

# Integrating ILL Systems and Workflows by Rapido

Presented by **Jeff LIU**

Associate Librarian (Services and Strategy), Lingnan University Library

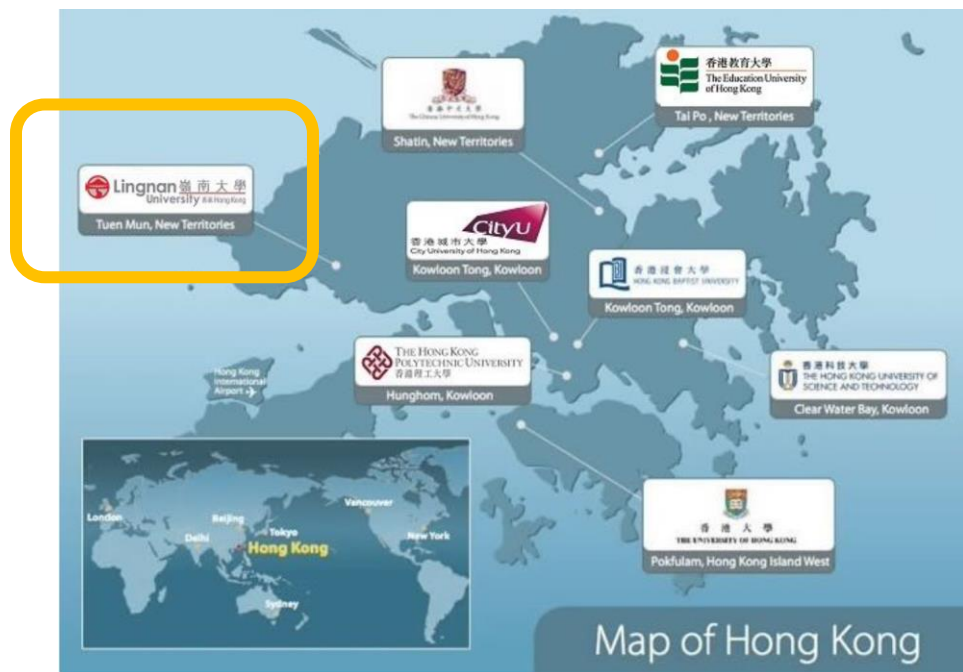
12 September 2023, Leuven, IGeLU Conference 2023

# Outline

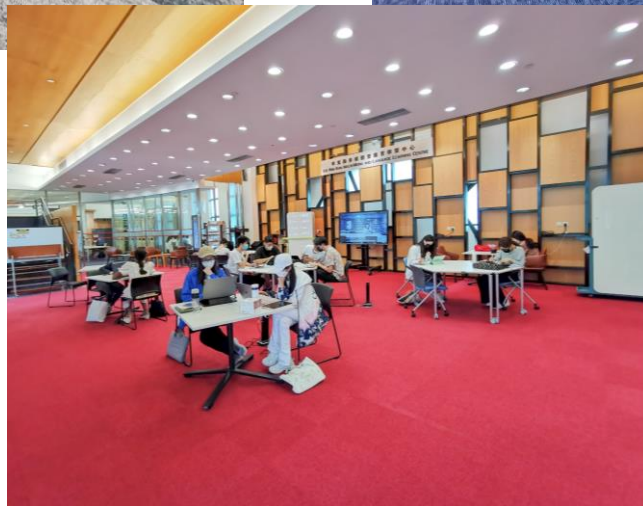
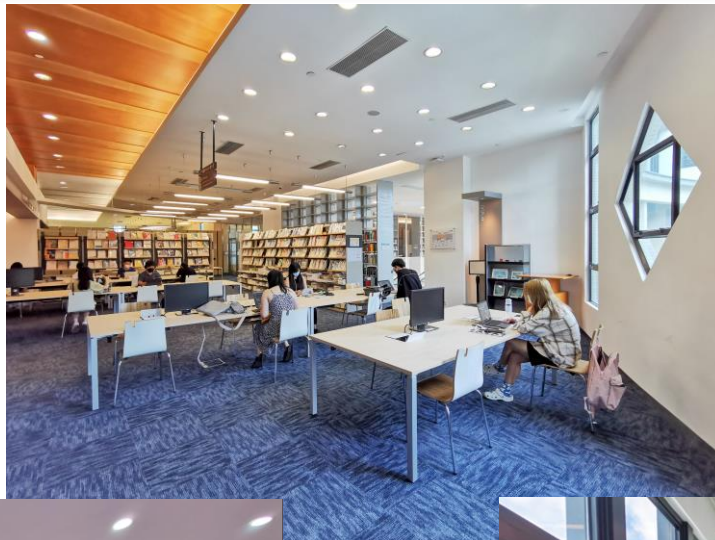
- About Lingnan University in Hong Kong
- Resources Sharing Situation in Hong Kong
- User Expectation and the "Decision"
- What's Being Improved After Rapido LIVE in 2023?
- Conclusion and the Future Approach
- Ongoing Work

