Use the Reasons for No Reports to optimize borrowing and lending

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Learn how to access and use the Resource Sharing Borrower and Resource Sharing Lender Reasons for No reports to optimize the fill rates of your ILL operation.

**Access the reports**

1. Sign in to the [OCLC Usage Statistics](https://www.oclc.org/products/usage-statistics.html) portal with your 9-digit ILL authorization and password. The Usage Statistics are also accessible from the [Quick Links](https://www.oclc.org/products/quick-links.html) section in the staff interface.
2. Select [OCLC WorldShare Interlibrary Loan](https://www.oclc.org/products/worldshare-interlibrary-loan.html) from the left-side menu.

**Resource Sharing Borrower Reasons For No**

The [Resource Sharing Borrower Reasons For No](https://www.oclc.org/products/worldshare-interlibrary-loan/resource-sharing/borrower-reasons-for-no.html) report contains one month of data at a time, and includes each lending library who received a borrowing request from you over the month along with their Reason For No. You can export this report to Excel and filter requests to those with a Reason For No of Aged To Next Lender or Aged to Unfilled.

We recommend you identify the lender symbols associated with those reasons, especially if you see the same symbol allowing multiple requests to age, and remove them from your Custom Holdings Groups or deprioritize them by adding them to a separate Custom Holdings Group used last in a Custom Holdings Path. See [Custom Holdings Groups](https://www.oclc.org/products/worldshare-interlibrary-loan/custom-holdings-groups.html) and [Custom Holdings Paths](https://www.oclc.org/products/worldshare-interlibrary-loan/custom-holdings-paths.html) for more information.

**Resource Sharing Lender Reasons for No**

The [Resource Sharing Lender Reasons For No](https://www.oclc.org/products/worldshare-interlibrary-loan/lender-reasons-for-no.html) report contains one month of data at a time, and includes each Reason For No sent from your library. You can export this report to Excel and filter requests to those with a Reason For No of Aged To Next Lender or Aged to Unfilled.

We recommend that you review your Reasons For No to ensure your requests are not consistently aging to the next lender or to Unfilled. You can also use this report to see how your deflection policies are working. If you see requests being auto-deflected that you would not expect to deflect, you may want to review your Deflection Policies. See [Create Deflection Policies](https://www.oclc.org/products/worldshare-interlibrary-loan/deflection-policies.html) for more information.