The year 2020 was filled with change. New workflows, tools, and processes helped us all adjust during the COVID-19 pandemic. Virtual events let all of us as members of the ILL community share information and stay connected. New features and enhancements were implemented to help you better manage your workflows—many of these were the result of your ideas and feedback.

Here, we provide the highlights from 2020 as well as a complete digest of WorldShare ILL features, enhancements, and news.

Highlights from 2020

Key enhancements implemented in 2020 can be "game changers" for you in 2021, saving your staff time and speeding turnaround for your library users.

- Automated Request Manager's user-friendly interface helps you more easily streamline your workflows to focus on requests that require more time and attention. You define the criteria and specify whether requests are placed in your review queue or submitted to lenders. The system applies your criteria to automatically build lender strings and apply constant data.
- Real-time availability allows the system to automatically say No to requests that have an OPAC status of unavailable, letting requests move through the lender string faster and reducing the number of requests your staff need to manually process.
- E-resource and Holdings page improvements assist you with finding lenders more easily and building lender strings more quickly and accurately.

COVID-19-related workflows remain important for 2021.

- Setting your Days To Respond for loan requests to 16 or 20 as a visual cue to borrowers
- New profiled group CCOV joins ACOV and BCOV

Key events helped us stay connected and ensure system setups are optimized.

- OCLC Resource Sharing Conference 2020 Web Series
- 5-Part Virtual Workshop Series: Learn how to fine-tune your ILL setup

As we move into 2021, we look forward to gathering your input via user research and the OCLC Community Center, meeting with you in upcoming events, and sharing news about more new features and enhancements.

Full digest of features, enhancements,
### Automation and efficiency

<table>
<thead>
<tr>
<th>ENHANCEMENT</th>
<th>RELEASE DATE</th>
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<tbody>
<tr>
<td>Automated Request Manager (formerly Direct Request)</td>
<td></td>
</tr>
<tr>
<td>• Use Automated Request Manager to set up and manage automations</td>
<td>March 2020</td>
</tr>
<tr>
<td>• Avoid automatic application of Constant Data when requests move to Review</td>
<td>April 2020</td>
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<tr>
<td>Availability (for libraries with WorldCat Discovery with Availability)</td>
<td></td>
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<tr>
<td>• Process requests more quickly using real-time availability and the new auto-no feature</td>
<td>August 2020</td>
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<tr>
<td>Workflow efficiencies</td>
<td></td>
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<tr>
<td>• Save time by including Profiled Groups in Custom Holdings Paths</td>
<td>December 2020</td>
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<tr>
<td>ISO 18626</td>
<td></td>
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<tr>
<td>• Utilize the ISO 18626 Circ ILL toolkit (circill-toolkit) as open source software</td>
<td>October 2020</td>
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### E-resources

<table>
<thead>
<tr>
<th>ENHANCEMENT</th>
<th>RELEASE DATE</th>
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<tbody>
<tr>
<td>Article Exchange</td>
<td></td>
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<tr>
<td>• Deliver Get It Now articles via Article Exchange</td>
<td>April 2020</td>
</tr>
<tr>
<td></td>
<td>June 2020</td>
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</tbody>
</table>
ENHANCEMENT | RELEASE DATE
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• Deliver articles with additional fulfillment types, reducing upload errors | |
Holdings and lender strings
• More quickly find lenders and e-resources by viewing knowledge base details on the Holdings page | June 2020
• Utilize improved display of knowledge base holdings for easier creation of lender strings | October 2020
• Build lender strings for electronic serials more quickly and accurately when filtering by a Custom Holdings Path | October 2020

COVID-19-related workflows and information

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DATE</th>
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<tbody>
<tr>
<td>Enhancements</td>
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</tbody>
</table>
| • Have 180 days to process new requests | April 2020
| • Utilize more time to process requests in problem statuses | August 2020
| • Use the CCOV profiled group to find lenders that are filling requests for physical materials | August 2020
| Web site: COVID-19—We’re in this together | March 2020
| News* | |
| • COVID-19—We’re in this together: Continuing to manage your ILL service | March-November 2020
  ◦ 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
  - A new ILL community-sourced map: Learn lending status and when to return ILL items
  - Setting your Days To Respond for loan requests to 16 or 20 as a visual cue to borrowers
  - New profiled group CCOV joins ACOV and BCOV
  - Tips for reopening your ILL service

*Requires sign-in to the OCLC Community Center. For assistance, please contact [OCLC Support](#).*

### Important links

**Product Insights: Resource Sharing**

To help you become familiar with the features and enhancements, see the recorded webinars Product Insights: Resource Sharing.

- [January 22, 2020](#)
- [April 22, 2020](#)
- [July 15, 2020](#)
- [October 15, 2020](#)

**OCLC Resource Sharing Conference (RSC20) web series**

OCLC invites ILL professionals and users of OCLC’s resource sharing solutions to revisit the sessions of the [OCLC Resource Sharing Conference 2020 Web Series](#). In these recordings, we discuss how we’re all moving forward together, including best practices and ways to better connect your users with the information they need as your libraries reopen.
This unique series offers an opportunity to learn about the latest resource sharing advancements. You’ll also learn how to improve your operational efficiency, save time, and elevate user services.

**The series included the following sessions:**

- Outreach and customer service ([recording and slides available](#))
- Using ILL statistics for decision-making ([recording and slides available](#))
- Making ILL materials accessible: Examining the law, current practices, and the future ([recording and slides available](#))
- OCLC/Atlas update ([recording and slides available](#))
- May the source be with you: VIVA whole e-book lending ([recording and slides available](#))

**Virtual Workshop Series: Learn how to fine-tune your ILL setup**

Were you able to join us for all of our Virtual Workshops where we showed how you can optimize your library’s ILL setup and workflows, and save time?

**The series included the following topics:**

- Part 1: Fine-tune your policies and deflections ([recording](#), [slides](#), and [checklist](#) available)
- Part 2: Construct your custom holdings ([recording](#), [slides](#), and [checklist](#) available)
- Part 3: Automate your request process ([recording](#), [slides](#), and [checklist](#) available)
- Part 4: Curate and care for your constant data ([recording](#), [slides](#), and [checklist](#) available)
- Part 5: Make your usage statistics count ([recording](#), [slides](#), and [checklist](#) available)

**Resource Sharing Research site (OCLC Community Center)**

The Resource Sharing Research site provides Discussions, News, and Events for the Resource Sharing community, as well as regular updates on and outcomes from product research activities coordinated by the OCLC Resource Sharing Product Team.

For the latest postings, see Resource Sharing Research Notes.

**OCLC Research: SHARES**

As institutions evolve toward a notion of “collective collections,” resource sharing partnerships that expand access to collections are of primary importance. SHARES, the resource sharing consortium of the OCLC Research Library Partnership, unites trusted partners that provide low-cost access to their diverse collections. SHARES also supports resource sharing innovation and best practices.

For the latest activities, see SHARES.

**Support websites**

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

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2020_r...
• WorldShare Interlibrary Loan product website
• OCLC Community Center
• OCLC Support
• Browser compatibility chart