Implementing Rapido In A Consortia

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◈ 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+

◈ Use of Resource Sharing increased with CSU+

◈ Libraries with CSU+ available in default searches increased more than libraries searching only their institution by default

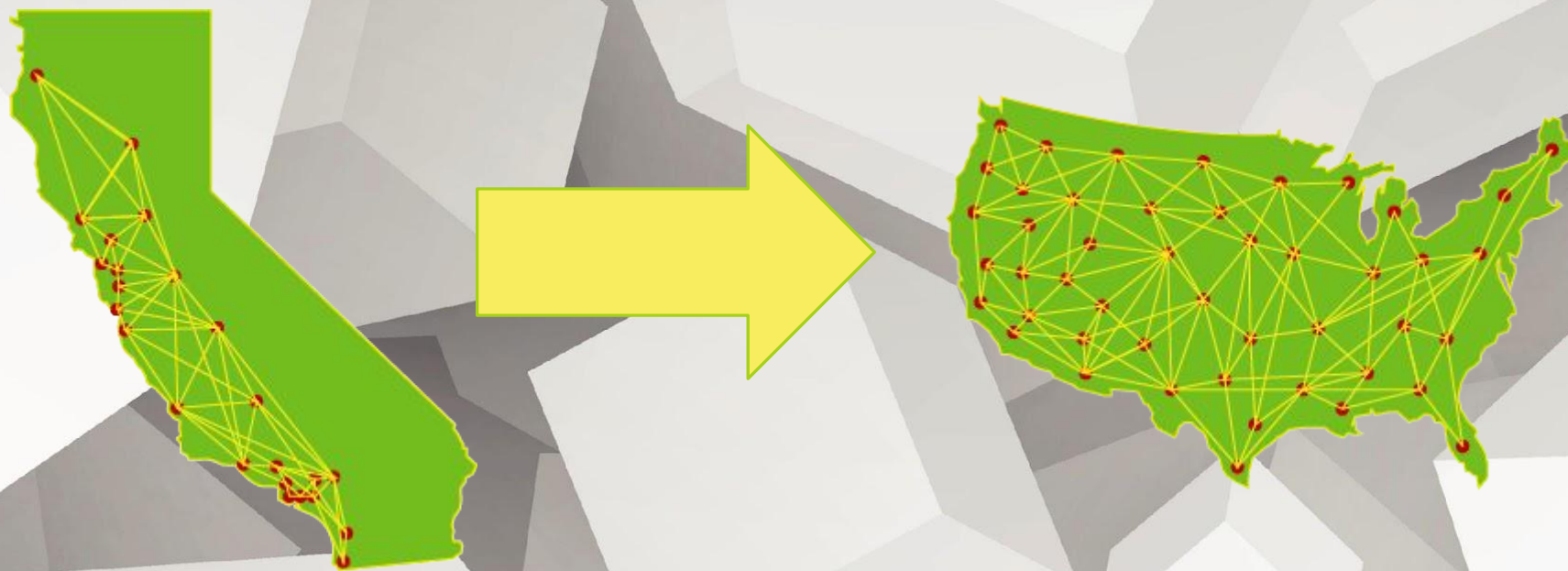| Table 1. CSU wide filled borrowing requests for all ILL services.				
Service	FY 15/16	FY 16/17	FY 17/18	FY 18/19
ILL	39,938	35,392	35,566	33,368
Link+	33,553	44,410	0	2,053
CSU+	NA	NA	57,010	66,877
Total	73,491	79,802	92,576	102,298

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+

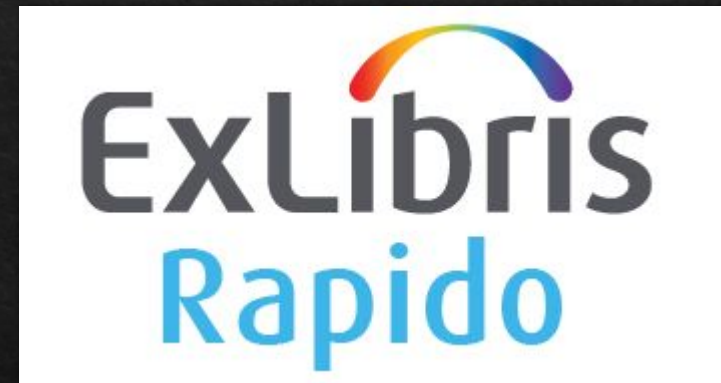*Maps not to scale

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

Rapido No Pod Offer

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 ▾   ⇅

¹ Humboldt   INTERLIBRARY LOAN. In process
White, Kimberly$$QWhite, Kimberly. by lender
                                    Estimated pick up: Terms
Book (Physical)   not defined
                                    Pick up: Robert E.
                                    Kennedy Library   ✕ CANCEL
                                    Request ID:
                                    01CALSPSU0049761
                                    Estimated due
                                    date: Terms not defined

        ✓————————————✓————————————○————————————○
    Requested   In process by lender   Shipped   Received

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!

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

RESOURCE SHARING

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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