

# Tipasa Task Force Environmental Scan and Recommendation

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## Executive Summary

In 2018, the Tipasa Task Force was charged with (1) conducting an environmental scan of resource sharing systems; (2) compiling a list of essential requirements to streamline the RFP process of a CSU-wide ILL system; and (3) determining whether Tipasa or another system is a viable alternative to ILLiad for CSU libraries. The motivation behind this taskforce was COLD's interest to select and implement a system collectively based on OCLC's drive to migrate ILLiad libraries to Tipasa and ambiguity for continued technical support of ILLiad. After an extensive review of the resource sharing system landscape, the Task Force **does not recommend** that

the CSUs plan to move to Tipasa or any other shared system to replace ILLiad within the next two years.

At this time, ILLiad remains a robust resource sharing system for borrowing and lending with partners outside of the CSU. Other systems reviewed (Tipasa, RapidILL RapidR, Auto-Graphics SHAREit, and others) do not currently have functionality required by the CSU.

It is recommended that individual campuses continue to contract with OCLC for ILLiad, and that a Resource Sharing Task Force be reformed in FY 2020-2021 to revisit the landscape of resource sharing systems. It is expected that in the 2020-2021 time frame, Tipasa and other emerging systems may be mature enough to be fully considered as alternatives to ILLiad.

## Literature Review and Case Studies

Several consortia have undertaken reviews of available resource sharing systems in the last several years. These reviews of resource sharing systems are summarized below.

Consortia Name	Case Study Description	Case Study Recommendation
<a href="#">RAILS consortia (Reaching Across Illinois Library System)</a>	The RAILS consortia hired a contractor to create an environmental scan of alternatives to OCLC in 2015. The RAILS report does not solely focus on resource sharing, but rather reviews alternatives to OCLC bibliographic services in order to create a shared bibliographic record system.	The recommendation of the RAILS report is to create a shared bibliographic record system and union catalog to facilitate resource sharing among RAILS consortia members [something the CSU has already accomplished through the ULMS adoption of Alma and the implementation of Alma-based resource sharing (CSU+)].
Orbis Cascade	As the CSU has largely followed in the footsteps of the Orbis Cascade consortia (at least in terms of unified library system adoption of Alma and Primo), the Task Force reached out to personnel at Orbis Cascade to learn more about Orbis' use of resource sharing systems outside of sharing within the consortia.	No unified ILL solution at this time.

	<p>Ray Henry, former Program Manager for Resource Sharing and Fulfillment at Orbis Cascade, wrote</p> <p><i>"I can tell you that Alliance members use Clio, RapidILL, ILLiad, Relais, Tipasa, and probably others (as well as email mediation) for interlibrary loans outside Alliance membership. We don't have a consortial approach in this area, and may not in the future - the complexities of individual institutions' preferred configurations (and the differences in our member institutions) will probably keep this from rising to the top for new consortial work to undertake in the next few years."</i></p>	
<p><a href="#">University of Wisconsin Libraries</a></p>	<p>An ILL Working Group composed of personnel from the University of Wisconsin Libraries performed a detailed environmental scan in August 2018.</p>	<ol style="list-style-type: none"> <li>1) The University of Wisconsin Library system adopt RapidILL [already adopted by many CSU Libraries]</li> <li>2) Depending on developments involving planned integrations between Alma and Rapid, some University of Wisconsin campuses could consider replacing ILLiad/Tipasa with <i>*only*</i> Alma resource sharing and RapidILL. However, as development is currently underway, such a migration could not be planned as of</li> </ol>

		2018 until integrations are completed.
<a href="#">University of California California Digital Library</a>	The Future of UC Resource Sharing Project TEam (FRSPT) was initiated as a result of OCLC's announcement to retire and discontinue development of Virtual Desktop eXchange (VDX) the current University of California Interlibrary loan (ILL) management system. This news, along with changing service needs in the resource sharing field and growing dissatisfaction with VDX, created an imperative to review options for migration to a new resource sharing system.	Several recommendations including the consideration of a UC shared ILS-based resource sharing system (e.g., Alma, should the UCs move to an Alma Network Zone environment as the CSUs have done) and continue to monitor the landscape, especially for Relais D2D, Tipasa, and WorldShare ILL.

