WorldShare Circulation facilitates requesting, loaning, and processing of physical items to eligible patrons and affiliated institutions.

- **Get started**
  - [No image available](https://help.oclc.org/Library_Management/WorldShare_Circulation)
  - Get started with WorldShare Circulation.
    - Circulation account roles
    - Add a privacy notice
    - Set or reset your password
    - Sign in to Circulation

- **Check out**
  - [No image available](https://help.oclc.org/Library_Management/WorldShare_Circulation)
  - Discover how to check out materials.
    - Check out
    - Check out a held item
    - Check out temporary item
    - Bulk renew items
    - Change due date
    - Change loan status
    - Check out exceptions
    - Download and run the offline circulation client
    - Renew items
    - Use offline circulation and upload transactions

- **Check in**
  - [No image available](https://help.oclc.org/Library_Management/WorldShare_Circulation)
  - Discover how to check in materials.
    - Check in items
    - Check in exceptions
    - Download and run the offline circulation client
Inventory
  ◦ Soft check in
  ◦ Use offline circulation and upload transactions
  ◦ Work with fines for checked in items

• Patron management

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In Circulation, discover how to research patron accounts to assist in circulation activity, create new patrons, and work with bills and fines.
  ◦ Patron record details
  ◦ Block a patron
  ◦ Create new patron
  ◦ Delete patron account
  ◦ Edit patron barcodes
  ◦ Manage library memberships
  ◦ Manage patron bills
  ◦ Patron history
  ◦ Patron notes
  ◦ Proxy patrons
  ◦ Suspend patrons

• Item management

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Discover procedures for tasks that you may perform (e.g., look up items, edit items, add temporary items, etc.) in order to maintain item records related to circulation activities
  ◦ Add items
  ◦ Add temporary items
  ◦ Advanced search and expert search
  ◦ Change the location for multiple items
  ◦ Check item status or location
  ◦ Claims lost, returned, never had
  ◦ Container management
  ◦ Delete items
  ◦ Edit items
  ◦ Item notes
  ◦ Manage serial issues
  ◦ Search for items
- Set search preferences
- View and use serial item records
- View item history
- View statistics and reminders sent

**Holds management**

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Discover how to place and delete holds from bibliographic records, item records, and from patron accounts.

- Circulation hold workflow
- Available hold types
- Place hold
- Edit or delete hold
- Schedule items
- View holds
- Holds for review
- Pull list
- Fulfill holds
- Recall items
- Clear hold shelf
- Hold approval and preparation
- Manage in-house use of items
- Pickup Location

**Room reservations**

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Use the Room Scheduling feature to manage the rooms in your library and create events (reservations) for patrons.

- Browse rooms
- Create a room event (reservation)
- Delete (cancel) an event
- Set up room scheduling

**Scheduled Jobs**

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Find information about using the WMS Patron System Bill Connector to create and manage your library's bill export jobs to share information about patron fees and fines with systems outside of WMS.

- Jobs
• My Account

Learn how library users can access their accounts to renew items, remove and edit holds, and view fines in WorldCat Discovery.

- Access and customize My Account
- Checkouts
- Requests
- Fees
- Saved Searches
- View Profile

• Configuration

Discover how to set your circulation policies with OCLC Service Configuration.

- OCLC Service Configuration - WMS Circulation
- Group aware for consortia
- Integration with ZFL-Server
- WorldShare Interlibrary Loan integration
- Tipasa integration
- Integration with Relais D2D

• Capira

Find information about Capira Curbside, MuseumKey, and LendingKey.

- Get started with Capira Curbside
- MuseumKey and LendingKey

• Reference

Additional resources for WorldShare Circulation users.

- Course Reserves in WorldCat Discovery
- Digby® app FAQ

• WorldShare Circulation release notes and known issues

Find WorldShare Circulation release notes and known issues. Release notes are documents that contain
information about new product features and enhancements as installed in scheduled releases.

- 2022 WorldShare Circulation release notes
- 2021 WorldShare Circulation release notes
- 2020 WorldShare Circulation release notes
- 2019 WorldShare Circulation release notes
- Known issues

- **WorldShare Circulation training**

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  Find training on WorldShare Circulation.

