



ILL Boot Camp: Policies

July 1st, 2021

Good morning everyone! Welcome to July! My name is Helen Pinder, I'm the resource sharing consultant here at SWAN, and I'd like to welcome you to the fourth session of our Interlibrary Loan Boot Camp series. Today we'll be digging into the policy settings.

OC LC Toolset

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Which do I use?

WorldShare ILL

- Visit often to manage requests & queues
- Manage requests (lending and borrowing)
- Uses Constant Data custom group paths and deflection

Policies Directory

- Visit as-needed to update
- Manage ILL Policies and contact points
- Set deflections
- Set calendar and supplier status
- Search other library policies to determine lending and find symbols to create groups

Service Config

- Visit as-needed to update
- Define constant data
- Create custom holdings groups and paths
- Configure WorldCat Discovery (OPAC) settings
 - Availability Status
 - Catalog URL
 - Patron-facing ILL button
 - ILL Request Form Fields
 - Scoping (Worldwide, Illinois, SWAN, your library)

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The OCLC toolset is comprised of WorldShare Management Services, of which WorldShare Interlibrary Loan is an application.

The OCLC Policies Directory and Service Configuration are used for establishing interlibrary loan and wider discovery/patron interface settings for WorldCat Discovery. All these tools work in tandem and require the interlibrary loan expert in your library to manage settings and use all of these tools – but, of course, you can send in a support ticket to SWAN and we are happy to assist.

These are arranged here in order of use. Generally settings and configuration are not something you do in your daily work, so knowing where to turn can be confusing.

WorldShare is where you'll do most of your work. But what you do in WSILL is governed by your policies and Constant Data. You won't go into your policies very often, but it's a good idea to go in there periodically and take a look. Same with your service configuration. Visit once in a while, review your constant data, try your hand at creating groups and custom holdings paths. Your service configuration for WorldCat Discovery settings are all managed by SWAN. If you have any questions about these or want any changes made, please open a ticket.

WorldShare ILL Home Page

WorldShare ILL

Interlibrary Loan Home

Search for requests

Request ID

Go

Active Requests Closed Requests

Quick Links

Borrowing:

[Produced \(4\)](#)
[In Transit \(2\)](#)

Received

[Renewal Approved \(2\)](#)
[Overdue \(1\)](#)

Returned

Lending:

[Can You Supply? \(2\)](#)
[New - Loans \(2\)](#)

Supplied

[Renewal Requested \(1\)](#)

Returned

[Returned/In Transit \(3\)](#)

Other:

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

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This is the WorldShare ILL Home Page 😊

where you track and manage your borrowing and lending requests. All of your policies and configuration settings are located under "Other." Whenever I'm doing any kind of work here, I like to have Policies Directory and Service Config open in tabs and I bounce back and forth.

WorldShare Groups

Custom holdings groups are used to organize groups of libraries for making requests (through custom holdings paths) and deflections

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Groups are very useful things to have both for borrowing and lending. Expedite your requests by creating groups of nearby libraries or reliable suppliers. Or automatically respond “no” to libraries in a group by setting a deflection. Groups can be edited and deleted when no longer viable or relevant.

The screenshot shows the OCLC Policies Directory interface. On the left, there are search filters for Institution Information (Institution Symbol, Countries, States/Provinces, City, Institution Types, OCLC Supplier, Days To Respond - Copies, Days To Respond - Loans, Rush Supported, International Lender, Group Affiliation) and Policy Information (Fee, Currency, Format, Request Method, Delivery Method, Billing Method). The main area displays a table of results with columns: INSTITUTION, SYMBOLS, SUPPLIER, DAYS TO RESPOND, FEES, and LOCATION. A 'Display Symbols' button is highlighted in the top right of the table area. The page footer includes the date 'July 6, 2021', 'SWAN Library Services', and a page number '6'.