### CSU Needs

The CSU has a wide-ranging list of requirements for an InterLibrary Loan system. ILLiad is highly customizable and provides extensive opportunity for creating efficiencies, and many CSU campuses have leveraged that in their current system configuration. This customizability provides campuses the flexibility to adjust ILLiad workflows based on their individual campus needs.

Briefly, the CSU has identified several high priority needs that any system that would replace ILLiad must have. This list is not exhaustive.

- Single Sign On (SSO) Authentication through a variety of mechanisms, including (but not limited to) Shibboleth
- Automated patron load functionality / automatic clearance OR automatic account creation at time of initial sign-on (leveraging, if possible, Alma APIs)
- [RapidILL](#) Integration
- Copyright clearance (e.g., CCC / Reprints Desk) Integrations
- Analytics / custom reporting interface

- Printing support (e.g., slips, labels, invoices, with support for custom documents and templates)
- Guaranteed uptime and customer support

Additional functional needs identified as essential to the CSU are available in the accompanying needs assessment (see *Appendix A*).

## Resource Sharing System Assessment

Product	Description and Features	Viable Option?
<a href="#">Tipasa</a>	<ul style="list-style-type: none"> <li>• Leverages OCLC WorldShare ILL (same underlying infrastructure as ILLiad)</li> <li>• Web-based</li> <li>• Existing support for CSU-desired integrations, including CCC, ReprintsDesk, and RapidILL</li> <li>• Several features are planned on the development roadmap (see <i>Appendix B</i>) that should be completed before complete evaluation of Tipasa, including:               <ul style="list-style-type: none"> <li>○ Printing (2019)</li> <li>○ Circulation/NCIP integration with Alma (roadmap for 2019)</li> <li>○ Automation with direct request (2019)</li> <li>○ Analytics (2020)</li> <li>○ Billing for lending charges (2020)</li> <li>○ Detailed request history (2020)</li> </ul> </li> </ul>	Yes
<a href="#">RapidILL</a> / RapidR (returnables)	<ul style="list-style-type: none"> <li>• Currently used by 17 CSU's</li> <li>• Articles, book chapters, &amp; returnables               <ul style="list-style-type: none"> <li>○ Mainly used for articles by the CSU's. Some have implemented book chapter requesting.</li> </ul> </li> <li>• RapidR (Returnables/loans) <b>not</b> currently used by CSU's               <ul style="list-style-type: none"> <li>○ 78 current members are listed on the Rapid site (<a href="http://rapidill.org/">http://rapidill.org/</a>)</li> <li>○ RapidR loan service is a separate annual fee from RapidILL</li> </ul> </li> </ul>	Yes

	<ul style="list-style-type: none"> <li>○ Not large enough group to cover all of CSU's loan needs.</li> <li>○ CSU joining RapidR would look different at each campus. Costs are based on Carnegie Classification and affect the resource sharing groups called <i>Pods</i> in which an institution can participate. In the CSU 4 campuses are eligible for 3 pods, 9 campuses are eligible for 4 pods, and 1 CSU is eligible for 6 pods. RapidR membership is duplicative of CSU+ because campuses belong to similar pods (e.g. California, Cosmo, Academic M, SCELC)</li> <li>● Works with various software products (Clio, ILLiad, Relias. Currently working to integrate with Tipsasa) <ul style="list-style-type: none"> <li>○ No patron authentication since this is done through individual library's current ILL system.</li> </ul> </li> <li>● Planned Alma / RapidILL integration - ExLibris and Rapid are currently exploring an integration project to be conducted in the spring of 2019 which would facilitate filling requests via Alma as an alternative to ILLiad. This would increase the amount of ILL fulfillment that could be managed in Alma accomplished through a combination of CSU+ (for returnables/books) and RapidILL (for non-returnables/articles).</li> <li>● "<a href="#">Project Bedrock</a>" planned development to further facilitate consortial resource sharing.</li> </ul>	
<a href="#">Relais D2D</a>	Unmediated/partially mediated virtual union catalog model (requires data synchronization and real-time availability lookup to place unmediated requests through centralized catalog - similar to INN-REACH)	Maybe, depending on future development plans (e.g., integration,

