

# Implementing Rapido In A Consortia

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# California State University

- ◆ Who is the CSU?
  - 23 campuses
  - Over 477,000 students
  - 24 libraries
    - ◆ Over 14 Million physical books
    - ◆ Libraries vary wildly in size and needs



# Unified Library Management System and CSU+

## What is the Unified Library Management System?

- ◆ All CSU libraries migrated to Alma and Primo - July 2017
  - Shared Network Zone
  - Separate Institution Zones
- ◆ CSU+ went live July 10, 2017
  - Used Alma Resource Sharing
  - Rota system
  - Unmediated workflows
  - Used a local courier to increase turnaround times
  - Physical items only



**CSU+**  
**RESOURCE  
SHARING**

# CSU+

- ◆ Use of Resource Sharing increased with CSU+
- ◆ Libraries with CSU+ available in default searches increased more than libraries searching only their institution by default

**Table 1.** CSU wide filled borrowing requests for all ILL services.

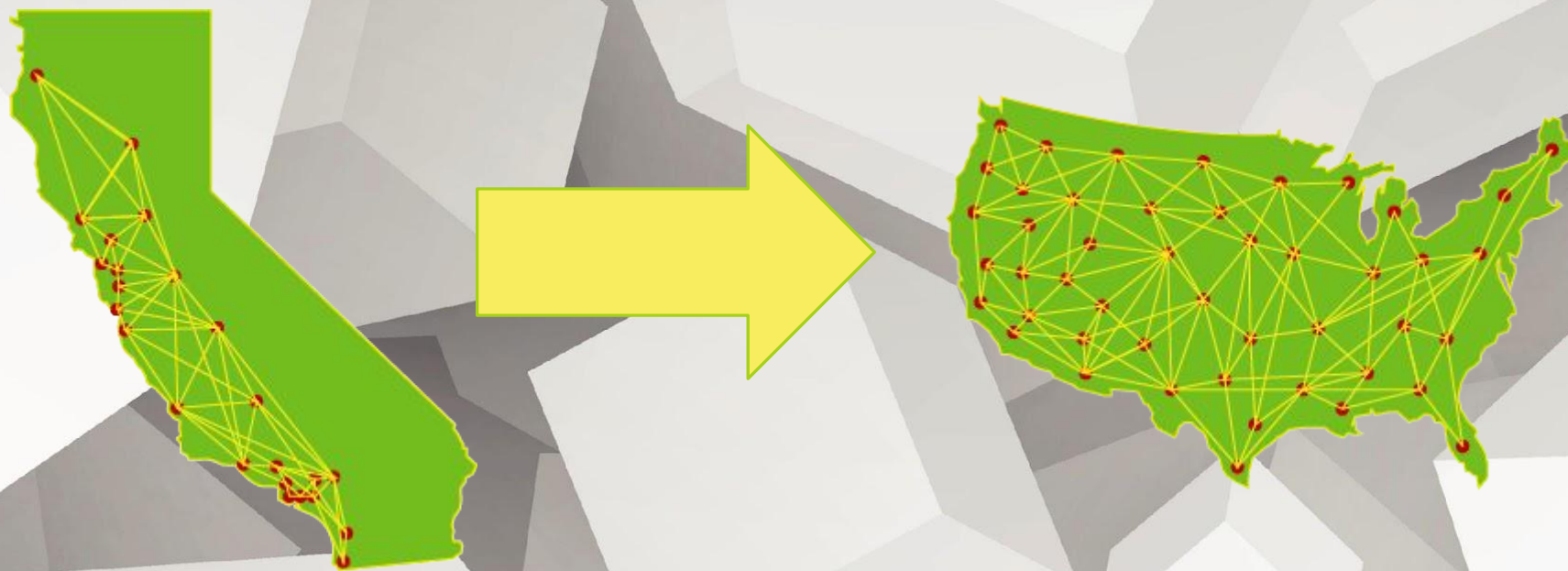
Service	FY 15/16	FY 16/17	FY 17/18	FY 18/19
ILL	39,938	35,392	35,566	33,368
Link+	33,553	44,410	0	2,053
CSU+	NA	NA	57,010	66,877
<b>Total</b>	<b>73,491</b>	<b>79,802</b>	<b>92,576</b>	<b>102,298</b>

*Note.* ILL in this instance refers to traditional forms of ILL where staff at the borrowing library process requests before sending them to potential lenders.



\*Lee, Christopher, and Meghann Weldon. "An Unmediated Consortia Interlibrary Loan Service: The Data and Discovery of CSU." *Journal of interlibrary loan, document delivery & electronic reserve* 28.5 (2019): 175-182. Web.

