Contact OCLC Order Services

Self-service options

Note: To order, request, or create an account, please find the instructions specific to your product or service by visiting the product or service's support pages. See the [All products and services list](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Get_started/Contact_OCLC_Order_Services) on this website's homepage.

After your institution has requested a product or service and OCLC Order Services has provisioned your institution for access to the product or service, your library will receive a "welcome" email message with instructions to use the OCLC Services account page.

We encourage libraries with an OCLC Cataloging Subscription to use the OCLC Services account page to find your institution's WorldShare URL, to create new WorldShare accounts for individuals, and to add access to additional products or services to existing WorldShare accounts.

See the instructions to [Use the OCLC Services account page](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Get_started/Contact_OCLC_Order_Services).

If you need help

Contact OCLC Support

For most questions, please contact [OCLC Support](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Get_started/Contact_OCLC_Order_Services) so we can track our progress on answering your inquiry.

Contact Order Services

If you need help to create a new account or to add services to an existing account, contact [orders@oclc.org](mailto:orders@oclc.org) with the information listed below.

You can include personal information for additional staff members if needed. If you are requesting accounts for other staff members, make sure you tell them their user names soon after their accounts are created. They will need their user names to create a password.

Note: Accounts will be assigned Administrative roles unless you request otherwise. Individuals with administrative credentials can edit staff roles at any time in the WorldShare interface, Admin tab. See [WorldShare Admin, User Management](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Get_started/Contact_OCLC_Order_Services) for more information.

Get help to create a new account
Hello,

I need a NEW WorldShare account.

Institution information:

• Institution's name:
• Library symbol:
• Registry ID or existing WorldShare URL:

Personal information:

• First and last name:
• Desired user name:
• Email address:
• Products or services to which I need access:

Get help to add services to an existing account

Hello,

I have a WorldShare account but I need a product or service to which my institution already subscribed added to my personal account.

Institution information:

• Institution's name:
• Library symbol:
• Registry ID or existing WorldShare URL:

Personal information:

• First and last name:
• User name:
• Email address:
• Products or services to which I need access: