December 2021 digest

The year 2021 was filled with challenges and change, as we continued to adjust to the impacts of the COVID-19 pandemic. With your ideas and feedback, we introduced new features and enhancements to help you better manage your ILL workflows. And, virtual events provided a way for ILL community members to stay connected and share information.

2021 highlights

<table>
<thead>
<tr>
<th>Highlight</th>
<th>Resource</th>
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<tbody>
<tr>
<td>DELIVERY SPEED</td>
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<tr>
<td>Save staff time and get resources to library users even faster with <strong>smart fulfillment</strong> functionality—available across all OCLC resource sharing services (WorldShare ILL, Tipasa, and ILLiad)</td>
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DETAILS

- Get started with **smart fulfillment** (also at this webpage: [oc.lc/sf-get-started](https://oc.lc/sf-get-started))
  - **Real-time availability for ILL** (to request setup, use this form: [oc.lc/realtimell](https://oc.lc/realtimell))
  - **Automated Request Manager**
  - **Smart lender strings**
  - **Express program**
  - **Improve turnaround time** – Actions for borrowing and lending

EVENT RECORDINGS

- **Product Insights: Resource Sharing (April 2021)** – Tips for putting it all together (1-hour)
- **OCLC Resource Sharing User Group Meeting** – ALA Annual 2021 (1 hour)
  - 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.
• **Maximize the delivery speed of your resource sharing service** *(1 hour)*
  - Hear ILL community members share how they get resources into library users' hands quickly and efficiently. They discuss how automating request processes can be customized by weighing ILL policy data, lending history, licensing agreements, format preferences, and more.

• **Embracing automation to improve ILL turnaround time and save staff time** – Northwest ILL Conference 2021 (47 minutes)

**OCLC NEXT BLOG**

• **Why a “Library on-demand” vision benefits from pandemic wisdom** – by Cathy King, March 2021
• **Getting smarter** – by Peter Collins, June 2021

**DETAILS**

• **Other OCLC services that interact with smart fulfillment** – WorldCat knowledge base and local holdings records (LHRs)

**EVENT RECORDINGS**

• **The Impact of Accurate Holdings: Joining Forces to Speed Your ILL Service** – Northwest ILL Conference 2021 (9 minutes)
  - With services your library already uses, get resources into users' hands more quickly and accurately.

• **Maximizing your investments in OCLC services** *(1 hour)*
  - Hear OCLC experts and librarians share their insights and discuss how to get resources into users' hands faster with OCLC services. 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.

**ACCURATE HOLDINGS**

Ensure you don't receive requests for serial years or volumes not held by your library with up-to-date local holdings records (LHRs) and WorldCat knowledge base collections

**STANDARDS AND APIs**

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2021_r...
Optimize resource sharing with ILL standards and APIs

- Utilize extended interoperability with group systems and peer-to-peer requesting
  - Contact OCLC Support for details.

**EVENT RECORDING**

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

**DETAILS**

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

**EVENT RECORDINGS**

- ILLiad in Focus (51 minutes, slides)
- ILLiad MakerSpace 2021 (five recordings, length varies)

**EDUCATIONAL OPPORTUNITIES**

Update your knowledge and skills with community events and training sessions

**EVENT RECORDINGS**

- RSC21 web series* (six 1-hour recordings)
- Works in Progress Webinar: It’s Here! The OCLC Interlibrary Loan Cost Calculator* (1 hour)
- OCLC Virtual Workshop: “You had me at data”—Using statistics to up your ILL game – Northwest ILL Pre-conference (2 hours)

**ONLINE TRAINING, VIDEOS, AND TUTORIALS**

- WorldShare ILL Training
- Atlas’ ILLiad Training

*Hear from your Resource Sharing community colleagues!

Full digest of new features and enhancements
## Automate and improve workflow efficiencies

<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>
</tr>
<tr>
<td>Better prioritize request processing with the new Time To Respond calculation</td>
<td>April 2021</td>
</tr>
<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>
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<tr>
<td>Improve citation accuracy and streamline workflows with the new PMID lookup feature</td>
<td>June 2021</td>
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<tr>
<td>Quickly see your library's lending and borrowing turnaround times</td>
<td>August 2021</td>
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<tr>
<td>Utilize Time To Respond improvements to better prioritize request processing</td>
<td>October 2021</td>
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## Better manage e-resources

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<td>More efficiently borrow print serials with automated consideration of Local Holdings Records</td>
<td>February 2021</td>
</tr>
<tr>
<td>Customize Article Exchange settings to better reflect your library's policies and the copyright policies in your country</td>
<td>October 2021</td>
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## Utilize local date formatting

<table>
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<tr>
<td>Utilize local date formatting in full request details email</td>
<td>December 2021</td>
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Note COVID-19-related workflows

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<th>Enhancement</th>
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<tr>
<td>Aging period extended for problem statuses</td>
<td>February 2021</td>
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Additional event recordings

OCLC Resource Sharing Conference (RSC21) web series

OCLC invites you to revisit the sessions of the OCLC Resource Sharing Conference 2021 Web Series. 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:**


  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


    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


    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

Product Insights: Resource Sharing

For overviews of 2021 features and enhancements, review the recorded 1-hour webinars for Product Insights: Resource Sharing.

- January 26, 2021
- April 21, 2021
- July 13, 2021
- October 21, 2021

Important links

OCLC Community Center

The Interlibrary Loan community 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 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.

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

Were you able to join us for the 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)

OCLC Support sites

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