

AGExternal Information and Instructions

When a request goes to *Unfilled* status in the Texas SHAREit system or an item is not Texas Group Catalog, libraries may wish to send requests to external libraries for potential fulfillment. In addition to using the Intersystem Sharing Initiative (ISSI), which facilitates borrowing and lending with other statewide SHAREit systems, libraries can use AGExternal library codes to request items from non-SHAREit libraries.

Using AGExternal library codes will send requests out from SHAREit to OCLC's WorldShare ILL system through TSLAC's broker TX@ symbol, but libraries will manage requests and see real time status updates from their SHAREit accounts.

Libraries will add specifically formatted AGExternal library codes that correspond to external lenders to the SHAREit lender list to facilitate this functionality. This is the format: AGEXTERNAL:OCL(OCLC Symbol)

Ex. Baylor University (OCLC symbol IYU) would be AGEXTERNAL:OCLIYU

How do I find AGExternal codes for libraries outside of SHAREit?

1. Use the *Custom Lender Lists* available in your account
2. Use the *Locate Lender* search box found in the Blank ILL Request form to search for external lenders by name or OCLC symbol
3. Use the [Mapped AGExternal Symbols for Texas Libraries](#) spreadsheet

To determine which external library might own an item, libraries can search the public facing [WorldCat](#) catalog for possible ownership. A link to WorldCat from your Staff Dashboard can be established within SHAREit following these [instructions](#).

There are two ways to send requests to potential AGExternal lenders:

1. Requests Unfilled or in Retry
 - a. Lender List Box in Borrower's Full Record DisplayManually add specific AGExternal codes to the Lender List
2. Blank ILL Request Form
 - a. Add known owners of the item to the lender list using the Locate Lender function.

Requests Unfilled or in Retry

Lender List Box

Suggested when a request has gone Unfilled in the Texas SHAREit Group and ISSI.

1. From the Borrower's Request Manager, open the Full Record Display of requests in Unfilled or Retry status.
2. Type AGExternal codes into the Lender List box, one symbol/code per line using the enter key.
3. Change the Status Option to "Approved - Send" and Submit. Using Bibliographic information (title, author, ISBN, OCLC #) from the original request, search WorldCat.org or other external catalogs to locate potential lenders that own the item.

Blank ILL Request Form

Suggested if borrowing libraries have identified specific libraries that hold the item.

1. Confirm the item is not available in the Texas SHAREit Group Catalog, including ISSI resources.
2. Use WorldCat.org or other external catalogs to locate potential lenders that own the item being requested.
3. Open up the Blank ILL Request form and input the item's bibliographic information, including a standardized number (ISBN, ISSN, OCLC #).
4. Use the Locate Lender function to add AGExternal symbols of the potential lenders found during step 2 to the lender list. The system will automatically add a number representing the lender's Days to Respond to the end of each code.
5. Finish filling out the form and submit the request.

Using this method, SHAREit will send the request out to each listed lender in the order displayed.

Expected Request Workflow

1. Identify item to be requested
2. Submit request to Texas public libraries for fulfillment through one of the following ways
 - a. Patron initiated request (directly in catalog or through blank request)
 - b. Staff initiated request (directly in catalog or through blank request)
3. Lender list is built automatically by SHAREit based on ownership and availability
 - a. Preferred Lender List first (regional or courier group)
 - b. System Wide Lender List next (all Texas public libraries)
4. Request goes out to lenders for fulfillment
 - a. Request gets filled by another Texas public library (requesting process finished) OR
 - b. Request goes to Unfilled or Retry (requesting process continues)
5. Select "Send to ISSI" (SHAREit automatically builds lender list of ISSI lenders based on ownership and availability)
 - a. Request gets filled by a library outside of Texas (requesting process finished) OR
 - b. Request goes to Unfilled or Retry (requesting process continues)
6. Send request to AGExternal lenders
 - a. Library staff compile list of external lenders and manually enter them into the lender list (this does not check ownership or availability)
 - b. Request is filled by external lender (requesting process finished) OR
 - c. Request goes to Unfilled or Retry
7. Complete request or resubmit with new lenders as needed