

Tipasa Borrowing workflows Transcript

22 October 2025

Transcript

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0:00

Hello hi everyone, I'm Lucia Shelton. I'm part of the member education team at OCLC. And I've been working with libraries in several countries on OCLC service, including interlibrary loan.

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And today I'm facilitating your learning on Tipasa borrowing. Welcome to our training session. This session is being recorded and you will receive a follow up email message with the link to find the recording of this session and the handouts, the copy of the presentation.

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0:40

And the learner guide that you use as reference. Let me put the link to the learner guide in the chat as well. Just give me a second.

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So here's the link to the learner guide. I introduced myself now feel free to use the chat to introduce yourself as well. Tipaso training is a series of three live led instructor sessions.

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1:14

Introduction to where you have an overview of how the service works and how you can prepare to use the service.

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Tipaza borrowing workflows this session and the landing workflows where you learn about the landing workflows in the service. You can have the three available sessions.

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The community center.

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2:02

You can still receive your. When you access this URL that's in the copy of the presentation, the system prompts you to sign into the OCLC community center using your OCLC symbol.

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All library's name and the world share account.

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In this session, we are focusing on four topics. At the end of this session, you will have learned about the functionalities available for a borrowing library in. So 1st you will learn how you process loan and the copy requesting.

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Including using automation and the copyright for US libraries. Then see some of your patron experience. Second, you will learn how to receive and return items into batch processing options.

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Then I will, I will briefly cover the document delivery functionality and how you can enable and use this option. Finally, where you can generate your statistical reports.

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And of course I will show you where you can find documentation and the contact those support. So let's walk together through the options. Let's start with the 1st topic, how you process loan requests for the.

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Physical items and the copy requests for electronic copies of articles or booked chapters e.g..

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Your patron it starts the ILL request from your online catalog or a staff member at your library starts the request on behalf of the patron. In the person the information and the patron information are automatically populated on the.

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4:16

I don't allow phone.

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4:18

Patrons can add additional information such as the maximum they exception to pay, they need before date or any notes, e.g.. Then submit the request. The system notifies the patron according to your configurations.

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4:37

It's the same process for either loan or copy depending on your configurations. For libraries with fulfillment integration, your starts the ILL request from your ILS, your library system. And here.

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Is the link to the fulfillment integration documentation if your library's using this option?

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After your patron submits the request, then the request arrives at your instance in the new for review queue. If you configure the automation to send the request directly to lenders, then the request will go directly to lenders and not to your new.

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For review queue, you would find your request.

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5:34

In transit when supplied unless automation does not find a match. Maybe it needs on approval or it's missing information. One thing to consider during your implementation is.

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5:54

Circulation integration for the physical items between your local system circulation and the You find instructions on the copy of the presentation for libraries using WMS world share management system as ILS or for.

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6:14

The libraries using supported ILS. The list of the supported ILS is on the link as well.

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6:21

And the 3rd party circulation integration is done through NCIP, the NISO circulation interchange protocol. With circulation integration, after the item arrives at your library and you mark it as received.

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6:41

Tipasa sends a message to your.

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ILS, and then your ILS creates the temporary record and places a hold for your patron and notifies your patron of item availability. Then when you are returning the item and up.

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7:05

Updated to returned Tipasa communicates with your ILS, then your ILS checks in the item and deletes that temporary record. So the integration automates this process for you.

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7:21

Now let's go live to see how you proceed with your request after your patron submits the request. So let me share my browser here so you can go live and see it.

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7:41

Okay.

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7:46

So we are here on the homepage. If you did not configure long request to go directly to lenders or you have configured the exceptions or automation did not match, then the submitted requests will be in your new for review.

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8:06

Q either under the quick links.

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8:11

Or on the left side panel under borrowing requests, you'll be here in the new for review, not reviewed. So this is the status. And you can see here when you click the Not reviewed, they can see when your patrol sent that request.

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And the need before date as well.

