WorldShare Interlibrary Loan release notes, April 2019

Release Date: April 28, 2019

Introduction

This release of WorldShare Interlibrary Loan provides several new features and enhancements in addition to numerous bug fixes. These features will help you manage more complex workflows, including:

- Use improved Patron Summary popup
- More easily enter Staff Note
- Receive an Email alert when a request is filled via Article Exchange

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](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2019_r...)

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.

Have there been any changes in your contact information or lending policies? If so, please make the appropriate updates in OCLC Policies Directory.

Follow-up actions

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

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, April 17, 2019, 2:00pm, Eastern Daylight Time (New York, GMT-05:00)

New features and enhancements

Use improved Patron Summary popup

The following additional fields will now be included in the patron popup:

- City
- State Initials
- Post Code
- Phone Number
- Email address
More easily enter Staff Note

When you click the "Note" button, the cursor will now automatically be placed in the text entry box. You'll no longer need to click inside the box before starting to type your note.
Receive an email alert when a request is filled via Article Exchange

You can now opt to receive an email alert when a request that has an Article Exchange link arrives in the In Transit queue. This alerts you that an Article Exchange link needs to be sent to the patron and may be particularly useful for infrequent borrowers. These alerts can be set up in Service Configuration within the Interlibrary Loan Options.

For more information, see Article Exchange Email Notification.

Bug fixes

Following the release, Australian and Canadian libraries will see the appropriate provinces and territories. Prior to this release, Australian and Canadian libraries saw US states in the province field of the request in the staff interface.

Current and fixed issues can be found at:

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2019_r...
Known issues

Current known issues can be found at:

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

Important links

Post release sessions

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, April 17, 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 website(s)

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

• WorldShare Interlibrary Loan
• Contact OCLC Support
• OCLC Community Center
• Browser compatibility chart