

i-tiva Connect

With i-tiva Connect, users are able to call in and access their library account any time automatically over the phone without staff involvement. Any caller can get general library information, but callers need to be registered as a user before they can access account information. After entering their user identification number by the touch-tone keypad on their phone and following simple prompts, i-tiva Connect enables them to get library information, review account status, and renew items.

i-tiva Connect is interactive with your TLC integrated library system (ILS), updating in accordance with parameters that you pre-set. The interactive server integrates with your ILS to process requests smoothly and quickly.

Features

- **Information**

i-tiva Connect enables libraries to present a range of information about library services. For example, library opening hours, general information about the library, Web site information, etc.

- **Account status**

Users can check their loan and user status with the library system 24 hours a day, seven days a week.

- **Renewals**

Handling renewals is a time-consuming activity for any library. i-tiva Connect enables library users to review what they have out on loan and request renewal of specific items or all items. i-tiva Connect then processes items that can be renewed, in accordance with your library's policies and the user's status.

- **Reservations**

Users can check what items have been requested and held, and find out what is ready to be picked up. This service is fully automated, available 24x7, and updates the database in real-time.

Transfer to staff

At any point during a call, users can press 0 to be transferred to one specified extension to speak to a staff member. This feature is automatically turned off after hours.

Multiple extension transfer

You can transfer your users to a number of extensions. This function is useful when if you want callers to be able to contact other branch libraries, departments, etc.

Benefits

- *Improved service levels - i-tiva Connect provides major services that libraries are struggling to provide economically*
- *User satisfaction - library users can renew and review items at times convenient to them*
- *Staff efficiencies – staff can spend more time doing productive and enjoyable tasks*
- *Multiple library information options for 24-hour user service*
- *Real-time interface with your TLC ILS*

For more information, contact TLC at 1.800.325.7759.

