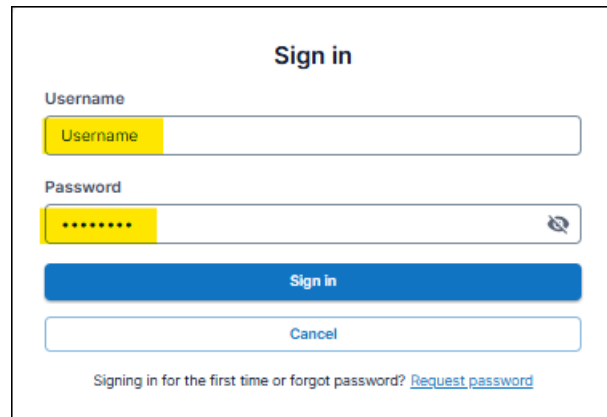


USL provides a WorldShare Interlibrary Loan account for your library and manages ILL requests submitted by your library.

Your library should have received a [WorldShare ILL Account Login document](#) with your library's **unique URL and login information**. If you need this information, or need this information changed or updated, please contact the USL ILL Librarian: Sarah Pitkin, [ill@utah.gov](mailto:ill@utah.gov) or 801-715-6738.

## Accessing your Library's ILL Account

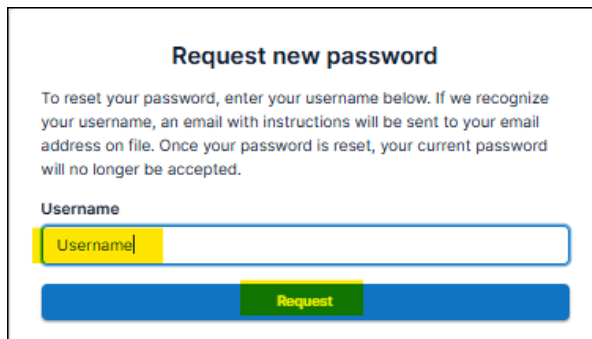
- In a browser address bar, type in your library's unique WorldShare ILL account URL.
- **Bookmark this URL before you log in, as the link will change once you enter the site.** You will need to go to your bookmark settings to do this.
- In the **SIGN IN** window, enter your library's Username and Password (if you know it), then press **Enter** or click **Sign in**.



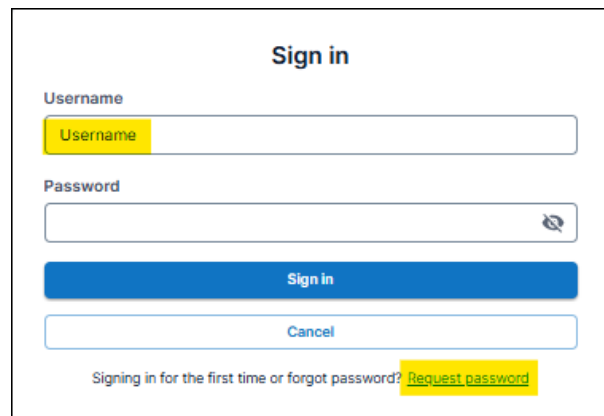
The screenshot shows a 'Sign in' form with two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'Username' and the 'Password' field contains seven dots. Below the fields are two buttons: a blue 'Sign in' button and a white 'Cancel' button. At the bottom, there is a link: 'Signing in for the first time or forgot password? [Request password](#)'.

## Reset the ILL Account Password

- If the password needs to be reset, enter the Username, then [Request password](#).
- In the **Request new password** window, enter the Username, then click **Request**.

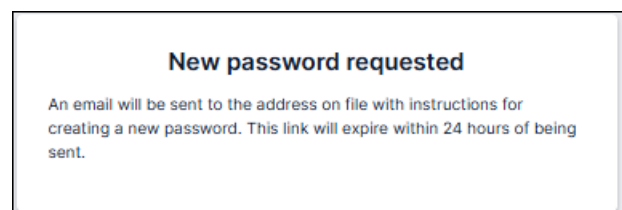


The screenshot shows a 'Request new password' form. It contains a text box with the instruction: 'To reset your password, enter your username below. If we recognize your username, an email with instructions will be sent to your email address on file. Once your password is reset, your current password will no longer be accepted.' Below this is a 'Username' label and an input field containing 'Username|'. At the bottom is a blue button with a green 'Request' label.



This screenshot is identical to the one above, but the 'Request password' link at the bottom is highlighted with a yellow background.

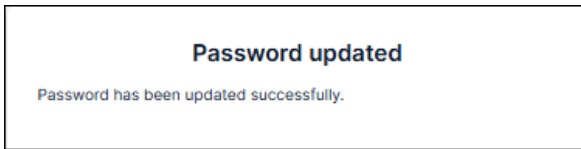
- An email is sent to the email address associated with the ILL account. Click on the link in the email.



The screenshot shows a message box titled 'New password requested'. The text inside reads: 'An email will be sent to the address on file with instructions for creating a new password. This link will expire within 24 hours of being sent.'

- In the **Change password** window, add the **Username**, a **New password** and **Confirm new password**, then Enter or click **Change password**.

- The Password updated window will appear.

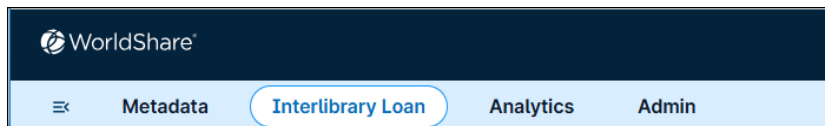


- Go back to the **Sign in** window to re-enter the **Username** and new **password** to access the ILL account.

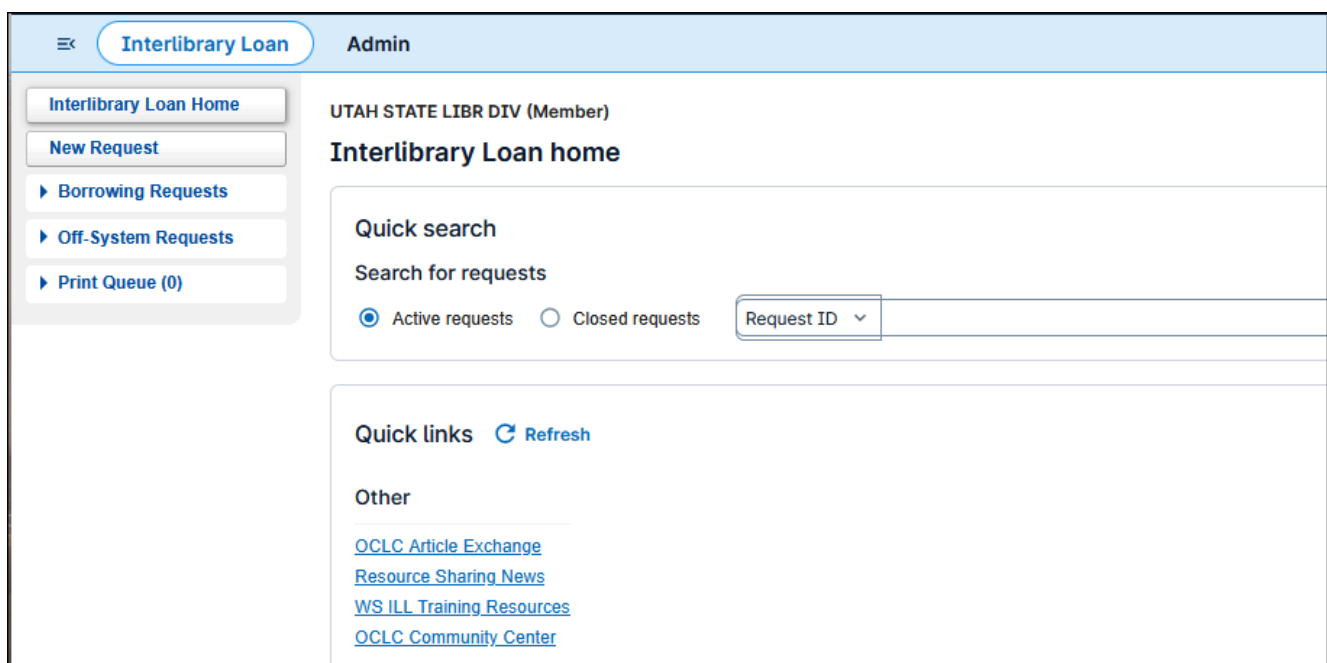
- *If needed, notify other staff members that the password has been changed.*

- You may also see a branch selection pop-up window. Click **Confirm** to proceed.

- If you are not immediately directed to the WorldShare ILL Home screen, click the **Interlibrary Loan** tab at the top of the screen.



- The Home screen lists your requests, and a search option for finding requests.
- For best results, **do not use the browser Back button**. Instead, click a link on the screen to return to a previous page.