# About Lingnan University Library

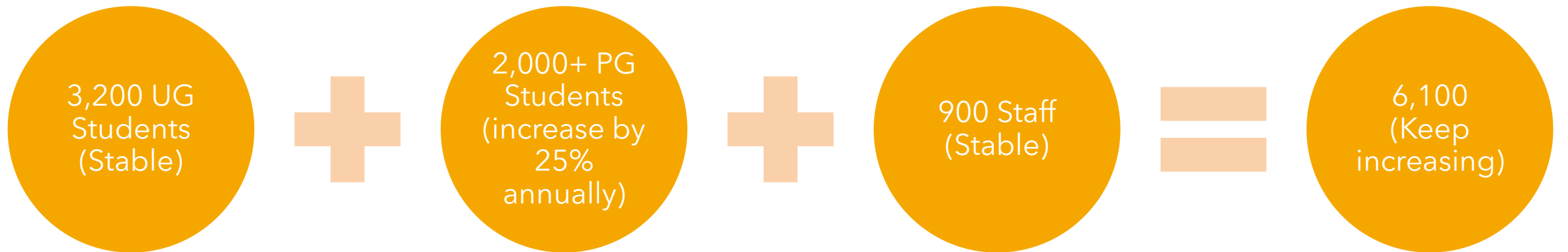
- A small liberal arts university in Hong Kong
- 1 of the 8 government-funded universities



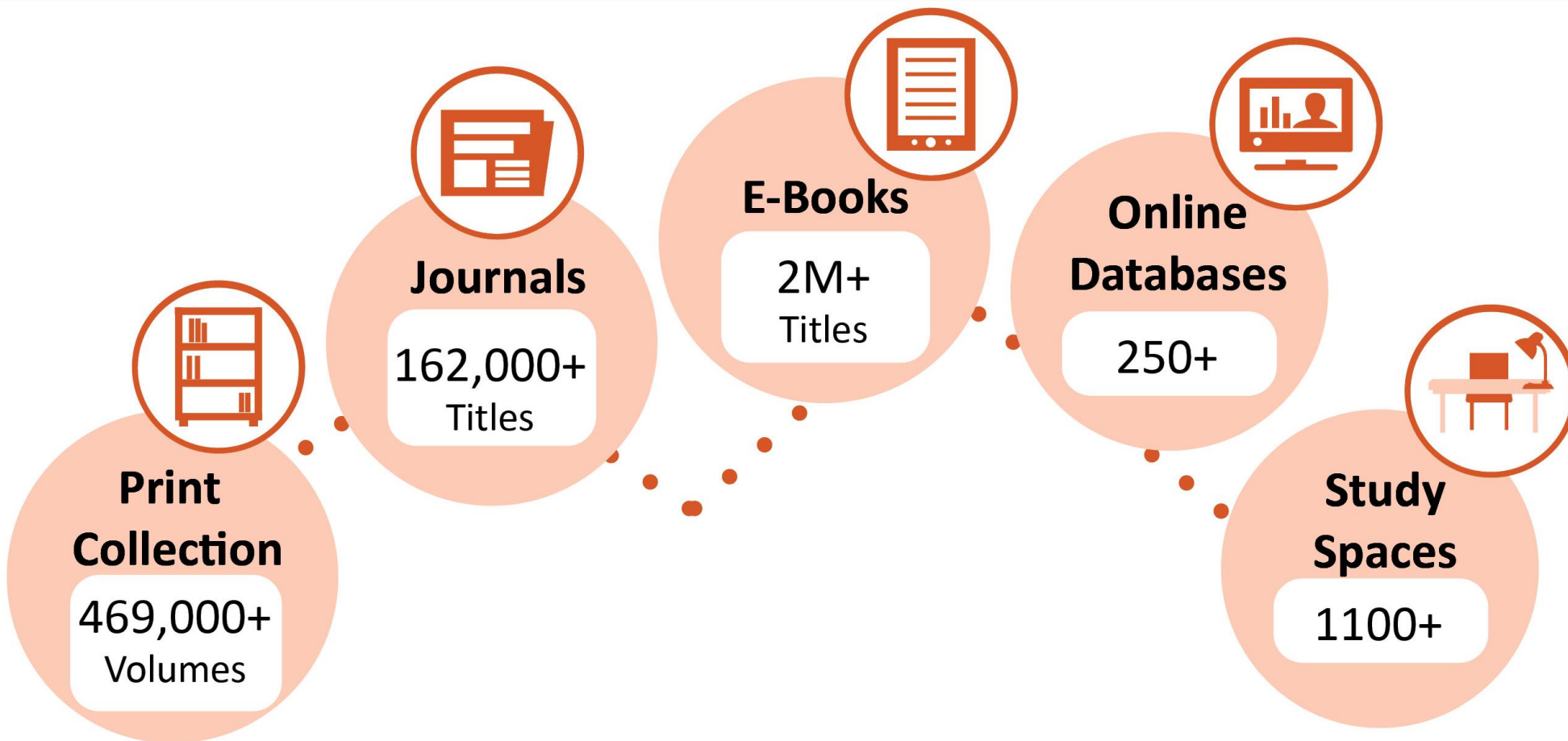
# About Lingnan University Library (Space)



# About Lingnan University Library (Users)



# About Lingnan University Library (Collections)



# About Lingnan University Library (Changing Research Area)

- Expand from Liberal Arts to diversified research areas
- Thanks to the newly established Science Unit
- Topics from "sea turtle" to "lithium-ion batteries"
- Changes frequently due to staff turnover and research needs

Lingnan 嶺南大學  
University 香港 Hong Kong

LINGNAN SCHOLARS

Home Researcher Profiles **Departments / Units** Research Outputs Projects / Grants ... Search...