- **Troubleshooting**

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  Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

  - Are my notifications sent according to how I set them in Service Configuration, or at the top of the hour/the next morning?
  - A patron received a recall notification for an item, but the item was never recalled.
  - Barcode searches bring up item in some places, but not in others
  - Can a library date be marked as open for pickup for closed for returns in MuseumKey or LendingKey?
  - Can a shelving location be changed in bulk to a different shelving location?
  - Can Demco Spaces be integrated with WMS?
  - Can Digby support check digits in barcodes?
  - Can I change multiple items to missing through a bulk update?
  - Can I convert monographs to multi-part items?
  - Can I turn off circulation notifications in WorldShare?
  - Can I waive fines in bulk?
  - Can we add a cost to an individual item?
  - Can we make our own item material types?
  - Can we reset the password for offline circulation?
  - Can we set up automatic email receipts for items borrowed by patrons?
  - Can we stop notifications from being sent out on closed days?
  - Customize text for Circulation Notices
  - Does OCLC have to share a key for encrypted SIP2 connection?
  - Does the bulk due date renewal client update ILL due dates as well?
  - Do items that are checked in through Digby show up only in the “Soft checkout” statistics?
  - Dropdown display too small in Edit Item Details screen

https://help.oclc.org/Library_Management/WorldShare_Circulation

Printed: Mon, 28 Feb 2022 15:12:09 GMT
Fines are being accrued despite a grace period being in place. Why is this?

- For Digby "Remove All Items", When it says: "inventoried items cannot be retrieved once removed from this list" What list is it referencing?
- Hold Pull List Patron Name and Borrower Category sorts don't appear correct
- How can I add an additional museum pass or thing in MuseumKey or LendingKey?
- How can I change the sort order of serial checkin records?
- How can I configure my SIP2 device to work with WMS?
- How can I find out about planned maintenance outages?
- How can I get a list of my current transactions in Digby?
- How can I get a record into WMS for the laptops my library wants to circulate?
- How can I identify duplicates in the Circulation Item Inventory within Excel
- How can I tell if my institution is set up for SIP2?
- How can we add or remove a new icon or screen in Capira?
- How can we prepare for an outage?
- How does ILS circulation integration work in MuseumKey or LendingKey?
- How do fixed due dates affect our loan policies?
- How do I add a new branch as a hold pickup location?
- How do I add a new patron type?
- How do I add a temporary shelving location that will appear in the drop-down menu in my LHRs?
- How do I add Laptops or other items to WMS for Circulation?
- How do I delete a container?
- How do I find out which items were marked "Items Claimed Returned"?
- How do I get a location removed from our WMS?
- How do I get a new branch location added to our WMS?
- How do I keep withdrawn barcodes from being purged?
- How do I limit number of holds allowed for a patron on popular resources, such as High Use, New Titles, DVD's or Laptops?
- How do I locate/access our Circulation Item Inventory Report?
- How do I make a campus library collection or shelving location unavailable
- How do I make a shelving location non-circulating?
- How do I perform a stocktake?
- How do I permanently delete items that are still showing the status of "Withdrawn" after the purge date if I have already deleted the branch from our configuration?
- How do I place a hold on an On Order item?
- How do I prevent fines from generating on closed days
- How do I prevent holds being placed on items I do not want holds on?
- How do I prevent the WSKey for my offline circulation client from expiring?
I am getting an error message when cataloging a book and it shows 'null' in the call number.

