



# Getting Started with OCLC WorldShare® Interlibrary Loan: for users outside the United States

## Introduction

OCLC WorldShare® Interlibrary Loan provides significant enhancements to functionality now present in WorldCat Resource Sharing.

## Preparing and planning

There are a few things you can do to prepare for your migration to WorldShare Interlibrary Loan.

### OCLC™ Policies Directory

Update your library's information in the [OCLC Policies Directory](#). Some key areas to review include Contacts and Policies for copy, loan and deflections. For further information, see the [OCLC Policies Directory Quick Reference](#).

Once logged in to WorldShare Interlibrary Loan, click the link from the WorldShare Interlibrary Loan Home screen to go to the **OCLC Policies Directory**.

### Constant Data

Review and update your constant data records in the [WorldCat® Services Administrative module](#) to ensure consistency and streamline processes for your staff.

In particular, review the format of your address fields to make sure they accommodate changes implemented in March 2012. The previous "SHIP TO" and "RETURN TO" fields are now the following distinct address fields: Attention, Address 1, Address 2, City, State/Province, Country, Postal Code. The new "Address 1" field contains data previously included in the "SHIP TO" field on the ILL workform. Please see [OCLC WorldShare Interlibrary Loan: Constant Data](#) for detailed instructions for updating address information in constant data records.

## Browser requirements

PLEASE NOTE: Functionality in the WorldShare Interlibrary Loan service is updated on a quarterly basis in February, May, August and November. During these updates, the service is tested with specific browser versions to ensure the service functions correctly when used with different browsers.

Please see the current browser requirements on this [Web page](#).

Please see [OCLC WorldShare® Interlibrary Loan Support](#) for other valuable documentation and training resources.

## Support

E-mail: [support@oclc.org](mailto:support@oclc.org)

Telephone: 1-800-848-5800 (USA) or  
+1-614-793-8682

(7:00 am to 9:00 pm, US Eastern time, Monday–Friday)

## Creating an account

### WorldShare Interlibrary Loan

You will need to create a new user name and password, using your 9-digit authorization number and password for WorldCat® Resource Sharing.

**Note:** If you have more than one authorization, please select the one you typically use.

### Best practices for creating an account:

- Each user should have his or her own account to allow for improved security and addition of other services in the future.
- E-mail addresses should be an individual's e-mail address, and not an e-mail address for the institution itself.

### To create an account:

Step	Action	Result
1	Go to the custom URL listed in your welcome e-mail.	The Sign in screen appears.
2	Click <b>Create new account</b> .	The authorization screen appears.
3	Type your 9-digit WorldCat Resource Sharing <b>Authorization</b> and <b>Password</b> .	
4	Click <b>Next</b> .	The Confirm your institution screen expands.
5	Confirm your institution and service(s) used.	
6	Click <b>Confirm</b> . <b>Note:</b> If this is not your institution, click <b>Not my institution</b> to return to the Welcome screen.	The Create your new account screen expands.
7	Fill out all fields. <b>Note:</b> If the user name you choose is already in use, you will get an error message.	
8	Click <b>Create account</b> .	A confirmation message appears
9	Close the confirmation window.	
10	Return to the Sign in screen, which should still be open in a separate window. <b>Note:</b> You may also re-enter your custom URL to go back to the Sign in screen.	
11	Type the <b>User Name</b> and <b>Password</b> you just created.	
12	Click <b>Sign In</b> .	You are signed into WorldShare Interlibrary Loan.

Once you are in the interface, there is a link at the bottom of the Home page that prompts you to **bookmark this page**. This will provide you with the correct URL that you can bookmark and return to every time you wish to log in.

### To create accounts for other users at your institution:

**Note:** You should first obtain the preferred user names and e-mail addresses of users at your institution.

Step	Action	Result
1	Click the <b>Admin</b> tab at the top of the screen.	The User Management screen appears.
2	Click <b>New User</b> .	The screen expands.
3	Fill out the fields on the screen. <b>Note:</b> Required fields are marked with an asterisk (*). A physical address, an e-mail address, or a phone number is also required.	
4	Click <b>Create</b> .	A confirmation message appears, and additional menus appear on the screen.

