

NATIONAL LIBRARY OF SOUTH AFRICA

LIBRARY GUIDE 2025 - 2026 (1)

WorldShare ILL:

Conditional-Cost Exceeds Limit Request

To all Members of the Southern African Inter-Lending Scheme (SAIS)



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1. Introduction

The effectiveness of inter-lending services depends on the timely and cost-effective delivery of requested materials, whether books or copies of articles, to library users. As libraries work together and share their collections through interlibrary loan networks, smooth communication between borrowing and lending institutions becomes essential for the service's success.

This Library Guide provides clear, practical instructions on how to handle a Conditional–Cost Exceeds Limit request within the WorldShare Interlibrary Loan (ILL) system. This will support library staff in managing cost-related conditions effectively, ensuring quick responses, maintaining service quality, and promoting fair access to information across institutions.

2. What is a Conditional Request

It is when the lending library has “conditionalised” a request for the item from the borrowing library. When the lending library receives a request but requires more information or action to be taken by the borrowing library in order to fulfill the request, they respond conditionally. The lending library must send the borrowing library a message to clarify certain details; for example, to update the bibliographic data on the request e.g. with a correct volume number or update the max cost before lending the item, etc.

2.1. The Lending Library: Sending a Conditional Request to the Borrowing Library

- a. The lending library receives a request from the borrowing library whereby the max cost is ZAR 0.00 (IFM), which must be updated.

231107810: Business-to-business marketing

Can you supply? ☒ Yes ☐ Print Shipping Labels ☐ Print Book Straps/Stickers **Group Affiliations:** SABI, OSUS

☐ No - No reason given ☐ Conditional - Additional info needed 

Apply constant data: BOOKLENSA

Request Staff Notes 0 Request History

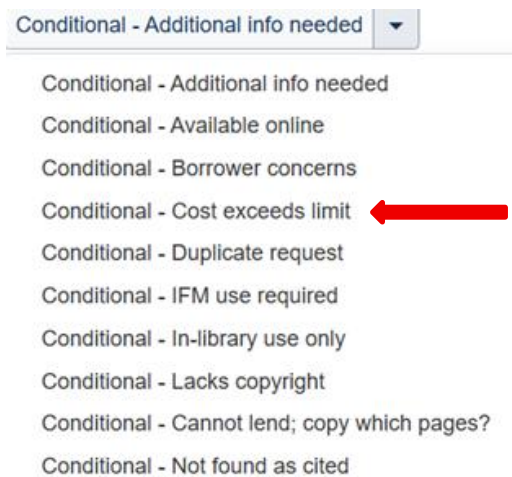
▼ Request Details (Request ID 231107810)

Status	Considering	Borrower	Y6J
Type	Loan	Max Cost	ZAR 0.00 (IFM) 
Source	WSILL	Need Before	2025/06/18
OCLC	1501306357	Requested on	2025/05/19

