Print an individual request (print now)

You can print individual requests from the request screen.

- Borrowers: You must save or submit a request first before you can print it. The request must be in any of the following queues to print now: New for Review, Received, Produced, Returned.
- Lenders: You can print a request from any queue.

To print an individual request:

1. Open the request you want to print.
2. In the request, on the upper right side of the screen, click **Print Now**.
   - Note: Some requests will show additional print check boxes (for example, Print Book Straps/Stickers or Print Shipping Labels/Return Labels) if they are available.
3. On the Print Preview window, use the printer icon or links to print the request.
4. Click **Done** or the X (×) at the top of the window to close it.

Add requests to the print queue (print later)

You can add requests to the print queue to print them later.

- Borrowers: You must save or submit a request first before you can print it. The request must be in any of the following queues to add it to the print queue: New for Review, Received, Produced, Returned.
- Lenders: You can print a request from any queue.

To add a request to the print queue

1. Open the request you want to print.
2. In the request, on the upper right side of the screen, click the down arrow next to **Print Now**.
3. Select **Add to Request Print Queue**.
4. A confirmation message appears, and the request is added to the appropriate print queue.
5. On the left navigation, click **Print Queue**.
6. Click **Requests** (either under Borrowing, Lending, or Purchasing, depending on the request).
7. On the Print Queue screen, select the **check boxes** for the requests you want to print.
   - To print all requests in the table, select the **check box** at the top of the first column of the table.
To change the number of rows you see in the table, select a **number** from the Rows list.

8. When printing requests, you may select to print 1 or 2 requests per page. Click either **Print 1 per page** or **Print 2 per page**, depending on how many requests you want to print per page.

9. On the Print Preview screen, use the **printer icon** or **links** to print the request.

10. Once you have confirmed your printing was successful, you can delete requests from requests print queue. Requests stay in the print queue until they are removed.

11. Go back to the **Requests** queue, select the **check boxes** for the requests you printed, and click **Remove**.

**Print all items in a request queue**

You can print all items in a request queue at once.

Follow the below instructions to print all items in a queue.

**To print all items in a request queue:**

1. On the left navigation, click **Print Queue**.
2. Click **Print All**.
3. The Request Queues screen appears and displays all the request queues.
4. Select the **check boxes** for the request queues you want to print. Note: There is a limit of printing 500 requests at a time. Click **Next**.
5. On the Marked Queues screen, click **Print 1 per page** or **Print 2 per page** for the marked queues you want to print, depending on how many requests you want to print per page.
6. The Auto-update check box is automatically selected. If you do not want the status of the request to automatically update, deselect the **check box**. For more information, see **Auto-update with Print All** below.
7. On the Print Preview screen, use the **printer icon** or **links** to print the requests.
8. The requests print and a confirmation message appears.

**Remove items from a print queue**

Items are not removed from a print queue until you remove them.

**To remove all items from a print queue:**

1. On the left navigation, click **Print Queue**.
2. Select the **queue** from which you want to remove items.
3. Select the **check boxes** for the items you want to remove. To select all items, select the **check box** at the top of the first column in the table.
4. Click **Remove**.
5. The items are removed from the queue.
Auto-update with Print All

The auto-update option allows you to control the status of Borrowing Not Reviewed requests or Lending New – Copies and New – Loans requests after they are printed. The system default is to advance these items to an updated status after the Print All action is taken. Not Reviewed requests will be updated to Reviewed. New – Copies and New – Loans will be updated to Considering. If you do not want to advance the request to Reviewed or Considering status, deselect the Auto-update check box.

Caution: The system does not retain the setting from the previous print. The update status must be chosen every time you print.

Print book straps or stickers

Follow the below instructions to add book straps and stickers to the print queue and to print book straps/stickers for items you are lending.

To add book straps or stickers to the Print Queue:

1. On the left navigation, click Lending Requests.
2. Click Can You Supply?
3. On the Can You Supply? screen, click the request ID or Title to display the request.
4. Process the request as normal.
5. At the top of the request, select Print Book Straps/Stickers and, optionally, Print Shipping Labels.
6. Click Yes to respond yes to the request.