Once a new user account has been created, use the additional screens to configure additional settings.

### To edit user privileges:

Step	Action	Result
1	Click <b>Edit</b> next to the <b>Authorization</b> menu.	The screen expands.
2	To change privileges, click the check box next to desired level of <b>privileges</b> .	
3	Click <b>Save</b> to save your changes, or click <b>Cancel</b> to start over.	A confirmation message appears.

**WorldShare Interlibrary Loan user privilege levels:**

Privilege Level	Description
<b>Everyone</b>	This is the default account level, but does not allow access to WorldShare Interlibrary Loan. <b>Note:</b> This check box should remain checked.
<b>WORLDSHARE_ILL_ADMIN</b>	This type of account is designed for library staff members who are responsible for creating or modifying other staff accounts for WorldShare Interlibrary Loan.
<b>WORLDSHARE_ILL_USER</b>	This type of account is designed for most library staff using WorldShare Interlibrary Loan.

**To set/reset passwords:**

Click **Set/reset password** under **Basic User Data** for that user to send an e-mail with instructions for creating a new password.

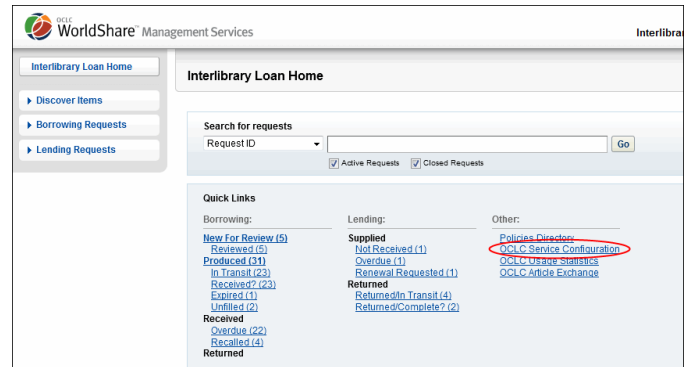
**When the user receives the e-mail, they should:**

Step	Action	Result
1	Click the link provided in the e-mail. <b>Note:</b> This link will expire 24 hours after being sent.	The Change Password screen appears.
2	Fill out the fields to provide the <b>User Name</b> , a <b>New Password</b> , and <b>Confirm New Password</b> .	
3	Click <b>Change Password</b> .	A confirmation screen appears.

**OCLC® Service Configuration**

Administrative settings for WorldShare Interlibrary Loan are maintained in **OCLC Service Configuration**. Your administrative settings from WorldCat Resource Sharing are shared with OCLC Service Configuration, so changing your settings in either interface will be reflected in the other.

Click the link from the WorldShare Interlibrary Loan Home screen to go to OCLC Service Configuration.



To see how functionality from the WorldCat Services Administrative module is represented in OCLC Service Configuration and what is new, please see [Resource Sharing Features in the WorldCat® Services Administrative Module vs. OCLC® Service Configuration](#).

**Accessing the WorldShare ILL system**

To access the site, go to the URL you bookmarked after creating your account, and sign in with your user name and password. You will be directed to WorldShare Interlibrary Loan (there may be a slight delay before the screen refreshes).

You may also see a branch selection pop-up window. Select your branch and click **OK** to proceed.

**Note:** If you are not immediately directed to the WorldShare Interlibrary Loan Home screen, click the **Interlibrary Loan** tab (as shown in the image).



The Home screen lists all of your borrowing, lending and other requests, a search option for finding requests, and the ability to search WorldCat and create requests.

