Tipasa release notes for My Account, July 2020

Last updated: Thu, 02 Sep 2021 15:19:03 GMT

Release Date: July 8, 2020

Introduction

This release of My Account provides a number of new features, enhancements, and bug fixes to provide your library users with an enhanced account experience, including:

- Display cover art to help library users easily identify items in their lists
- Provide improved display of user's profile information and communication options

Many of these enhancements and fixes are the direct result of your feedback.

Recommended actions

For this release, we recommend that you review the following checklists and complete the relevant tasks so that you can adjust your policies and workflows and train your staff. These checklists identify updates that we have determined as significant for most institutions. We encourage you to review all of the items in the release notes to determine whether there are other items that might require additional action or follow up by your institution.

Administrative actions

These items require immediate action or decisions.

<table>
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<th>ACTION</th>
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<tr>
<td>The new My Account interface was launched on June 20, 2020. If you haven't yet reviewed the release notes and completed the administrative actions, see Tipasa release notes for My Account, June 2020.</td>
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If your library uses WorldShare Management Services (WMS), we encourage you to verify that your integration with WorldShare Circulation is set up to best meet your needs.
ACTION

For details, see Set up integration.

Follow-up actions

In an effort to keep your staff informed of new features and changes, you may also want to consider these items.

ACTION

Share these release notes with your colleagues.

Gather your team for the upcoming webinar Product Insights: Resource Sharing.

Date: Wednesday, July 15, 2020, 2:00pm, Eastern Daylight Time (New York, UTC -04:00)
Registration: https://www.oclc.org/community/ill_prime/events/July2020.en.html

Have you signed up for email alerts for News in the Community Center? This ensures that Tipasa release notes and events come straight to your inbox.

Include Request ID with problem reports

When reporting an issue with My Account or WorldCat Discovery, it's very helpful to include the Request ID. It can be found at the bottom of the screen on which the issue occurred. Including this information allows us to directly trace what happened on the request we are troubleshooting.
New features and enhancements

Display cover art to help library users easily identify items in their lists

In the Checked Out, Requested, and Fees tabs, cover art now displays for items that include an OCLC number. If your institution has WorldCat Discovery, clicking the cover art takes the user to item details.

When an OCLC number is not included with the item, then default cover art displays and no link to WorldCat Discovery is provided.

Provide improved display of user's profile information and communication
options

The Profile page has been updated to provide library users with easier viewing and editing of notification settings. The email and text toggles now display with the email and phone entry boxes. The library-asserted information now appears on the right.

Note: For WMS libraries that do not have Tipasa, the email and text options no longer display.
Bug fixes and known issues

Bug fixes in this release include:

• Department and Status fields on the ILL request form now honor the first/blank line as the default.
• For libraries with WorldShare Circulation: When the "display hold request date fields" setting is disabled in Service Configuration, the date fields no longer display in the Edit Request screen.
• For libraries with WorldCat Discovery: "Import My Lists" has been added to the navigation menu and footer.
• Use of the terms "My Account" and "Profile" are now more consistent.
• Most issues related to translations, preferred browser language settings, and corresponding error pages have been resolved.

For a full list of current and recently fixed issues, see Known issues.

Important links

Product Insights: Resource Sharing

To help you become familiar with the enhancements and fixes included in this release, please attend the upcoming webinar Product Insights: Resource Sharing.

Date: Wednesday, July 15, 2020, 2:00pm, Eastern Daylight Time (New York, UTC-04:00)
Registration: https://www.oclc.org/community/ill_prime/events/July2020.en.html

Please note the session time zones when registering. The sessions will be recorded and archived for future viewing on the OCLC Community Center. Please register, even if you are unable to attend, to receive a link to the recorded session.

Support websites

Support information for this product and related products can be found at:

• Tipasa product website
• OCLC Community Center
• OCLC Support: When calling OCLC Customer Support (U.S.), press option 7 to be directed to a Tipasa Tier 1 Support Specialist.
• Browser compatibility chart