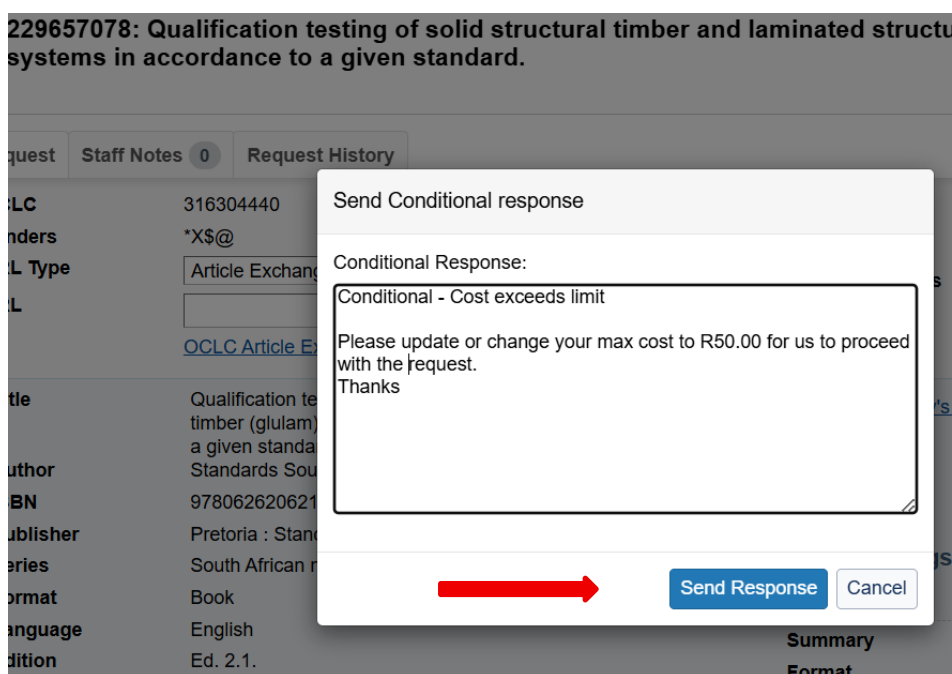
- b. The lending library responds conditionally to the request by clicking **Conditional-**

Additional info needed.

- c. In the **Conditional window**, select the additional information you want to send to the borrower. If the max cost must be updated by the borrowing library, choose the **Conditional – Cost exceeds limit**.

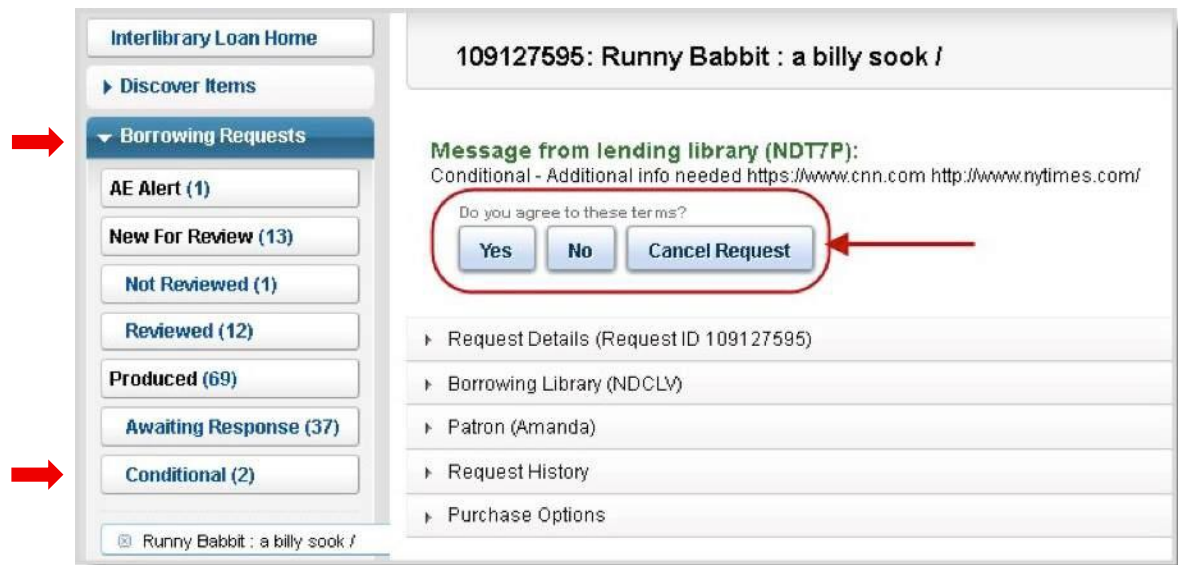


- d. The lending library clicks **Send Response**.



2.2. Borrowing Library: Receiving and Accessing Conditional Request from the Lending Library

- a. On the left navigation, click Borrowing Requests.



