

Member Library ILL LOAN Requests

Last Updated: April 17, 2026

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

Your library's WorldShare® ILL account has a **unique URL, Username and Password**.

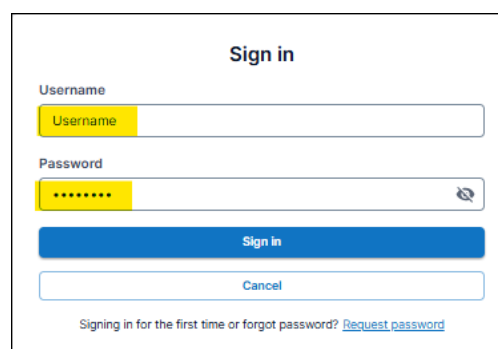
If you need this information, or need to update any information on your library's account, please contact the USL ILL Librarian: Sarah Pitkin at ill@Utah.gov or 801-715-6738.

Sign in to your Library's ILL Account

- In a browser address bar, type in your library's **unique WorldShare URL**.

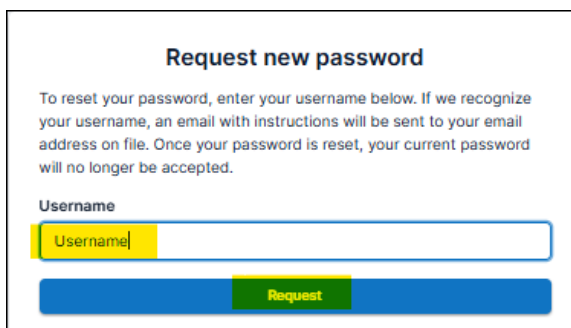
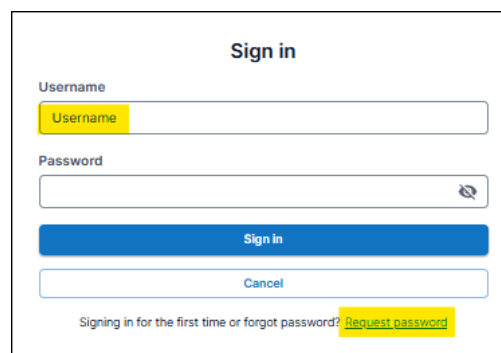
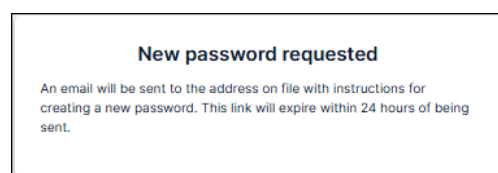
Bookmark this URL before you log in, as the link will change once you enter the site. You will need to go to your bookmark settings to do this.

- In the **Sign in** window, enter your library's Username and Password (if you know it), then press Enter or the **Sign in** button.

A screenshot of the 'Sign in' window. It features a title 'Sign in' at the top. Below it are two input fields: 'Username' and 'Password'. The 'Username' field has a yellow highlight on the label. The 'Password' field has a yellow highlight on the label and a small eye icon to its right. Below the input fields are two buttons: 'Sign in' (blue) and 'Cancel' (white with a blue border). At the bottom, there is a link: 'Signing in for the first time or forgot password? [Request password](#)'.

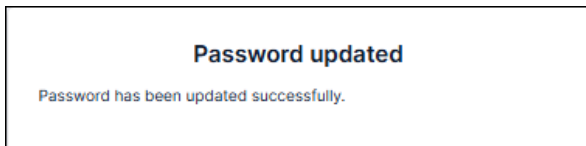
Reset the Password (if needed)

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

A screenshot of the 'Request new password' window. It has a title 'Request new password'. Below the title is a paragraph: '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 paragraph is an input field labeled 'Username' with a yellow highlight on the label. At the bottom is a blue button with the word 'Request' in white.A screenshot of the 'Sign in' window, identical to the one above, but with the 'Request password' link at the bottom highlighted in yellow.A screenshot of the 'New password requested' window. It has a title 'New password requested'. Below the title is a paragraph: '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.'

- An email is sent to the email address associated with the ILL account.
- Click on the link in the email to open the **Change password** window.

- In the **Change password** window, add the **Username**, a **New password**, and **Confirm New password**.
- The **Password updated** window will appear.

