Introduction

This release of WorldShare Interlibrary Loan provides the following new features and enhancements that will help you manage more complex workflows, including:

- Apply two new reasons for no
- Utilize increased ISSN search limit for Direct Request
- View the Policies Directory in French

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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<th>ACTION</th>
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<td>We recommend that you clear your browser's cache before starting to work with WorldShare ILL.</td>
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If this link to your library’s catalog has not been set up:

[Search my library’s online catalog](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2019_r...)

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_Sharing/WorldShare_Interlibrary_Loan/Reference/
Search_my_library'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 there been any changes in your contact information or lending policies? If so, please make the appropriate updates in OCLC Policies Directory.

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.

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.
ACTION

Gather your team for the upcoming webinar Product Insights: Resource Sharing.

Date: Wednesday, October 23, 2019, 2:00pm, Eastern Daylight Time (New York, GMT-05:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/oct19.en.html

Include Request ID with problem reports

When reporting an issue with WorldShare ILL, it's very helpful to include the Request ID. Including this information allows us to directly trace what happened on the request we are troubleshooting.

New features and enhancements

Apply two new reasons for no

You can now respond to requests with two new reasons for no. These have been added to the reason for no drop-down list:

• On reserve
• Publisher embargo
The list of reasons has been re-ordered so the most popular reasons appear first. Also, the two new reasons for no will also appear in OCLC Usage Statistics and Report Designer.

For more information, see [Respond No to Requests as a Lender](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2019_r...).

**Utilize increased ISSN search limit for Direct Request**

The ISSN search limit when using Direct Request has been increased from 50 to 100 ISSNs, which will enable Direct Request to make a bib match more often. The error below should appear less often, allowing Direct Request to automatically send requests to lenders.

For more information, see [Direct Request Profiles](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Release_notes_and_known_issues/2019_r...).
View the Policies Directory in French

Policies Directory can now be viewed in French. From the WorldShare ILL Home page, select French from the Language drop-down list.

Then, click the link to the OCLC Policies Directory from the Quick Links section of the WorldShare ILL Home page. When any language other than French is selected, Policies Directory will display in English.

When you access the Policies Directory directly using https://illpolicies.oclc.org, the default language for your web browser will be used.

Bug fixes

- Clicking on the hyperlinked message title in the Notification Log now shows the message content. Previously, the message content was empty.

Known issues

Current known issues can be found here.
Future releases

Roadmap information is available in the OCLC Community Center.

Important links

Product Insights: Resource Sharing

To help you become familiar with the new features, enhancements and improvements included in this release, please attend the upcoming webinar Product Insights: Resource Sharing.

Date: Wednesday, October 23, 2019, 2:00pm, Eastern Daylight Time (New York, GMT-05:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/oct19.en.html

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.

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