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8:35

So let's open one loan request here. You can either click the ID link or the title link. So at this point, if you needed to change anything on the, on the request, then e.g. if you needed to select another video graphic record.

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You can use this magnifying glass here to get back to the results search to select your.

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9:04

Or you can use the basic search to to search by ISBN or OCLC number or you can use the defensive search here using the worldcat index.

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9:21

TI equal and the title phrase. If you don't find anything that you would like to use here on the result. Then when you find the video graphical record, you'll click the title link.

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9:37

And then apply data to request. You can add tags to group the requests under a category. So your library can create up to 200 tags. You can select one that was created for your library.

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Like when this this one e.g. or if you don't have anything in the list that you would like to to use so you can add this here and enter, then you scroll down.

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10:17

To your patron information. If you you your library has configured to approve patrons when they are selecting requesting item for the 1st time, then you'd see here the approval request button for you to view the that patron.

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10:36

And go to that patron, form, approve that patron, and then you'd see a button here on the top to apply that to the request. And after you have everything, then.

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Because you have configured automation, it uses this send request button this arrow here and send it to automation. Then automation will take care, to populate your constant data.

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11:10

And populate your lender string with your custom holdings and send it to lenders if this is your automation. If not, then you'd find the automation, your request under the review the status for you to send it to lenders.

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11:30

Now if you want to send this to a different group of lenders, then instead of send it to automation, then you click this view holdings link, you see here on the request, this takes you back to the lender string where you can enter.

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11:46

Either enter the list of libraries here using we can use a different customer holding space or you can select libraries here from the results libraries that own the title and our suppliers.

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12:04

You update the request, you can update the request and then.

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12:27

And then anything that you added information you can save it, and then you can send that request to the lenders. When a lender responds yes to your request.

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12:44

Then your request would be here under the in transit status. If a circulation integration was configured then your iOS will create the temporary record and place a hold for your patron.

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One thing about circulation integration is that it needs the patron ID to work. So if the patron account is expired or blocked, then circulation integration won't work and you will see that warning on the request form under the circulation section. So when you.

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Table circulation you have the circulation section under request form.

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So let me open that. You would see this that under the circulation option. Then you need to proceed according to your library's policies. Click that retry button under the circulate circulation section on the ILL request.

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13:44

Now, if everything is fine, you can proceed updating this request as received if if you haven't received the item then you can mark this as not received for the two libraries to communicate and check how to solve that issue.

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14:04

If you're ready to mark it as received you print the bookstraps.

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14:08

Mark as received, your request now is under the received status. Your bookstrap is under the print queue. Bookstraps. You can check that and print your bookstraps. The bookstrap comes with the barcode for.

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14:28

that the ID number for that title, ok? So you have all the information here.

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14:33

And all of that comes from your configurations as well. Now you your request is on the received and you made that item available for your patroom.

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14:54

Under the received in use, if you forgot to print that bookstrap, that's where you can find your request. If you updated it to received and forgot to print that bookstrap to find these on

the actions on the upper right side and you can add this to your bookstraps in your print queue.

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15:14

Yeah, you have three options, if the item was lost, you can mark as lost. If the patrol needs more time, you can mark as renewal, select the date from the calendar here on the top.

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15:30

Or you can enable this for your patron to do it themselves. And if you are ready to return the item, then you can check to print return labels and return that item. And that item is now under returned.

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The item we see on the returned and and the landing library will close the request when they receive the item back. So you can see here in the request history, you would see all the automation that was applied all the landers that responded know and the.

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16:10

Lender that supplied the item. And the shipping labels would be here under the printed queue for you to printer your return labels. You can select, mark anything that you want to add and then.

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16:29

Print to send that item back to the owner. Now you can do that in batch as well. You can either receive or return in batch. So for received.

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16:47

Here you see the entrance is the option for batch processing. You can batch receive those items. If you have the bookstraps, you can scan the barcode, the ID barcode here or you can select from the list using the plus sign.