**Science Unit**  
FACULTIES & DEPARTMENTS  
SCHOOL OF INTERDISCIPLINARY STUDIES

Overview **Fingerprint** Network Researcher Profiles (12) Projects / Grants (73) Research Outputs (104) Prizes (8) ...

**Fingerprint**

Dive into the research topics where SCHOOL OF INTERDISCIPLINARY STUDIES is active. These topic labels come from the works of this organisation's members. Together they form a unique fingerprint.

Sort by **Weight** Alphabetically

**Agricultural and Biological Sciences**

Turtles Habitats Wildlife Genetics Breeding Women Length Information Streams Biodiversity Genus Ecology DNA  
Surveys Asians Eggs Area Water Bird New Species Forests Frogs Males Sacalia Home Range Cladistics Adults

**Earth and Planetary Sciences**

Investigation Hong Kong Biodiversity Air Pollution China Species Datum History Korea Research Habitat Specimen  
Traffic Metropolitan Area Fungus Region Northeast Asia Implication Japan Genetics Monitoring Site Park Health

# About Lingnan University Library (New Direction)

New president ready to take Lingnan forward



Prof S. Joe Qin  
President and Wai Kee Kau  
Chair Professor of Data Science

Top award recognises research with real-world impact



## Two World-class Scientists Join Lingnan University



Professor KWONG Sam Tak Wu  
Chair Professor of Computational Intelligence and Associate Vice-President (Strategic Research)



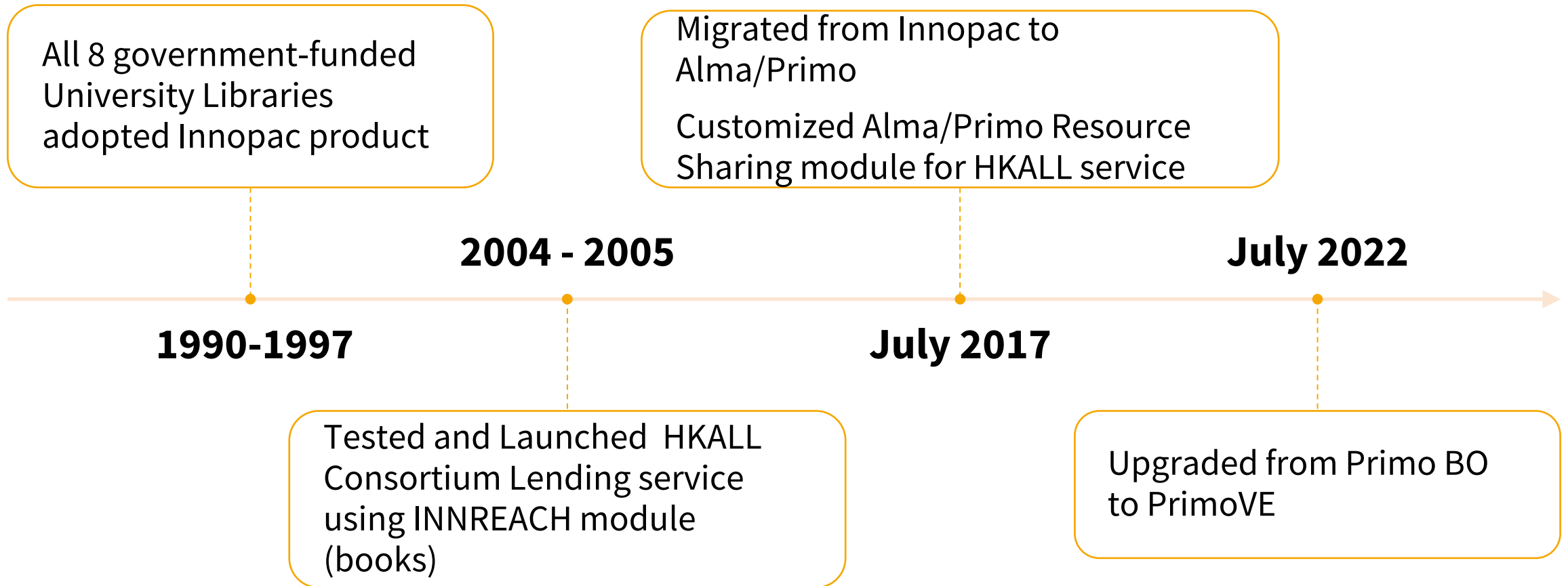
Professor CHEN Xi  
Chair Professor of Interdisciplinary Studies and Dean of the School of Interdisciplinary Studies