- How do I set my open hours to go past midnight?
- How do I set up Hold Pickup Notifications?
- How do I set up multiple pick-up locations for my single or multi-branched library
- How do I requeue hold pickup notifications?
- How do we add/delete a pickup location in CapiraMobile or CapiraReady?
- How do we stop overdue fines from being created, on overdue items?
- How do we update our hours in CapiraMobile?
- How do we update URLs in CapiraMobile?
- How do I activate room scheduling in WMS Circulation for our library?
- How long does it take loan policy changes to apply to library resources?
- How long until my WSKey expires?
- How often can I submit a patron load file?
- If an item with fines on it is withdrawn and purged, do the fines remain on the patron's account?
- If a scanned item has a status such as billed or paid, but is found in the library and scanned with Digby, will the app alert us to this?
- If a scanned item is checked out, will it be checked in via the app?
- If patrons in the delete file have outstanding checkouts or bills, will they still be deleted by the bulk patron delete process?
- If I am paying multiple bills in one transaction and the full amount is not tendered, which bill is paid in full?
- If you manually renew items beyond a user's expiry date, will the date revert?
- In addition to the automatic closing dates, can I mark additional dates as closed in MuseumKey or LendingKey?
- When renewing an item in My Account, can I see at a glance if an item is reserved?
- Is Digby training available?
- Is it possible for any existing "title" (Mr., Mrs., Professor, etc.) information in patron records to be removed via a batch process?
- Is it possible to add student photos to WorldShare Circulation profiles?
- Is it possible to set up a SIP2 connection for Hoopla?
- Is there an impact to changing our Item call number types to Unknown?
- Is there a way to bulk change the loan status of an entire item list?
- Is there a way to increase the default number of items displayed in the patron check screen?
- Is there a way to re-send bills and/or overdue notifications to a patron?
- Is there a way to turn off the last issued to field in item statistics so that you don't see the patron's name?
- Why is an item's bibliographic data wrong in Circulation?
- Item record with a blank barcode appears in Copy list and can't be deleted
- I added a staff note to an item record, but the note does not pop up at checkout or check in.
- I am having trouble setting up our POS Printer with our new Windows 10 computers and when I try to install
it gives me an error and refuses to continue.