	<p>Two models are supported for Relais D2D</p> <ol style="list-style-type: none"> <li>1. Requests are submitted to and managed in Relais</li> <li>2. Requests are submitted to and managed in ILLiad or Relais ILL</li> </ol> <p>NCIP Alma integration has been tested according to documentation</p> <p>Requests can be sent via the following methods:</p> <ul style="list-style-type: none"> <li>• ISO ILL</li> <li>• Generic Script</li> <li>• <u>RapidILL</u></li> </ul> <p>No support for copyright clearance/reprints desk integrations. Unclear how robust article requesting support is. Information regarding analytics and reporting is limited.</p>	<p>printing, and analytics development support)</p>
<p><a href="#">Auto-Graphics SHAREit</a></p>	<ul style="list-style-type: none"> <li>• Consortium-administered union database model <ul style="list-style-type: none"> <li>◦ This type of solution is in use in CSU (with Alma/CSU+)</li> </ul> </li> <li>• Requests can be sent to OCLC as a “last resort”</li> <li>• Interoperates with all major resource sharing systems (WorldShare ILL, ILLiad, Relais, VDX)</li> <li>• Supports SIP, SIP2, EZProxy, and NCIP to enable remote patron authentication to local ILS patron file</li> <li>• Cloud based, shared ILS-based system (not optimized for copy/article requests)</li> </ul>	<p>No</p>
<p><a href="#">VDX</a></p>	<ul style="list-style-type: none"> <li>• Virtual Document eXchange created by Fretwell-Downing in 1998.</li> <li>• OCLC acquired Fretwell-Downing in 2005</li> </ul>	<p>No</p>

	<ul style="list-style-type: none"> <li>○ WorldCat Navigator is based on VDX product <ul style="list-style-type: none"> <li>■ OCLC continues to provide support for VDX and WorldCat Navigator <ul style="list-style-type: none"> <li>● Expected to be subsumed within the WORldshare ILL platform</li> <li>● Development of product has ceased</li> <li>● All documentation found was 2015 and older.</li> </ul> </li> </ul> </li> </ul>	
<a href="#">IDS Project</a>	<ul style="list-style-type: none"> <li>● OCLC’s ILLiad software provides the framework for the IDS Project <ul style="list-style-type: none"> <li>○ What are the future plans of the IDS project without ILLiad?</li> </ul> </li> <li>● Mutually supportive resource-sharing cooperative. <ul style="list-style-type: none"> <li>○ Goal of the project: continually implement and objectively evaluate innovative resource-sharing strategies, policies and procedures that will optimize mutual access to the information resources of all IDS Project libraries.</li> </ul> </li> <li>● San Jose State is a current member &amp; CSU Humboldt is in the process of joining.</li> <li>● Not stand-alone end-to-end resource sharing solution.</li> </ul>	No
Evergreen	<ul style="list-style-type: none"> <li>● Open source ILS used by more than 2,000 libraries</li> <li>● Formed by Equinox Software</li> <li>● Main features include: circulation, cataloging, acquisitions, and OPACs</li> <li>● Resource sharing among libraries in an Evergreen consortium (no sharing outside the consortium?)</li> </ul>	No



Equinox - Fulfillment	<ul style="list-style-type: none"> <li>● ILL application based on Evergreen infrastructure</li> <li>● Open source project designed to link library catalogs.</li> <li>● Access to materials own by libraries using Fulfillment no matter which ILS System is used <ul style="list-style-type: none"> <li>○ Designed to bridge otherwise incompatible software products so that different libraries can continue to use their current ILS</li> <li>○ Within a given consortium (no sharing outside the consortium?)</li> </ul> </li> </ul>	No
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**Migration from ILLiad Risks & Considerations**