# Resources Sharing in Hong Kong

# Integrated Library System in Hong Kong



# Staff and User Workflow for HKALL Book Requests

Resource Sharing Partner List

Share	Name	Code	Status	Local Status	Profile Type
7	CUHK	CUHK	Active	-	ISO
8	CityU	CityU	Active	-	ISO
9	EdUHK	EdUHK	Active	-	ISO

BOOK  
 The Chinese tradition is in crisis : the rule of man in Chinese political philosophy  
 Xinmin.;Zhu  
 Thesis (Ph.D.)--Vanderbilt University, 1990., c1990  
 Available at Remote Store 2 (JA84.C6 Z48 1990) >

Send to

TOP  
SEND TO  
GET IT IN LIBRARY  
DETAILS

QR CODE  
E-MAIL  
REFWORKS  
MENDELEY  
ENDNOTE  
CITATION  
EXPORT RIS  
EXPORT BIBTEX  
EXCEL  
PERMALINK

Get it in library

For staff, if you want it delivered to your office, please select "Work Address" in the "Pickup Location" box.  
 For students, please pick up from the 2/F Library Service Counter.  
 When your requested item is available, a pick-up message will be sent to you by e-mail and shown on your online circulation record.

Item availability: ● Item available for request

Volume no: No item level description found

Pickup Location: ★ Lingnan University Library

Not Needed After:

CANCEL

- Based on ISO partners in Alma and customized Resource Sharing module for the HKALL / Consortium Lending Service
- Users can make request, renew, check status in Primo
- Library Staff can manage all HKALL Borrowing and Lending request in Alma
- **A true discovery to delivery service**

My Library Account

OVERVIEW LOANS REQUESTS FINE + FEES BLOCKS + MESSAGES

Requests  
1 requests

1	The Chinese tradition is in crisis : the rule of ma... Zhu, Xinmin	HKALL: Request sent to partner Pick up: Lingnan University Library
---	---	---

All titles | Title

Confirm Request  
Push Selected to MDE

Facets

Material Type  
Book (1)

Resource Type  
Book - Electronic (1)

Language  
English (1)

Publication Year  
2012 (1)

All Titles (1 - 1 of 1)  
where (ISBN contains keywords "1445121379")

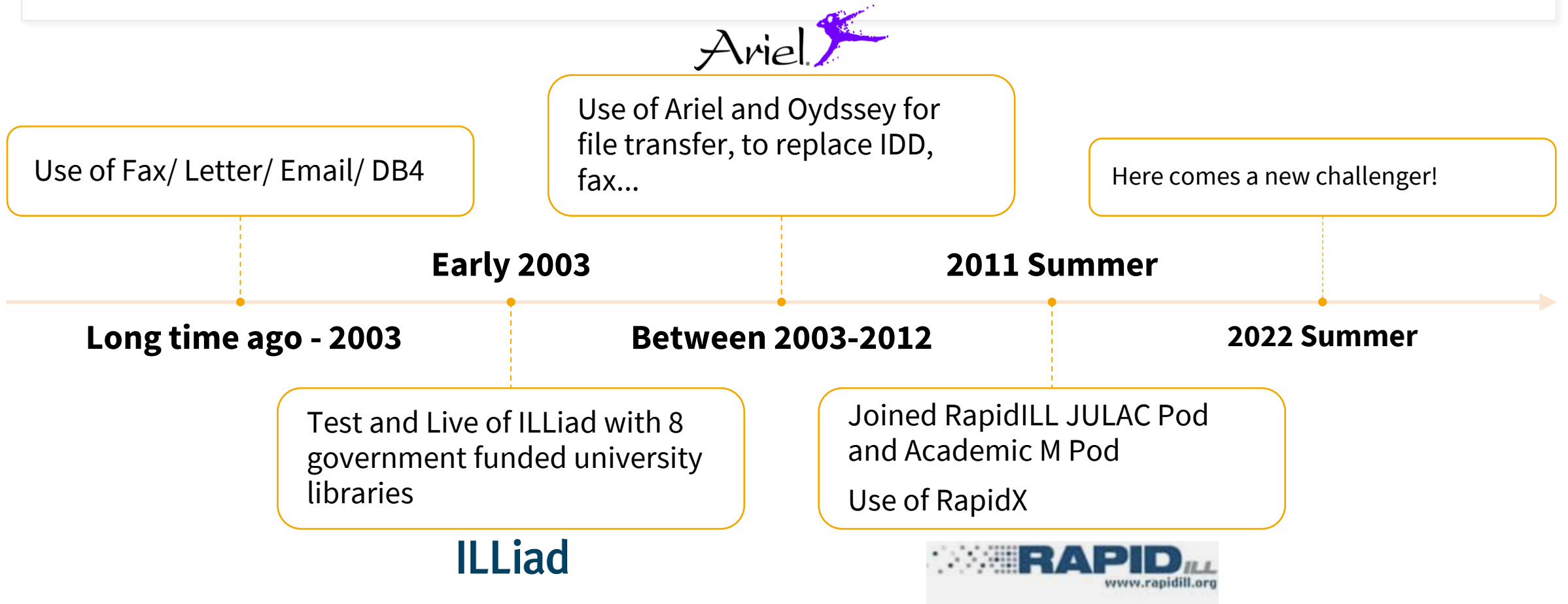
Select All Sort by: Rank Secondary Sort by: Rank 0 rows selected Expand