INSTITUTION	SYMBOLS	SUPPLIER	DAYS TO RESPOND	FEES	LOCATION
19th Judicial Circuit	JUDCL	No	Copies: 4 days Loans: 4 days		Waukegan , IL US
21st Century Preparatory.CNT	ILTCP	No	Copies: 4 days Loans: 4 days		Park Forest , IL US
8th Day Consulting, Training & Software		No	Copies: 4 days Loans: 4 days		Oak Forest , IL US
AALL		No	Copies: 4 days Loans: 4 days		Chicago , IL US
ABB Impell Corporation		No	Copies: 4 days Loans: 4 days		Lincolnshire , IL US
Abbott	ILABT	No	Copies: 4 days Loans: 4 days		Abbott Park , IL US

To create a group, you'll need to click on Policies Directory and search for institution symbols. You can do so by geography, response time, name, as well as policy. Click "Display Symbols" to get the list you'll need to create your group.

Also, keep in mind that RAILS has an OCLC Custom Holdings Group Generator at https://www.railslibraries.info/services/oclc_groups
 This interface allows you to search by library catalog, making it easy to set up Custom Holdings Groups for CCS, Pinnacle, PrairieCat, RSA, and the academic network I-SHARE.
 Caveat – make sure your library's OCLC symbol is updated in L2.

Policies Directory

Symbols

A4B A4C A4J A4T A5F A7N A8A AAO AAOOS ABSEL ACZ AEDMS AEK AGBES AGN ASI
 AL2 ALBRH ALTPR AMA AMODL ANL AP\$ AP# AP1 AP4 AP5 AP7 AP8 APOLL AQ2 AQ3
 AQ5 AQ6 AQ9 ATCHS ATL ATSRW AVOJL AWEJL B4H B7L BBO BCI BDDL1 BFI BFO
 BGHIL BGI BGLJG BGO BHGSL BHI BHJHS BHKJL BHNJL B11 B#J BKG BKLST BKTBK
 BLICP BLV BMG BNI BNLES BNO BNU BOWER BP1 BQI BQJ BQO BRCOL BRPJG
 BSYJL BTO BTSBB BUE BUI BUO BVI BVLJG BVO BWO BXI BYO C02 C\$2 C5F C#6
 C#7 C7S C7U C8S C8U C#9 CA@ CAY CCHAR CCMES CCNDG C\$D C#D CDI CDO
 CDSRC CDSRI CF0 CFO C\$G C#G CGP CGU CH# CH3 CH4 CH5 CH6 CH7 CH8 CHAJG
 CHICJ CHILD C# C#CICOP CIJES CITJL CIU C#J CJHSL CJO CKI CLAIL CLCJG CLCSD
 CLMJG CM\$ CNCJG CODUP COLMS CQTJL CREEK CRI CRJHS CRL CRLAA CRUJG
 CSS CUOJG CVI C@Z D2E D3Y D9V DDYEN DFO DFR DGI DGQ DII DIO DIXJL DJI DJO
 DKI DKO DLRJL DNVJG DO1 DOI D@P DT9 DV1 DVLJL DYJ DYO DZI DZO DZZ E3C
 E4K E4L E7D E7E E@D EDISM EE\$ EESJG EGEJG EGHIL EHO ELA EMERS EMNGS
 ERKJG ES# ESLIL ETYJL F3H F4K F4L F4P F6K FAMAS FAO FBEJL FCWHI FDO FFI
 FFIJL FHO FII FIO FJO FKHJG FKI F@M FM0 FM2 FNI FOI FOL FOLLR FOLLT FOO
 FOXCO FPO FQI FQO FQZ FR# FRAMS FSIAI FSINU FUI FULJG FUO FVI FWI FWO FXI
 FXO FZI G2K G2Y G3L G3M G3R G4M G4R G5V G7E G8M G9X GAK GBO GC6 GD6
 GD7 GD8 GD9 GDSJL GE4 GESJG GESNE GEVJL GFK GFN GFO GGI GHHJL GIO GJ9
 GK3 GK5 GK6 GK7 GK8 GK9 GL3 GL4 GL5 GL6 GL7 GL8 GL9 GM# GO2 GO3 GO4 GO5
 GO6 GO7 GO8 GO9 GP4 GP6 GP8 GP9 GQ2 GQ4 GQ5 GQ6 GQ7 GQ8 GR\$ GRAIL
 GRGJL GS2 GS3 GS4 GS5 GS6 GS7 GS8 GS9 GSJ GT2 GT4 GT5 GT6 GT7 GT8 GT9
 GU2 GU5 GU6 GU7 GU7GB GU9 GV5 GV6 GV7 GV9 GVKJL GW0 GW3 GW4 GW5 GW7
 GX2 GX4 GX5 GX6 GX7 GX8 GY2 GY9 GYI GYO H8G H9C HAFHS HAO HAWTH HBJ
 HCI HCS.IG HD4 HDI HF.I HFI HFO HFS.IG HGI .II HGO HHO HI7 HI9 HII HIO HISTM