# Putting the “Plus” in CSU+

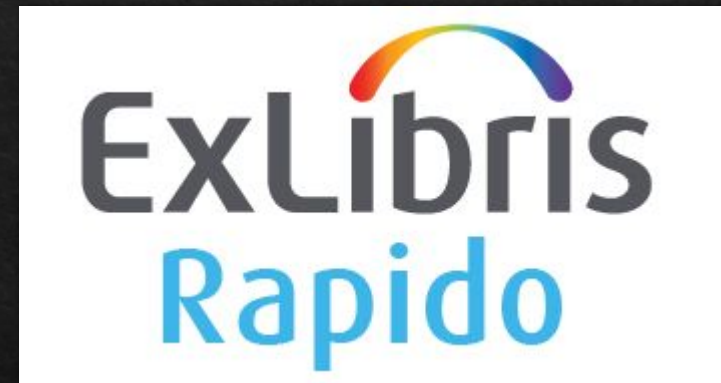


\*Maps not to scale

# Rapido - What is Rapido

Rapido is a full unmediated Resource Sharing platform.

- ◆ Requests go directly from the patron to a potential Lending Library (usually without staff intervention).
- ◆ Rapido can process print materials, electronic materials, and even copyright.
- ◆ Rapido uses pods to connect libraries with similar Lending policies.
- ◆ Rapido can connect libraries to partners outside of pods and even outside of Rapido.



# Additional Perceived Benefits

- ◆ More Resource Sharing in Alma.
  - All Resource Sharing goes through Alma, so no need for patrons to monitor multiple programs.
  - Unmediated workflows speed processing time
  - Adds article lending to Alma for the CSU through RapidILL.
  - Adds book chapter lending to Alma for the CSU through RapidILL.
  - Adds a copyright interface to Alma.

## Rapido Pod Offer

The interface for the Rapido Pod Offer is a light blue rounded rectangle. It features two columns of options separated by a vertical line with the word "OR" in the center. The left column has a circular icon with a book and a checkmark. The text reads: "Request a physical copy", "Delivery estimated in 3 business days", and "Keep for 112 days". Below this is a blue button with the text "GET IT". The right column has a circular icon with an envelope and a checkmark. The text reads: "Need a chapter?", "Delivery estimated in 24 Hours", and "by email". Below this is a blue button with the text "GET IT".

## Rapido No Pod Offer

The interface for the Rapido No Pod Offer is a light blue rounded rectangle. It features two columns of options separated by a vertical line with the word "OR" in the center. The left column has a circular icon with a book and a checkmark. The text reads: "Request a physical copy", "From another library", and "Terms to be supplied". Below this is a blue button with the text "GET IT". The right column has a circular icon with an envelope and a checkmark. The text reads: "Request a digital chapter", "From another library", and "Terms to be supplied". Below this is a blue button with the text "GET IT".

# Implementation

- ◆ 4 Stages to getting Rapido:
  - Testing configurations and workflows.
  - “Implementation Mode” where all libraries were configured.
  - Training staff on workflows.
  - Go Live June 13th, 2022.





# Current Benefits

- ◆ Added Article and Book Chapter processing to Alma
- ◆ Added RapidILL for the first time to 6 CSU libraries
- ◆ Increased transparency to the patron
- ◆ Unmediated borrowing with new partners outside the CSU



My Account

OVERVIEW LOANS **REQUESTS** FINES + FEES BLOCKS + MESSAGES PERSONAL DETAILS

Requests  
3 requests

Request type ▾ Sort by ▾ ⌵

<sup>1</sup> Humboldt White, KimberlySSQWhite, Kimberly.  
Book (Physical)

INTERLIBRARY LOAN. In process by lender  
Estimated pick up: Terms not defined  
Pick up: Robert E. Kennedy Library  
Request ID: 01CALSPSU0049761  
Estimated due date: Terms not defined

✕ CANCEL

Requested In process by lender Shipped Received

A screenshot of a library account interface. The page is titled 'My Account' and has a navigation bar with tabs for 'OVERVIEW', 'LOANS', 'REQUESTS', 'FINES + FEES', 'BLOCKS + MESSAGES', and 'PERSONAL DETAILS'. The 'REQUESTS' tab is active. Below the navigation bar, there is a section for 'Requests' with a sub-header '3 requests'. To the right of this section are dropdown menus for 'Request type' and 'Sort by', and a refresh icon. The main content area shows a single request entry for 'Humboldt White, KimberlySSQWhite, Kimberly.' with the item type 'Book (Physical)'. The request details indicate it is an 'INTERLIBRARY LOAN. In process by lender'. It lists the estimated pick-up location as 'Robert E. Kennedy Library', the request ID as '01CALSPSU0049761', and the estimated due date as 'Terms not defined'. There is a 'CANCEL' button with an 'X' icon. At the bottom, a progress bar shows four stages: 'Requested' (completed with a green checkmark), 'In process by lender' (completed with a green checkmark), 'Shipped' (pending with a white circle), and 'Received' (pending with a white circle).