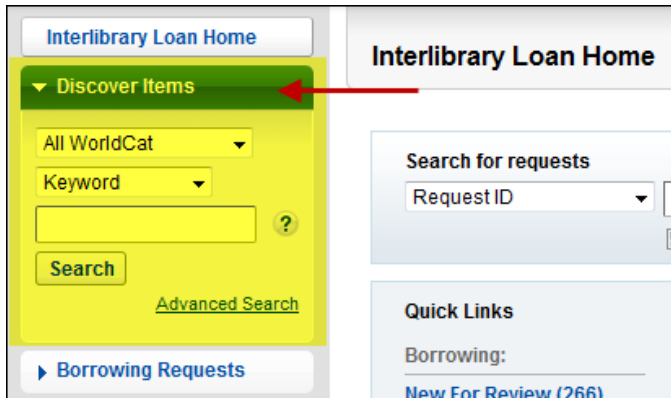
**Navigating the system**

For best performance, **please do not use the browser Back button**. Instead, click a link on the screen to return to a previous page.

## Creating requests

### Discover Items to create requests

You may search for items and create a request under the **Discover Items** heading in OCLC WorldShare Interlibrary Loan. The **Discover Items** feature results in a pre-populated workflow.



To discover items:

Step	Action	Result
1	Choose the type of search from the drop-down lists.	
2	Type your search terms in the box provided.	
3	Click <b>Search</b> .	Matching results appear, along with holdings display options.
4	On the Results screen, display holdings by clicking <b>State Holdings</b> , <b>Regional Holdings</b> or <b>All Library Holdings</b> . <b>Note:</b> Regional Holdings includes all holdings in contiguous states.	The holdings screen appears.
5	<b>Optional.</b> Filter results by <b>Custom Holdings</b> , <b>Year</b> or <b>Volume</b> , and click <b>Go</b> .	The holdings screen appears.
6	Click <b>Yes</b> in the <b>Supplier</b> column to choose a lender.	The lender is added to your <b>Lender String</b> .

7	<b>Optional:</b> Click the blue information logo to see the lender's policies.	The Lender's Profile screen in the <b>OCLC Policies Directory</b> opens in a new window.
8	<b>Optional:</b> Click the library name to go to the library's online catalog.	The library's catalog opens in a new window.
9	Click <b>Create Request</b> .	The request workflow appears.
10	Choose your constant data record from the <b>Apply constant data</b> drop-down list.	The fields on the workflow are populated with your constant data.
11	Provide a <b>Needed By:</b> date. Under <b>Borrowing Library</b> , the <b>Address</b> field is required for both <b>Shipping</b> and <b>Billing</b> .	
12	Under <b>Lending Libraries</b> , lender policies are listed for any lenders you chose on the Holdings screen. To add more lenders, type the institution symbol(s) of up to 15 of your preferred lender(s) in the <b>Lender String</b> field, separated by commas.	
13	Provide <b>Patron</b> information.	
14	Click <b>Send Request</b> . <b>Note:</b> If you wish to save the request to submit in the future, click Save For Review.	A confirmation message appears and the request appears under the category <b>Borrowing Requests &gt; Produced &gt; Awaiting Response</b> .

## Advanced Search

From the **Discover Items** heading, click **Advanced Search** to see the Advanced Search screen:

With advanced search you can:

- Use multiple search boxes to do Boolean operators searches
- Use more Index types than basic search allows

Search by these additional criteria:

Criteria	Description
<b>Format</b>	The format of the item for which you are performing the advanced search. <i>Examples:</i> book, audiobook For a complete list, please see <a href="#">Item Formats</a> .
<b>Language</b>	The language of the item.
<b>Year(s)</b>	The years of publication. <i>Example:</i> single year (1980)
<b>Source of Cataloging</b>	Whether or not the item was cataloged by the Library of Congress.
<b>Language of Cataloging</b>	Language in which the item was originally cataloged.

To perform an advanced search:

Step	Action
1	Limit your search to: <ul style="list-style-type: none"> <li>• <b>My Library Holdings:</b> searches for records in your local holdings.</li> <li>• <b>Group Holdings:</b> searches for records in your group's holdings.</li> <li>• <b>All Worldcat:</b> searches for records in WorldCat.</li> </ul>
2	Select one of the <b>index types</b> .
3	Based on the <b>index type</b> selected, enter the appropriate text in the search box.