To print book straps or stickers:

1. On the left navigation, click Print Queue.
2. Click Book Straps/Stickers.
3. On the Lending Book Straps / Stickers screen, select the check boxes next to the items you want to print book straps or stickers for. Select the check box at the top of the table to select all items in the table.
4. In the Format list, select 2 per page to print book straps, or select 6 per page to print stickers.
5. If you have selected to print stickers, a template appears underneath the table. To start at a different label position, select the number in the template, or enter the number in the Start at label position field.
6. Click Print.
7. On the Print Preview window, click the Print icon or links to print the book straps or stickers.

To reprint book straps or stickers:

1. Open the request for which you need to reprint book straps or stickers.
2. At the top of the request, click on the arrow next to the Print Now button.
3. Select Reprint Book Strap/Sticker. The request is added to the Book Straps/Stickers queue.
Customize book straps

Borrowers and Lenders can have customized book straps. Customized book straps can include your library's logo and any notes. You can customize your book straps in OCLC Service Configuration. See Print Settings for more information.

To customize borrower and lender book straps:

1. Sign in to Service Configuration.
2. On the left navigation, click WorldShare ILL > Print Settings.
3. On the Print Settings page, under Logo Image Settings, enter the URL of the logo you want to appear on your books straps.
5. Enter any notes you want to include on the book strap in the Notes field.
6. Click Save.

Print shipping and return labels

Follow the instructions below to print shipping and return labels.

Print return labels as a borrower

Return labels can be printed for items you are returning back to the lender. Follow the below instructions to add return labels to the Print Queue and print the return labels.

To add return labels to the Print Queue:

1. On the left navigation, click Borrowing Requests.
2. Click Received.
3. On the Received screen, click the request ID or Title to display the request.
4. Process the request as normal.
5. At the top of the request, select Print Return Labels.
6. Click Return item.

To print return labels:

1. On the left navigation, click Print Queue.
2. Under Borrowing, click Return Labels.
3. On the Borrowing Return Labels screen, select the check boxes next to the requests you want to print return labels for. Select the check box at the top of the table to select all items in the table.
4. In the Format list, select 6 per page or 30 per page.
5. A template is displayed underneath the table. To start at a different label position, select the number in the template, or enter the number in the Start at label position field.
6. Optional, when 6 per page is selected. Select the **check boxes** under Include on labels to include the following on the labels:
   - Request ID barcode
   - LIBRARY MAIL DMM: 173.5.0
   - RETURN SERVICE REQUESTED
7. Click **Print**.
8. On the Print Preview window, click the **print icon** or **links** to print the return labels.

**Print shipping labels as a lender**

Shipping labels can be printed for items you are lending to another library. Follow the instructions below to add shipping labels to the Print Queue and print the shipping labels.

**To add book straps or stickers to the Print Queue:**

1. On the left navigation, click **Lending Requests**.
2. Click **Can You Supply?**
3. On the Can You Supply? screen, click the request **ID** or **Title** to display the request.
4. Process the request as normal.
5. At the top of the request, select **Print Shipping Labels** and, optionally, **Print Book Straps/Stickers**.
6. Click **Yes** to respond yes to the request.

**To print shipping labels:**

1. On the left navigation, click **Print Queue**.
2. Under Lending, click **Shipping Labels**.
3. On the Lending Shipping Labels screen, select the **check boxes** next to the requests you want to print shipping labels for. Select the **check box** at the top of the table to select all items in the table.
4. In the Format list, select **6 per page** or **30 per page**.
5. A template is displayed underneath the table. To start at a different label position, select the **number** in the template, or enter the **number** in the Start at label position field.
6. Optional, when 6 per page is selected. Select the **check boxes** under Include on labels to include the following on the labels:
   - Request ID barcode
   - LIBRARY MAIL DMM: 173.5.0
   - RETURN SERVICE REQUESTED
7. Click **Print**.
8. On the Print Preview window, click the **print icon** or **links** to print the return labels.

**To reprint shipping and return labels:**

1. Open the request for which you need to reprint shipping or return labels.
2. At the top of the request, click on the arrow next to the **Print Now** button.
3. Select **Reprint Shipping Label**. The request is added to the Shipping Labels queue.