My Account release notes, August 2022

Release Date: August 24, 2022

Introduction

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

- Offer users an improved Profile tab layout
- Provide users with more intuitive access to article links (Tipasa libraries only)

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 WorldShare Management Services (WMS), determine if you will allow your users to enable borrowing history for display in My Account.

For details, see WorldShare Circulation release notes, June 2022.

If your library uses both Tipasa and WMS, we encourage you to verify that your integration is set up to best meet your needs.
If your library plans to enable WorldShare Circulation borrowing history for My Account, it is recommended to use the same retention period for Tipasa's Patron Data Retention and WMS's Patron Borrowing History.

For details, see Set up integration. Contact OCLC Support with questions or for assistance with setup.

For Tipasa or 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 times
- Turnaround Time dashboards and tips to Improve turnaround time

If your library uses WorldCat Discovery, you are able to customize the following:

- Enable/disable search history functionality
- Enable/disable save search functionality
- Configure custom text for search history navigation bar label
- Configure custom text for save search action

For details, see WorldCat Discovery release notes, March 2022.

Follow-up actions

In an effort to keep your staff informed of new features and changes, you may also want to consider these items.

Share these release notes with your colleagues.

Have you signed up for email alerts for News in the OCLC Community Center? 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
Offer users an improved Profile tab layout

The Profile tab has been reorganized to help library users more easily view and navigate the page. The previous layout presented most user-editable settings on the left and library-maintained information on the right. The new top-down layout organizes divides settings by topic: Notifications, Password, Borrowing history, Contact information.

Note that, depending on your library's configurations and subscriptions, some sections may not display for your users.

For more information, see View Profile.
Provide users with more intuitive access to article links

For libraries with Tipasa

Links for accessing articles provided via Article Exchange, Open Access, or Knowledge Base are now more descriptive. The previous "Available to view" wording has been updated to "Click here to view item".

For more information, see ILL statuses.

Bug fixes and 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, September 13, 2022, 1:00 pm EST
  ◦ Register Now
• Tipasa
  ◦ Product Insights: Resource Sharing
  ◦ Date: Wednesday, October 25, 2022, 2:00 pm EST
  ◦ Register Now
• WorldCat Discovery
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