- Select up to three combinations of **boolean operators** and index types, and search text by clicking the plus sign (+) to add additional form fields.
- Fill out any relevant search form fields:
  - Format
  - Language
  - Year(s)
  - Source of Cataloging
  - Language of Cataloging

## Expert Search

Expert searching is when you perform a complete, full text search in a single string. Expert searches consist of a combination of an index label and search terms. These combinations can be lined by **boolean operators** that are capitalized (AND, NOT, OR). Enter an expert search in the Basic search text box:

Types of indexes:

Type	Description
<b>Word</b>	A word search typically uses a combination of an index label, a colon (:), and a single complete word that is contained anywhere in the item's record, including: titles, notes, abstracts, summaries, descriptions and subjects. <i>examples:</i> au: su: ti: When entering a keyword search, you can enter the word in uppercase or lowercase.
<b>Word</b>	A word phrase search typically uses a

<b>phrase</b>  <b>examples:</b> au= se= ti=	combination of an index label, equal sign (=) and multiple complete words that are contained anywhere in the item's record, including: titles, notes, abstracts, summaries, descriptions and subjects. When entering a phrase search, you can: <ul style="list-style-type: none"> <li>Enter words in uppercase or lowercase.</li> <li>Enter multiple words in any order.</li> </ul>
<b>Number</b>  <b>examples:</b> gn: bn: in: nl:	A numeric search typically uses a combination of an index label, a colon (:) and numbers that are contained in the item's record. <ul style="list-style-type: none"> <li>For numbers only, use a colon (:)</li> <li>For number phrases, use an equal sign (=)</li> <li>In class number searches: <ul style="list-style-type: none"> <li>Include periods. <b>Example:</b> dd:616.46</li> <li>Omit all other punctuation in class numbers</li> <li>Omit spaces</li> </ul> </li> </ul>
<b>Number phrase</b>  <b>examples:</b> bn= in= nl=	A numeric phrase search typically uses a combination of an index label, an equal sign (=) and numbers that are contained in the item's record. <ul style="list-style-type: none"> <li>In class number searches: <ul style="list-style-type: none"> <li>Include periods. <b>Example:</b> dd:616.46</li> <li>Omit all other punctuation in class numbers</li> <li>Omit spaces</li> </ul> </li> </ul>

## Boolean operators

Use Boolean operators to combine search terms.

Operator	Description	Examples
<b>AND</b>	Finds all term anywhere in a record.	woman AND history AND 1970-
<b>OR</b>	Finds any single term or all terms.	woolf, virginia OR woolf, leonard AND 1900
<b>NOT</b>	Excludes the term that follows NOT.	civil war NOT battle NOT united states

## Create Request (from a blank workform)

You may also create requests by using the **Create Request** heading. Clicking **Create Request** produces a blank workform.

To create a request:

Step	Action	Result
1	Type the details of your request in the fields provided.	
2	Choose the request <b>Type, Media Type</b> and <b>Edition</b> .	
3	Provide a <b>Needed By:</b> date.	
4	Apply your constant data record.	
5	Click <b>Create</b> .	A confirmation message appears and the request appears under the



		category <b>Borrowing Requests &gt; New For Review</b> .
6	Click <b>Borrowing Requests</b> from the left navigation bar.	The list of Borrowing categories expands.
7	Click <b>New For Review</b> .	
8	Click your request ID.	The request opens.
9	Click <b>Send request</b> .	A confirmation message appears.
10	Choose either <b>View Next Request</b> or <b>Return to list</b> .	Your request is sent to the lender and you are returned to the screen of your choice.

## Searching for requests

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

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

To search for requests:

