Tipasa allows you to manage a high volume of interlibrary loan requests, automate routine borrowing and lending functions, and provide an enhanced patron experience. Tipasa allows you to meet users’ needs without requiring heavy IT support, server management, or extensive configuration and training.
Let your users think ILL is easy.

Your library users expect you to be able to get them any resource they want, either in your stacks, through your document delivery service or through interlibrary loan (ILL). They also expect to be able to request, track and receive items without even entering the library. With a customisable, automated ILL system designed for high-service, high-volume libraries, you can get your users the resources they need to help make breakthroughs possible.

**Manage your technology without IT support.** Because Tipasa is cloud-based, you receive software updates and enhancements automatically. You and your staff can access the system through any computer with an internet connection without installing additional clients. And you don’t need to rely on your IT department to manage servers and install or upgrade software.

**Meet your users where they are.** Tipasa allows users to place and monitor requests from anywhere, any time, on any device, without librarian assistance. They can receive customised email and text notifications, and they can access documents as soon as they become available.

**Simplify your ILL processes.** Tipasa’s straightforward interface makes it easy to train new staff and student workers. The interface adapts to the ILL workflows that work best for your library, which simplifies your process for managing and fulfilling requests both from your users and from other libraries.

**Let the system do the work for you.** Tipasa allows you to automate fulfilment for specific requests based on the rules you set. If a faculty member requests an article that’s not available in your library, the request can go unmediated to one of your preferred lenders. That lender can deliver the document directly to your faculty member without the need for you to ever touch the request.

**Connect with the world’s libraries.** With its foundation in WorldCat®, the largest database of information about library collections, Tipasa links to high-quality bibliographic records and holdings information provided by libraries around the world.
Provide better service by using better tools.

As a cloud-based, customisable ILL system, Tipasa helps you minimise the time you spend on ILL tasks so you can focus on getting users the resources they need as quickly as possible.

**A library-branded patron interface** built with responsive design allows users to place and monitor requests from anywhere with any device. They can also sign up for email or text notifications so they know 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 through the patron interface. Limits on the document’s availability help you stay within copyright guidelines.

**Unmediated requesting** with Direct Request lightens your workload by automatically pushing user requests to valid lending libraries based on criteria you set. When one of your preferred lenders supplies an electronic document, your users can receive it without the need for you to review or process the request.

**Copyright management**, through a direct link to the Copyright Clearance Center (CCC) Permissions Gateway, allows easy access to up-to-date, royalty-fee pricing to help with your copyright compliance.

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

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

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**Built on a centralised library services platform**

The WorldShare Platform is a global, cloud-based, interconnected web architecture that allows you to streamline and enhance your workflows.

Just as WorldCat provides a single resource for worldwide library data, WorldShare provides a platform for managing library activities, service delivery and processes. WorldShare allows libraries to share data between applications efficiently, reducing effort and saving time for library staff.

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“We have work-study students who process ILL, and they have already begun using Tipasa for lending. So far, they like being able to manage everything within one platform.”

Jessica Orozco
Metadata Librarian & Assistant Library Administrator,
St. Thomas University
Miami Gardens, Florida, United States
Tailor resource sharing processes and integrate with other library technology.

Keep up with ILL when you wear many hats.

Tipasa reduces the time you spend on ILL tasks so you have more time to spend on all your other roles in the library. Since it’s cloud-based, you no longer have to schedule around IT staff to update and maintain hardware and software. Your enhancements happen automatically.

The simple interface not only is easy to use, but also makes it easy to train staff and student assistants. Consolidated billing through IFM eliminates the time you spend on invoicing and cheque writing. And you can set up unmediated processes that move requests on to lending libraries and then to your user without requiring your manual approval, which keeps things moving even when you’re busy with your other jobs.

“Flexibility…”

“Having a cloud-based system is really beneficial. I do a lot of different jobs in the library, so to be able to have the flexibility … is something I’ve been waiting for.”

Jillian Maruskin
Public Services Librarian & Interlibrary Loan Manager,
Ohio Wesleyan University
Delaware, Ohio, United States

Simplify sharing through the cloud.

Although Ohio Wesleyan University’s ILL Manager, Jillian Maruskin, was used to the workarounds required by her existing ILL system, her student assistants were not. They had to frequently refresh the client, route requests between queues, and maintain separate clients on each computer in the library, meaning that sometimes Jillian had to give up her own computer to the assistants. Now that they use Tipasa, they don’t have to manually refresh the screen, and requests route seamlessly within a single interface. Since it’s on the cloud, Jillian and her assistants have access not only anywhere in the library, but also from across campus or home.

Read other members’ experiences at oc.lc/stories.

Contact us at libservices@oclc.org 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.