- b. Click **Conditional**, to review the lender's conditions.
- c. Click the request ID or Title to display a request.
- d. Respond to the lender's condition with **Yes**, **No**, or **Cancel Request**.
- e. If you click Yes, the request returns to the lender and appears under **Lending Requests > Can You Supply? > Conditions Accepted**.
- f. If you click No, the request goes to the next Lender in the lender string.
- g. If you click Cancel Request, the request is cancelled.
- h. A message will appear to confirm that the transaction is completed.

2.2.1 Responding to Conditional-Cost Exceeds Limit Request

Procedure to be followed when changing or updating max cost:

- a. Login on to WorldShare and click **Interlibrary Loan** tab.

WorldShare®

Metadata Acquisitions Circulation **Interlibrary Loan** Analytics Admin

Interlibrary Loan Home

- Discover Items
- Borrowing Requests
- Lending Requests**

Can You Supply? (6)

New - Copies (1)

New - Loans (1)

The essential labour law handbook

Considering - Loans (4)

Supplied (67)

Shipped/In Transit (8)

Recalled (4)

Overdue (6)

Renewal Requested (1)

Received/In Use (54)

Returned (7)

Interlibrary Loan home

Quick search

Search for requests

☒ Active requests ☐ Closed requests Request ID

Quick links Refresh

Lending	Other
Can you supply? (6)	OCLC Policies Directory
New - Copies (1)	OCLC Service Configuration
New - Loans (1)	OCLC Usage Statistics
Considering - Loans (4)	OCLC Article Exchange
Supplied	Resource Sharing News
Overdue (6)	WS ILL Training Resources
Renewal requested (1)	OCLC Community Center
Returned	
Returned/In Transit (7)	

b. Click **OCLC Service Configuration**

Interlibrary Loan home

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Lending	Other
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Overdue (6)	WS ILL Training Resources
Renewal requested (1)	OCLC Community Center
Returned	

c. Click on the **WorldShare ILL**

WorldCat Discovery and WorldCat Local	National Library of South Africa (69093)
Third-Party Integrations	If there are not menu choices in the left column, or the choices are not what you are expecting, return to login option.
Metasearch Content	
WorldCat Registry	
IP Addresses	
EIDM Institution	
WorldShare ILL	
My Account	
OpenURL Resolvers	

d. Select **Borrower Data**, then **Configure Borrower Constant Data** screen will appear

WorldShare ILL	National Library of South Africa (69093)
Interlibrary Loan Options	
Borrower Data	
Lender Data	
Custom Holdings Groups	
Custom Holdings Paths	
Automated Request Manager	
Article Exchange Settings	

Configure Borrower Constant Data

Required fields are marked with an asterisk *

Constant Data Record: DEFAULT

Borrowing Library Information

* Constant Data Record Name: DEFAULT

Description:

Need Before: +30

e. Scroll down to ILL Fee Management (IFM), update the Maximum Cost and the currency

☒ ILL Fee Management (IFM):	
Maximum Cost:	0.00 Currency: ZAR

If you only want items that are free, enter 0.00

If you do not enter an amount, you will be responsible for whatever the lender charges.

f. Scroll down to save the changes

3. References

International Federation of Library Associations and Institutions (IFLA), 2009. International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure. Available at: <https://www.ifla.org/wp-content/uploads/2019/05/assets/docdel/documents/international-lending-en.pdf> (Accessed on 23 June 2025).

State Library (South Africa), & National Library of South Africa. 2000. IL manual for the Southern African Interlending Scheme (SAIS). Pretoria, NLSA.

Where can I change the max cost for items that you would like to borrow. Available at <https://help.oclc.org/Special:Search?query=max+cost&type=wiki> (accessed 23 June 2025)

WorldShare Interlibrary Loan User Guide. Available at https://sabinet.co.za/wp-content/uploads/2022/01/WorldShare_ILL_User_Guide.pdf (accessed 23 June 2025)

If you have any questions or require additional information, please contact the SAIS Administration Office on (012) 401 9728/30 or e-mail docdel@nlsa.ac.za.