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

## Managing requests

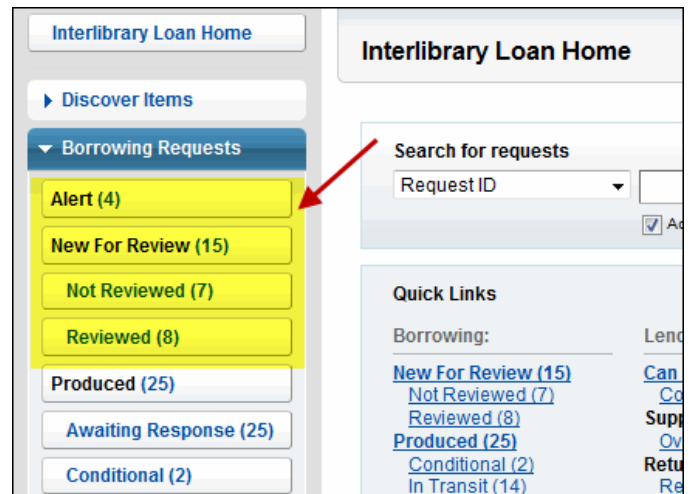
Click the **Borrowing Requests** or **Lending Requests** headings in the left navigation bar to see all requests.

**Note:** See the [Categories](#) chart (below) for a detailed description of each category.

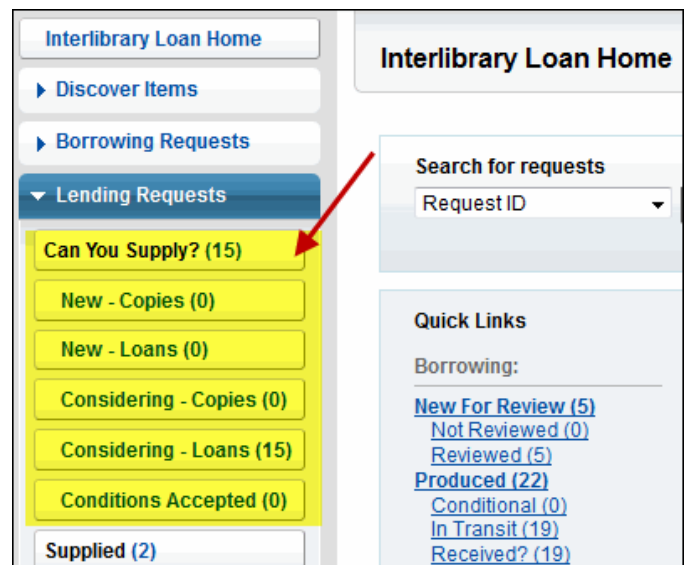
## Reviewing requests

The main categories are listed first, followed by sub-categories for easier organization.

For Borrowing Requests, the initial categories of **Not Reviewed** and **Reviewed** are listed under **New For Review** in the left navigation bar. If any requests contain an **Alert**, it is also listed.



For Lending Requests, the initial categories of **New**, **Considering** and **Conditions Accepted** are listed under **Can You Supply?** in the left navigation bar.



Click a category name to see all requests in that category.

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

### Responding to requests

The main categories appear at the top, followed by sub-categories for easier organization.

#### To respond to a request:

Step	Action	Result
1	Click a category of request. <b>Note:</b> Results are sortable. Click the column title to sort requests.	The screen expands to list requests in that category. If there are more than 10 requests, you can page forward to view more.
2	Click an <b>ID</b> or <b>Title</b> to see the full request.	Request details appear. <b>Note:</b> Some details are listed in drop-down lists.
3	Possible actions appear at the top of the request. Click the action you wish to apply.	A confirmation message appears.

### Batch processing (Borrowers)

Borrowing libraries can use batch processing to receive and return multiple items.

#### To use batch processing to receive items:

Step	Action	Result
1	Click <b>Borrowing Requests</b> from the left navigation bar.	The list of Borrowing categories expands.
2	Click <b>In Transit</b> .	
3	At the top of the next screen, click <b>Batch receive "In Transit" items</b> .	The screen refreshes to include the additional batch processing fields.
4	Provide a <b>Date Received</b> .	

5	<b>Optional.</b> Click <b>Print Book Straps</b> .	The selected items are added to the <b>Print Queue</b> .
6	In the <b>Request ID</b> field, you may either manually enter a request ID number, scan a barcode, or click the green plus symbol to add a request.	The request is added to the list.
7	Click <b>Receive Items</b> .	The requests are updated to <b>Received</b> .