- Why am I getting an error message in Service Configuration: "We are unable to process your request at this moment."?
- I am unable to log in to the SFTP server.
- I am unable to sign in to Service Configuration using my OCLC Services Account
- I am unfamiliar with a barcode being 'deprecated', what does that mean?
- I have 2 LHRs displaying when I only hold 1 LHR - how do I correct this issue?
- I have an item whose shelving location in WorldShare Circulation and Item Inventory Report don't match.
- I have found a book that was down as Missing on the system. How do I change the status to Available?
- I have set open hours for our library to close at 6pm, but our due dates are still showing as 11:59pm on the following day rather than 6pm.
- I need a list of the temporary item records for my institution
- I need my Circulation Override Credentials
- My due dates are set in the wrong date format
- Why did one of my patrons not get deleted when the patron delete batch job was run?
- Patrons are reporting not being able to put holds on items.
- Patron unable to login to my account, they receive the error message "The login system failed with error: Problem processing ACS Response in IDM Bridge"
- Server Communication Failed error when adding item record
- Strange order in hold request list
- Temporary item data is not being sent through SIP2.
- There are no checkboxes next to the items in the patron hold list. How do I fix this?
- The search in WorldShare Circulation is defaulting to My Group Holdings instead of My Library Holdings, how do we change this?
- Unable to log into the Digby app on an Android phone.
- We need a list of IPs or URLs that the offline circulation client connects to so that we can make firewall exceptions on our end.
- We noticed that the date printed on a retrieval slip was incorrect even though the date on the bib record was correct.
- We would like to enable authentication for SIP2 circulation transactions, which authentication services are supported?
- What causes orphan holds to appear against a patrons record, but not display in the title hold queue in Circulation or in a Pull List?
- What does the "Assess" and "Pending Payment" status mean?
- What does the error message mean in my Patron Exception Report?
- What does the On Hold Expired status mean?
- What happens to the "claimed lost" counter on a patron record if the withdrawn item is never checked-in before being purged from the system?
- What happens when the "Maximum outstanding billed amount" is lowered in Patron Policy?
What information should I send when reporting a problem to Support?
◦ What IP ranges are used by the Capira products?
◦ What is OCLC’s data backup schedule for WMS?
◦ What is the function of the previous shelving location in Item Details?
◦ What is the impact if we change from linking or unlinking patron usernames and barcodes?
◦ What kind of reservation limits can I add in MuseumKey or LendingKey?
◦ What should I do if a museum pass or thing is returned late in MuseumKey or LendingKey?
◦ What should I do when I get the message "Limit reached" in Digby?
◦ When an item is renewed what notification policies does it follow?
◦ When do emailed inventory reports from Digby get sent, is it immediate?
◦ When uploading a patron record that matches an existing patron record, what happens to the notes in that patron record?
◦ Where can we find our Supervisor username and pin?
◦ Where is the Share button in Digby?
◦ Where would I set a rule that items in a certain collection may not be placed on hold?
◦ Who do I contact for SIP2 connection set up?
◦ Why am I getting an "Error Updating the Entry" error when updating Notifications?
◦ Why am I getting error message "No matching Loan Policy"?
◦ Why am I getting error message "No matching Location Policy"?
◦ Why am I getting "Error Updating the Entry" error when creating a fixed due date?
◦ Why am I getting the message "OCLC has detected a problem with your institution's authorization credentials" when trying to login to WorldShare Management Services?
◦ Why am I receiving the message "We cannot reach your institution to verify your credentials. Try again later."?
◦ Why am I seeing "OCLC has detected that your institution's encryption has changed" when I log into WorldShare?
◦ Why aren't renewed items applying the new fixed due date in WorldShare Circulation?
◦ Why are changes made to the OPAC Statuses, Locations and Circulation Policies grid not taking effect?
◦ Why are dates before reservation blocked in MuseumKey or LendingKey?
◦ Why are due dates being set out by several years?
◦ Why are due dates not being set according to our policies?
◦ Why are items falling due on days when the libraries are closed?
◦ Why are items renewing from today's date instead of from the original due date as we have it set up?
◦ Why are items showing up delayed on the Pull List from when they were requested?
◦ Why are items that are received in Acquisitions going straight to an Available status?
◦ Why are my changes to email notifications not saving?
◦ Why are notifications not showing under patron’s history?
◦ Why are old notifications still going out when I have updated my notifications?
- Why are our hour/minute fine calculations for overdues stopping at closing time and not restarting when we reopen?
- Why are some buttons greyed out when editing an item in Circulation?
- Why are there multiple due dates for the same item showing on my due date receipt?
- Why are the Replacement and Processing fees disappearing when a lost or long overdue item is returned?
- Why can't I download the Offline Client?
- Why can't I see the check box when I want to print a receipt?
- Why can't I save my changes to "Accrue bills and/or suspension when closed?"
- Why can a patron not check out an item using Self Check in Capira?
- Why can a patron not renew checkouts or place holds in Capira?
- Why can a patron not view their checkouts, fines, holds, or reading history?
- Why can I not find an item by its OCN, Title, etc., only by its barcode?
- Why can I not access the Capira support portal?
- Why can our patron not see their checkouts or holds in the Capira app?
- Why does Digby crash after a few scans?
- Why does more than one item come up when I search for a barcode?
- Why does my hold request have an unexpected barcode?
- Why does my hold request show a shelving location of Acquisitions despite us not having that configured?
- Why does the Shelving location field appear red when I'm trying to set up a new rule in the Loan Policy Map?
- Why don't I see the Change Due Date button?
- Why do deleted items still display with a status of Withdrawn, when they should be purged?
- Why do multiple items show when I search for a barcode?
- Why isn't updated bibliographic information showing on my Item Inventories report?
- Why is an item not automatically renewed?
- Why is a catalog search not returning expected results in Capira?
- Why is a patron unable to log into Capira and receiving an Invalid Information error?
- Why is a staff note popping up when checking-in an item when there is not a note on the item?
- Why is Digby not scanning a full barcode that has an 'Enter' suffix on an iOS device?
- Why is Digby stuck at a circular loading screen?
- Why is my loan policy not being applied correctly?
- Why is my POS Printer not printing automatically?
- Why is my renew button deactivated in circulation?
- Why is my SIP2 machine not reading non-Latin characters?
- Why is our Capira app crashing?
- Why is our self-checkout machine allowing checkouts that don't respect our Loan Policy Map
- Why is the system sending all of our checked in items into transit?
Why are the check boxes missing when we go to select an item on a patron's account?

◦ Why were fines not applied to my circulation transaction?
◦ Why will my fixed due date not save to a loan policy?
◦ Would it be possible to let our patrons limit their searches by shelving location?
◦ You are already logged into another institution error