



Using Rapido Tiles for local digitisation requests

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Bond University

IGELU 2022



Acknowledgement of Country

Bond University acknowledges the Kombumerri people, the traditional Owners and Custodians of the land on which the University now stands. We pay respect to Elders past, present and emerging.

01. Background

Bond & ch ch ch changes



Let's set the scene

Digitisation requests

Covid pandemic triggered the use of digitisation requesting via Primo/Alma workflows in 2020. Previously users came to library and scanned or photocopied what they needed for themselves. This service stayed after lock downs ceased to support:

- Isolating students & staff
- Enabling students & staff to minimise visits to campus during Covid waves

Digitisation service is now a standard offering.

Rapido for resource sharing requests

- RapidILL Implemented in 2020
- Rapido in July 2021
- Chief driver was improved user experience for requesting items not held at Bond
- Default Primo search set to include Rapido titles from January 2022

Bond University Quick Facts

- ❑ Small institution: Approx 6000 FTE students
- ❑ Small Library Team: Around 24 staff members
- ❑ Traditional operational mode: in-person classes, personalised customer service
- ❑ Strategic Directions: long history of innovation with technology & big focus on the student experience
- ❑ Resource Sharing is free for students and staff



02. **Synthesise Rapido + Alma Digitisation**

Simplify the experience

Why?

- Can you spot the request option when using Alma digitisation in Primo VE?
- When Rapido is turned on in Primo, users who are familiar with seeing the big request tiles will be on the look out for one of them, rather than a tiny little text link.
- Requesting a digital chapter/article should be a consistent experience regardless of whether the title is held locally or at another institution
- When our local copy is out on loan or missing, we can quickly request from another library



2009

At age 100, Oscar Niemeyer is universally acknowledged as a master of form, color, and light - the institutional and civic designs throughout Brazil and Europe - daringly conceptual works that challenge structure. This book, a companion to Rizzoli's Oscar Niemeyer Houses, presents a reevaluation of his work, including: Ministry of Education and Health, Rio de Janeiro; Brasilia; New Pampulha Yacht Club, Brazil; Cultural Center, France; Niteroi Museum of Contemporary Art, Brazil; and the Oscar Niemeyer Museum, Curitiba, Brazil.

TOP

GET IT

SEND TO

DETAILS

MORE LIKE THIS

LINKS

Available at Main Library General (NA859.N5 H47 2009) >

Map it

Get It

REQUEST: [Click & Collect](#)

[← BACK TO LOCATIONS](#)

LOCATION ITEMS

Main Library
Available, General ; NA859.N5 H47 2009
(1 of 1 copy available, 0 requests)

Item in place Barcode: 12848409
28 Days Loan



Only want one chapter?