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Copies: 4 days

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Here's your alphabet soup of Illinois libraries. Triple click to select all of them without needing to click and drag. Copy the list.

The screenshot shows the OCLC Service Configuration interface. At the top right, there is a 'Service Config' tab. The main header includes the OCLC logo and 'Need Help? SWAN Support'. The left sidebar contains navigation options: WorldCat Discovery and WorldCat Local, Third-Party Integrations, Metasearch Content, WorldCat Registry, IP Addresses, WorldShare ILL (highlighted with a blue circle '1'), Interlibrary Loan Options, Borrower Data, Lender Data, Custom Holdings Groups (highlighted with a blue circle '2'), Custom Holdings Paths, and Automated Request Manager. The main content area is titled 'Configure Custom Holdings Groups' and includes a 'St Charles Public Library (10174)' header with a 'Change' button. Below this, there are instructions: 'Required fields are marked with an asterisk *' and 'Display groups: by group name | by symbol'. A dropdown menu for 'Custom Holdings Groups' is set to 'CCOV'. The main form area is titled 'Custom Holdings Groups' and contains: a text field for '* Custom Holdings Groups Name:' with the value 'CCOV' (circled with a blue circle '3'); a text area for 'Description:' with the text 'LIBRARIES SUPPLYING PHYSICAL COLLECTION DURING COVID-19 CRISIS 7/20/2020'; and a list of OCLC Symbol(s) with checkboxes: A2Q, APPALACHIAN SCH OF LAW LIBR, AAJ, AMRIDGE UNIV, ABY, ALBANY PUB LIBR, and AGL. At the bottom left, the date 'July 6, 2021' is displayed, and at the bottom center, 'SWAN Library Services' is shown. A teal triangle in the bottom right corner contains the number '8'.

Next you'll want to go back to the WorldShare ILL Home Page and click on Service Configuration, then expand WorldShare ILL on the left hand nav. Select Custom Holdings Groups followed by Create New Custom Holdings Group.

Configure Custom Holdings Groups [Help on...](#) **Service Config**

Required fields are marked with an asterisk *
Display groups: [by group name](#) | [by symbol](#)

Custom Holdings Groups CCOV

Custom Holdings Groups

* Custom Holdings Groups Name: [Create New Custom Holdings Group](#)

Description:

