WorldShare Interlibrary Loan release notes, October 2020

Last updated: Fri, 08 Jan 2021 15:30:36 GMT

Release Date: October 25, 2020

Introduction

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

- Utilize improved display of knowledge base holdings for easier creation of lender strings
- Build lender strings for electronic serials more quickly and accurately when filtering by a Custom Holdings Path

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>
<tbody>
<tr>
<td>It’s very important to clear your browser’s cache before starting to work with WorldShare ILL!</td>
</tr>
</tbody>
</table>

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

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.

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

See also the News posts about crowd sourcing the safe return of ILL physical items and the ILL community-sourced map.

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

Date: Wednesday, October 15, 2020, 2:00pm, Eastern Daylight Time (New York, UTC -04:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/pi-october-2020.en.html
Attend 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 - view recording
- Curate and care for your Constant Data - view recording
- Make your usage statistics count - coming in October

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 Interlibrary Loan, 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

Utilize improved display of knowledge base holdings for easier creation of lender strings

The date coverage display of WorldCat knowledge base holdings on the Holdings page has been improved, making it
easier to read the information for creating lender strings.

These improvements were also made to the Holdings details for specific libraries:
For more information, see Create and edit requests.

**Build lender strings for electronic serials more quickly and accurately when filtering by a Custom Holdings Path**

For electronic serials, if holdings are filtered by a Custom Holdings Path, the system will auto-populate the lender string based on both WorldCat knowledge base and Local Holding Records (LHR) holdings. This will help with building the best possible lender string and save staff time.
For more information, see filter holdings to build a lender string.

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 enhancements and fixes included in this release, please attend the upcoming webinar Product Insights: Resource Sharing.

Date: Thursday, October 15, 2020, 2:00pm, Eastern Daylight Time (New York, UTC-04:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/pi-october-2020.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

Join us for 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 - view recording
• Curate and care for your Constant Data - view recording
• Make your usage statistics count - view recording

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