1 Birds [electronic resource] / Sally Morgan.  
Book (Book - Electronic) text; computer, online resource By Morgan, Sally, (London : Franklin Watts, 2012.)  
Subject: Cage birds--Juvenile literature, Ornamental birds--Juvenile literature, Birds--Juvenile literature, and others  
Series: Pets plus.  
Creation Date: 05/07/2019 24:52  
Modification Date: 05/07/2019 24:52

Orders: 1  
MMS ID: 99238311300121  
Record number: (CKB)2670000000347003

Physical Electronic (1) Digital Other details

# ILL System (for articles/chapters/other local or overseas books) in Hong Kong



# Confusing User Workflow for Making ILL Borrowing Requests

The screenshot shows the 'Photocopy Request' form in the ILLiad system. The form is titled 'Photocopy Request' and includes a search bar at the top right. The left sidebar contains navigation options like 'Logoff', 'Main Menu', 'New Request', and 'View'. The main form area has several sections with input fields and checkboxes. Callouts are present: one pointing to the 'Title' field with the text 'Fill in the required fields.', another pointing to the 'Article Title' field with the text 'Fill in as much citation information as you know about the article. The more information you supply, the higher the chance to receive the article quicker.', and a third pointing to the 'Submit Request' button with the text 'Then click the "Submit Request" button. Your request will be processed by our library staff.' The 'Submit Request' button is circled in red.

**Photocopy Request** \* Indicates required field

Enter information below and press the Submit Information button to send.

**Describe the item you want**

\*Title (Journal, Conference Proceedings, Anthology)  
Please do not abbreviate unless your citation is abbreviated

Volume

Issue Number or Designation

Month

Year

Inclusive Pages

ISSN/ISBN (International Standard Serial/Book Number)  
If given will speed request processing

Call Number

OCLC or Docline UI Number

Article Author

\*Article Title

\*Not Wanted After Date (MM/DD/YYYY) 03/04/2015

Will you accept the item in a language other than English? No

If yes, specify acceptable languages in the notes field.

Account Number Library Quota

Notes  
Put any information here that may help us find the item, as well as any other pertinent information.

**Where did you learn about this item?**

Where did you find this item cited?  
Examples are Dissertation Abstracts, Dialog (specify which database), or a specific journal or book.

Date of the work that cited the item.

Volume number of the work that cited the item.

Pages where the item is cited.

**Submit Request** Clear Form Cancel - Return to Main Menu

- Users have to find the right form to fill (i.e. Book, Article, Book Chapter) in the Interlibrary Loan System

- Since the launch of Primo, General Electronic Services (GES), Display Logic, and OpenURL are used to prefill the forms

The screenshot shows a search result link for 'Interlibrary Loan - Books/Book Chapters'. The link is highlighted with a red box and includes the text 'Eligible for Lingnan staff, postgraduates and UGC-funded undergraduate students'. Below the link is a 'Display Source Record' button.

More Links

Search in HKALL >

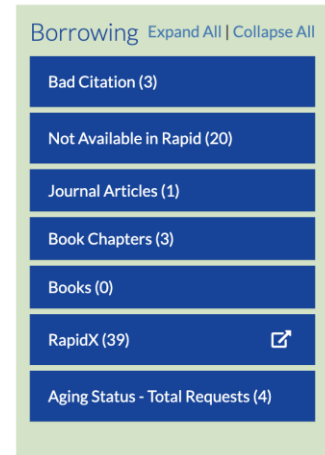
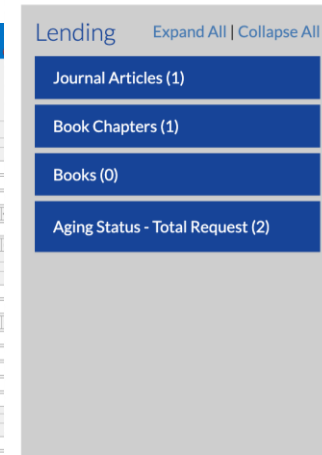
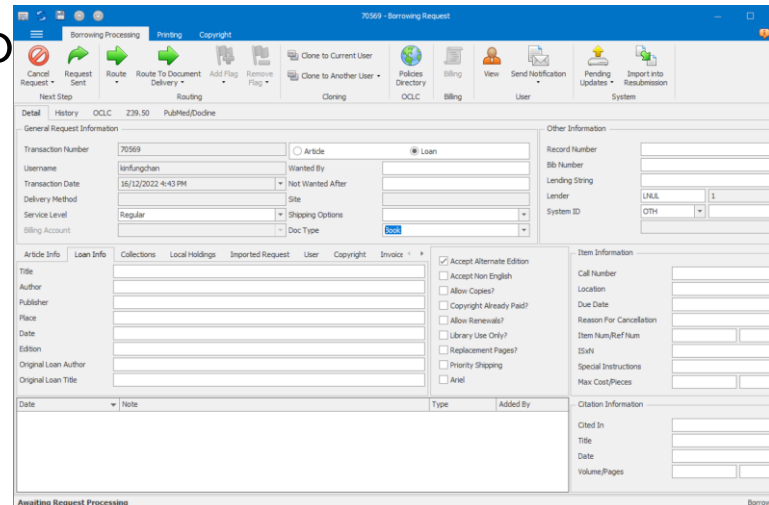
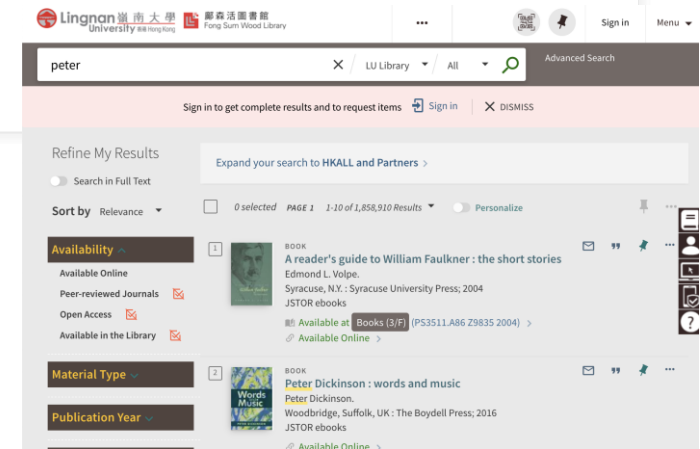
**Interlibrary Loan - Books/Book Chapters >**  
*Eligible for Lingnan staff, postgraduates and UGC-funded undergraduate students*

