Release Date: June 12, 2022

Introduction

This release of WorldShare Interlibrary Loan provides an enhancement in addition to numerous bug fixes. This feature will help you manage more complex workflows:

- Quickly email Article Exchange links for off-system copy requests to library users

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.

**ACTION**

For best performance, it's very important to clear your browser's cache before starting to work with WorldShare ILL!

Be sure to utilize **Smart fulfillment** functionality, including:

- **Real-time availability for ILL** which significantly reduces the number of times you respond "no" and "In use, on loan".
- **Automated Request Manager** which enables you to save time by automating routine ILL workflows.
- **Smart lender strings through the Automated Request Manager** which helps you improve fill rates and turnaround
• **Turnaround Time dashboards** and tips to **Improve turnaround time**

If the 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_Sharin...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 your contact information or lending policies changed? 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.

**ACTION**

Share these release notes with your colleagues.

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.
New features and enhancements

Quickly email Article Exchange links for off-system copy requests to library users

When an off-system borrowing request is filled and the document is added to the request via Article Exchange, the full request details email will autopopulate the Article Exchange URL and password.
For more information, see Off-System Requesting.

**Note**

**Aging period for requests in problem statuses is now 180 days**

With this release, the aging period for requests in problem statuses will become 180 days.

Queues for problem status include the following:

- RECEIVED?
- NOT RECEIVED
- RECEIVED BUT MISSING
- OVERDUE
- RETURNED/COMPLETE?
- RETURNED BUT MISSING
Any requests that have been in a problem status for 180 days or more will automatically close. If you have unresolved requests that you will need to continue to track after the release, please make note of the request details. Depending on various factors such as age and your request volume, these requests may not be findable in the system after they’re closed automatically.

For more information, see Request Aging.

**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: Wednesday, July 20, 2:00pm, Eastern Daylight Time (New York, UTC -04:00)

Please note the session time zone 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.

**OCLC Resource Sharing Conference (RSC22) web series**

OCLC invites you to register for upcoming presentations in the 2022 OCLC Resource Sharing Conference web series. This year’s series of free, virtual sessions features ILL 101 sessions, automation, controlled digital lending, and moving resource sharing forward during this challenging time. Recordings are available in the community center if you are unable to attend live.

RSC22 includes these sessions:

- **Tuesday, June 14, 11:00 am** | A look into the future of ILL services
- **Tuesday, June 21, 1:00 pm** | Controlled digital lending during global COVID-19 and beyond

You’re also invited to view recordings of past sessions in this series:

- Working smarter not harder: How to automate your holdings and configure policies to expedite fulfillment |
Recording
• Lightning sessions: Resource sharing at the Internet Archive and E-book lending/borrowing demystified | Recording
• The persistence of CONTU: The results of two surveys | Recording
• Controlled digital lending for resource sharing: Law and policy since 2018 | Recording

In partnership with IDS Project, recordings of pre-conference ILL 101 sessions are also available at the Online Learning Institute.

**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)

**Support websites**

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

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