Estimated delivery
24 hours
by email

GET IT



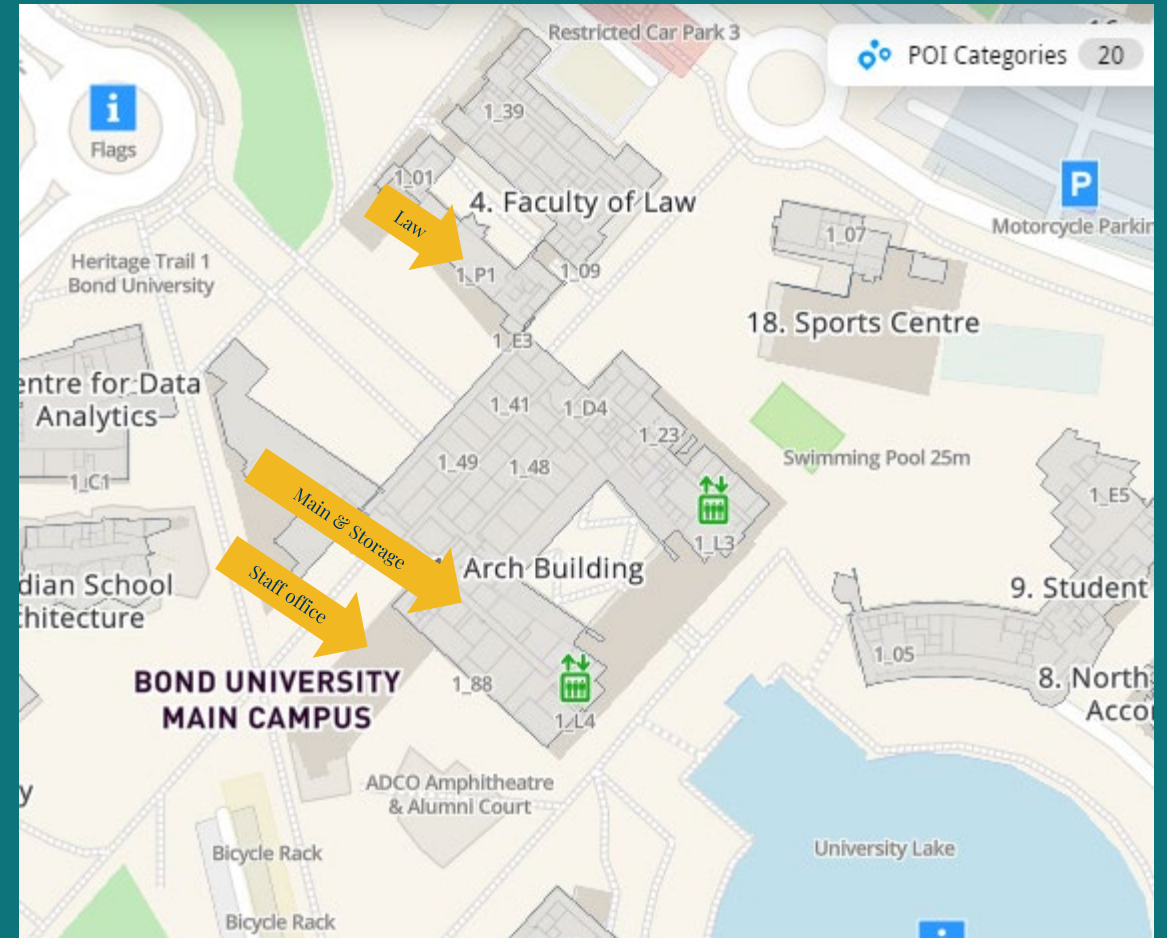
03. Implications

What does this change mean for the library team?

Whose task is this?

One Resource Sharing Library

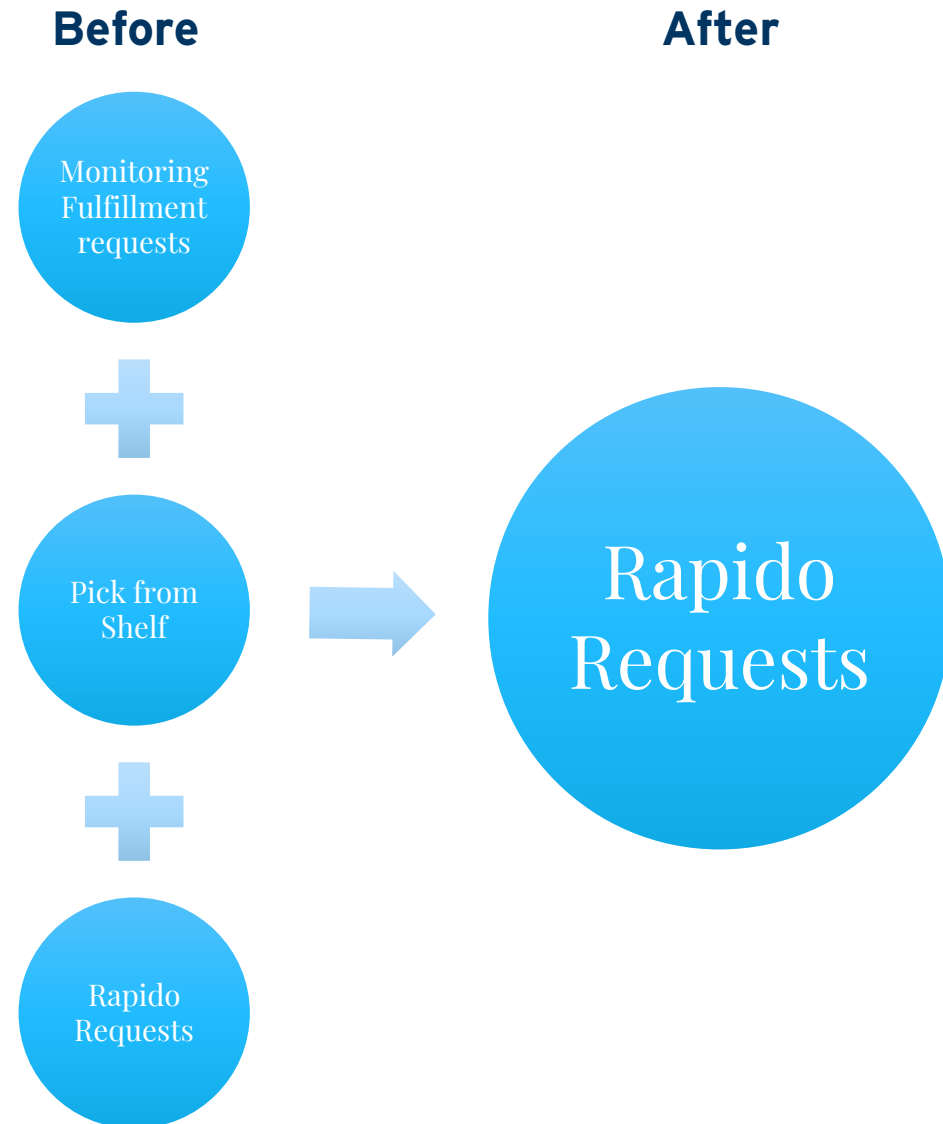
- One campus - same team (Customer Services) working across two libraries + storage library for Resource Sharing
- Same team (Customer Services) undertaking digitisation of local holdings
- Since both libraries are so close, all resource sharing items are borrowed from the Main Library