OCLC Symbol(s)
Symbols currently in the group: 0

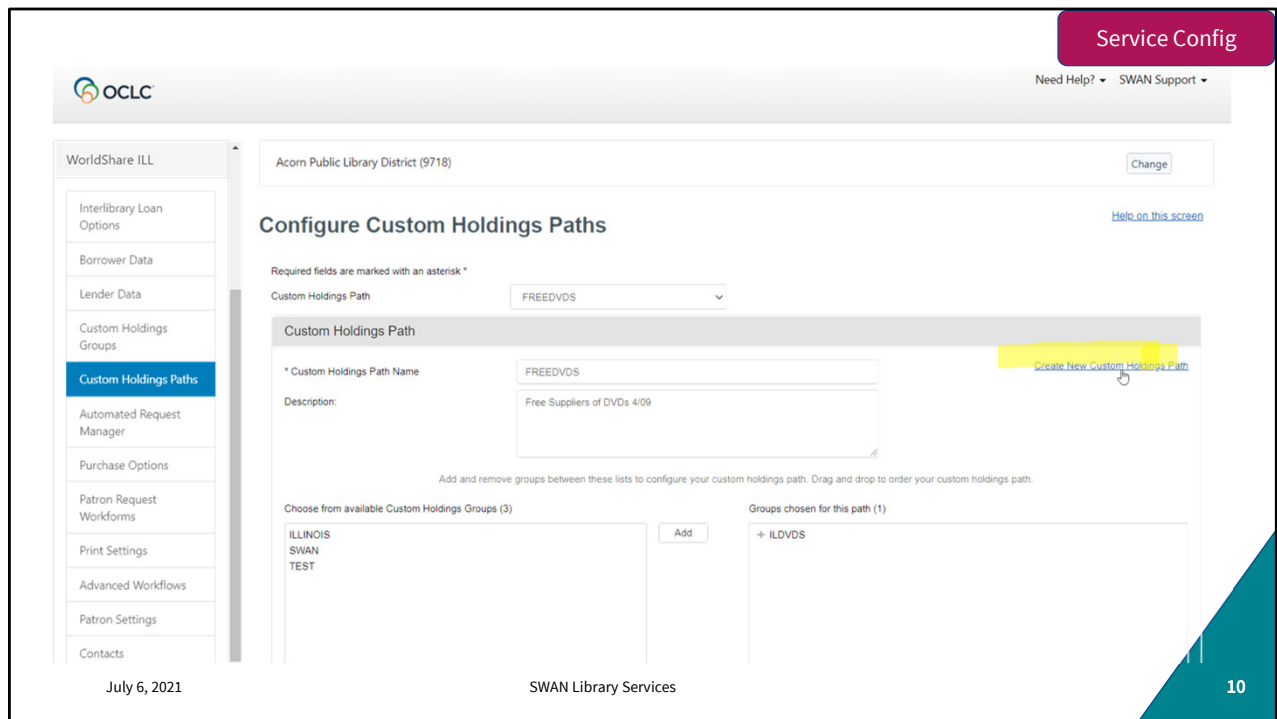
[Select All](#) [Clear All](#)

[Clear selected symbols](#) [Add/Edit symbol\(s\)](#)

[Delete Custom Holdings Record](#) [Save As New](#) [Save](#) [Cancel](#)

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Name your new group. It must be a single character string. Enter the group description. Click the add/edit symbols button and paste the symbols into the box that pops up. Click Save as New when you're done.
(Switch out to live demo) of "PASTDUE" group creation



Custom holdings path are derived from custom holding groups. They're only used for borrowing but really expedite your requests by saving you search time, populating your lender string, and cutting down travel time.

When a custom holdings path is used, behind the scenes the system first looks at each group to determine if the institution holds the title and if availability is activated, it checks if the title is available. It then randomly orders the symbols in the lender string, going through each custom holdings group in order until the lender string is 15 lenders long, or finds no more institutions in the groups. This load balances requests so that resource sharing is indeed shared across all institutions in the group.

Service Config

Configure Custom Holdings Paths

[Help on this screen](#)

Required fields are marked with an asterisk *

Custom Holdings Path: NONSWAN

Custom Holdings Path

* Custom Holdings Path Name: [Create New Custom Holdings Path](#)

Description:

Drag and drop groups between these lists to configure your custom holdings path.

Choose from available groups (3):

- + LINC
- + SWAN
- + SWANMLS

Groups chosen for this path (5):

- + CCS
- + PCAT
- + PLC
- + RSA
- + ISHARE

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Name it and describe it just as you did with your custom group, then select the groups you want to add and click Save as New. The group order is important, groups are searched as lenders in group order.

