WorldCat Discovery release notes for My Account, August 2020

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Release Date: August 5, 2020

Introduction

A new release of the My Account interface will take place on 5 August 2020. This release contains a number of enhancements and bug fixes, including:

- Alert suspended users to when their circulation suspension will end (for WMS libraries)
- Hide options that aren't applicable for your library users (for libraries with Tipasa)
- Provide improved OpenURL mapping from discovery service to ILL request form (for libraries with Tipasa)

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

New features and enhancements

Alert suspended user when their circulation suspension will end (for WMS libraries)

It's likely that your library suspends user accounts based on specific circulation policies. With this release, a suspended user will see a message near the top of the My Account page that indicates when their suspension will end.

Users who are blocked in ILL or Circulation will continue to see a "blocked" message.
For more information, see Suspend patrons.

Hide options that aren't applicable for your library users

Hide text options in View Profile when texting is disabled
Institutions with Tipasa have the option to either enable or disable ILL text notifications institution-wide in OCLC Service Configuration.

Texting options display for your library users in View Profile when texting is turned on, but the options will now be hidden when texting is turned off. This will make it clearer to your users when text notifications are not an option at your institution.

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For more information, see Notifications and View Profile.

Hide Cancel button when the ability to cancel ILL is disabled
Institutions with Tipasa also can specify in OCLC Service Configuration whether to provide library users with the ability to cancel their ILL requests. Previously, disabling the ability to cancel would result in disabling (graying out) the Cancel button within My Account.

If your library disables the ability for users to cancel ILL requests, and your library does not have WorldShare
Circulation, the Cancel button and checkboxes will now be hidden entirely.

Note: There is no change for users at libraries with WorldShare Circulation. The Cancel option will remain available for use with circulation holds, even if Cancel has been disabled for ILL items.

For more information, see Patron settings.

Provide improved OpenURL mapping from discovery service to Tipasa ILL request form

Previously, a populated field (e.g., title) would occasionally get overridden by an empty field (e.g., jtitle) when the ILL request form is prefilled. Now, an empty field will no longer override the populated field. This fix has been applied for authors, titles, dates, ISSNs, ISBNs, volumes, issues, editions, and sources.

An issue with OpenURL failing when the mapped request workform is disabled was also fixed. Now, when the mapped workform (e.g., rft.genre=unknown mapped to Other) is disabled in OCLC Service Configuration, the request will populate the default workform (i.e., either Article or Book).

For more information, see Configure Custom OpenURL Links and Patron Request workforms.

Bug fixes

Local pick up locations will display when editing pick up locations in the Requests tab

With this release, we have corrected an issue that occurred when users opted to edit pick up locations on circulation requests. Prior to this release users with group locations may have been presented with group pick up locations they had not configured.
WorldCat Discovery and Tipasa users can now control display of text options

WorldCat Discovery and Tipasa users can now control display of text options in the View Profile tab of My Account. The setting is controlled by the check box for "Send SMS for automated notifications" in the Notifications subsection of the WorldShare ILL section in Service Configuration.

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

Important links

Include Request ID with problem reports

When reporting an issue with My Account or WorldCat Discovery, it's very helpful to include the Request ID. It can be found at the bottom of the screen on which the issue occurred. Including this information allows us to directly trace what happened on the request we are troubleshooting.

Support website(s)

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

- WorldCat Discovery
- Contact OCLC Support
- OCLC Community Center
- Browser compatibility chart