Scanning Workflows

Consolidation

- Fewer places in Alma to process requests
- Eliminated need for pick from shelf and transiting items



User Experience

Goals

- Users understand how the request process operates
- Users aware of © limits
- Users' expectations about supply times are managed
- Fewer interventions and "bad news" from the Library

Request Form
✕

✉ * Email

📖 Chapter Title

👤 Chapter Author

📖 Chapter No. (max 1)
Volume

📄 From Page
To Page

📝 Note

* I understand my request will be **cancelled** if copyright law limits are exceeded such as **requesting more than one chapter** or 10% of the total pages in a book.

Copyright declaration

Copyright Act 1968 (Cth) Section 49

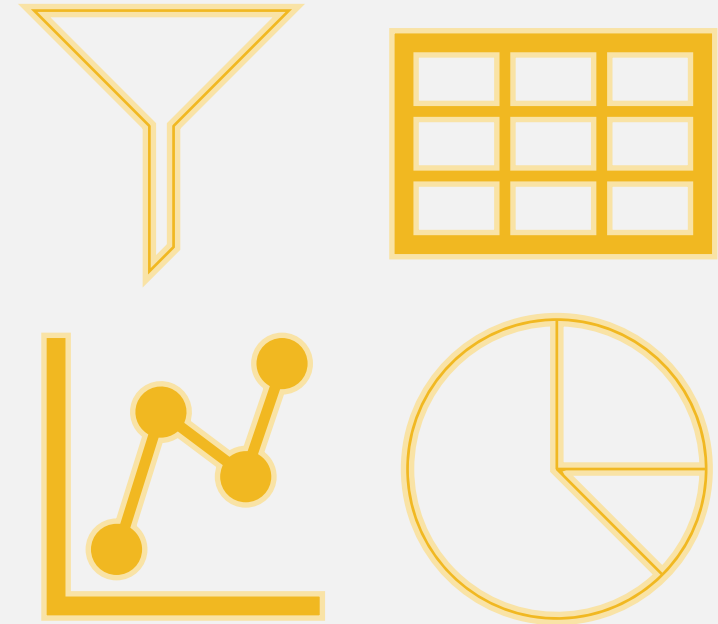
This copy is required for the purpose of research or study, will not be used for any other purpose, and has not previously been supplied to me by an officer of the library.