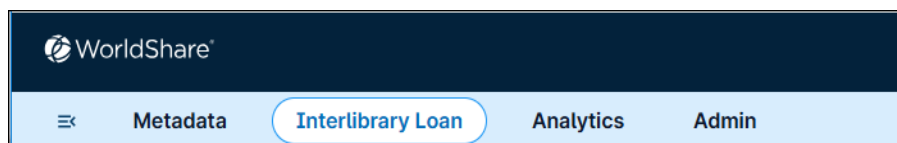


- Go back to the **Sign in** window to re-enter the **Username** and new **Password**.

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

- Once you've entered the Username and password, a **branch selection** pop-up may appear. Select your library name and **Confirm** to proceed.

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



- ILL request navigation is in the **left panel**, with a **Search** option for finding requests. Search **Active** or **Closed** requests. Use the **drop-down menu** to filter your search.

Note: There might also appear an announcement banner above the Search. Click the "X" on the right side to dismiss these announcements.

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

Create and Submit a Loan Request

- To create a LOAN request, click **New Request**.

- Only the first few fields of the request are seen by USL when the request is opened. To help USL staff easily search for the correct item requested:

- Add a **Title**. A series name is *not needed*.
 - If requesting **Large Print**, add (LP) after the Title.
 - If requesting a **specific edition**, add the edition after the Title, i.e., (*3rd edition*).
- Add only 1 **Author** (*Last Name First, First Name Last*).
- If requesting a **DVD**, add **1 Actor** in the **Author** field, *Last Name First, First Name Last*.
 - If requesting **Blu-ray** *specifically*, add (Blu-ray) after the Title.
 - (DVD) *after the title will be added by USL*.
- An ISBN is not needed.

- Choose from the drop-down menu the **Format** of the item requested. Other than a book, most common are *DVD Video* and *Sound Recording on CD*.
- Please use a *note* after the **Title** to indicate a specific edition.

- Preferred edition* and *Preferred delivery format* may be used by USL, if needed.
- Patron information (at the bottom of the request) is used by your library to ID a patron.

- After a request is filled or cancelled, patron information is deleted.

- At the top right, choose from the drop-down menu your library's **LOAN** option. This adds your library's information to the **Borrowing library** section of the request.

UTAH STATE LIBR DIV (Member)
To kill a mocking bird

Save for review Undo changes

Request details (Request ID NEW)

Title/Journal
To kill a mocking bird

Library search
My library catalog

RD0 Reg ID: 16067
AMFORKLOAN

No constant data applied
AMFORKCOPY
✓ AMFORKLOAN
DEFAULT

- Click **Save for review** at the top of the request to send the request to USL for processing.

UTAH STATE LIBR DIV (Member)
To kill a mocking bird

Save for review Undo changes

RD0 Reg ID: 16067
AMFORKLOAN

Note: If USL has any questions about an ILL request, or if there is not enough information on the request to search for the item, an email will be sent to the email address that is listed on the request. *If this email address needs to be updated*, please contact USL at ill@utah.gov.

Interlibrary Loan Home

New Request

▼ Borrowing Requests

New For Review

Produced

Awaiting Response (4)

In Transit (11)

Received (91)

Received/In Use (89)

Renewal Requested (2)

Renewal Approved (11)

Returned

Returned (29)

► Off-System Requests

► Print Queue (0)

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

Cancel an ILL Request

UTAH STATE LIBR DIV (All libraries)

[← Previous request](#) [Next request →](#)

234208715: Elvis Aaron Presley :

[Cancel request](#)

- Once an ILL request is submitted, it can be cancelled at any time, up until the request is marked as **In Transit/Shipped**.
- Near the top of an open request 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**.

▼ **Borrowing Requests**

New For Review

Produced (14)

Awaiting Response (7)

In Transit (7) 

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

Borrowing requests: In Transit (7)

[Bulk respond](#)

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

Borrowing requests: In Transit (7)

[X Cancel bulk response](#)

Type or scan ID to quickly add



[+ Add to bulk](#)

Add up to 100 requests.

[Mark as received](#) [Clear selection](#)

- 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 the 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**.
 - Choosing *Without desired due date* will send the request 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

- Choosing *With a desired due date* will open the **Desired due Date** window. 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 change to **Renewal Denied**.

Return ILL Items

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

- Open the request and click the **Mark as returned** button at the top.

- 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

- Click the **Return Labels** button to bring up a list to print. Check the boxes next to Request ID numbers, then **Print**.

- When an ILL item is returned to the lending library, the request will be **Completed** by the lending library, and the status 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 **Remove All**, then **Remove All** in the window that opens.

For questions about using WorldShare ILL, please contact:



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