WorldShare Circulation facilitates requesting, loaning, and processing of physical items to eligible patrons and affiliated institutions.

- **Get started**
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  Get started with WorldShare Circulation.
  - Circulation account roles
  - Add a privacy notice
  - Set or reset your password
  - Sign in to Circulation

- **Check out**
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  Discover how to check out materials.
  - Check out
  - Check out a held item
  - Check out temporary item
  - Bulk renew items
  - Change due date
  - Change loan status
  - Check out exceptions
  - Download and run the offline circulation client
  - Renew items
  - Use offline circulation and upload transactions

- **Check in**
  - No image available
  
  Discover how to check in materials.
  - Check in items
  - Check in exceptions
  - Download and run the offline circulation client
Inventory

- Soft check in
- Use offline circulation and upload transactions
- Work with fines for checked in items

**Patron management**

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In Circulation, discover how to research patron accounts to assist in circulation activity, create new patrons, and work with bills and fines.

- Patron record details
- Block a patron
- Create new patron
- Delete patron account
- Edit patron barcodes
- Manage library memberships
- Patron history
- Patron notes
- Proxy patrons
- Suspend patrons
- Work with bills and fines

**Item management**

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Discover procedures for tasks that you may perform (e.g., look up items, edit items, add temporary items, etc.) in order to maintain item records related to circulation activities

- Add items
- Add temporary items
- Advanced search and expert search
- Change the location for multiple items
- Check item status or location
- Claims lost, returned, never had
- Container management
- Delete items
- Edit items
- Item notes
- Manage serial issues
- Search for items

https://help.oclc.org/Library_Management/WorldShare_Circulation

Printed: Sun, 16 May 2021 18:31:59 GMT
• Set search preferences
• View and use serial item records
• View item history
• View statistics and reminders sent

• Holds management

Discovered how to place and delete holds from bibliographic records, item records, and from patron accounts.
• Circulation hold workflow
• Available hold types
• Place hold
• Edit or delete hold
• Schedule items
• View holds
• Holds for review
• Pull list
• Fulfill holds
• Recall items
• Clear hold shelf

• Room reservations

Use the Room Scheduling feature to manage the rooms in your library and create events (reservations) for patrons.
• Browse rooms
• Create a room event (reservation)
• Delete (cancel) an event
• Set up room scheduling

• My Account

Learn how library users can access their accounts to renew items, remove and edit holds, and view fines in WorldCat Discovery.
• Access and customize My Account
• Checked out
• Requested
• Fees
• Configuration

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Discover how to set your circulation policies with OCLC Service Configuration.

◦ OCLC Service Configuration - WMS Circulation
◦ Group aware for consortia
◦ Integration with ZFL-Server
◦ WorldShare Interlibrary Loan integration
◦ Tipasa integration
◦ Integration with Relais D2D

• Capira Curbside

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Find information about Capira Curbside.

◦ Get started with Capira Curbside

• Reference

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Additional resources for WorldShare Circulation users.

◦ Course Reserves in WorldCat Discovery
◦ Digby® app FAQ

• WorldShare Circulation release notes and known issues

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Find WorldShare Circulation release notes and known issues. Release notes are documents that contain information about new product features and enhancements as installed in scheduled releases.

◦ 2021 WorldShare Circulation release notes
◦ 2020 WorldShare Circulation release notes
◦ 2019 WorldShare Circulation release notes
◦ Known issues

• WorldShare Circulation training

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Find training on WorldShare Circulation.
Troubleshooting

Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

- Are my notifications sent according to how I set them in Service Configuration, or at the top of the hour/the next morning?
- A patron received a recall notification for an item, but the item was never recalled.
- Can a library date be marked as open for pickup for closed for returns in MuseumKey or LendingKey?
- Can a shelving location be changed in bulk to a different shelving location?
- Can Demco Spaces be integrated with WMS?
- Can Digby support check digits in barcodes?
- Can I convert monographs to multi-part items?
- Can I turn off circulation notifications in WorldShare?
- Can we add a cost to an individual item?
- Can we make our own item material types?
- Can we reset the password for offline circulation?
- Can we set up automatic email receipts for items borrowed by patrons?
- Can we stop notifications from being sent out on closed days?
- Customize text for Circulation Notices
- Does OCLC have to share a key for encrypted SIP2 connection?
- Does the bulk due date renewal client update ILL due dates as well?
- Do any OCLC reports include IFM refund transactions?
- Do items that are checked in through Digby show up only in the “Soft checkout” statistics?
- Fines are being accrued despite a grace period being in place. Why is this?
- For Digby “Remove All Items”, When it says: “inventoried items cannot be retrieved once removed from this list” What list is it referencing?
- Hold Pull List Patron Name and Borrower Category sorts don't appear correct
- How can I add an additional museum pass or thing in MuseumKey or LendingKey?
- How can I change the sort order of serial checkin records?
- How can I configure my SIP2 device to work with WMS?
- How can I find out about planned maintenance outages?
- How can I get a list of my current transactions in Digby?
- How can I get a record into WMS for the laptops my library wants to circulate?
- How can I identify duplicates in the Circulation Item Inventory within Excel
- How can I tell if my institution is set up for SIP2?
- How can we add or remove a new icon or screen in Capira?
- How can we prepare for an outage?
How does ILS circulation integration work in MuseumKey or LendingKey?
- How do fixed due dates affect our loan policies?
- How do I add a new hold pickup location?
- How do I add a new patron type?
- How do I add a temporary shelving location that will appear in the drop-down menu in my LHRs?
- How do I add Laptops or other items to WMS for Circulation?
- How do I change a branch library name?
- How do I delete a container?
- How do I get a location removed from our WMS?
- How do I get a new location added to our WMS?
- How do I keep withdrawn barcodes from being purged?
- How do I limit number of holds allowed for a patron on popular resources, such as High Use, New Titles, DVD's or Laptops?
- How do I locate/access our Circulation Item Inventory Report?
- How do I make a shelving location non-circulating?
- How do I perform a stocktake?
- How do I permanently delete items that are still showing the status of "Withdrawn" after the purge date if I have already deleted the branch from our configuration?
- How do I prevent fines from generating on closed days
- How do I prevent holds being placed on items I do not want holds on?
- How do I prevent the WSKey for my offline circulation client from expiring?
- I am getting an error message when cataloging a book and it shows 'null' in the call number.
- How do I set my open hours to go past midnight?
- How do we add a new pickup location in CapiraMobile or CapiraReady?
- How do we stop overdue fines from being created, on overdue items?
- How do we update our hours in CapiraMobile?
- How do we update URLs in CapiraMobile?
- How do I activate room scheduling in WMS Circulation for our library?
- How long does it take loan policy changes to apply to library resources?
- How long until my WSKey expires?
- How often can I submit a patron load file?
- If an item with fines on it is withdrawn and purged, do the fines remain on the patron's account?
- If a scanned item has a status such as billed or paid, but is found in the library and scanned with Digby, will the app alert us to this?
- If a scanned item is checked out, will it be checked in via the app?
- If patrons in the delete file have outstanding checkouts or bills, will they still be deleted by the bulk patron delete process?
- If I am paying multiple bills in one transaction and the full amount is not tendered, which bill is paid in full?
If you manually renew items beyond a user's expiry date, will the date revert?

In addition to the automatic closing dates, can I mark additional dates as closed in MuseumKey or LendingKey?

When renewing an item in My Account, can I see at a glance if an item is reserved?

Is Digby training available?

Is it possible for any existing "title" (Mr., Mrs., Professor, etc.) information in patron records to be removed via a batch process?

Is it possible to add student photos to WorldShare Circulation profiles?

Is it possible to set up a SIP2 connection for Hoopla?

Is there an impact to changing our Item call number types to Unknown?

Is there a way to increase the default number of items displayed in the patron check screen?

Is there a way to re-send a circulation receipt to a patron's email?

Is there a way to re-send bills and/or overdue notifications to a patron?

Is there a way to turn off the last issued to field in item statistics so that you don’t see the patron’s name?

Item record with a blank barcode appears in Copy list and can't be deleted

I am having trouble setting up our POS Printer with our new Windows 10 computers and when I try to install it gives me an error and refuses to continue.

Why am I getting an error message in Service Configuration: "We are unable to process your request at this moment."

I am unable to log in to the SFTP server.

I am unable to sign in to Service Configuration using my OCLC Services Account

I am unfamiliar with a barcode being 'deprecated', what does that mean?