↺ RESET FORM
➤ SEND

Reporting

Change of analytics subject area

- Digitisation requests data is now in two locations
 - Up to Feb 2022 in Requests
 - After Feb 2022 in Borrowing Requests (and Lending Requests)
- Potential impacts on key performance indicators





04. Rapido Features

Key Rapido features and how they are adapted for local requests

Borrowing Copyright Rules

- Calculated on isbn for books, or, ISSN, volume and issue for articles
- 12 months seemed a reasonable duration - main goal was to stop users requesting all or several chapters at once eg a whole textbook
- Request type specific to borrowing *resource sharing digitisations* - applies to local digitisations in our scenario

< Borrowing Copyright Setup Back

Borrowing Copyright Rule Editor v

Name	Prevent more than one request from same resource		
Description	Number of requests in 12 months > 1		
Created By	[Redacted]	Created On	05/10/2021
Updated By	[Redacted]	Updated On	19/10/2021

Input Parameters v

Name	Operator	Value
1.. Request Type	=	Borrowing resource sharing digitization request
2.. Time Span (In Months) Since Request Date	Less than	12
3.. Number of Requests Per User for Specific Resource	Greater than	1

Display Logic Rules

- Rapido offer type (digital vs physical)
 - Independently hide either one or both of these for selected user groups if you need to
- Hide the **Alma** digitisation request for everyone - the little text link that appears in Primo
- Hide **Rapido** physical offer for local ownership
- Hide rapido digital offer for certain resource types/record types*

*we also use a general electronic service to ensure videos are not requestable

Add Rule

For user from groups	<input type="text"/>
hide service *	<input type="text" value="Rapido Digital Offer"/>
with	<input type="text" value="Resource type"/>
with value *	<input type="text" value="video realia podcast model audio"/>
if service exists	<input type="text"/>

05 - RAPIDO FEATURES

Author [input] [search icon]

Sort by: Creation Date [dropdown] [list icon]

Change Status [dropdown]

Remove Requests [minus icon]

Manage Labels [dropdown]


Create Request [plus icon] [dropdown]

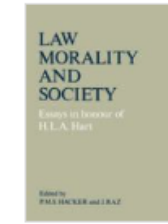
Print Slip [print icon]

[share icon] [gear icon] [list icon]

- 1 [checkbox] [book cover] [blurred text]
- 2 [checkbox] [book cover] [blurred text]
- 3 [checkbox] [book cover] [blurred text]

4 [checkbox] **Law, morality, and society : essays in honour of H. L.A. Hart / Bond University Library - Document Delivery**
 Requested: Book Chapter (Digital)
 Created: 31/08/2022 11:56:37 AEST
 External identifier: 2//61BOND0031607
 Physical

Print slip [button]
 Create Digitization Request [button]
 Duplicate [button]
 Assign to [button]
 Detach from MMS [button]
 Reject [button]
 Ship item physically [button]
 Ship item digitally [button] 
 Will supply [button]
 General message [button]
 Status Query [button]
 Conditional [button]



Law, morality, and society : essays in honour of H. L.A. Hart /

ISBN: 0198245572 : £
OCLC: (QBON)000097240BON01-Aleph
External identifier: 2//61BOND0031607

- Physical
- Created lending request
- Add Label

Request form (as filled by requester)

Email: [blurred]
 Chapter title: -
 Chapter author: -
 Chapter number: Rights in legislation | 11 / Volume: -
 From page: - / To page: -
 Note: -

Request information

Request format: Digital
 Requested by: Bond University Library - Document Delivery [info icon]
 Requested media: Any
 External identifier: 6837603150002381
 IMS ID: 990000972400402381
 Created: 31/08/2022 11:56:37 AEST
 Updated: 31/08/2022 11:56:37 AEST
 Request reported: No

Digital Access Measure

New Num of Digital Accesses added to Borrowing Requests analytics subject area

- Previous digitisation request data are in the Requests subject area - no way to see if files were accessed by the requester
- Since implementation we now use Borrowing Requests data for reporting digitization





