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

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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...).

Once logged into the [OCLC Service Configuration](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Our_pickup_locations_are...) navigate to [WorldCat Discovery and WorldCat Local >Holding Codes & Shelving Location Messages> Holding Codes Translation Table](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Our_pickup_locations_are...).

From here, you can [create rows in the holding codes translation table](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Our_pickup_locations_are...) 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...). 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](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/Our_pickup_locations_are...) is available.

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