While there has been concern for some time that with the development of Tipasa, support and development for ILLiad may cease, in November 2018 OCLC confirmed that development and support for ILLiad by Atlas Systems and OCLC will continue for the foreseeable future (there is no sunset date as of this writing).<sup>1</sup>

Many CSUs have highly customized their ILLiad implementations, and rely on customized authentication mechanisms and personalization, forms, email notifications, settings, plugins, and workflows, and have configured complex Alma-based or other web integrations. ILLiad also enables a very high level of automation that may be difficult to fully recreate in a web-based environment. Training and re-learning workflows and optimizing a new ILL system to the level current CSU users expect will not be a trivial undertaking, particularly as CSU resource sharing staff are still working to optimize resource sharing in a relatively new Alma environment. Staff resources may be limited to prepare and implement a migration to a new ILL system until at least 2020. The ongoing impact of CSU+ on resource sharing generally should also be assessed prior to the implementation of a new resource sharing system (i.e., a comparison of CSU+ and traditional ILL borrowing and lending, identification of CSU+ unmet needs and opportunities, etc.).

Finally, some CSUs participate in non-CSU resource sharing networks, such as the San Diego Circuit (San Diego State and CSU San Marcos are participants), and migration to a non-ILLiad system must consider those arrangements.

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<sup>1</sup> ASERL-BLC-TRLN-WRLC Webinar: ILLiad Update from OCLC and Atlas Systems — November 2018. <https://vimeo.com/299950381>

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## Appendix A: Functional Requirements for Shared CSU ILL System

*This document is a **non-exhaustive** list of functionality required by CSU Library ILL systems, and is intended to guide the formation of a potential RFP and evaluation of potential ILL products and vendors. It is not meant to elaborate on desired system features.*

<b>Appendix A: Functional Requirements for Shared CSU ILL System</b>	<b>11</b>
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### Administrative Requirements

Feature Number	Feature	Description
A01	Consortial pricing / contract	Solution must be available to be purchased and administered at consortial level by Chancellor's Office, as voted by COLD April 2018
A02	Technical Support	Dedicated support familiar with CSU configuration, requirements, and use cases
A03	Uptime guarantee	Required 99.5%+ uptime guarantee over contract period (12 months).

### Borrowing / Lending/Document Delivery

Feature Number	Feature	Description
B01	Custom Reasons for Cancellation	System should allow operators to create a customized lists of reasons for cancelling borrowing and lending requests

B02	Z39.50 or comparable functionality	System should support search queries against the institutions own holdings to determine if items are held locally
B03	Custom Borrowing Groups	System should allow operators to create sets of preferred lenders to facilitate or automate processing
B04	Routing Rules	System should allow operators to create rules to route requests meeting specific criteria
B05	Cover Sheet	System should allow operators to include a default cover sheet for every electronically delivered articles which typically includes copyright statement and institutional branding

## Technical Requirements and 3rd Party Integrations

Feature number	Feature	Description
C01	Cloud Based Architecture	Solution should be externally hosted and not require campus-provided hardware or software
C02	Secure / HTTPS support	Transport Protocol The circulation application and the ILL application SHALL support the HTTPS transport protocol.
C03	Integration with RapidILL	Ability to manage RapidILL lending and borrowing requests for both book chapters and articles
C04	Integration with Document Suppliers	System should support the acquisition and delivery of document suppliers including but not limited to Reprints Desk and GetItNow
C05	Support for SSO/SAML, including but not limited to: Integration with Shibboleth authentication/InCommon	

