Tipasa®

Simplify the complexities of resource

sharing.

Tipasa allows you to manage a high volume of interlibrary loan requests, automate routine borrowing and lending functions, integrate with third-party systems, and provide an enhanced user experience. You can meet users' needs without requiring heavy IT support, server management, or extensive configuration and training.

OCLC®

Simplify ILL for your library users.

Whether your library owns the item or not, your library users expect you to deliver any resource. They also expect a seamless, self-service experience that's accessible from anywhere and on any device, allowing them to request, track, and receive items. With our customizable interlibrary loan (ILL) management system designed for full-service, high-volume libraries, you can deliver the resources your users need to **make breakthroughs possible.**

Connect with a large, powerful network of libraries. With WorldCat® as its foundation, Tipasa connects your library to the collections of 10,000+ libraries in 50+ countries in our resource sharing network. This extends access to materials beyond your library's collection or your group's collections, including those rare and hard-to-find items.

Meet your library users where they are. With the My Account user interface available in 18 languages, library users can easily place and monitor ILL requests from anywhere, any time, on any device, without librarian assistance. They receive customized notifications via email or text, informing them the moment their requests are fulfilled. Additionally, with Tipasa's digital delivery options, library users receive electronic copies of requested materials instantly.

Keep up with ILL when you wear many hats. Tipasa's straightforward interface makes it easy to train new staff and student workers. They can access Tipasa from any computer with an internet connection, all without the need to install additional clients. The interface adapts to the ILL workflows that work best for your library, simplifying your process for managing and fulfilling requests both from your users and other libraries.

Let the system do the work for you. Tipasa allows you to automate fulfillment for specific requests based on the rules you set. If a student requests an article that's not available in your library, the request can go unmediated to a preferred lender. That lender can then deliver the document directly to your student without you needing to touch the request.

Connect with other systems. Tipasa integrates with systems, such as Get It Now and Reprints Desk's Article Galaxy, so that you can track and manage all requests through a single interface. It also offers circulation integration with several library management systems including OCLC's WorldShare® Management Services (WMS), Ex Libris, Innovative, and Sirsi Dynix systems, and more. Streamline workflows by connecting ILL with circulation, eliminating the need to create temporary items and check items in and out of circulation.

Manage your technology without IT support. Tipasa is a cloud-based system that automatically receives software updates. You don't need to manage servers or rely on your IT department for software installations and upgrades. With point-and-click configuration, Tipasa simplifies setup and management. Because it's cloud-based, ILL staff can fulfill requests from anywhere they need to be.

Provide better service by using better tools.

As a cloud-based, customizable ILL system, Tipasa helps you to minimize the time spent on routine ILL tasks, focus on more complex requests, and quickly get your users what they need.

My Account, a responsive, library-branded user interface, allows users to place and monitor requests from anywhere and on any device. Notifications keep your library users informed the moment their request is fulfilled.

Electronic document delivery via Article Exchange lets your users securely access the documents they request as soon as they're available. Limits on the document's availability ensure compliance with copyright guidelines.

Automated request processing lightens your workload and ensures your library users get what they need, fast. Use the automated request manager to set up ILL workflows that don't require staff mediation, allowing you to maintain control without having to touch every transaction.

Copyright management, through a direct link from Tipasa to the Copyright Clearance Center (CCC) Permissions Gateway, allows easy access to up-to-date, royalty fee pricing to help support your library's copyright compliance. (This is only available in the United States.)

Interlibrary Loan Fee Management (IFM) consolidates your borrowing and lending fees on your monthly OCLC invoice, reducing the time you spend calculating fees, invoicing, and writing checks.

Automated location tagging and return address assignment for multiple branches or campuses helps Tipasa support efficient lending request fulfillment. Email notifications and request lists organized by branch enable tailored workflows for your library system.

OCLC Usage Statistics give you access to the information you need to demonstrate the value of your ILL services to both your internal and external stakeholders.

AUTOMATE YOUR ILL WORKFLOWS WITH SMART FULFILLMENT CAPABILITIES

OCLC's smart fulfillment, powered by AI, enables you to successfully meet your library users' expectations by speeding delivery, while saving staff time.

With Tipasa and smart fulfillment, you can automate fulfillment for specific requests based on the rules you set. Tipasa offers automation that reduces staff intervention while allowing your library to maintain local control over policies, settings, and fees.

Read how libraries are benefiting from smart fulfillment at **oc.lc/sf-stories.**

"...all about user service..."

"It's really all about user service. And if we can fill items faster using automation, then that's a great thing. Plus, if it has the added benefit of making our lives easier, that's the icing on the cake."

Brandon Martin
Instructor of Library Services, Systems Librarian, and Resource Sharing Coordinator, Northeastern State University, Oklahoma, USA

Tailor resource sharing processes and integrate with other library technology.

Save staff time with integrations.

When you use Tipasa alongside your library management system, your library benefits from seamless ILL workflow integration. Tipasa offers catalog and circulation integration with OCLC's WorldShare Management Services (WMS) plus other systems like Ex Libris Alma, Innovative Sierra and Millennium, and SirsiDynix Horizon and Symphony.

With circulation integration, Tipasa automatically checks items out when you set the status to "Shipped" and checks items back in when requests are complete. When you receive items from other libraries, Tipasa automatically creates temporary items and holds and then checks them in when items are returned.

For WMS libraries, acquisitions integration is also available. Through the Tipasa interface, you can submit ILL requests to acquisitions for items you may wish to purchase instead of borrow. If you decide not to purchase the item, the request returns to the borrowing workflow in Tipasa.

"We save so much time…"

"We save so much time by leveraging our custom holdings paths and allowing the automation to review which libraries hold items."

Ashley Cole
Associate Director of Collection Strategies,
Eastern Kentucky University Libraries

Libraries deliver items fast with OCLC's Express program.

Eastern Kentucky University (EKU) libraries have achieved some of the fastest borrowing times among members of OCLC's Express digital delivery program—a free program for libraries that deliver articles and other digital resources in under 18 hours. In a six-month period, 30% of requests were filled in one hour or less, 40% were filled in two hours or less, and 10 requests were filled in two minutes or less.

Ashley Cole, Associate Director of Collection Strategies, shared that they achieved such incredible borrowing turnaround times by "working with our systems administrator to configure Tipasa in a way that was most efficient for our needs."

Read other members' experiences at **oc.lc/stories**.

Visit oc.lc/tipasa to learn more.

Request a demonstration to see if Tipasa can help you meet the needs of your library's users.

Because what is known must be shared.®

OCLC