A request has this message: "This is an ISO-ILL request and cannot be processed in WorldShare ILL. Processing of this request must be completed in your local ISO-ILL management system." What does that mean?

**Applies to**
- WorldShare Interlibrary Loan

**Answer**
This means that you're using ISO ILL, and process requests using an external system. If you look at the ILL source for the requests, you can see an indication of that external source.

**Additional information**
A document that explains [ILL sources](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/A_request_has_this_message...) is available.

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