In Our Comfort Zone: Two Years Post Tipasa From ILLiad

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Background

University of North Alabama

- 7,600+ students
- Late ILLiad adopter - 2012-2013?
Background

Around 8,000 annual requests

½ lending, ¼ borrowing, ¼ document delivery

1 staff member, 1 student employee, 1 supervisor

Delivery & scanning both in department.

Instruction and many other things are a responsibility.

Requests increased substantially last year.
Transition

- Began March 2017
- Fully Completed with ILLiad turned off July 2017
Transition

- Differing attitudes before the transition;
- Staff member didn’t want to transition;
- Supervisor was greatly supportive of the transition;
- Others were OK either way.
Transition

We’re all very happy now that we made the move.

There have been minor issues, but overall it’s been a great move.
Transition

- One major piece to our transition was a transition in staff;
- It had been discussed before and was internally declined;
- Declining seems to have stemmed from lack of awareness and fear of the unknown.
Transition set up

We:

- Do not utilize direct borrowing;
- Just started using trusted senders;
- Customized forms in ILLiad;
- Customized communication in ILLiad;
- Otherwise, used ILLiad typically.
Reflection (last year)

- What we miss
- What we wish for
- What we love
A lot of the desires we had, others did too, and it was changed.

We’re very pleased with the extent that our voice has been heard and listened to.
We’re starting not to miss any longer...
Forms

Love:

- user-friendly;
- responsive;
- clean;
- simplistic;
- continued our minimization efforts.
Forms

Fully customizing sign-up and request forms

- We would like to be able to add a custom field to the request.
Labels!

Customizable labels

- We really like new capabilities in Tipasa regarding labels!
- This is a good example of a need being met.
What we would like from Tipasa

Changing our accidental copies to loans

- This was easy in ILLiad, maybe one of the last things we miss;
- It’s easy in Tipasa too IF the LENDER has taken care of it, if not it’s trouble;
- If it isn’t taken care of by the lender and the borrower misses it, it closes!
What we would like from Tipasa

Policy Directory

● It would be nice to be able to click the policy directory in the request to view information on the borrower
What we would like from Tipasa

Confirmation of high-consequence clicks

- Accidental clicking of Yes/No or “Reason for No” in Lending.
Personally, largest growing pain

Unfilled requests expire!

- This is my biggest issue with the transition;
- The resubmission isn’t really a resubmit, rather it’s a new request;
- The patron sees “unable to fill;”
- The new request allows the same lenders to be chosen;
- The old request has to be cancelled;
- It’s an overall unfriendly process for an academic library.
What we wish for

Request field box

● Change the order;
● Change what’s in the boxes;
● Not include everything.
What we love more and more every single day

The user interface

● The responsive design is extraordinary;
● It allows us to ask for the simplistic things we need;
● We’re easy able to customize fields that we ask for;
● We tailor the experience to the patrons (ex. Distance Education).
What we love more and more every single day

Communication
What we love more and more every single day

We’re ILL
What we love more and more every single day

Label printing options

- We’re able to mandate at which label the print begins, which is extremely helpful if you’ve used so many labels
What we love more and more every single day

Web-based staff access

- We can process from wherever, whenever with ease
What we love more and more every single day

Sending articles/Article Exchange

- Article exchange works seamlessly for us;
- Sending and receiving is easy and time-efficient.
Moving forward

The Tipasa move freed up time to work on other things. Our staff numbers are low in comparison to peers. We have to maximize efficiency where we can.

Tipasa’s web-based interface has allowed us to explore other web-based services with less fear.

We’re never done tinkering with communication.
Questions? Thoughts?

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