Our pickup locations are not displaying on requests, how do we set that up?

Applies to

- WorldShare Interlibrary Loan

Answer

To get the pickup locations to display, they must be entered into the WorldCat Registry>Branches and Affiliates portion of the [OCLC Service Configuration](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Our_pickup_locations_are_not_displaying_on_requests%2C_how_do_we_set_that_up). Once logged into the [OCLC Service Configuration](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Our_pickup_locations_are_not_displaying_on_requests%2C_how_do_we_set_that_up) navigate to WorldCat Discovery and WorldCat Local >Holding Codes & Shelving Location Messages> Holding Codes Translation Table.

From here, you can create rows in the holding codes translation table for each pickup location.

Additional information

If you need any information to fill in the translation table, please contact [OCLC Support](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Our_pickup_locations_are_not_displaying_on_requests%2C_how_do_we_set_that_up). Support will need to know your OCLC symbol to look up the data.

More information about how to configure pickup location on patron request workforms is available.

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