July 2021 digest

The year 2021 continues to be filled with change, as we adjust to the impacts of the COVID-19 pandemic. New features and enhancements help you better manage your workflows—many of these are the result of your ideas and feedback. And, virtual events let members of the ILL community share information and stay connected. Here, we provide highlights so far from 2021.

## 2021 highlights

<table>
<thead>
<tr>
<th>Highlight</th>
<th>Resource</th>
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| Save staff time and get resources to patrons faster with **Smart fulfillment** functionality—available across OCLC resource sharing services (WorldShare ILL, Tipasa, and ILLiad) | • Get started with [Smart fulfillment](https://oclc.org/sf-get-started) (or [oclc/sf-get-started](https://oclc.org/sf-get-started))  
  ◦ [Real-time availability for ILL](https://oclc.org/realtimeill) (to request setup: [oclc/realtimeill](https://oclc.org/realtimeill))  
  ◦ [Automated Request Manager](https://oclc.org/automated-request-manager)  
  ◦ [Smart lender strings](https://oclc.org/smart-lender-strings)  
  ◦ [Express program](https://oclc.org/express-program)  
  ◦ Hear how three libraries respond to ILL requests within 2.9 hours on average. They explain how they achieve their fast turnaround times as well as share tips and best practices.  
• [OCLC Resource Sharing User Group Meeting – ALA Annual 2021](https://oclc.org/resource-sharing-user-group-meeting-ala-annual-2021) (1-hour recording)  
  ◦ Hear ILL community members share how they get resources into library users’ hands quickly and efficiently. They discuss how automating... |

* [Maximize the delivery speed of your resource sharing service](https://oclc.org/maximize-delivery-speed-resource-sharing-service) (1-hour recording)
request processes can be customized by weighing ILL policy data, lending history, licensing agreements, format preferences, and more.

Learn how **accurate local holdings records and WorldCat knowledge base collections** help to ensure you don’t receive requests for specific serial years or volumes not held by your library.

- **Maximizing your investments in OCLC services** (1-hour recording)
  - Hear OCLC experts and librarians share their insights and discuss how to get resources into users’ hands faster with OCLC services you may already use. They discuss the importance of accurate WorldCat holdings, including what they are and how they impact other OCLC services, including WorldShare ILL, FirstSearch, and more.

Optimize resource sharing with ISO 18626 and APIs

- **DevConnect 2021: Managing and highlighting collections using APIs** (52-minute recording)

Utilize ILLiad best practices and prepare for ILLiad 9.2

- **ILLiad Best Practices**
  - Sample ILLiad Direct Request Routing Rules for the OCLC Automated Request Manager
- **ILLiad Roadmap Details and Timeline**
- **Register** for ILLiad In Focus
- **User Voice: ILLiad Ideas**

Learn from community events and training sessions

- **RSC21 web series** (six 1-hour recordings)
- **Works in Progress Webinar: It’s Here! The OCLC Interlibrary Loan Cost Calculator** (1-hour recording)
- **WorldShare ILL Training**
- **Atlas Training**

*Hear from your Resource Sharing community colleagues!

**Full digest of new features and enhancements**
## Automation and efficiency

<table>
<thead>
<tr>
<th>Enhancement</th>
<th>Release Date</th>
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<tbody>
<tr>
<td>Get items to your library's users faster by automatically sorting lender strings by turnaround time</td>
<td>February 2021</td>
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<tr>
<td>Better prioritize request processing with the new Time To Respond calculation</td>
<td>April 2021</td>
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<tr>
<td>Utilize Canadian and Spanish copyright compliance types</td>
<td>April 2021</td>
</tr>
<tr>
<td>Utilize extended interoperability with other group systems and peer-to-peer requesting</td>
<td>April 2021</td>
</tr>
<tr>
<td>Improve citation accuracy and streamline workflows with the new PMID lookup feature</td>
<td>June 2021</td>
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## E-resources

<table>
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<tbody>
<tr>
<td>More efficiently borrow print serials with automated consideration of Local Holdings Records</td>
<td>February 2021</td>
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## COVID-19-related workflows

<table>
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<tr>
<th>Enhancement</th>
<th>Release Date</th>
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<tr>
<td>Aging period extended for problem statuses</td>
<td>February 2021</td>
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## Important links

### Product Insights: Resource Sharing

To help you become familiar with the latest features and enhancements, see the 2021 recorded webinars for Product Insights: Resource Sharing.

- January 26, 2021
- April 21, 2021
OCLC Resource Sharing Conference (RSC21) web series

OCLC invites ILL professionals and users of OCLC’s resource sharing solutions to revisit the sessions of the OCLC Resource Sharing Conference 2021 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.

Recordings and slides are available at the links below for all six sessions:

- **Page, scan, send, re-shelve: A mobile scanning station for ILL electronic document delivery service** (March 30, 2021)
  Xuan (Lily) Pang, Director of Access and Resource Sharing, University of Florida
  Lara J. Beserock, Library Assistant III, University of Florida
  Ashley Monahan, Interlibrary Loan Assistant, University of Florida

- **ILL and the Pandemic: Learning from the unexpected** (April 28, 2021)
  Anna Vaglio, Bocconi University
  Mattia Fortunati, Bocconi University
  Agnese Riva, Bocconi University
  Petra Otten, Wageningen University & Research Library
  Dicky van Donselaar, Wageningen University & Research Library

- **Renewing library resource sharing in challenging times: Collaborating to meet library user needs and demonstrating the value of ILL services** (May 12, 2021)
  Bethany Sewell, The College of New Jersey
  Katie Cohen, Ramapo College of New Jersey
  Meg Massey, The Pennsylvania State University
  Phoebe Walker, New York University
  Lapis David Cohen, University of Pennsylvania
  Beth Posner, The Graduate Center, CUNY
  J. Silvia Cho, The Graduate Center, CUNY

- **Managing resource sharing during the COVID-19 pandemic: experiences and impacts** (May 25, 2021)
  Ashli Wells, Vanderbilt University Massey Law Library
  Robyn Weisman, Vanderbilt University Heard Libraries
  Marta Ambroziak, New York Medical College
  Brynne Norton, University of Maryland College Park
  Lorraine Woods, University of Maryland College Park

- **Controlled digital lending in two private academic libraries** (June 10, 2021)
The Interlibrary Loan pages provide 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 research updates, see the Interlibrary Loan 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:

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