My Account release notes, December 2021

Introduction

This release of My Account provides new features and enhancements to help you offer an improved experience for your library users, including:

- Choose your own label for the Resources menu
- Ensure library users receive updates on ILL requests

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.

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If your library uses both Tipasa and WorldShare Management Services (WMS), we encourage you to verify that your integration is set up to best meet your needs.

For details, see Set up integration.

With questions or for assistance with setup, contact OCLC Support.

For Tipasa or WorldShare ILL, be sure to utilize Smart fulfillment functionality, including:
**ACTION**

- Real-time availability for ILL
- Automated Request Manager
- Smart lender strings through the Automated Request Manager
- Turnaround Time dashboards and tips to Improve turnaround time

**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.

Redesigned WorldCat Discovery search results and item details pages deliver an experience that helps users more intuitively find and get resources from your library. The WCAG 2.1-compliant interface also enables us to deliver enhancements to WorldCat Discovery more quickly in the future.

For more information, see [WorldCat Discovery Modernization](https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/My_Account_release_notes_and_known_issues/My_Account_release_notes_and_known_issues/My_Account_release_notes_and_known_issues/)

Have you signed up for email alerts for News in the [OCLC Community Center](https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/My_Account_release_notes_and_known_issues/My_Account_release_notes_and_known_issues/My_Account_release_notes_and_known_issues/)? This ensures that release notes and events come straight to your inbox.
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.

New features and enhancements

Choose your own label for the Resources menu

You can now specify custom text for labeling the Resources (custom links) menu on the navigation bar and footer. Previously, the label was Resources for all institutions.

Navigation bar

Footer
To configure this menu label in OCLC Service Configuration, go to WorldCat Discovery and WorldCat Local > Display Settings > Resources Text. You may retain the default label (Resources) or enter a custom label. You can also specify translations for the custom label for any of the supported languages appropriate for your community.

For more information see Access and customize My Account.

Ensure library users receive updates on ILL requests

For libraries with Tipasa - beginning December 12
You can now ensure your library users are sent email notifications related to ILL requests. Previously, users could opt out of receiving these emails.

Because Tipasa notifications are associated with a specific ILL request, all email notifications are now flagged as transactional. Even if the user previously opted out of Tipasa email notifications, the notifications will now be sent. The description on the Profile tab has been updated to describe this change.

For more information, see Send notifications to borrowers.

Notes

Cookie notice and accessibility statement now available

With two new links located in the footer, your library users can now access the cookie notice and accessibility statement. My Account did not previously link to this information.

New default colors for custom message

If you have configured a custom notification message to display at the top of the My Account page, it now appears in
Bug fixes

My Account displays incorrect due date for recalls

For libraries with WMS - beginning December 12

An incorrect due date was sometimes displaying in the Checkouts tab for recalled loans. As of this release, the correct due date and time for recalls will display to the user in My Account.

Known issues

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

Important links

Post-release sessions

To help you become familiar with the new features, enhancements and improvements included in this release, update sessions scheduled. 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.

- WorldShare Circulation
  - Product Insights: WorldShare Management Services
  - Date: Tuesday, December 14, 2021, 1:00 pm EST
  - Register Now
- WorldCat Discovery
  - Product Insights: WorldCat Discovery
  - Date: Thursday, January 20, 2022, 12:00 pm EST
  - Register Now
Support websites

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

- Tipasa
- WorldCat Discovery
- WorldShare Circulation
- OCLC Community Center
- OCLC Support
- Browser compatibility chart