#### To use batch processing to return items:

Step	Action	Result
1	Click <b>Borrowing Requests</b> from the left navigation bar.	The list of Borrowing categories expands.
2	Click <b>Received</b> .	
3	At the top of the next screen, click <b>Batch return "Received" items</b> .	The screen refreshes to include the additional batch processing fields. <b>Note:</b> The <b>Date Returned</b> defaults to the current date.
4	<b>Optional.</b> Click <b>Print Return Labels</b> .	The selected items are added to the <b>Print Queue</b> .
5	In the <b>Request ID</b> field, you may either manually enter a request ID number, scan a barcode, or click the green plus symbol to add a request.	The request is added to the list.
6	Click <b>Return Items</b> .	The requests are updated to <b>Returned</b> .



## Batch processing (Lenders)

Lending libraries can now complete requests for items that have been returned by borrowing libraries using batch functionality.

To use batch processing to complete the request process:

Step	Action	Result
1	Click <b>Lending Requests</b> from the left navigation bar.	The list of Lending categories expands.
2	Click <b>Returned</b> .	
3	At the top of the next screen, click <b>Batch complete "Returned" items</b> .	The screen refreshes to include the additional batch processing fields.
4	In the <b>Request ID</b> field, you may either manually enter a request ID number, scan a barcode, or click the green plus symbol..	The request is added to the list.
5	Click <b>Complete Items</b> .	The requests are updated to <b>Closed</b> .

To use batch processing to respond Yes or No in a batch:

Step	Action	Result
1	Click <b>Lending Requests</b> from the left navigation bar.	The list of Lending categories expands.
2	Click <b>Can You Supply?</b> .	The Can You Supply? screen appears.
3	At the top of the next screen, click <b>Yes</b> or <b>No</b> next to <b>Batch respond to "Can You Supply" items</b> .	The screen refreshes to include the additional batch processing fields.
4	<b>Optional for Yes.</b> Click any desired options to print, and to <b>Apply constant data</b> . <b>Optional for No.</b> Choose a <b>Reason for No</b> from the drop-down list.	

**Note:** This Reason for No applies to all requests that you process through Batch No.

5	In the <b>Request ID</b> field, you may either manually enter a request ID number, scan a barcode, or click the green plus symbol to add a request.	The request is added to the list.
6	Click <b>Yes</b> or <b>No</b> .	The requests are updated.

## E-mail a copy of a request

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

## Printing

To print certain items:

Step	Action	Result
1	From a request screen, click the <b>Print</b> button at the top right corner of any screen. <b>Note:</b> Some requests will show additional print options, if they are available.	A confirmation message appears, and the request is added to the appropriate print queue.
2	Click <b>Print Queue</b> in the left navigation bar.	The <b>Borrowing</b> and <b>Lending</b> print queues appear, as well as the option to <b>Print All</b> (see <a href="#">instructions below</a> ).
3	Click <b>Borrowing</b> or <b>Lending</b> .	The list of print queues appears.
4	Click the desired print queue to expand the list.	Requests that were marked for that type of printing appear.
5	Click the check box(es) for items you wish to print.	

6	<b>When printing labels,</b> choose any special Instructions or a <b>Label Format</b> .	
7	Click <b>Print</b> .	The Print Preview screen appears.
8	Print using the printer icons or links.	The item prints.
9	Once you have confirmed that your printing was successful, you may choose to delete requests from the <b>Print Queue</b> . Check the check box, and then click <b>Remove</b> . <b>Note:</b> Requests stay in the print queue indefinitely, unless they are removed.	

### To print all items in a print queue:

Step	Action	Result
1	Click <b>Print Queue</b> in the left navigation bar.	The <b>Borrowing</b> and <b>Lending</b> print queues appear, as well as the option to <b>Print All</b> .
2	Click <b>Print All</b> .	The Printing: Request Queues screen appears.
3	Click the check box(es) for items you wish to print.	
4	Click <b>Next</b> . Or click <b>Clear</b> to clear categories and start over.	The Printing: Marked Queues screen appears.
5	Click the <b>Print</b> button for queues you wish to print.	The Print Preview screen appears.
6	Print using the printer icons or links.	The item prints and a confirmation message appears.