C06	Support for identifying active users through user registration automated user loads (e.g., from Alma), or API	Many users who can authenticate may not have authorization to place ILL requests. The system should enable checking for user expiration via 3rd party systems via API or other mechanism, or accomplish this requirement via automated user loads or other means
C07	Support for other authentication systems	including but not limited to: <ul style="list-style-type: none"> <li>• EZProxy authentication</li> <li>• local authentication scripts (e.g., for use with LDAP)</li> <li>• CAS</li> </ul>
C10	Identify New ILL Users	System should flag/ identify end-users who are accessing the the system for the first time for administrative and analytics purposes.
C11	Support for Copyright Clearance (e.g., Copyright Clearance Center)	Ability to identify when copyright limits exceeded, track and manage billing for copyright clearance
C12	Secure File Storage for Document Delivery	Files delivered to users through the solution must be stored securely and accessible only by intended users and library staff
C13	ILL Fee Management (IFM) or Comparable Process	System should support IFM transactions or a comparable billing method that facilitates the allocation of funds between borrowing and lending institutions
C14	Customizable Print Templates	System should allow operators to create customized templates (e.g. Paging Slips, Mailing Labels)

## Alma Integration

Feature Number	Feature	Description
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C01	NCIP Integration	Solution must conform to version 2.0 or 1.0 of the NISO Circulation interchange Protocol (NCIP). Please specify which is NCIP version is supported and which NCIP messages, if any, are not supported. See <a href="https://developers.exlibrisgroup.com/alma/integrations/resource_sharing/broker/ncip/application_profile/v1">https://developers.exlibrisgroup.com/alma/integrations/resource_sharing/broker/ncip/application_profile/v1</a> and <a href="https://developers.exlibrisgroup.com/alma/integrations/resource_sharing/broker/ncip/application_profile/v2">https://developers.exlibrisgroup.com/alma/integrations/resource_sharing/broker/ncip/application_profile/v2</a> for expected NCIP message support by Alma by NCIP version.
C02	Alma Link Resolver / OpenURL 1.0 Support	Solution must support the OpenURL 1.0 protocol for incoming request metadata. Please describe documentation for the solution's integration with the Alma link resolver

## User Experience

Feature Number	Feature	Description
D01	Mobile Friendly	System should be optimized for use on mobile devices including phones and tablets
D02	Text and Email notifications	Ability to customize language and appearance of text and email notifications
D03	Request Tracking	System should enable end-users to track the status of their request

## Analytics

Feature Number	Feature	Description
E01	Canned Reports	Reports should be available that enable reporting on dimensions for both borrowing and lending, including but not limited to: <ul style="list-style-type: none"> <li>• Fill rate</li> <li>• Turnaround time</li> </ul>

		<ul style="list-style-type: none"> <li>● Most requested titles by material type (journal title, book, etc.)</li> <li>● Requests received / filled by day / hour</li> <li>● Requests finished or cancelled</li> <li>● Reasons for cancellation</li> <li>● Most unfilled items by material type (article, book, etc.)</li> <li>● Request by Library of Congress Classification</li> </ul> <p>For borrowing:</p> <ul style="list-style-type: none"> <li>● # of requests by user details including: <ul style="list-style-type: none"> <li>○ User group type (e.g., undergraduate, graduate)</li> <li>○ Department (e.g., Chemistry, Biology)</li> <li>○ Custom populated fields</li> </ul> </li> </ul>
E02	Ability to Create Custom Reports	Allows operators to access ILL data via an Analytics module or Open Database Connectivity (ODBC)