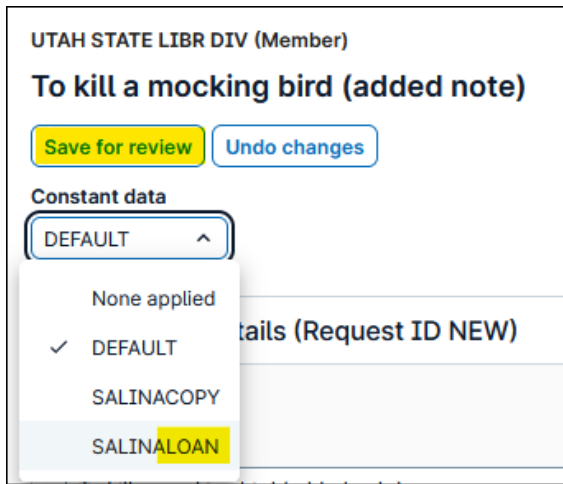
## Creating Requests

- To create new requests in WorldShare ILL, click the **New Request** button.

- Add the **Title** of the item.
- Add a **(note) only if** the request is for:
  - A Large Print title, i.e., **(Large Print)**,
  - A specific edition of a title, i.e., **(3rd ed.)**,
  - A visual book like a **(graphic novel)**,
  - A **(Blu-ray DVD)** specifically.
- Add *one* Author, **Last Name first**.
  - For a **DVD**, add *one* **Actor** as the Author, **Last Name First**.
- Change the Format if the request for for an item *other than* a Book, such as a **Sound recording on CD**, or **DVD**.


- Any other fields in this section *can* be filled in, but *will most likely not be seen* when the request is opened at USL.

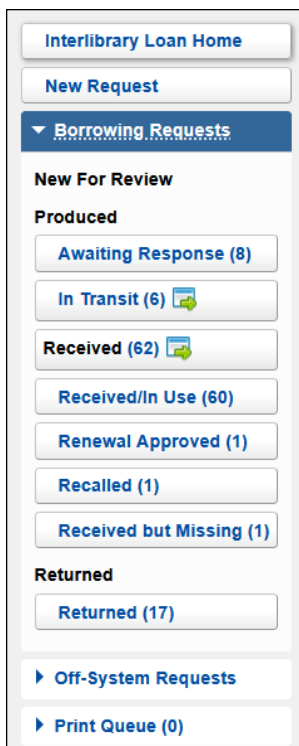
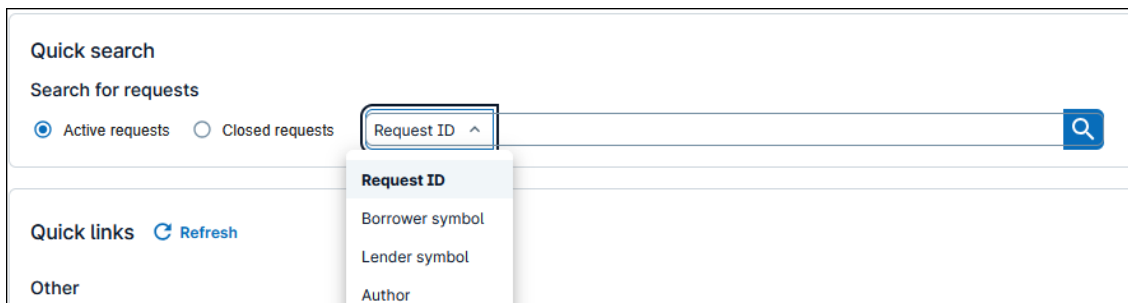
- The **Patron** information section (at the bottom of the request) is for your library use in any way that would be helpful.
- After a request is filled or canceled, patron information is deleted.



- Back at the top of the request, apply **Constant data** by choosing your library's LOAN option,
- then click **Save for review**. The request is sent to the ILL queue at USL for processing.

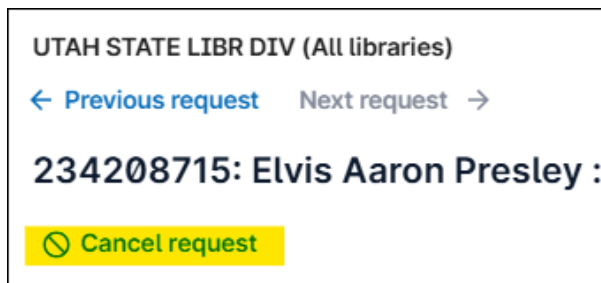
## Searching for Requests

- From the Interlibrary Loan Home screen, you may search Active and Closed requests.
  - Choose a search option from the drop-down list.
  - Type a keyword or number in the field provided.
  - Click the circle next to either **Active Request** or **Closed Requests**.
  - Click the search button  to bring up a list of requests.



- Your library's ILL requests populate under the tabs of the left-side panel and are moved through the different categories as they are processed.
- Clicking on a category button will open a list of requests in that category.
- Categories with no current requests will not appear in the list.
- Any requests are listed as **Unfilled**, **Conditional**, or **Expired**, are taken care of by USL in processing requests.