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So you can select the ones, you want to add, then you select to print the bookstraps and then mark as received.

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17:23

And then the systems tells that all four requests were updated and all the bookstraps were sent to your print queue for you to print to them from there. You can do the same thing with return.

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17:39

So here on the received news here on the received you see the icon to batch process, you can batch return, you can scan the barcode here the before the return.

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17:57

The item with the bookstraps or you can select using the plus sign, check the print return labels, this box here on the top and click the return items and now all the items were updated to return.

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18:17

And the return labels, the shipping labels are there in your print queue for you too.

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18:23

Print and return the items. Another option that lender has besides of answering yes or NO is to respond to conditional. So you just see here under conditional, one thing about conditional, it resets.

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18:43

What's the days to respond. So if the lender said to the days to respond to eight days or 20 days, your request might be stuck there with that lender until those days. So something for you to consider when you are responding conditional. And you can see the conditions here, you have.

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19:03

Before days to take actions otherwise the request moves automatically to the next and the lender string.

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19:10

And you can either cancel the request if you NO longer longer need it. You can answer NO to move to the next land and the land is string. And if you wanted to answer yes, you have to update the request according to the.

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19:25

Conditionals, in this case here you wouldn't need to enter the pages or chapters. Save that information after you update this and then respond yes. So the lender can receive that.

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19:45

Information on the request.

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19:47

And now your request is NO longer under in transit, it's here under our waiting response with conditions accepted. And this is for the long request for.

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20:07

The physical items.

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20:24

Copy requests for electronic cops of articles or book chapters e.g. they start the same way and arrive in your new for review queue to process in a similar way as loan except you don't need to print the book straps or shipping labels.

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20:45

You can automate copy requests if the request matches your automation configurations, if your library has enabled approving senders and the lender supplies the copy using article exchange. System can clear.

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21:03

copyright for US libraries as well. Then your patron receives the link to the item directly without your intervention. Automation was configured during your libraries to implementation, and automation is configured in the OCLC configuration.

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21:23

under world share ILL, then automated request manager.

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21:29

By staff with admin role in their account. As a borrowing library, automation will look into your best matching bibliographic records, your holdings in world cat, your holdings in the knowledge base.

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21:45

And your custom holdings your preferred lenders. Also, there are other pieces that need a configuration that need extra configuration such as copyright for US libraries, your holdings in your catalog.

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22:01

If it needs, if it needs patron approval, RapidILL and your notifications. You can have automation configured for different types of patrons. E.g., undergraduate.

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22:17

Graduate faculty, and for copy and loan, for different formats and add exceptions when you want some requests routed to your new for review queue, e.g.. And you can complete your automation by adding, send it to proven.

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22:37

senders. We offer a self paced training how to configure automation for your library.

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22:45

For both loan and copy requests. I put the link on the copy of the presentation for you to access it. To automate copy requests besides configuring automation, you need to enable proven senders, the.

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23:05

senders that you trust will provide high quality of items if you haven't done that yet.

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23:12

This is done in the service configuration as well under world share ILL, advanced workflows. You need to have your custom holdings groups configured in the system to be able to select your proven senders and you need to have automation.

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23:32

And configured to send requests directly to those proven senders. I put the, link on the top of the presentation for a short video, a short tutorial video on how to create custom holdings.

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23:51

And here is an illustration of how proven senders option works after you enable that and have automation configured as well. This chart is a color coded where blue is for the borrowing library. Green for the patron

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24:11

Yellow for the lender and the boxes in gray, the ones in the middle with the steps that the system automates on your behalf according to your rules.

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And your patron receives that file directly and the patron is notified as well. So it saves you a lot of time. So let me go back to the browser.

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24:45

If you need to manually process copy requests from the new for review, not reviewed, you would open that request so you needed to approve that request.

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25:04

As you would do with the clone request to apply any necessary changes, sometimes approve your patron clear copyright, if it's the case, then send this request to automation.

