



Deliver the world
by sharing

resources.

A cloud-based service, **WorldShare Interlibrary Loan** automates your interlibrary borrowing and lending processes through the largest resource sharing network in the world. It saves your staff time while ensuring fast delivery of items to the people who need them.

Expand your collection without expanding your budget.

No one library can maintain a collection with everything that users could possibly need. But not every library can support a full interlibrary loan staff to manually track requests, negotiate charges and lending periods, mail print resources, write checks, and raise invoices. Simplify your ILL processes by automating tasks and relying on the largest cooperative of resource sharing libraries in the world. Get your users the resources they need quickly and securely to **help make breakthroughs possible.**

Get your library users what they need through the world's largest resource sharing network. In the face of a limited materials budget, reach out to a global network of more than 10,000 libraries to supply your library users with the resources they need. WorldShare ILL connects you to thousands of libraries worldwide and allows you to view their collections at a glance in WorldCat®.

Learn basic functionality quickly. WorldShare ILL is simple to learn and teach to staff with any level of experience. Even your library generalists and student workers can help with ILL tasks. And you can set up your library's policies and other standard information in advance to make sure they're correctly included on every request.

Automate your ILL workflows. Simplify your processes with automations that route requests to the next library automatically when one library can't fulfill a request. The automated request manager ensures that fewer ILL requests require staff intervention, allowing you to focus on those requests that require more time and attention.

Deliver electronic resources quickly and safely.

Library users today expect fast delivery. With WorldShare ILL, copy requests sent to the global network are typically filled within 24 hours—sometimes in as little as 15 minutes. You can post these electronic documents on a secure portal where only the user who made the request can access them.

Simplify ILL payments and fees. Check-writing and managing invoices and payments for ILL fees takes time away from more value-added tasks. WorldShare ILL enables you to consolidate all ILL charges and payments into your OCLC invoice, reconciling a month's worth of transactions at once—saving time and effort. Participating libraries report an average savings of more than \$45 USD (\$55 AUD or €36) per request.

Easily create reports to demonstrate the value of ILL. WorldShare ILL includes pre-defined statistical reports you can share with others to show how ILL contributes to the overall value of your library. These reports can also help you assess borrowing and lending patterns, enabling you to refine staffing, workflows, and policies.



To learn more about
WorldShare Interlibrary
Loan, visit oclc.org/ILL.

Get your library users what they need quickly and securely.

Reduce IT support. As a cloud-based solution, WorldShare ILL allows you to avoid having to maintain the service locally. You also can access this service from anywhere, enabling your staff to work remotely effectively.

Share collections with libraries around the world or just across town. Choose the libraries you want to share with based on cost, location, item format, delivery and payment methods, and turnaround time, all within a single interface and using automated workflows. Tap into the world's largest network of resource-sharing libraries for faster delivery of the electronic and print resources your library users need.

Automate to ensure faster delivery and save time. Ensure fewer ILL requests require staff intervention with the automated request manager. WorldShare ILL also lets you simplify processes with preset policies and preferences, shipping information, and preferred lenders and groups.

Save money and control long-term costs. By joining Libraries Very Interested in Sharing (LVIS), you can borrow materials at no cost from 2,400+ participating institutions that reciprocate lending of materials. Eliminate invoicing and check writing with OCLC's ILL Fee Management (IFM), consolidating credits and debits into one monthly invoice.

Deliver documents that users can access securely, quickly, and easily. Article Exchange offers a secure location within WorldShare ILL to upload a requested document and provide access only to the user who made the request. Documents are available for five views or 30 days by default, ensuring copyright compliant.

Receive requests from any discovery service. You can provide a customized ILL request form to receive user requests in WorldShare ILL without rekeying them. Library users access this OpenURL-based form from any discovery service, including WorldCat Discovery.

OCLC offers a variety of resource sharing solutions. If you're looking for an ILL management system to help you manage a higher volume of ILL and provide an exceptional experience for library users, consider OCLC's Tipasa. Learn more at oclc.org/tipasa.

Additional WorldShare ILL resources included with your subscription:

Training:

oclc.org/training

Support:

oclc.org/support

Documentation:

oclc.org/help

OCLC Community Center:

oclc.org/community

OCLC's annual Resource
Sharing Conference



"...integrated with
WorldShare ILL..."

"What makes filling
copy requests super
easy is the WorldCat
knowledge base link
that's integrated with
WorldShare ILL."

Leanna Pagano

Manager of Resource Sharing and Course
Reserves, California Lutheran University

Optimize your library's resource sharing

OCLC's smart fulfillment provides fast, data-driven recommendations based on your library's local policies, item availability, and partnerships. Together, these features help you exceed your users' expectations, all while saving staff time and streamlining workflows.

- **Automated request manager** enables you to automate ILL workflows based on your specific configurations.
- **Smart lender strings** are built for borrowing requests submitted through the automated request manager. And the lender strings built by automation provide faster turnaround times.
- **Real-time availability** automatically checks to see if an item is on the shelf. This expedites borrower turnaround time by getting requests to lenders that can supply the item the fastest.
- **The Express program** is a select group of more than 1,000 libraries that deliver articles and other digital resources in an average of 10 hours. These libraries are leveraging the WorldShare ILL network to provide exceptionally fast delivery to their library users.

Read how libraries are benefiting from smart fulfillment at oclc.org/sf-stories.



Exceed your library users' expectations with fast interlibrary loan

When Laura D'Amato, Head of Access Services and Interlibrary Loan, joined Baldwin Wallace University's Ritter Library, she realized their ILL workflows had been the same for a long time. To learn about the smart fulfillment capabilities, Laura attended OCLC's live training and watched recorded training videos.

Leveraging what she learned, Laura set up borrowing automations in WorldShare ILL. As a result, their borrowing turnaround times were reduced by 20 hours for copies and by two days for physical items. And once real-time availability was implemented, Laura said, "It's helpful because when I look at our Can You Supply? queue, I know the requests won't be for checked out items." Because of their participation in the Express program, their users now get copy requests delivered 50% faster.

"All the new smart fulfillment features work together for a superior experience for our library users and more effective use of our ILL staff's time."

Laura D'Amato

Head of Access Services and Interlibrary Loan
Ritter Library, Baldwin Wallace University

Visit oclc.org/ILL to learn more.

Find out about implementing automated ILL at individual institutions or for your group, learn how WorldShare ILL connects with WorldShare Management Services, hear how other libraries have benefited, find out about upcoming ILL events, and more.

Because what is known must be shared.®