## Cancel an ILL Request



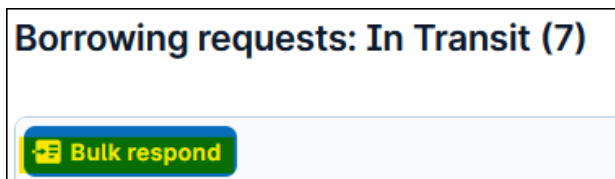
- Once a request is submitted, it can be cancelled at any time, up until the request is marked as **In Transit/Shipped**.
- Open the request. Near the top is a link to cancel the request.

## Receive ILL Items

- ILL items that arrive at your library will have the status of **In Transit** (see left-side panel). Each ILL received will need to be marked as **Received**.
- Click on the **In Transit** button to bring up the request list.



- At the top of the list, click the **Bulk respond** button.



- Move the cursor to the **Type or scan ID** field and scan in each Request ID.
- When finished scanning, click **Mark as received**.



- The item is now ready to be checked out to your patron.

## Renew ILL Items

- On the homepage, click **Received in Use** under **Borrowing Requests**.
- Click on either **Request ID** or the **Title** link to open the request.

Interlibrary Loan Home  
New Request  
Borrowing Requests

New For Review  
Produced  
Awaiting Response (2)  
In Transit (2)  
Received (11)  
Received/In Use (11)  
Renewal Approved (1)

UTAH STATE LIBR DIV (Member)  
Borrowing requests: Received/In Use (11)  
Refresh Last updated 12/24/2025, 10:49:27

ID	Media type	Title
234099611	📖	The mysterious affair at Styles : a Hercule Poirot mystery
234066632	📺	Doctor Who. The complete twelfth series [DVD]
233993126	📖	Three complete novels
233974320	📖	Kristy + Bart =?

- At the top of the request choose from the drop-down menu **Request renewal**
  - *Without desired due date* - the request is sent directly to the lender.

UTAH STATE LIBR DIV (Member)  
← Previous request Next request →

234099611: The mysterious affair at Styles : a Hercule

Mark as returned Request renewal Mark as lost

Request Staff no

With desired due date  
Without desired due date

- *With a desired due date* - another window will open. Add the desired renewal date and click **Renew item**.

Renew item

Current due date 02/28/2026

Desired due date  
12/24/2025

Cancel Renew item

- The request will be sent to the Lending Library to *Accept* or *Deny* the request for renewal.

- If the renewal is **accepted**, the status of the request will change to **Renewal Approved**, and the request will display a new **Due date**.

- If the renewal is **denied**, the status of the request will populate under the **Renewal Denied** button.

## Return ILL Items

- To change the status of an ILL item to **Returned**, find items under the **Received/In Use** button.

- Click the **Mark as returned** button at the top of the request.

- In the window that opens, check the box to  Add to return labels print queue.

- The status is changed to **Returned** and a return address label is added to the Print Queue.

## Print Return Labels

- Print return address labels by clicking on [Return Labels](#), check the boxes of the requests to print return labels for, then click [Print](#). A print window will open with the return address labels to print and are printed 6 to a page.

UTAH STATE LIBR DIV (Member) RD0 Reg ID: 16067  
Print Queue: [Borrowing Return Labels \(3\)](#)

Results 1 - 3 of 3 Rows 20

<input checked="" type="checkbox"/>	ID	Media Type	Title	Status
<input checked="" type="checkbox"/>	233769194	Book	Nadja	Returned
<input checked="" type="checkbox"/>	233257409	Book	The chicken who saved us : the remarkable story of Andrew and Frightful	Returned
<input checked="" type="checkbox"/>	231377110	Book	Dorrie's magic	Returned/Complete?

Results 1 - 3 of 3 Rows 20

Format: 6 per page  
Paper Size: US Letter  
Avery 5164/5264/8164 and Avery 6464/6482

Include on labels  
 Request ID barcode  
 LIBRARY MAIL DMM: 173.5.0  
 RETURN SERVICE REQUESTED

Start at label position: 1

[Print](#) [Remove](#)

- When an ILL item is returned to the lending library, the request will be **Completed** in WorldShare ILL, and the status of the request will change to **Closed(Supplied)**.
- Labels in the Print Queue will stay in the queue until removed, so clearing out your queue after you have shipped your ILL items is helpful.

- Under the [Print Queue](#), click the [Remove All](#) link, then [Remove All](#) in the window that opens.

For any questions about using WorldShare ILL, please contact the USL ILL Librarian:



**Sarah Pitkin**  
 Interlibrary Loan Librarian  
 State Library Division | 801.715.6738  
 spitkin@utah.gov or ill@utah.gov