## Appendix B: Tipasa Development Roadmap, Fall 2018

### Tipasa® phase 2 roadmap

Just released	Targeted for delivery by October 2018	Targeted for delivery by February 2019	Targeted for delivery by June 2019
<p><b>Purchase Workflow</b></p> <ul style="list-style-type: none"> <li>Specify criteria (e.g., format, year, patron status) for potential purchases</li> <li>Automatically route requests meeting those criteria to purchase workflow</li> <li>Submit purchase requests to WMS Acquisitions</li> <li>Return unpurchased items to borrowing workflow</li> </ul> <p><b>Circulation Integration</b></p> <ul style="list-style-type: none"> <li>Automatically update lending requests in WMS Circulation at Shipped, Received, Returned, and Checked-in</li> </ul>	<p><b>Patron Data</b></p> <ul style="list-style-type: none"> <li>Optionally retain patron data on closed requests for up to 5 years</li> </ul> <p><b>Article Exchange</b></p> <ul style="list-style-type: none"> <li>Deliver files up to 120 MB</li> </ul> <p><b>Acquisitions Integration</b></p> <ul style="list-style-type: none"> <li>Automatically route requests to WMS Acquisitions</li> </ul> <p><b>Local Catalog Integration</b></p> <ul style="list-style-type: none"> <li>View local holdings and availability information for lending requests</li> </ul>	<p><b>Printing</b></p> <ul style="list-style-type: none"> <li>Print book stickers for borrowing and document delivery requests</li> </ul> <p><b>Reprints Desk Integration</b></p> <ul style="list-style-type: none"> <li>View Reprints Desk price, purchase via IFM, and deliver via Article Exchange</li> </ul> <p><b>Branch Workflow</b></p> <ul style="list-style-type: none"> <li>Improve workflows for multiple locations, including storage facilities and distance patrons</li> <li>Provide notifications that are specific for a location</li> </ul>	<p><b>Internal Notes</b></p> <ul style="list-style-type: none"> <li>Add one or more local notes to a request</li> </ul> <p><b>Additional purchase options</b></p> <ul style="list-style-type: none"> <li>View Amazon price</li> </ul> <p><i>Additional functionality and workflow improvements recommended by the community</i></p>

Please participate in [Discussions](#) in the ILLiad-to-Tipasa community to share your ideas or suggestions for the roadmap.

**Updated: July 2018** – Details to be added as planning and development progress; timelines subject to change





## Tipasa® phase 3 roadmap

Research topics	Targeted for delivery in 2019	Targeted for delivery in 2020
<b>2018</b> <ul style="list-style-type: none"> <li>Additional automation with Direct Request</li> <li>Additional search and purchase options</li> <li>API advisory group (development and testing)</li> <li>Catalog integration</li> <li>Circulation integration</li> <li>Health science workflows (e.g., DOCLINE)</li> <li>Lending request forms</li> <li>New ISO standard</li> <li>Ongoing research on library workflows</li> </ul>	<b>Additional automation with Direct Request</b> <ul style="list-style-type: none"> <li>Auto-tagging of requests that meet specified criteria (e.g., year, patron status)</li> </ul> <b>Additional search and purchase options</b> <ul style="list-style-type: none"> <li>Look up items in third-party providers</li> </ul> <b>APIs</b> For example: <ul style="list-style-type: none"> <li>Input patron request data from your custom forms directly to Tipasa</li> <li>Pull patron-specific data from Tipasa and incorporate into your library's patron display</li> </ul>	<b>Additional API functionality</b> <b>Advanced branch workflow options</b> <b>Analytics</b> <b>Circulation integration (NCIP) with other ILS systems</b> (borrowing and lending) <b>DOCLINE integration</b> <b>Manual borrowing workflow</b> (for non-OCLC libraries) <b>Relais D2D integration</b>
<b>2019</b> <ul style="list-style-type: none"> <li>Analytics</li> <li>Health science workflows (e.g., DOCLINE)</li> <li>Manual borrowing workflow</li> <li>Relais D2D integration</li> <li>Ongoing research on library workflows</li> </ul>	<b>Circulation integration (NCIP) with Alma</b> (borrowing and lending) <b>Lending request forms</b> (for non-OCLC libraries) <b>New ISO standard</b>	<i>Additional functionality and workflow improvements recommended by the community</i>
<b>2020</b> <ul style="list-style-type: none"> <li>Billing for lending charges</li> <li>RapidR</li> <li>Detailed request history</li> </ul>		

Please participate in [Discussions](#) in the ILLiad-to-Tipasa community to share your ideas or suggestions for the roadmap.

**Updated: July 2018** – Details to be added as planning and development progress; timelines subject to change