WorldShare ILL

WorldShare® Need Help? [User support info](#) Dawne Tortorella

Metadata Interlibrary Loan Analytics Admin

Interlibrary Loan Home

Search: Title = george rodrigue prints (All WorldCat)

Advanced Search

Conduct your search within WorldShare ILL

Results 1 - 3 of 3 Rows 10

Sort by Library Count (Highest First)

George Rodrigue prints : a catalogue raisonné, 1970-2007

by Rodrigue, George; Rodrigue, Wendy Wolfe

Print book, English

Publisher: New York : Abrams, 2008.

ISBN#: 9780810995178 | OCLC#: 171048974

[Search for versions with same title and author](#)

Not Held by my library

[State Holdings](#)

[Regional Holdings](#)

[All Holdings \(193\)](#)

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Filter by: Custom Holdings Path **1**

Select

Year:

LINC **2**

NONSWAN

1. Filter by: Custom Holdings Path
2. Select the desired path
3. Create Request

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When you do a search for an item in WSILL, you can filter on the right side by your Custom Holdings path. Select your path and create your request.

WorldShare ILL

JOY Reg ID: 9756

George Rodrigue prints : a catalogue raisonné, 1970-2007

Send Request Save For Review

Apply constant data: Actions: DEFAULT Reset

Multiple Requests

Request Quantity 1

Name

Lender String

Request Details (Request ID NEW)

Title / Journal	George Rodrigue prints : a catalogue raisonné, 1970-2007	Search my library's online catalog
Uniform Title		Local ID
Author	Rodrigue, George; Rodrigue, Wendy Wolfe	Open Access No links found
Publisher	New York : Abrams, 2008.	Search Google Scholar
ISBN	9780810995178 0810995174	

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By the way – Did you know you can request multiple copies to facilitate Bookclub requests?

Using the custom path, your lender string will populate by itself. This is particularly helpful in the case of multi-copy requests. The requests will be spread out among the libraries in the path selected saving a great deal of search time.

WorldShare Deflections

Learn more at <https://support.swanlibraries.net/tutorial/66838>

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Deflections are rules you can set in your policy and configuration to automatically reject requests. In-depth training available at <https://support.swanlibraries.net/tutorial/66838>

Deflections

- Deflections allow you to respond "No" to a supply request automatically. It doesn't even appear in your queue.
- Deflect by group
- Deflections on Format only work if all material in that format is not lent.

https://help.oclc.org/Librarian_Toolbox/Searching_WorldCat_Indexes/Bibliographic_records/Format%2F%2FDocument_Type_values_and_codes/WorldShare_and_WorldCat_Discovery?sl=en

Deflections are real-time and are based on either Group or material type. It's important to note the material type is defined in WorldCat, based on the MARC record in WF. It does not consider item types in WorkFlows. The link here is to a glossary explaining how that works. Material deflection will work only if you don't supply all items in a particular format. "e-book" for example, is a deflection that works because you can't lend any e-books. There are no e-books you could supply. A material type of "book," on the other hand, could have one of many non-circulating or non-holdable locations or item types: NEW_BOOK, REFERENCE, RESERVE, but others are just "Book" or Book_A, or Jbook and would be lendable. Some books but not all books are lendable- which is why you can't deflect on it. Additionally, Format deflections can only be set from the types found in the dropdown list. Deflections can be set by Publication Year, but not by month. So those of you hoping to deflect requests on new material; this won't really help.

Group Deflection



Edit Deflection Policy Required Fields

Borrowers

OCLC Group: None Include Exclude
Select the OCLC Groups for this policy...

Custom Holding Group: None Include Exclude
Select the Custom Holding Groups for this policy...

- ILDVDS
- ILLINOIS
- SWAN
- TEST

Deselect All

Items

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The structure of a deflection is logical in a way that doesn't make sense semantically. For example, you need to exclude the Illinois custom holdings group to limit loan requests to in-state only.