# Struggles and Issues



- ◆ The Display Logic Rule to hide online Full Text records does not apply to NZ items.
  - A fix is scheduled for the November update!
  - A partial fix can be made with CSS.
- ◆ Letters require a lot of configuration ([refer to CSU documentation](#)).
- ◆ ILLiad as Lender of Last Resort can be a struggle to implement depending on the format of the ILLiad username.

Ex Libris has been fast in working on fixes and putting items onto the roadmap. Many issues discovered in implementation, or on go live, have been fixed. These include:

- ◆ Rapido ignoring the hold shelf expiration date. **Fixed!**



Title: Fullerton: the boom years

Year: 2015

Due Date: 09/22/2022

Supplied To: California State University, Channel Islands



NO RENEWALS

Item Condition Report

<input type="checkbox"/> Binding Issues	<input type="checkbox"/> Writing/Highlighting
<input type="checkbox"/> Cover/Spine Issues	<input type="checkbox"/> Liquid Damage/Stained
<input type="checkbox"/> Other (describe below)	<input type="checkbox"/> Missing CD/DVD

Title: Fullerton: the boom years

External Identifier: 01CALSUCI0006850

Return To:

California State University, Fullerton  
Pollak Library  
800 North State College Blvd  
Fullerton, California 92834

Ship To:

California State University, Channel Islands  
- John Spoor Broome Library  
One University Drive  
Camarillo, CA 93012

# General Recommendations

- ◆ Shipping Letters need to have a scannable barcode added.
  - See [CSU Rapido wiki](#) to copy Letter code.
- ◆ Discovery is difficult to test. Make sure to test Discovery thoroughly:
  - Talk to whole library about:
    - ◆ Display Logic Rules
    - ◆ Search Scopes
  - Rapido Bookmarklet works to test basic functionality but doesn't show all Discovery function. Make a test view under **Configuration > Discovery > Display Configuration > Configure Views** instead to see an accurate test. Consider bookmarking the test view for all testing.
- ◆ Update RapidILL harvesting sets and publishing profiles to current naming structure if you are a long time RapidILL user.
  - Example: Rapid\_[Branch if relevant]\_[Holding Type]\_[Holding Format]\_[Lendable Status]

# Recommendations for Consortia

- ◆ Make sure the NZ holdings are loaded by Ex Libris.
  - If the NZ holdings aren't uploaded to Rapido then the records will be incomplete.
  - If uploaded things work great!
- ◆ Ensure all libraries are using the same Letters for printing.
  - Different Letters have different information in the XML.
  - Multiple Letters can activate for the same workflow step.
    - ◆ To get the necessary information for functional barcodes certain letters may need to be turned off depending on your setup.
- ◆ If you have custom Local Resource Types in the NZ these will need to be copied into all the library IZ's if you want to make Display Logic Rules concerning these resource types.



# Upcoming Fixes and Enhancements

- ◆ Fix for Available Full Text Display Logic Rule
  - November
- ◆ Vendor Cloud Apps for Copyright
  - Purchase articles with copyright payment
  - Delivered directly to patron



# Next Steps at the CSU

- ◆ Evaluation
  - Track analytics
  - Gather staff feedback
  - Submit report to Library Deans



# Growth

- ◆ Too early to know if Rapido is a successful program
- ◆ Growing the network will dramatically increase the likelihood Rapido is a success:
  - Growth through new Rapido partners
  - Growth through hybrid pods
  - Growth through Data Sharing Profile
    - ◆ **Configuration > General > General Configuration > Data Sharing Profile**

### Data Sharing Profile

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RESOURCE SHARING

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Confirm making holdings information of my institution searchable and visible to other Alma and Rapido institutions for purposes of availability and requestability of items for resource sharing. This could provide an opportunity for your institution to establish new resource sharing partnerships and networks with other institutions that agree to do so. Allowing your institution's holdings information to be shared for this purpose does not mean that your institution is required to allow resource sharing with any other institutions. None of your users' personal data is used. \*

Yes  No

# Thank You!

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