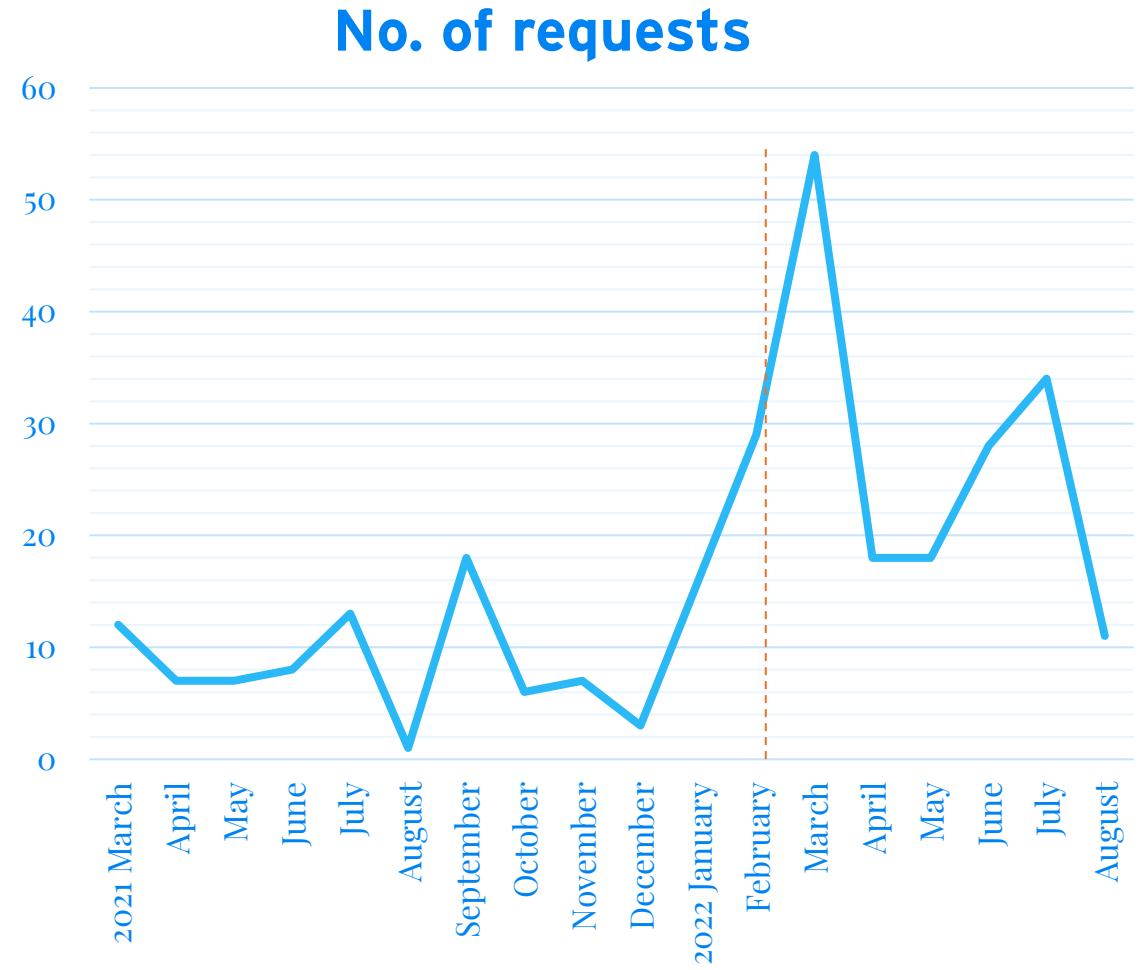
05.