All of you have the group deflection Including the SWAN group. This prevents SWAN libraries requesting materials from other SWAN libraries by Including the SWAN group for deflection.

Profile Collections **Policies (4)** Schedule Contacts Policies Directory

Last updated Monday, June 28, 2021 4:22:40 PM EDT

▼ Deflections Add

SWAN Request Edit Delete

SERVICE	FEES	BORROWERS	ITEMS
Requests: Copy or Loan Deflection Type: Enable Real Time Deflection		Custom Holding Groups: ✓ SWAN	
Note: Deflect all requests from SWAN Libraries since those are handled through the SWAN catalog directly.			

Illinois Only Edit Delete

SERVICE	FEES	BORROWERS	ITEMS
Requests: Copy or Loan Deflection Type: Enable Real Time Deflection		Custom Holding Groups: ✗ ILLINOIS	
Note: Restrictions added 10/28/2020 - Lending only to Illinois libraries during COVID Deflection rule disabled - starting 2/1/2021 out-of-state loans are available.			

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So to briefly review, the first step in creating a deflection is finding or creating a group. Then including or excluding one or more groups in the list for real time request rejection. Remember, anything you put in the policies, including your deflect or policy name and notes can be seen by libraries worldwide. So, be factual and non-judgmental when maintaining this data.

(Switch out to live demo deflection creation for “PASTDUE” group.

WorldShare Constant Data

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On a quarterly basis, you'll want to review your Constant Data

Service Config

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).

Service Config

Lending Charges:	<input type="text"/>	Currency:	USD <input type="button" value="v"/>														
Insurance Amount:	<input type="text"/>	<input type="button" value="USD"/>															
Lending Notes:	<div style="border: 1px solid #ccc; height: 30px;"></div>																
Lending Restrictions:	<div style="border: 1px solid #ccc; height: 20px;"></div>																
Return To:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">Attention:</td> <td><input type="text" value="Mike McGlauchen"/></td> </tr> <tr> <td>Address Line 1:</td> <td><input type="text" value="Bloomingdale Public Library"/></td> </tr> <tr> <td>Address Line 2:</td> <td><input type="text" value="101 Fairfield Way"/></td> </tr> <tr> <td>City:</td> <td><input type="text" value="Bloomingdale"/></td> </tr> <tr> <td>Country:</td> <td>United States <input type="button" value="v"/></td> </tr> <tr> <td>State/ Province/ Region:</td> <td>Illinois <input type="button" value="v"/></td> </tr> <tr> <td>Postal Code:</td> <td><input type="text" value="60108"/></td> </tr> </table>			Attention:	<input type="text" value="Mike McGlauchen"/>	Address Line 1:	<input type="text" value="Bloomingdale Public Library"/>	Address Line 2:	<input type="text" value="101 Fairfield Way"/>	City:	<input type="text" value="Bloomingdale"/>	Country:	United States <input type="button" value="v"/>	State/ Province/ Region:	Illinois <input type="button" value="v"/>	Postal Code:	<input type="text" value="60108"/>
Attention:	<input type="text" value="Mike McGlauchen"/>																
Address Line 1:	<input type="text" value="Bloomingdale Public Library"/>																
Address Line 2:	<input type="text" value="101 Fairfield Way"/>																
City:	<input type="text" value="Bloomingdale"/>																
Country:	United States <input type="button" value="v"/>																
State/ Province/ Region:	Illinois <input type="button" value="v"/>																
Postal Code:	<input type="text" value="60108"/>																
Return Via:	<input type="text" value="Library Rate, ILDS stop XGV,U.S. mail"/>																

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Farther down on that same data record, you'll see your delivery preferences, return address and attention lines. Most of this will remain the same, but it's a good idea to check in from time to time. If for no other reason than to help you remember where it is.