Display Source Record >

- **Far from a discovery to delivery service!**

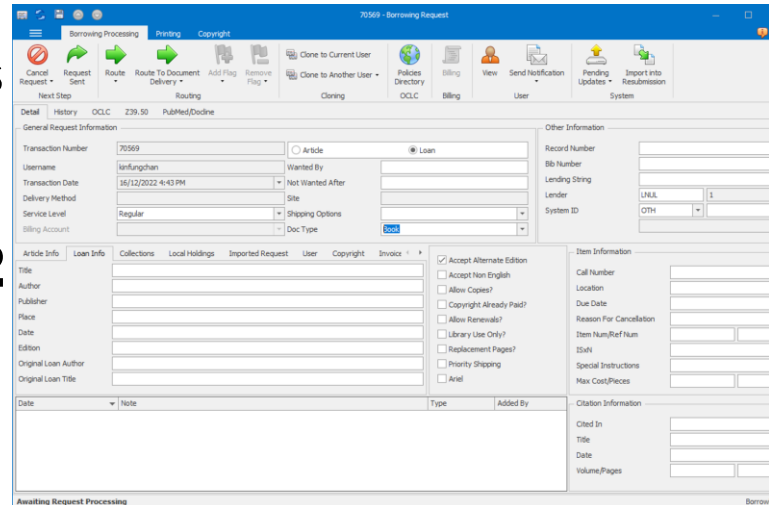
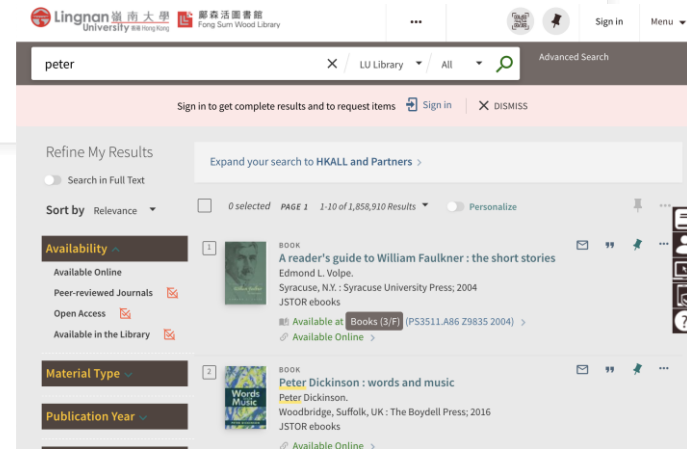
# Complicated Staff Workflow to Handle Borrowing Requests

- Work amongst different systems e.g., Alma, Primo, ILLiad, RapidILL, to:
  - Mediate and check ALL requests
  - Check local / HKALL holdings
  - Reject / Follow up incomplete requests
  - Monitor the active request status
  - Download files from RapidILL web interface to ILLiad shared folder
- **Tedious, Time consuming, Delays**



# Complicated Staff Workflow to Handle Lending Requests

- (Again) Work amongst different systems to:
  - Check local holdings
  - Locate and/or Digitize the items needed
  - Reject the requests in case of wrong metadata or holdings status
  - Upload to RapidILL web interface
- **Tedious, Time consuming, Delays x2**



# More Issues

- Cost...
  - Subscription of ILLiad, RapidILL, staff cost, etc.
- Hardware...
  - Cloud vs local hosted, Windows update, ILLiad version update, client version update, etc





# User Expectation and the "Decision"

# User Expectation and the "Decision"

## User Perspective

- Would not care about cost, where the item comes from (local, consortium, overseas)
- Service scope from local library holdings or ILL
- All they want are a single interface and able to get the requested item ASAP

## Staff Workflow

- Inefficient and not reviewed for over 15 years at least
- Better to centralize the handling in 1 single system for fulfillment management and user satisfaction

## Product in the market

- A true single platform from discover to delivery
- Timing of Primo VE
- Cost
- Rapido?