Impact on services

Analytics illustrate the changes

Digitisation requests

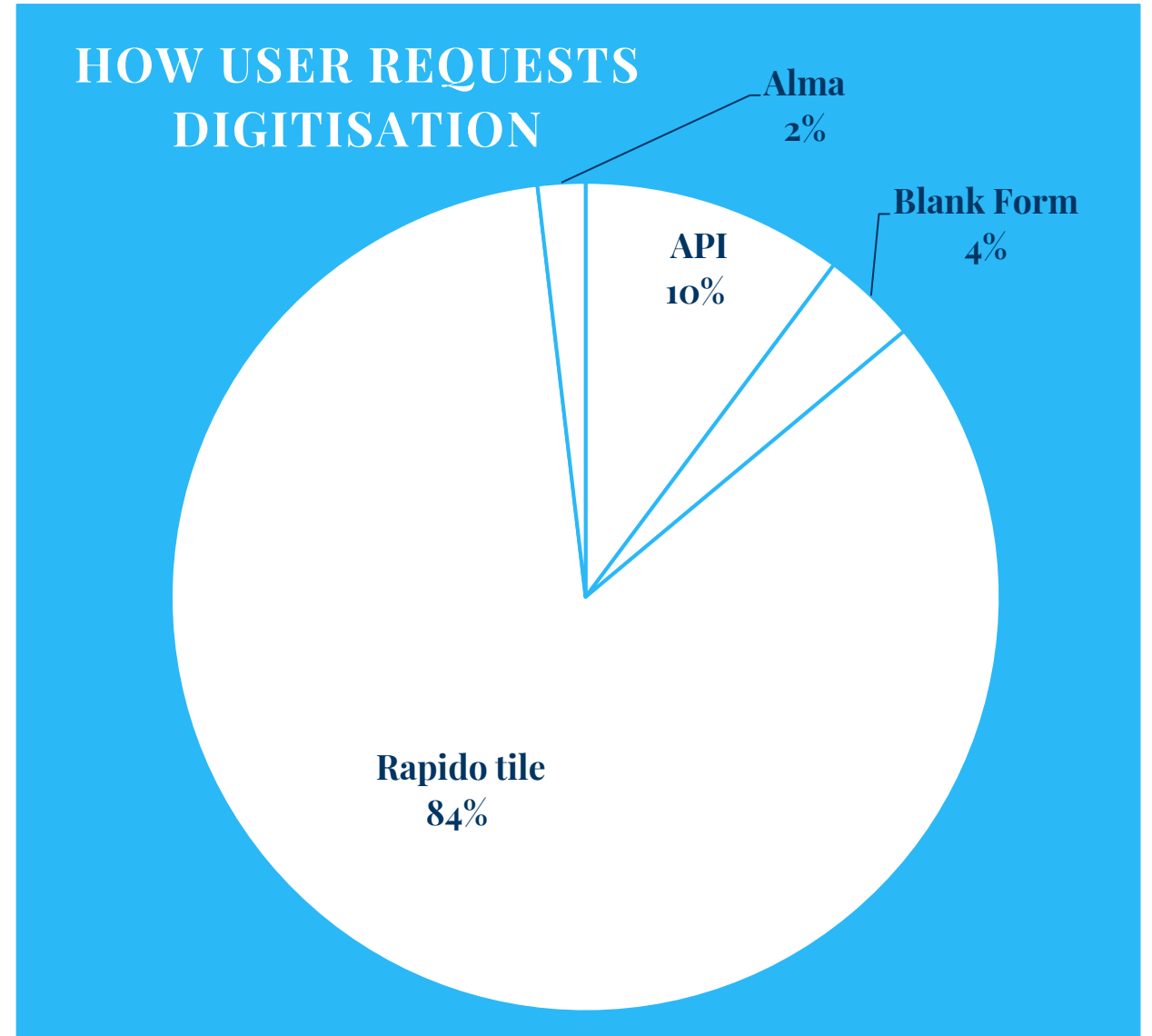
Change implemented 14 February 2022



Digitisation requests

14 February - 31 August 2022

Source of request - UX

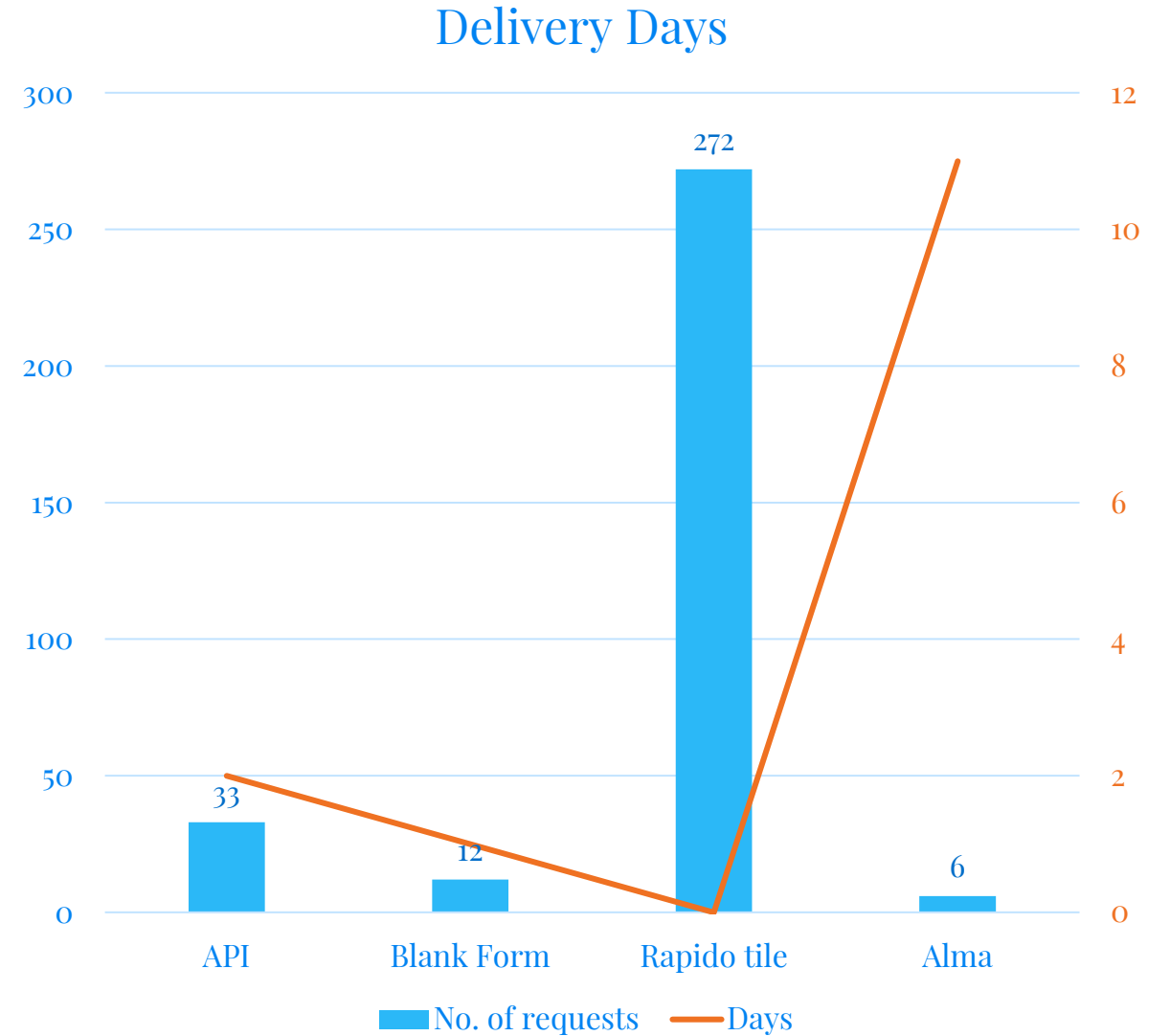


Digitisation requests

14 February - 31 August 2022

Bond is the partner

Team only digitise Monday-Friday but still averaging <1 day





I particularly like that digitisation requests are now eliminated from the Pick from Shelf list. This has stopped the confusion for desk staff when processing click & collect items - one less option to select!

Tania Worthy - Team Leader



I like Rapido's ability to catch duplicate or copyright infringing requests, and requests for copies of our local holdings. There were more steps when using standard Alma digitisation.

Amy Leong - Customer Services Team

06. Consider This

Tips and lessons



Are you interested?

