WorldShare Interlibrary Loan release notes, December 2018

Last updated: Thu, 14 Feb 2019 20:09:41 GMT

Release Date: December 15, 2018

Introduction

This release of WorldShare ILL provides new features and enhancements to help you manage more complex workflows, including:

- Quickly view Patron Summary
- Easily review Purchase Options
- Keep Staff Notes for a request
- Review Unfilled or Expired requests for up to 30 days

Many of these enhancements are the direct result of your feedback.

Recommended actions

For this release, we recommend that you review the following checklists and complete the relevant tasks so that you can adjust your policies and workflows and train your staff. These checklists identify updates that we have determined as significant for most institutions. We encourage you to review all of the items in the release notes to determine whether there are other items that might require additional action or follow up by your institution.

Administrative actions

These items require immediate action or decisions.

ACTION

We recommend that you clear your browser’s cache before starting to work with WorldShare ILL.

If this link to your library’s catalog has not been set up:

Search my library’s online catalog
ACTION

Or if the link needs to be updated, follow the instructions below. When you have enabled your online catalog links, you can search your catalog for requested items as a borrower or lender.

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Reference/Search_my_library's_online_catalog

Have you updated addresses within each of your borrower and lender Constant Data records in OCLC Service Configuration? If not, please do so on behalf of all your borrowing and lending partners. Address labels do not print properly unless the addresses are formatted correctly.

Follow-up actions

In an effort to keep your staff informed of new features and changes, you may also want to consider these items.

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ACTION

Share these release notes with your colleagues.

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues

Gather your team for the upcoming webinar Product Insights: Resource Sharing.

• Date: Wednesday, January 16, 2019, 2:00pm, Eastern Daylight Time (New York, GMT-05:00)

New features and enhancements

Quickly view Patron Summary

A new Patron Summary rollover has been added in the Request Details to let you quickly view patron details without scrolling to full patron section at the bottom of the request.
Easily review Purchase Options

A new Purchase tab is now available for easy review of prices and links to vendor sites such as Amazon...

... and Get It Now (if you subscribe to the service).

For more information, see Purchase.
Keep Staff Notes for a request

Staff Notes now let you keep notes that are viewable and searchable only by your library staff. These notes can be added to all types of active and closed requests (borrowing, lending, document delivery, and purchase).

The user's name and date & time are recorded automatically. Existing notes can be edited or deleted.

Staff Notes can be searched from the WorldShare ILL Home page.
Review Unfilled or Expired requests for up to 30 days

The length of time a request remains in the Unfilled or Expired queue has been increased from 7 to 30 system days. This provides additional time for you to cancel the request or create a new one.

Note about statistics: Average Turnaround Time For Unfilled Requests will no longer be included in reports.

For more information, see Request Aging.

Bug fixes

Current and fixed issues can be found at:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/Known_issues

Known issues

Current known issues issues can be found at:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/Known_issues

Future releases

The following enhancement is targeted for an upcoming release:
• Resubmit requests with same Request ID after initial lender string is exhausted

Roadmap information is available in the OCLC Community Center.

Important links

Post-release session

To help you become familiar with the new features, enhancements, and improvements included in this release, please attend the upcoming webinar Product Insights: Resource Sharing.

Date: Wednesday, January 16, 2019, 2:00pm, Eastern Daylight Time (New York, GMT-05:00)


Please note the session time zones when registering. The sessions will be recorded and archived for future viewing on the OCLC Community Center. Please register, even if you are unable to attend, to receive a link to the recorded session.

Support websites

Support information for this product and related products can be found at:

• WorldShare ILL product website
• OCLC Community Center
• OCLC Support
• Browser compatibility chart