

Tipasa UI Update November 2025

questions/comments for OCLC

UCSC: Primary (non bug) complaint is the heavy amount of scrolling needed to use the new interface. We appreciate that the increased text size and well defined input boxes are more accessible but it also works directly against the "scannability" of the request information.

UCSC - DK: My personal feeling is that the new UI update looks nice but favors website navigation that would work better on a mobile device as opposed to a desktop. Though this may not be the intention, modern website trends accommodate/design for mobile devices in a way that works against usability for Tipasa's primary use case. Do lots of libraries use Tipasa on iPads or other touch screen enabled devices?

CUI - Some of CUI's comments have been told to Product managers or posted in the OCLC community Center, and the first four items have also been included in an OCLC support work ticket. But I will reiterate them here for the benefit of both OCLC and UC ILL staff, including UCI ILL staff, who may not be able to see the support work ticket. I have divided our comments between the NEW Interface and Tipasa in general as I received feedback on both.

NEW UI INTERFACE

CUI - Put the Transferred Request ID Field (aka Alma External ID Field) back on the Request Tab. Having it buried in the Request History tab iso log is inconvenient and not having it back on the request tab where it was before may be related to the next comment. Switching back to legacy DOES NOT recover this field on requests that were made while the New UI was active

CUI - The Reference ID search no longer works on requests that are created when the new UI is active, But is searchable on requests created while the legacy interface is active. Switching back to legacy DOES NOT make the Reference ID searchable again on requests that were created while the new UI was active.

CUI - Requests created while the new UI was active overwrites the Alma External ID on the linked Alma resource Sharing Request with the Tipasa Request ID when a new UI interface Tipasa record is Received. Switching back to legacy DOES NOT resolve this problem on the new UI created requests. Requests created in the legacy interface before and after the switch back to Legacy do not have this problem.

CUI - Requests created while the new UI was active duplicates the Alma resource Sharing request instead of updating the original Alma resource Sharing request when a new UI interface Tipasa record is Received. This problem DOES NOT happen on legacy created

requests. However, even with the legacy interface back on, IF the request was created while the new UI was active, it still exhibits the same corrupt behavior of duplicating the request instead of updating the original resource sharing request.

In summary all 4 corrupt behaviors mentioned above:

- 1) No Transferred Request Id field on the Request tab**
- 2) Inability to search by Reference ID in Tipasa**
- 3) Overwriting of Alma external Id with Tipasa barcode**
- 4) Creating a duplicate Alma item record instead of updating the original Alma resource sharing request when received in Tipasa,**

All happen on new UI created Tipasa requests. Regardless of which interface you use to update, search or view those requests in. This suggests the problem goes a little beyond the problematic use of the new UI. The new UI also corrupts each Tipasa record it creates for the life of that record. .

OCLC: SEE ALSO OCLC Zen desk Support ticket: “944021 - Tipasa overwriting Alma External Identifier (Reference Id) with request barcode and related issues”

HISTORY: CUI had the new Tipasa UI active from sometime the evening of Friday, November 7, 2025 through approximately 8 AM, Friday, November, 14, 2025. All Alma/Tipasa requests created in Alma and sent to Tipasa during the reign of the new Tipasa UI show all four signs of the “corruption” mentioned above. Even if you work with a “corrupted”:Tipasa request with the Legacy interface active, the viewing, searching and receiving of the new UI created Tipasa requests still exhibit the “corrupted” behaviors:

- 1) No Transferred Request ID field

233636567: Before the coffee gets cold : a novel

Ready to return this item?

Date returned: Options: ☐ Print Return Labels Desired due date:

Request Staff Notes **2** Request History

▼ Request Details (Request ID 233636567)

Patron Summary

Source	TRN18626
Status	Received/In Use
Lenders	CSB, CTU, CGB, JUA, BHP, *BVT, CER, CGG, JQW, JQM, DAC, JQR
Title	Before the coffee gets cold : a novel
Uniform Title	Coffee ga samenai uchini. English
Author	Kawaguchi, Toshikazu; Trousselot, Geoffrey
Publisher	[Toronto, Ontario, Canada] : Hanover Square Press, 2020.
ISBN	9781335430991 (hardcover) 1335430997 9781335910837 133
OCLC	1204218020

**NO
TRANSFERRED
REQUEST ID
FIELD**

2) Inability to search Reference Id in Tipasa:

Tipasa - Home

No matching requests were found, please adjust criteria and try again.

Quick search

Search for requests

☒ Active requests ☐ Closed requests

Active request tags

Search active request tags

3) And 4) Overwriting the Alma External Identifier with the Tipasa barcode AND duplicating the request instead of updating the original Alma one.

1	☐	Before the coffee gets cold : a novel by Kawaguchi, Toshikazu; Trousselot, Geoffrey TIPASA Physically received by library MMS ID: 991035744177104701	Requested: Book (Physical) Requester: (Created: 11/24/2025 12:02:35 PM PST Due date: 12/25/2025 External identifier: 233636567 Internal identifier: 33396633880004701	CUI Switched back to Legacy interface at 8:08 AM 11/14/2025. This request was received today 11/24/2025 in Tipasa Legacy interface. Yet Tipasa did not action original Alma RS request below, but created this duplicate loan item record.	Edit
2	☐	Before the coffee gets cold : a novel / by Kawaguchi, Toshikazu, TIPASA Request sent to partner MMS ID: 991035737476804701	Requested: Book (Physical) ISBN: 9781335430991 Requester: (Created: 11/10/2025 10:17:41 AM PST External identifier: 01CDLIRV0346058 Internal identifier: 33301138400004701	Original Alma Ressource Sharing Request sent from Alma to Tipasa while New Tipasa UI was active on 11/10/2025	Edit

CUI- Give Preview libraries the ability to locally toggle between the new UI and Legacy interfaces instead of having to contact OCLC to turn on and off. Having the new preview Interface continually on in production after finding a safe testing time, is problematic and a deterrent to becoming a preview library for busy academic libraries such as us, while waiting for OCLC to turn off new untested releases.

CUI- Give Preview libraries the ability to determine which staff accounts they want to make available for previewing new releases instead of making it a blanket preview for all accounts at that institution symbol. We would like to see both preview enhancements mentioned here available and not just one or the other ideally.

CUI - There is too much spacing between the fields, and on the pages in general. There is too much white space causing much additional up and down scrolling.

CUI - Please move Staff notes back to the front page, not in the ellipses

CUI - The workaround of hitting a space to get the username's email address to populate in the notifying email templates is not intuitive. Please either fix this situation so the user's (Borrowing patron's) email address auto populates as before. If it cannot be fixed then have an instruction by or under the email button that explains what you need to do.

GENERAL TIPASA FEEDBACK:

If these are available in the new UI, please let us know as we did not have time to check or test to see if they are available now.

CUI - Change the patron name field from FIRST NAME LAST NAME format to LAST NAME, FIRST NAME format. Please don't forget the comma between the Last name and First name. OR give the institution the ability to configure the format of the Name field in the Tipasa configuration set up.

CUI - Ability to change the TYPE field from loan to copy or vice versa while answering Borrowing conditionals.

CUI - Unlock Lending string (?) so we can add a location symbol additional times to give them more time if requested, when we answer Borrowing conditionals. (Or to add additional new locations to string)

CUI - Add Lender email field to Tipasa Borrowing requests so it auto-populates the lending library's email in the "email to" field when using the contact Lending institution email template.