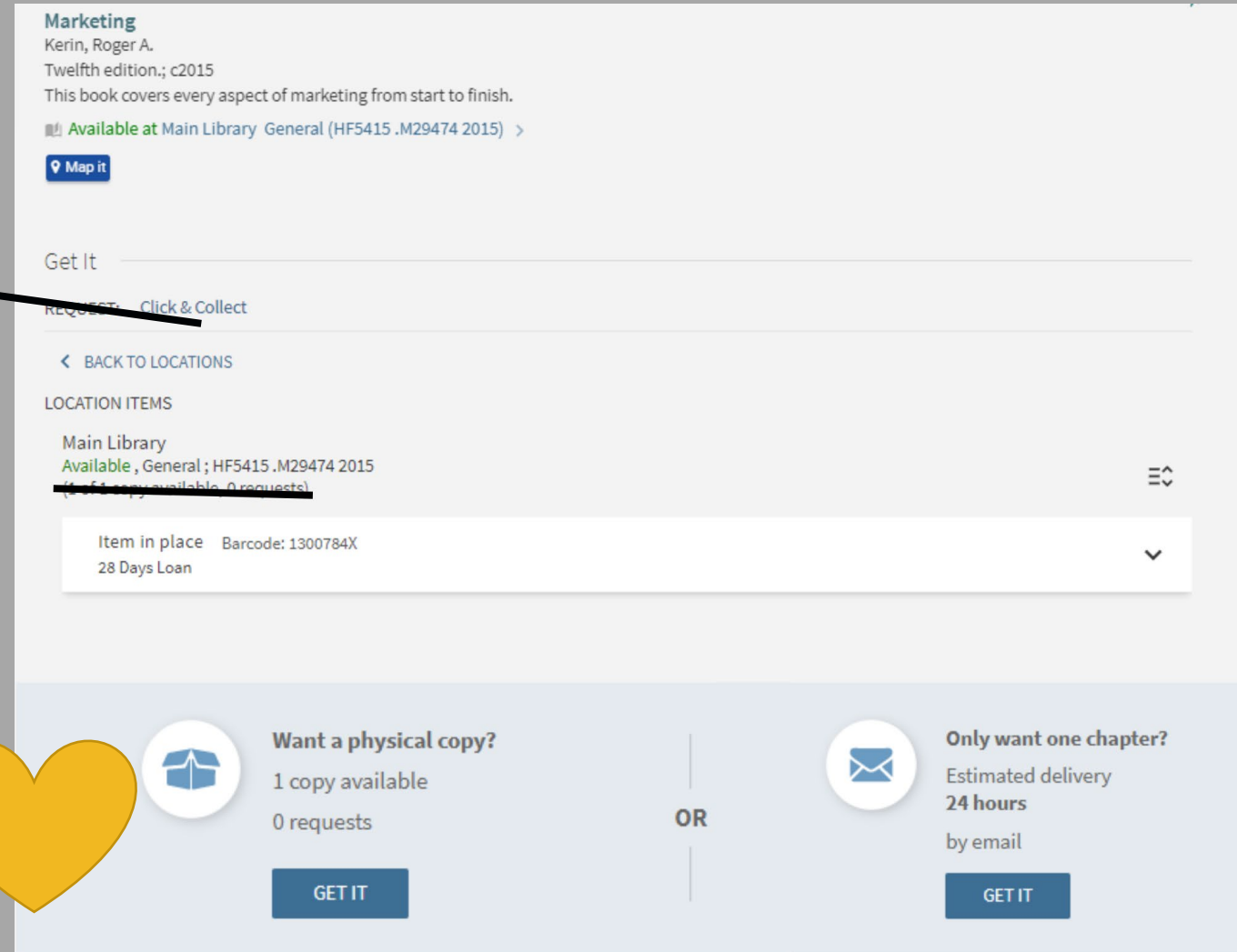
Think about...

- Both Borrowing & Lending requests will exist
- Do you need Pick from Shelves?
- Review information options in the request form
- UX improvements may see increase in requesting
- Digitisation requests are not visible in Manage Patron Services anymore
- Review your copyright click through agreement
- Rules for copyright
- Test that the tile is hidden for certain resource types
- Consider continuity of reporting digitisation requests

Wishlist

More consistency

- Hold Requests should also use tiles
- Resource Sharing digital requests should be visible in Manage Patron Services



Marketing
 Kerin, Roger A.
 Twelfth edition.; c2015
 This book covers every aspect of marketing from start to finish.
 Available at Main Library General (HF5415 .M29474 2015) >
 Map it

Get It

REQUEST Click & Collect

< BACK TO LOCATIONS

LOCATION ITEMS

Main Library
 Available, General; HF5415 .M29474 2015
 (1 copy available, 0 requests)

Item in place Barcode: 1300784X
 28 Days Loan

Want a physical copy?
 1 copy available
 0 requests
 GET IT

OR

Only want one chapter?
 Estimated delivery
24 hours
 by email
 GET IT



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