# What's Being Improved After Rapido LIVE in 2023?

# Rapido for Users

- In the Rapido scope, both physical book and digital chapter/article can be requested ✓
- No impact on HKALL Service ✓
- Simplified user forms ✓
- Same user experience as HKALL Service ✓

The screenshot shows the Rapido interface for a book request. At the top, the Lingnan University and Fong Sum Wood Library logos are visible. The search bar contains the name 'peter'. Below the search bar, there is a 'Back to results list' link. The main content area displays the book title 'Figures of Interpretation' by B.A.S.S. Meier-Lorente-Muth-Duchêne, published by Blue Ridge Summit, PA: Multilingual Matters; 2021. A 'Check for available services' link is provided. Below this, there is a 'Send to' section with various sharing options: QR CODE, E-MAIL, EXPORT RIS, EXPORT BIBTEX, EXCEL, PERMALINK, REFWORKS, MENDELEY, ENDNOTE, and CITATION. A section titled 'Request from Other Libraries (conditions may apply)' contains two request options: 'Request a physical copy?' with an estimated delivery of 5 days and a maximum check-out of 30 days, and 'Request a digital chapter / digital copy?' with an estimated delivery of 24 hours. Both options have a 'REQUEST' button.

The screenshot shows a request tracking timeline for three items. The first item is a physical book titled '市場機制與社會變遷：18世紀廣東中區分析' (Market Mechanism and Social Change: A Case Study of the Middle Region of Guangdong in the 18th Century). The timeline shows the request was made on 02/05/2023, is currently 'In Process' as of 02/05/2023, and will move to 'Shipping' and 'Ready for pick-up'. The second item is a digital article titled 'Robinson Crusoe-Fact & Reality / Journal of Gakugei, Tokushima University, Cultural science'. The timeline shows the request was made on 13/05/2023, is currently 'In Process', and has been 'Sent'. The third item is a digital article titled 'Clients' Willingness to Incorporate Religion or Spirituality in Counseling / Rehabilitation research, policy, and education'. The timeline shows the request was made on 20/12/2023, is currently 'In Process', and has been 'Sent'. A 'DOWNLOAD' button is visible at the bottom right of the third item's timeline.

# Rapido for Staff

- Manage ALL Requests in one place!
- HKALL Consortium Book Requests ✓
- RapidILL Article Requests ✓
- RapidILL Chapter Requests ✓
- Other P2P Requests ✓

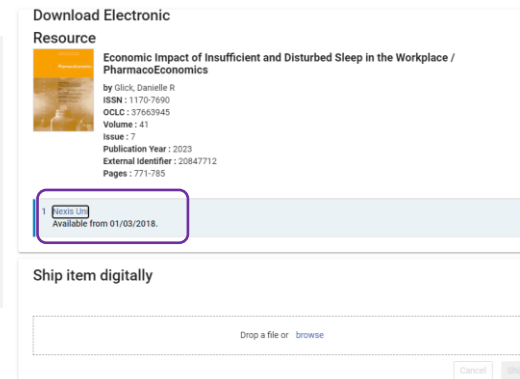
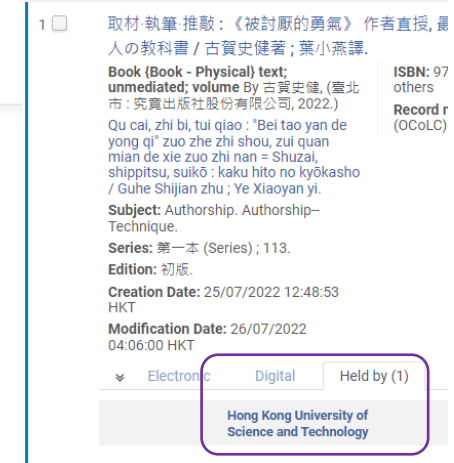
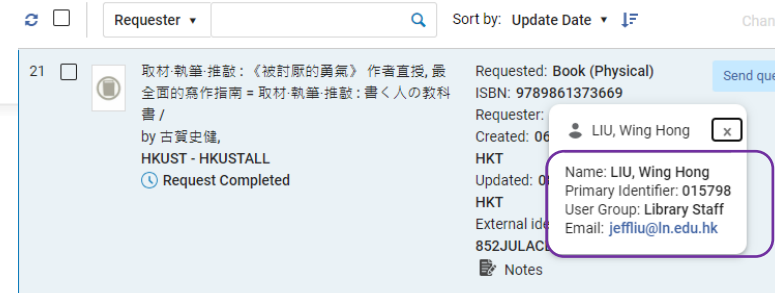
The screenshot displays the Rapido system interface for managing borrowing requests. The main view shows a list of requests with columns for request ID, requester, request type, and status. The first request (ID 41) is for a book titled '傻孖金寶' (Stupid Gold) from HKBU, requested by LIU, Wing Hong. The second request (ID 42) is for a book chapter titled 'Library signage and wayfinding design: communicating effectively with your users' by Polger, Mark Aaron, requested by LIU, Wing Hong. The third request (ID 54) is for an article titled 'The role of the library cafe as a learning space: A comparative analysis of three universities / Journal of librarianship and information science' by Deng, Qi; Allard, Bradley; Lo, Patrick; Chiu, Dickson K. W.; See-To, Eric W. K.; Bao, Alex Z. R., requested by LIU, Wing Hong. The fourth request (ID 44) is for a book titled '讀心解書：一個漢學作家的翻譯筆記' (Reading Mind, Understanding Books: A Translator's Note on a Chinese Scholar's Work) by 歐陽昱 (Ouyang Yu), requested by LIU, Wing Hong.