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25:23

Then when the lender responded yes, you find your request in transit, your request will be here under in transit status and if the item was supplied with article exchange, then you would find in under article exchange.

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25:43

As well, you'd click that request, auto exchange creates this unique URL and password, you can preview to see if that's the correct one. Then you can mark this as received. When you do this, the patron is notified and receives.

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26:03

The link to the item and then when your mark as received, your request is closed because that's how copy request works.

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26:15

And anything that you see here on the left side panel with the question mark, this means that it the request is pending of action and you need to open that queue and process accordingly. E.g., Mark as received or Mark as returned.

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26:44

If you have any questions, you can use the chat for, for that. I have a question for you. I will open, let me open the Slido here and you accept and.

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27:04

select your answer. Which option allows the automatic creation of the temporary record? Thanks, by the way for participating.

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27:37

Just to see if you understood the concept so far let's see the correct answer for this question.

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27:55

The correct answer is a circulation integration. So automation is to automate the process. It won't create your temporary record or pack integration is for locating the item in your online catalog, and you for if.

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28:15

View is where you find those requests to be processed. So the correct answer is circulation integration. That's what you will allow to communicate with your ILS and create that temporary record, ok?

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28:32

Thanks for participating. Now you briefly talk about copyright options in Tipasa for US libraries. For your copy request of articles. If your library follows the CCG.

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28:52

or CCL rules. I put the link to the detailed US copyright tutorial video and the simulation and the quiz. Then documentation for non US libraries on the copy of the presentation for you to access later as reference.

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29:12

CCG stands for compliance with guidelines. Contu is the US national commission on new technological use. And the guidelines are that you can request an article published within the last five years and only five copies per title.

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29:32

In a calendar year. Otherwise you can request the title by paying.

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29:37

A royalty fee. CCL stands for compliance with copyright law, where the publication date is more than five years and there is NO limit on the number of copies. And CCC for copyright clearance center for those articles.

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29:56

Published within five years and then requested more than five times in a Canada year and with costs involved the royalty fees. U.S. copyright is enabled in the service configuration under the world share LL and advanced workflows.

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30:16

Excuse me? You can enable to have a copyright going through automation for articles over five years of publication or used the less than five times in a calendar year. Mainly when you have proven senders feature enabled.

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30:36

So those requests don't ended up in your a new for review for you to clear copyright. And you can enable and add the copyright statement.

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30:49

And your patron sees the US copyright statement when receiving items through article exchange. Libraries outside of the US can customize the patent request form to add copyright notes. I will briefly show you the copyright feature.

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31:09

For US libraries. As a note, when you 1st begin using the copyright feature, your copyright table will be empty. When you create a new title in copyright, you are adding a copyright record to your table.

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31:26

Attempts attempts to match a copy request to records in your library's copyright table using either ISSN or OCLC number. If the request does not contain either information, then you need to search.

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31:46

The database to complete that information, the request. So let me share my browse.

Timestamp

31:53

And briefly show you how copper right works in when you enable that feature so we are.

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32:13

Here back to the interface. Let's see some more examples here. So if you have enabled copyright, then you'll find that.

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32:22

Option here on the left side panel under borrowing request. When an article is compliant with the copyright guidelines then you find them under this status. You can see how many times the article was requested in the year. Like e.g.

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Example when you see this with the orange box, it means the item was requested over five times in the calendar year.

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When you see the question mark, it means the system did not find a match. For those requested under five times in the calendar year or published over five years, if you have configured this option as I showed you, then automation can clear those without.

Timestamp

33:12

You manually doing it. If you don't have automation configured for this, then you can.

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33:19

Batch mark them as fair use here using this link on the on the top and selecting those that you would mark as fair use. If there's NO match.

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33:35

One of the with the question mark, like e.g. this one here, then you go to the copyright section, you see NO match, you can use this link here to search for similar ones.

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33:52

In this case, there's NO none. That's the situation when you have to create a new title to add it to your table. So you click the create new title and now you because this 1st time you're using, you can clear.

