Release Date: April 19, 2020

Introduction

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

- **Have 180 days to process new requests, allowing you more processing time if needed**
- **Avoid automatic application of Constant Data when requests move to Review, so information isn’t overwritten when you don’t want it to be**

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.

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
</table>

*It’s very important to 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:
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.

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.

During the COVID-19 crisis, review the information summarized in this News post:

• Managing your library’s ILL services during the COVID-19 crisis (Recording - 90 min, slides, notes for slides 70-81)
• Reason for No (RFN) = Preferred Delivery Time Not Possible (News post)
• Profiled Groups ACOV and BCOV and Days-To-Respond indicators (Video tutorial - 40 min, slides; office hour, slides)
• ILL professional development: Recorded webinars and on-demand training (News post)
• COVID-19 and OCLC Services Service Configuration cheat sheet

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

Date: Wednesday, April 22, 2020, 2:00pm, Eastern Daylight Time (New York, GMT-04:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/apr20.en.html

Start 2020 off right by attending the Workshop Series: Learn how to fine-tune your ILL setup to save you time and speed turnaround for your library's users. Topics include:
ACTION

• Fine-tune your Policies and Deflections - view recording
• Construct your Custom Holdings - view recording
• Automate your request process - coming in May (register here)
• Curate and care for your Constant Data - coming in June
• Make your usage statistics count - coming in July

Have you signed up for email alerts for News in the Community Center? This will ensure that WorldShare Interlibrary Loan release notes and events will come straight to your inbox.

Include Request ID with problem reports

When reporting an issue with WorldShare ILL, it's very helpful to include the Request ID. Including this information allows us to directly trace what happened on the request we are troubleshooting.

New features and enhancements

Have 180 days to process new requests

Previously, requests in the New For Review queue (and Not Reviewed and Reviewed sub-queues) were automatically closed ("aged out") after 14 days. Starting April 19, 2020, new requests will remain in the New for Review queue for 180 days, so you will have more time to process them at a later date if needed.
This change applies to all requests in New For Review queues and sub-queues on April 19, 2020 and all future requests.

For more information, see Request Aging.

Avoid automatic application of Constant Data when requests move to Review

Previously, the system would frequently apply default Constant Data when requests were moved to Review. This was not ideal for several reasons and perhaps most notably when the patron-supplied need by date was overwritten when you were not wanting it to be.

With this release, default Constant Data will no longer be applied automatically when requests are moved to Review by the system. The new Automated Request Manager released in March 2020 does not require a Constant Data record to be specified for an automation and Constant Data is only applied when either:

- An automation has an action that applies a Constant Data record
- You have Constant Data persistence turned on, so Constant Data is applied when the request is first opened

For more information, see Automated Request Manager.

Deliver Get It Now articles via Article Exchange

If your library uses Get It Now, you'll soon be able to deliver Get It Now articles via Article Exchange. This functionality will be in a separate release later in April 2020. Please watch for an announcement in the OCLC Community Center when this option becomes available.

For more information, see Get It Now and Article Exchange.
### Note

#### References to Direct Request removed

Now that [Automated Request Manager](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2020_r...) has replaced Direct Request, wording in the WorldShare ILL staff interface and [OCLC Service Configuration](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2020_r...) has been updated.

#### WorldShare ILL staff interface

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>PREVIOUS WORDING</th>
<th>UPDATED WORDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing Requests &gt; Request History</td>
<td>Direct Request History</td>
<td>Automation History</td>
</tr>
<tr>
<td>Borrowing Requests &gt; Direct Request History</td>
<td>No profiles exist.</td>
<td>No automations exist.</td>
</tr>
<tr>
<td>All Borrowing Requests &gt; New For Review</td>
<td>Send Request &gt; Send to Direct Request</td>
<td>Send Request &gt; Send to Automation</td>
</tr>
<tr>
<td>Direct Produced (Queue Name)</td>
<td>Direct Produced</td>
<td>Automation Produced</td>
</tr>
</tbody>
</table>

#### OCLC Service Configuration

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>PREVIOUS WORDING</th>
<th>UPDATED WORDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>WorldShare ILL &gt; Direct Request Profiles</td>
<td>Direct Request Profiles tab</td>
<td>The Direct Request Profiles tab</td>
</tr>
</tbody>
</table>
Bug fixes and known issues

For a list of current and recently fixed issues, see Known issues.

Future releases

Roadmap information is available in the OCLC Community Center.

Important links

Product Insights: Resource Sharing

To help you become familiar with the enhancement and fixes included in this release, please attend the upcoming webinar Product Insights: Resource Sharing.

Date: Wednesday, April 22, 2020, 2:00pm, Eastern Daylight Time (New York, UTC-04:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/apr20.en.html

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.

Workshop Series on Policies and Configurations

Start 2020 off right by attending the Workshop Series: Learn how to fine-tune your ILL setup to save you time and speed turnaround for your library’s users. Topics include:

• Fine-tune your Policies and Deflections - view recording
• Construct your Custom Holdings - view recording
• Automate your request process - coming in May (register here)
• Curate and care for your Constant Data - coming in June
• Make your usage statistics count - coming in July

Support websites

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

• WorldShare Interlibrary Loan product website
• OCLC Community Center
• OCLC Support
• Browser compatibility chart