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 patron experience. You can 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 notifications, and they can access documents as soon as they become available.

**Keep up with ILL when you wear many hats.** 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. And, because Tipasa is cloud-based, you can access it from anywhere with a browser and internet connection.

**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. Tipasa also integrates with the other ILL systems you use, which lets you track and manage all requests in the same interface.

**Integrate ILL with circulation and acquisitions.** If your library uses WorldShare® Management Services, you can enjoy the added benefit of automatically connecting users’ ILL activity with circulation, so they can always see what they have on hold and when their ILL items are due. You can also streamline purchase requests that originate from users by automatically routing certain requests to the acquisitions workflow.

**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. Notifications let them 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. Limits on the document’s availability help you stay within copyright guidelines.

**Automated request processing** with Direct Request lightens your workload by automatically pushing user requests to valid lending libraries or a consider-for-purchase queue based on criteria you set.

**Integration with third-party systems**, such as RapidILL, Get It Now, and book scanners, allows you to connect with other services without leaving the Tipasa interface.

**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. (Available only in the United States.)

**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.

“**One platform...**”

“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
Save time with automatic connections.

When you use Tipasa alongside WorldShare Management Services, your whole library benefits from the integration of ILL workflows. For example, you can specify criteria in Tipasa that would trigger a purchase request, such as the requested item’s format, year published, or user status. When Tipasa receives a request meeting those criteria, it will automatically route the request to a purchase queue for the ILL team to review and transfer to WorldShare Acquisitions. If they decide not to purchase the item, the request will return to the borrowing workflow in Tipasa.

Tipasa also integrates with WorldShare Circulation, automatically checking items out when you set an item’s status to Shipped and checking it back in when the request is complete. When you receive items from other libraries, Tipasa automatically creates temporary items and holds and then checks them in when the item is returned. This allows your library’s users to easily find their holds and ILL due dates in their regular circulation accounts.

“Any point in time...”

“Because Tipasa is web-based, ...I can go in real quick and make that fix or get that item. That makes it really nice, to be able to get into it at any point in time.”

Barbara Chen
Resource Sharing Specialist,
University of Saint Francis
Fort Wayne, Indiana, United States

Share resources with fewer clicks.

Although the library staff at the University of Saint Francis had maintained a client-based interlibrary loan system for many years, they struggled to get the technical support they needed from the campus IT department. Once they adopted Tipasa, they stopped worrying about how to reach people who knew the system well enough to help. Resource Sharing Specialist Barbara Chen also noted that the workflows are simpler and easier for both library users and student assistants to learn. She saves time by using unmediated workflows to route requests to her consortium. Now, Barbara says, the biggest challenge is keeping up with Tipasa’s frequent, seamless enhancements.

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.®