**Note:** There is a limit of printing 100 requests at a time.

### Buy it

When this option becomes available and if your library's policies permit it, you can purchase a book by clicking the **Buy It Options** on new requests. If an item is available for purchase, links to partner suppliers such as Amazon.com, Barnes & Noble or Better World Books will appear. Click the link to take you to the supplier's web site.

**Note:** The ability to manage these requests through new work queues has not yet been implemented.

### Request aging

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

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

### Non-referral days

OCLC does not count Saturdays, Sundays and the following as working days for aging requests:

New Year's Day	Christmas Eve
Thanksgiving Day	Christmas Day
Day after Thanksgiving	New Year's Eve

### OCLC Usage Statistics

Use **OCLC Usage Statistics** to access reports for your institution. Once logged in to WorldShare Interlibrary Loan, click the link from the WorldShare Interlibrary Loan Home screen to go to **OCLC Usage Statistics**.

## Borrowing Categories

Category	Description	Borrower Action(s)
Alert	Borrower alert category is present when a lender has entered text into the <b>Alert</b> field on the workform.	Mark as received Not Received
NEW FOR REVIEW		
Not Reviewed	All requests that are brand new to the system. No one in your library has yet viewed these requests. <b>Note:</b> When a user views a request in this category, its status changes to <i>Reviewed</i> .	Send Request Mark Unread Cancel Request
Reviewed	All requests that are new to the system, but have been viewed (reviewed) by your staff. These requests are electronically-generated, waiting for evaluation and/or further processing.	Send Request Mark Unread Cancel Request
PRODUCED		
Awaiting Response	The request has been submitted by the borrowing library, and is awaiting a response from a potential lender.	Cancel Request
Direct Produced	These requests have been successfully forwarded through Direct Request for Direct-to-Profile processing during the past 4 system days.	Depends on the request's status.
Conditional	Lender has stated conditions for lending in <b>Lending Notes</b> .	Yes No Cancel Request
In Transit	The lender has sent the item.	Mark as received Not Received
Not Received	Borrower has not received an item and responded <b>No</b> to <i>Received?</i>	Mark as received
Unfilled	No Lender could supply the item.	New Cancel Request
Received?	The borrower has not yet marked an item as received and the system is asking if it's an oversight.	Mark as received Not Received
Expired	No Lender could supply the item prior to the <b>Need Before</b> date.	
RECEIVED		
Received/In Use	Borrower received the item from Lender, and it is with the requesting patron.	Return item Renew item Lost
Renewal Requested	The Borrower wants to renew the loan, and is awaiting a response from the Lender.	Return item Lost
Renewal Approved	The Lender agreed to renew a loan.	Return item Renew item Lost
Renewal Denied	The Lender did not renew the loan.	Return item Lost
Overdue	Item is 14 or more system days overdue.	Return item Renew item Lost
Recalled	The Lender wants the item returned immediately, or the Lender has sent an erroneous <b>Yes</b> .	Return item Lost
Received but Missing	The Lender has marked this item as missing. The request will age after 180 days.	
RETURNED		
Returned	The Borrower has returned the item.	

<b>Returned but Missing</b>	The Borrower has returned the item, but the Lender did not receive it.	
-----------------------------	--	--