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34:10

For fair use, ok? And then you can send this this request. If the request has NO ISSN or OCLC number.

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34:28

Let's see another example here. Let me close this like this one here, if the request, e.g., does not have the OCLC

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34:48

This number if this number here is not there.

Timestamp

34:51

Added to the request, then the system would tell you that the request has NO ISSN or OCLC number. The patron sometimes completes that blank form and sends it without this information. Then you need to search for.

Timestamp

35:11

That title using the magnifying glass icon and then apply this to the request. Now you have that information and then you can clear, in this case here is the 1st time you can clear for fair use.

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35:32

Now, if the request was requested more, the article was requested more than five times, let's see an example here, like this example here, this was requested more than five times. So the.

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35:52

This is three of ten pending and means that there's three that weren't

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36:00

Supplied yet. So they might be supplied or not. So seven was already supplied the three are still pending. So in this case here, you see more than ten times, then you need to clear with the.

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36:18

The fee payment, so the system would calculated that this is nothing if you click this option here now it's applied. The system will calculate this and then you can send that request.

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36:38

With that cost. Another example, let's see another example here when it cost this one here. For this one.

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36:56

You can use the same thing, but you see the number of pages is incorrect because the patron completed the pages filled with an incorrect information. And you need to do a little bit of research or or ask your patron. In this example I have we are lucky.

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37:16

Here we have the DOI link here. I can copy that, open that link and find the the pages here. So it's page 22 to 29 can add that information here to the pages field.

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37:39

Save it, I need to save it and need before date and see if it was valid see it says the.

Timestamp

37:59

The number of pages is eight, then you can update that and then the system calculates the the cost and then you can send the request. So you clear the copyright in different ways. For those requests that you accepted the costs, you would find

Timestamp

38:19

Everything under here.

Timestamp

38:22

Manage copyright queue.

Timestamp

38:40

The ones with cost and NO cost, you can click the view link under actions to see the details, the copyright fees payable, it would list here the ones that you have accepted.

Timestamp

38:56

Compromised to pay for, then you can click this create payment batch button here on the top select those you want to add to the payment batch, and under payments batch you would find those listed and then you can under action, you can.

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39:16

Download these reports, they are reports for those payments batch. There are NO options in Tipasa to send the payments, but you can use these reports as reference for you to send those payments.

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39:36

And again, the link to the copyright for US libraries tutorial video with more explanations for the explanations is on the copy of the presentation.

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39:56

Okay.

Timestamp

40:07

I have a last another question. I have another question for you. Let me open Slido. Select the correct statement. Which statement do you think is the correct tool?

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40:27

One?

Timestamp

40:41

Thanks for participating. Let's check the correct answer and the correct answer is if you configured proven senders can automate copy fulfillment. Patrons can receive automatic and manual notification.

Timestamp

41:01

US copyright can be automated and it's not, it's very necessary to update the request as received.

Timestamp

41:11

Okay, and US copyright, if you select under service configuration for the system to automatically clear those who published more than five years or used the less than five times, then copyright will be out.

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41:31

Okay.

Timestamp

41:33

You need to enable that option. Thanks for participating again. If you have more questions, you can send any questions using the chat. Now let's see what happens at the patron side. I'm showing here the My Account functionality that's part of the.

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41:53

Just to illustrate. The OCLC implementation team can work with your library to find the options according to your online catalog. You can enable your patron to create requests directly from the My Account option.

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42:12

To cancel requests or to request renewals. These display settings can be customized to be hidden if you're not offering that option to your patron. Your patron can see the status of the request.

Timestamp

42:32

Yeah.

Timestamp

42:34

If it's submitted, if it's in transit, so renewals is only if the request is received and canceled just before it was in transit. So if it's submitted, they, they can have that option to cancel. If it's in transit the.

Timestamp

42:54

You should have that option too for renewal, and then they can they can receive that link to the article exchange. They can see here and if the library allows they they see that renewal option button as well.