I have an item whose shelving location in WorldShare Circulation and Item Inventory Report don't match.

I have found a book that was down as Missing on the system. How do I change the status to Available?

I have set my loan policy for a location to be not for loan but items within this location are still showing as available for loan

I have set open hours for our library to close at 6pm, but our due dates are still showing as 11:59pm on the following day rather than 6pm.

I need a list of the temporary item records for my institution

I need my Circulation Override Credentials

Why am I getting a blank page when I select WMS circulation?

My due dates are set in the wrong date format

Why did one of my patrons not get deleted when the patron delete batch job was run?

One of our PCs is displaying different menu options in Check In

Our policy for Room Expiration Notification appears to be malfunctioning. It is sending out notifications hours and hours after the event occurred.

Patrons are reporting not being able to put holds on items.

Patron unable to login to my account, they receive the error message "The login system failed with error: Problem processing ACS Response in IDM Bridge"
Server Communication Failed error when adding item record

- Strange order in hold request list
- There are no checkboxes next to the items in the patron hold list. How do I fix this?
- The "Items Claimed Returned" in my patron's account is not clickable. How do I find out which items were marked in this status?
- The search in WorldShare Circulation is defaulting to My Group Holdings instead of My Library Holdings, how do we change this?
- Unable to log into the Digby app on an Android phone.
- We need a list of IPs or URLs that the offline circulation client connects to so that we can make firewall exceptions on our end.
- We noticed that the date printed on a retrieval slip was incorrect even though the date on the bib record was correct.
- We see a message about "Digby Limit Reached". What is the Limit, and how would we share the list before removing it?
- We would like to enable authentication for SIP2 circulation transactions, which authentication services are supported?
- What causes orphan holds to appear against a patrons record, but not display in the title hold queue in Circulation or in a Pull List?
- What does the "Assess" and "Pending Payment" status mean?
- What does the error message mean in my Patron Exception Report?
- What happens to the "claimed lost" counter on a patron record if the withdrawn item is never checked-in before being purged from the system?
- What information should I send when reporting a problem to Support?
- What IP ranges are used by the Capira products?
- What is OCLC's data backup schedule for WMS?
- What is the function of the previous shelving location in Item Details?
- What is the impact if we change from linking or unlinking patron usernames and barcodes?
- What kind of reservation limits can I add in MuseumKey or LendingKey?
- What should I do if a museum pass or thing is returned late in MuseumKey or LendingKey?
- What should I do when I get the message "Limit reached" in Digby?
- When an item is renewed what notification policies does it follow?
- When do emailed inventory reports from Digby get sent, is it immediate?
- When uploading a patron record that matches an existing patron record, what happens to the notes in that patron record?
- Where can we find our Supervisor username and pin?
- Where is the Share button in Digby?
- Where would I set a rule that items in a certain collection may not be placed on hold?
- Who do I contact for SIP2 connection set up?
- Why am I directed to a specific item / title / patron / order / invoice record when I first log in to WMS?
Why am I getting an "Error Updating the Entry" error when updating Notifications?
为什么要我在更新通知时收到"Error Updating the Entry"错误？

- Why am I getting error message "No matching Loan Policy"?
- 为何我在未找到匹配的贷款政策时收到错误消息？

- Why am I getting error message "No matching Location Policy"?
- 为何我在未找到匹配的位置政策时收到错误消息？

- Why am I getting "Error Updating the Entry" error when creating a fixed due date?
- 为何我在创建固定到期日时收到"Error Updating the Entry"错误？

- Why am I getting the message "OCLC has detected a problem with your institution's authorization credentials" when trying to login to WorldShare Management Services?
- 为何我在尝试登录WorldShare Management Services时收到"OCLC已检测到您的机构授权凭据出现问题"的提示？

- Why am I receiving the message "We cannot reach your institution to verify your credentials. Try again later."?
- 为何我收到"我们无法联系您的机构来验证您的凭据。稍后再试"的消息？

- Why am I seeing "OCLC has detected that your institution's encryption has changed" when I log into WorldShare?
- 为何当我登录WorldShare时看到"OCLC已检测到您机构的加密方式已更改"的信息？

- Why aren't renewed items applying the new fixed due date in WorldShare Circulation?
- 为何在WorldShare Circulation中未更新的项目未应用新的固定到期日？

