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:

- Alert suspended user when their circulation suspension will end (for WMS libraries)
- Hide options that aren't applicable for your library users
- Provide improved OpenURL mapping from discovery service to ILL request form

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.

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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.

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, October 15, 2020, 2:00pm, Eastern Daylight Time (New York, UTC -04:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/pi-october-2020.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

Alert suspended user when their circulation suspension will end (for WMS libraries)

It’s likely that your library suspends user accounts based on specific circulation policies. With this release, a suspended user will see a message near the top of the My Account page that indicates when their suspension will end.

Users who are blocked in ILL or Circulation will continue to see a "blocked" message.

For more information, see Suspend patrons.

Hide options that aren't applicable for your library users
Hide text options in View Profile when texting is disabled

Institutions with Tipasa have the option to either enable or disable ILL text notifications institution-wide in OCLC Service Configuration.

Texting options display for your library users in View Profile when texting is turned on, but the options will now be hidden when texting is turned off. This will make it clearer to your users when text notifications are not an option at your institution.

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<tr>
<th>When texting is enabled...</th>
<th>When texting is disabled...</th>
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<tbody>
<tr>
<td><img src="image1.png" alt="Texting Options Enabled" /></td>
<td><img src="image2.png" alt="Texting Options Disabled" /></td>
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For more information, see Notifications and View Profile.

Hide Cancel button when ability to cancel ILL is disabled

Institutions with Tipasa also can specify in OCLC Service Configuration whether to provide library users with the ability to cancel their ILL requests. Previously, disabling the ability to cancel would result in disabling (graying out) the Cancel button within My Account.

If your library disables the ability for users to cancel ILL requests, and your library does not have WorldShare Circulation, the Cancel button and checkboxes will now be hidden entirely.
Note: There is no change for users at libraries with WorldShare Circulation. The Cancel option will remain available for use with circulation holds, even if Cancel has been disabled for ILL items.

For more information, see [Patron settings](#).

**Provide improved OpenURL mapping from discovery service to ILL request form**

Previously, a populated field (e.g., title) would occasionally get overridden by an empty field (e.g., jtitle) when the ILL request form is prefilled. Now, an empty field will no longer override the populated field. This fix has been applied for authors, titles, dates, ISSNs, ISBNs, volumes, issues, editions, and sources.

An issue with OpenURL failing when the mapped request workform is disabled was also fixed. Now, when the mapped workform (e.g., rft.genre=unknown mapped to Other) is disabled in OCLC Service Configuration, the request will populate the default workform (i.e., either Article or Book).

For more information, see [Configure Custom OpenURL Links](#) and [Patron Request workforms](#).

**Bug fixes and known issues**

With this release, an issue with pickup locations in Edit Request and an issue related to text options in View Profile have been fixed.

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, October 15, 2020, 2:00pm, Eastern Daylight Time (New York, UTC -04:00)
Registration: https://www.oclc.org/community/interlibrary_loan/events/pi-october-2020.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