Timestamp

43:13

And the past you can enable notifications to be sent through email or through text messages or both. You can also configure custom notifications besides of the automated notifications. You have up to 50 options for.

Timestamp

43:33

For custom notifications to be sent manually to your patrons. Using the email button you find under actions on the upper right side of the request and then using the dropdown menu to select the option, one for one of your configured custom

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43:53

Notifications. And here's some examples of notification that the patron receives. On the left, the article copy request with the notification with the article exchange unique URL and the password.

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44:11

With the note that the file expires in 30 days or five views. On the right the physical item with the pickup notification.

Timestamp

44:31

Let's move to.

Timestamp

44:38

Another topic, document delivery. We offer the tutorial video on this topic if your library is interested in enabling this option, and the link is here on the copy of the presentation.

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44:54

Document delivery is an option in Tipasa to supply your own collections to your patrons instead of through ILL. Such as copy of your print journals, open access, electronic resources your library has available,

Timestamp

45:14

for example

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45:15

Document delivery is enabled in the service configuration under world share ILL, then advanced workflows. Then you enable it and then save it. Besides of enabling document delivery.

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45:35

You need to configure automation to route requests to document delivery as exception. When you enable document delivery, then you find that this exception, as option here to add.

Timestamp

45:51

That's to the, your automation when you're setting up your automation rules. Let me briefly show you this status in. Let me log in here to my instance.

Timestamp

46:11

Okay.

Timestamp

46:17

And, briefly show you this option.

Timestamp

46:57

For enabled document delivery you'd find that queue here on the left side panel or under your quick links.

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47:05

So you can click that option there, document delivery. So the system will require ISBN, ISSN or OCLC number to route requests to document delivery according to your automation rules. When the request is routed to this queue, you can open.

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47:25

One of your requests.

Timestamp

47:32

This one here and under your request history, you'll see that the system looked at your automation and routed this request to document delivery. In the upper right side you can enable the advanced .

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47:52

workflows

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47:53

To put the request to manually put the request in different statuses as you are working on on the request. And for the physical items you have the OPAC integration where the system can add the information, the.

Timestamp

48:13

The shelf location in the local ID for you to locate that item and supply that to your patron.

Timestamp

48:20

And, for the physical items there is the option to configure the patron form with delivery address if your library offers home delivery. Then you need to configure automation to identify the items that should be mailed to the patron's home.

Timestamp

48:40

Then you mark this as complete to close the request. When you mark as complete, then the patron is notified according to your configured automatic automatic notifications.

Timestamp

48:57

And for copy requests, let me open one request here. You can use article exchange to supply that item. You'd see if you have configured your knowledge base, you'd see your knowledge base, your links here for you to.

Timestamp

49:16

Supply the knowledge based link as well. Article exchange, you can click this link and drop the file you are using to supply that item to your patron. If you are pushing the KB link to the patron, then you change this to KB link.

Timestamp

49:35

Copy and paste that link here, then save it. The same thing with open access. If you find that under open access, you enter this link here, copy and paste, then save it, and then you can mark as complete. When you mark as complete, then the.

Timestamp

49:55

The Patron receives the link to that item and it's not filed as well. If you haven't configured the the automated.

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50:08

Notifications for the patron, then you can use this email button here and select the one that you use for article exchange, for KB link or for open access, ok?

Timestamp

50:28

So that's how.

Timestamp

50:33

Documented delivery works if you your library enables this, this option. And one thing I would like to say is that automatic notification, the automated notification makes that link to the item available to your patron

Timestamp

50:53

After you click Mark as

Timestamp

50:56

Complete, so have those automatic notifications, the automated notifications for document delivery configured instead of sending manual notifications. Because if you are using manual notifications you have to manually send that link to your patron

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51:24

When subscribing to Tipasa, your library receives a nine digit authorization and password. If you don't have that information contact all CLC support at support@oclc.org to retrieve your credentials. Let's check the availability.