## Lending Categories

Category	Description	Lender Action(s)
<b>CAN YOU SUPPLY?</b>		
<b>New - Copies</b>	Copy requests that were created when a Borrower submitted a completed workform, and the request moved through the Lender string sequentially. <b>Note:</b> When a user views a request in this category, its status changes to <i>Considering</i> .	Yes No Conditional
<b>New - Loans</b>	Loan requests that were created when a Borrower submitted a completed workform, and the request moved through the Lender string sequentially. <b>Note:</b> When a user views a request in this category, its status changes to <i>Considering</i> .	Yes No Conditional
<b>Considering - Copies</b>	Copy requests that you have already reviewed.	Yes No Conditional
<b>Considering - Loans</b>	Loan requests that you have already reviewed.	Yes No Conditional
<b>Conditions Accepted</b>	The Borrower has agreed to the condition stipulated.	Yes No
<b>SUPPLIED</b>		
<b>Shipped/In Transit</b>	The Lender has sent the item.	Recall item
<b>Not Received</b>	Borrower has not received an item sent by Lender and responded <b>No</b> to <i>Received?</i>	
<b>Recalled</b>	The Lender wants the item returned immediately, or the Lender has sent you an erroneous <b>Yes</b> .	
<b>Overdue</b>	Item is 14 or more system days overdue.	Accept Renewal Deny Renewal Recall item Return item
<b>Renewal Requested</b>	The Borrower wants to renew the loan.	Accept Renewal Deny Renewal Recall item
<b>Received/In Use</b>	Request has been updated to <i>Received</i> within 7 days of <b>Shipped date</b> for copies, and 14 days for loans.	Recall item
<b>Received but Missing</b>	The Borrower has received the item, but the Patron has lost it.	
<b>RETURNED</b>		
<b>Returned/In Transit</b>	The Borrower has returned the item.	Checked-in/Complete Not Returned
<b>Returned/Complete?</b>	Request has shown a status of <i>Returned</i> for 30 system days or longer.	Checked-in/Complete Not Returned
<b>Returned but Missing</b>	The Borrower returned the item, but the Lender did not receive it.	Checked-in/Complete

## Item Formats

Format	Examples
<b>Archival Material</b>	Materials in two or more forms that are usually related by virtue of their having been accumulated by or about a person or body. This category includes comprehensive archives and manuscript collections of mixed forms of materials, such as text, photographs, and sound recordings.
<b>Article</b>	Text that is part of a larger item such as conference papers, chapters, or articles.
<b>Audiobook</b>	Books for use on audio devices. Includes CD, eAudiobook, LP and cassette.
<b>Book</b>	Books, pamphlets, technical reports, typescripts, theses, dissertations, manuscripts and other written works. Includes braille, continually updated resource, eBook, large print, microform and thesis/dissertation.
<b>Computer File</b>	Items in the following classes of electronic resources: computer software (including programs, games, images, graphics, sounds, and fonts), numeric data, computer-oriented multimedia, interactive multimedia, computer-oriented documents.
<b>Game</b>	Items or sets of items designed for play according to prescribed rules and intended for recreation or instruction. Includes video games, puzzles and simulations.
<b>Image</b>	A physical likeness or representation in either print or electronic format.
<b>Interactive Multimedia</b>	A multimedia system in which related items of information are connected and can be presented together.
<b>Internet Resource</b>	Websites with online documents, graphics, systems or services. Includes downloadable images.
<b>Journal/Magazine</b>	Serial publications such as periodicals, annuals, journals, memoirs, proceedings, monographs, eJournals or eMagazines.
<b>Kit</b>	Mixture of various components issues as a unit and intended primarily for instructional purposes. No one component is identifiable as the predominant component of the item. Examples are: packages of assorted materials, such as a set of K-12 social studies curriculum material (books, workbooks, guides, activities, etc.), or packages of educational test materials (tests, answer sheets, scoring guides, score charts, interpretative manuals, etc.).
<b>Map</b>	Maps, map manuscripts, globes, atlases, aeronautical charts, navigational charts, celestial charts, remote-sensing images, computer-generated maps, eMaps, and other cartographic material.
<b>Music</b>	Forms of music such as CD, eMusic, LP, or cassette.
<b>Musical Score</b>	Music materials, including downloadable musical scores, full score, choirs score, close score, condensed score, miniature score, part, music manuscript, books of musical studies and exercises.
<b>Newspaper</b>	Serial newspaper publications. Includes eNewspaper.
<b>Object</b>	Physical item, either tangible or visible.
<b>Toy</b>	Material objects for children or others to play with, often an imitation of some familiar object (e.g., a plaything or something contrived for amusement rather than for practical use). Use for puppets.
<b>Video</b>	Includes Bluray, eVideo, DVD, Film, VHS.
<b>Visual Material</b>	Items in the following classes: Motion pictures, video recordings, graphic materials, three dimensional artifacts, downloadable visual material.