WorldShare ILL

Acorn Public Library District (9718) Service Config [Change](#)

[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](#)

[Notifications](#)

[External System Settings](#)

Configure Borrower Constant Data

[Help on this screen](#)

Required fields are marked with an asterisk *

Constant Data Record:

Borrowing Library Information

* Constant Data Record Name: [Create New CD record](#)

Description:

Need Before:
Relative to today's date (format +DD)

Request Type:

Editions:

Shipping and Contact Info

Attention:	<input type="text" value="Acorn Public Library"/>
Address Line 1:	<input type="text" value="15624 Central Ave."/>
Address Line 2:	<input type="text"/>
City:	<input type="text" value="Oak Forest"/>
Country:	<input type="text" value="United States"/>
State/ Province/ Region:	<input type="text" value="Illinois"/>

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Similarly, you should review your Borrower constant data. Just like the due date assignment, your “need by” date is defined here. Your shipping and contact information.

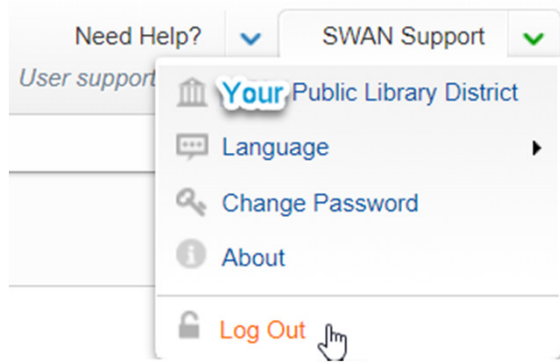
Service Config

Bill to:	<input type="text" value="Postal Code: 60452"/> <input type="text" value="Fax / Phone Number: 708-687-3700"/> <input type="text" value="E-mail: reference@acomlibrary.org"/>
	<input type="button" value="Copy From Shipping Info"/>
	<input type="text" value="Attention: Acorn Public Library"/> <input type="text" value="Address Line 1: 15624 Central Ave."/> <input type="text" value="Address Line 2:"/> <input type="text" value="City: Oak Forest"/> <input type="text" value="Country: United States"/> <input type="button" value="v"/> <input type="text" value="State/ Province/ Region: Illinois"/> <input type="button" value="v"/> <input type="text" value="Postal Code: 60452"/>
Ship Via	<input type="text" value="ILDS: XBR"/>
Electronic Delivery:	<p>Add new Electronic Delivery methods via OCLC Policies Directory (refresh this Constant Data page once you've added new options in the Policies Directory)</p> <p>Optionally select your preferred choices of Electronic Delivery method in order of preference for this constant data record. You cannot select the same delivery option more than once.</p> <p>OCLC product, service and business names are trademarks and/or service marks of OCLC. Third-party product, service and business names are trademarks and/or service marks of their respective owners.</p> <input type="text" value="Electronic Delivery Service choice 1: Article Exchange"/> <input type="button" value="v"/> <input type="text" value="Electronic Delivery Service choice 2: Article Exchange"/> <input type="button" value="v"/> <input type="text" value="Electronic Delivery Service choice 3: Article Exchange"/> <input type="button" value="v"/>

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And farther down your billing, shipping, and electronic delivery preferences. If you do nothing else with this quarterly, look at your borrower email address. That is what WSILL will use when the Email Now button is clicked. It's a good idea to use your aliased email or a shared email so multiple people can be checking those communications.

Remember!



Always Log Out of ALL OCLC Tools

Don't just close your tabs.

WorldShare ILL

Policies Directory

Service Config

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 policies in a nutshell!



Review [ILL Boot Camp Recorded Sessions](#)



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



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

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That's it for the scheduled bootcamps! Pop on to the forums to find the thread on future boot camp topics. If these have been helpful for you but there's something I haven't covered, please let us know and we'll cook up a few more of these.

Keep going!



[ILL Users Group](#)



OCLC [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. Bonus points for those of you who post training links in the forums for easy access and discussion with your ILL counterparts.

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 Worldshare, WorldCat Discovery, anything at all, please open a support ticket.