Timestamp

51:44

of report as a borrower. So let me go live. Let me share my browser again.

Timestamp

52:12

So we are back here. Your reports, your general reports will be here on the homepage under OCLC usage statistics link. Then you need to enter your credentials.

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for your reports.

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So you have several reports available here the resource sharing borrower resource for no report. This is a monthly report that provides details why the lender.

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Has not responded to your request or responded NO, and you can use this report to manage your custom holdings. The report for October will be available on November the 5th and you can select the month you want.

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Here from.

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From the list. The resource sharing status report this is a monthly report as well that provides a full details on your request, so direct request unmediated and mediated.

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At if you see this N letter, it means that was created manually created by staff, when it's created by your patron or goes through automation, you see the letter Y. And you see all the details here, including the costs.

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And if the item was requested before, so you can make a decision maybe subscribe to that title or purchase that title. So you have other information about your request here.

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And then you have the borrower activity overview report that shows the activities in a given period. So this can be for more months. I can choose e.g. for one year. And this report.

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is used to check the peak of ILL activities in your library so you can better.

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staff personnel for ILL. So you can see here some, some months you have more activities and you can see all the requests, the number of requests filled loan or copy and the average turnaround.

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These are the general reports. Your reports for document delivery would be here under analytics. Reports, classic reports.

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Interlibrary loan and you see the options here for you to select and enter the date range for your reports. For the custom reports, you can generate custom reports from classic launch pad

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Option.

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Then you go to home here, select applications, applications, Web intelligence.

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Then you select the universe.

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To be interlibrary loan, and then you can the results object, you can select from the left side panel, select the options for you to.

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Like e.g., the request item, you can double click or you can drag or you can click and click the arrow.

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Oh sorry again and click and click the arrow or you can just drag that option. After you have these options here, the objects you want to select from the options you have in the left side panel.

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Then you can add your filters.

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Like e.g. you want you want the for the supplier for the for the date, so you can add that to select.

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The variable and enter that information and then after you have that, you can run your report and after you run your report you can with export your report as well. For the general.

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Reports, you can export them or can email that to several email address and when you check this send monthly select the formatting style, and save, you can receive the report automatically and the email addresses you have select.

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After the here entered here.

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Instead of gen manually generating the reports here, and you have to do this for every report you want to receive on a monthly basis. So these are for the reports.

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So you have a variety of reports available as borrower and you can generate customized reports as well. The link to the reports documentation including customized reports is on the.

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Of the presentation and there's a short tutorial video for custom to pass reports, how you can generate those as I briefly showed you here.

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So you have learned how you can process copy and loan request in Tipasa, including copyright and your patron experience. You have learned how to receive and return items, including batch processing options.

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And you have learned about documented delivery options to provide your own items to your patrons using Tipasa. Then how to generate your the statistics of reports. You know that.

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There's a lot of information. You can use the support portal to contact OCLC support and access documentation on the topics discussed here. I put a lot of links on the copy of the presentation for you to use as reference for the topics that you have discussed here so you.

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Can learn.

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More about those topics that I briefly showed here during the session. And you'll find those links on the learner guide as well. The community center I highly

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Recommend you to access and participate to the community center where all the libraries using Tipasa communicate with each other. There are a lot of discussions happening there. You can start one discussion as well. You can learn about new things, new releases and events, and you can send

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Your ideas, your suggestion for improvements in the service as well, our product team pays attention to this area.

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And you can access the community center directly from the interface under need help link on the, on the top, on the upper right side or you can go to oc.lc/community. It will require for you to.

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To.

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Enter your library's information for you to access the community center and create your account. We are reaching the end of the session. If you don't have any questions, this concludes our session. I'd like to thank you for participating. Please.

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Take a moment to answer the session evaluation. The information is on this slide. Let me.

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send you the link for that as well it's in the chat.

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We appreciate your feedback. Thanks again, and enjoy the rest of your day.