked Returned but is not received click "not returned" or if received in an unacceptable condition, click Email to reach out to the borrowing library.

The supplied item is not marked Received or Complete



[ILL Code Section IV.7](#) states

The requesting library shall be responsible for borrowed materials from the time the materials leave the supplying library until they have been returned to the supplying library. If damage or loss occurs, the requesting library shall be responsible for compensation, in accordance with the policy of the supplying library.

For items that either fail to arrive or fail to return home, the borrowing library is financially responsible. That said, you should always communicate with the lending library to confirm a loss, verify replacement costs, agree on a timeline for reimbursement, and the like. You can do so by clicking the Email Now button within the loan record.

Contact the Borrower to confirm item status and or condition

- Use the Email button for maximum efficiency
- Invoices are paid by your library (Not SWAN Quarterly)
- Interlibrary-loan Fee Management (IFM) documentation is on the support site

<https://support.swanlibraries.net/documentation/85588>

When an item becomes lost or damaged the borrower will typically contact you with the Email now button to discuss remittance preference. If the item is overdue and you don't hear from them, you can reach out yourself. We have some sample templates on our support site for phrasing those "shoulder taps."

If you prefer a check, you should invoice the requesting library and they should pay you directly- WSILL losses are not included in the SWAN quarterly Billing

Interlibrary Loan Fee Management is arguably the simplest way to arrange reimbursement. There are detailed instructions for doing that on our support site.

Basically how this works is the requesting library creates a second loan request for the same item. They put your library as the only lender in the string, populate the item replacement cost in the Max cost field, and tick the Use IFM box. Once it's submitted, you "fill" that second, dummy request. The borrower marks it received, then returned. When you (the lender) marks it "complete" the IFM balance is updated.

Questions?

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Questions on lost, damaged, missing loans?

Lender Policy

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We're going to dip into policy very briefly here just to give you a running start. Join us next week for a more in-depth discussion.

Interlibrary Loan Options

Borrower Data

Lender Data

Custom Holdings Groups

Custom Holdings Paths

Automated Request Manager

Purchase Options

Patron Request Workflows

Print Settings

Advanced Workflows

Patron Settings

Contacts

Configure Lender Constant Data

Required fields are marked with an asterisk *

Constant Data Record: DEFAULT

Lending Library Information

* Constant Data Record Name: DEFAULT

Description:

Due Date: +21 **Recommendation: +35 days**
Relative to today's date (format: +DDD)

Shipped Date: -0
Relative to today's date (format: -DD)

Add ILL Management Fee (IFM):

Lending Charges: 0.00 Currency: USD

Insurance Amount: USD

Lending Notes: No fee to reciprocating libraries.

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It's a good idea to review your Lender constant data on a quarterly basis. It will help you stay familiar with where to review and make those changes as well as to actually review them for accuracy. Send us a ticket if you have any questions or if you'd like us to review your configuration with you.

Most of you will only have one CD record; that's the "default." This data record you see is configured to check out loans for 3 weeks with no lender fee assessed where none is charged, and Interlibrary Loan Fee Management is the preferred payment method.

Also note that the Due Date is calculated based on today's date +x days. So, when you mark something supplied, the due date is determined for the item and filled in on the request. The 35 day recommendation corresponds to the default WorkFlows circulation rule of 8W no renewals, minus a week for anticipated transit. You can, if you want, create an out-of-state Lender Constant Data record with other conditions (e.g. may charge for out of state loans, may shorten or lengthen out of state loans to account for transit time).

DT1
HP1

Lending Charges: Currency: USD

Insurance Amount: USD

Lending Notes:

Lending Restrictions:

Return To:

Attention: Mike McGlauchen

Address Line 1: Bloomingdale Public Library

Address Line 2: 101 Fairfield Way

City: Bloomingdale

Country: United States

State/ Province/ Region: Illinois

Postal Code: 60108

Return Via: Library Rate, ILDS stop XGV,U.S. mail

Reset Default Values Save As New Save Cancel

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Farther down on that same data record, you'll see your delivery preferences, return address and attention lines. The physical address isn't likely to change very often, but it doesn't hurt to look. I see a lot of libraries with lending notes indicating types of materials not supplied. Lending notes is not the best place to communicate that information. Where loan rejections can't be done by deflection, you need to define those material types in your lending policy. Because by the time the borrower sees this lending note, the request has been placed. This is where you'd request your material be returned with copies of the paperwork (if that's how you roll and you haven't gone paperless.) We'll talk about lending policies and deflections next week.

Slide 27

DT1 [@Helen Pinder]Actually, this is not where you put notes like this in. At this point, the request has been accepted, so you should not put exceptions in this note. This is where you put processing notes like "always return paperwork" if you are crazy.

Dawne Tortorella, 6/23/2021

HP1 Screenshot updated and notes revised.

Helen Pinder, 6/23/2021

Lender tips

- Response time settings
- Preferred Delivery method
- Check your request queue early and often
- OCLC turnaround time available in your usage stats.

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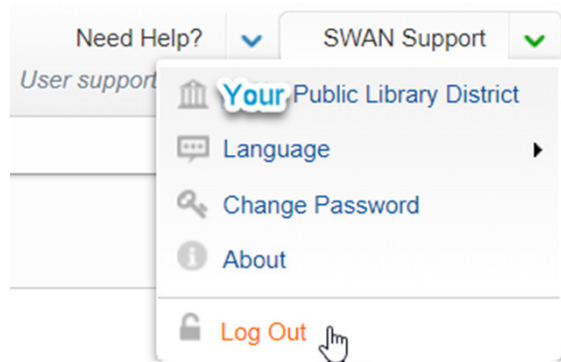
For libraries with adequate staffing, where you can be confident that someone will be looking at requests at least once a day (M-F), setting your response time to 2 days instead of 4 or more will increase your request volume by marking you out as a responsive supplier and drive up your stats!

Going back to that constant data accuracy- make sure your preferred delivery method is clearly identified (ILDS for in-state, USPS for out of state will be what most if not all of you will want to indicate.) This will give prospective borrowers a better idea of delivery/fulfilment time before they add you to a lender string.

Check your request queues as often as you can to drive down your fulfilment time and keep your pull lists short

Your turnaround time is available in your statistics under Usage Statistics! Track your performance and strive for excellence!

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.

That's lending in
a nutshell!



June 25, 2021



Join us for our next ILL Bootcamp
on 7/1 for **all things policy**.



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



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

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Our next boot camp is July 1st

WSILL updated on 6/20/2021. The release notes are posted in the forum

https://help.oclc.org/Librarian_Toolbox/Release_notes

Also in the forums is a thread on future boot camp topics. So if these have been helpful for you but there's something I haven't covered, please let us know in the forums!

Keep going!



[ILL Users Group](#)



[WorldShare Training Resources](#)



[SWAN Office Hours](#)

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Next ILL Users Group meeting is October 6th . Please mark your calendars and 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.

July 8th is our next Circ/ILL office hours. Please join us there if you have any questions and we can provide some real-time support.

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 next week!