- Why are changes made to the OPAC Statuses, Locations and Circulation Policies grid not taking effect?
- 为何对OPAC状态、位置和流通政策网格所做的更改未生效？

- Why are dates before reservation blocked in MuseumKey or LendingKey?
- 为何在MuseumKey或LendingKey中预定日期前的日期被阻塞？

- Why are due dates being set out by several years?
- 为什么设置了几年的到期日？

- Why are due dates not being set according to our policies?
- 为什么到期日未根据我们的政策设置？

- Why are items falling due on days when the libraries are closed?
- 为何在图书馆闭馆的日子物品到期？

- Why are items not being removed from the patron's hold list?
- 为什么物品未从借阅者保留列表中移除？

- Why are items renewing from today's date instead of from the original due date as we have it set up?
- 为什么物品从今天的日期续借，而不是按照我们设置的原到期日？

- Why are items showing up delayed on the Pull List from when they were requested?
- 为什么在Pull List中显示了延迟的物品，从它们被请求时开始？

- Why are items that are received in Acquisitions going straight to an Available status?
- 为什么在收购中收到的物品直接到可用状态？

- Why are my changes to email notifications not saving?
- 为何我对电子邮件通知的更改未保存？

- Why are notifications not showing under patron's history?
- 为何通知未在借阅者历史中显示？

- Why are old notifications still going out when I have updated my notifications?
- 为何旧的通知在我更新通知时仍在发出？

- Why are some buttons greyed out when editing an item in Circulation?
- 为什么在编辑流通中的某些按钮被灰色显示？

- Why are there multiple due dates for the same item showing on my due date receipt?
- 为什么同一物品显示多个到期日在我的到期日收据上？

- Why can't I download the Offline Client?
- 为何我不能下载Offline客户端？

- Why can't I see the check box when I want to print a receipt?
- 为何我想打印收据时看不到复选框？

- Why can't my student worker search for patrons or scan barcodes?
- 为何我的学生工作者不能搜索借阅者或扫描条形码？

- Why can't I save my changes to "Accrue bills and/or suspension when closed"?
- 为何我不能将更改保存为"在关闭时累计账单和/或扣除"？

- Why can a patron not check out an item using Self Check in Capira?
- 为何借阅者不能使用Capira的自助服务借出物品？

- Why can a patron not renew checkouts or place holds in Capira?
- 为何借阅者不能在Capira中续借或放置保留？

- Why can a patron not view their checkouts, fines, holds, or reading history?
- 为什么借阅者不能查看他们的借阅情况、罚款、保留或阅读历史？

- Why can I not find an item by its OCN, Title, etc., only by its barcode?
- 为何我不能仅通过条形码找到物品，而不能通过OCN、标题等？

- Why can I not access the Capira support portal?
- 为何我不能访问Capira支持门户？

- Why does Digby crash after a few scans?
- 为何Digby在几次扫描后崩溃？

- Why does more than one item come up when I search for a barcode?
- 为什么我在搜索条形码时出现超过一个物品？
Why does the Shelving location field appear red when I'm trying to set up a new rule in the Loan Policy Map?

- Why don't I see the Change Due Date button?
- Why do deleted items still display with a status of Withdrawn, when they should be purged?
- Why do multiple items show when I search for a barcode?
- Why isn't updated bibliographic information showing on my Item Inventories report?
- Why is an item not automatically renewed?
- Why is a catalog search not returning expected results in Capira?
- Why is a patron unable to log into Capira and receiving an Invalid Information error?
- Why is a staff note popping up when checking-in an item when there is not a note on the item?
- Why is Digby not scanning a full barcode that has an 'Enter' suffix on an iOS device?
- Why is Digby stuck at a circular loading screen?
- Why is my loan policy not being applied correctly?
- Why is my POS Printer not printing automatically?
- Why is my renew button deactivated in circulation?
- Why is my SIP2 machine not reading non-latin characters?
- Why is our Capira app crashing?
- Why is our self-checkout machine allowing checkouts that don't respect our Loan Policy Map
- Why is the system sending all of our checked in items into transit?
- Why are the check boxes missing when we go to select an item on a patron's account?
- Why were fines not applied to my circulation transaction?
- Why will my fixed due date not save to a loan policy?
- Would it be possible to let our patrons limit their searches by branch location?
- You are already logged into another institution error