The detailed view on the right shows the request form as filled by the requester, LIU, Wing Hong. The request information includes: Requested format: Physical, Pickup location: Main Campus:Lingnan University Library, Requested media: Any, Lending library: HKBU, Internal identifier: 7829764070003413, Created: 18/01/2023 10:19:58 HKT, Updated: 18/02/2023 13:45:43 HKT, Due date: 28/02/2023, and Barcode: C100746267.

# Rapido for Staff

Same Alma interface to work on:

- Borrowing Requests:
  - Check User Group ✓
  - Check Network Holdings ✓
- Lending Requests:
  - Check Availability ✓
  - Fewer clicks to vendor platform ✓



# Rapido Workflow for Library Staff

- Most unmediated borrowing requests (physical/digital) processed automatically. No Staff Involvement is needed.
- Staff Workflow is to "rescue" the remaining records, and try to keep the outstanding case into "0" policy by careful definition of Rapido sets for:
  - Case Require Mediation (Blank form, incomplete chapter info)
  - Case Cannot Send Out (Local holdings)
  - Case Rejected/Cancelled, Locate failed
  - Blank Form...



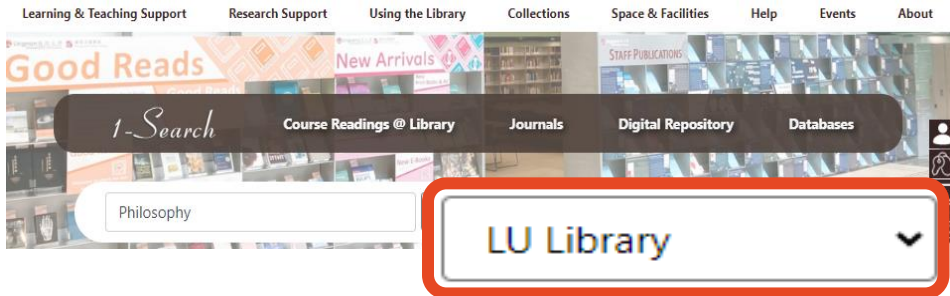
The screenshot displays the 'Resource Sharing Requests' interface. It features a navigation bar with 'Borrowing' and 'Lending' tabs. Below the tabs, there are sections for 'New' and 'In Process' requests, each with a list of specific request categories and their corresponding counts. A 'Closed' section is also visible at the bottom.

Category	Count
All active borrowing requests	373
<strong>New</strong>	
Metadata Check	15
Requests Needs Checking	39
Copyright Check	12
<strong>In Process</strong>	
Request sent too long >4 days	3
Cancel/Reject <7 Days	3
Awaiting User Reply <7 Days (Active)	4
Renew Requested	1
Non HKALL Request (Consult Team Head)	0
Request Sent Local (Active)	2
Request Sent Overseas (Active)	4
Cancel/Reject > 8 Days	3
HKALL   Received too long	0
HKALL   Returned too long	0
HKALL   Shipped too long	1
<strong>Closed</strong>	
CDM On Order (Set Complete when available to users)	6
Awaiting User Reply >8 Days (Set Complete)	0

# New Ways of Searching Library Primo

## LU Library Collections

Materials from LU Library Collections

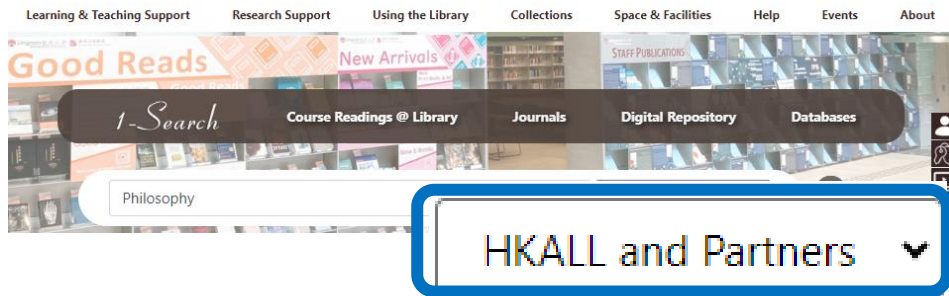


### LU Library


- Own Collection
- Quicker and hold longer time  

## HKALL and Partners


Materials from other libraries



### HKALL and Partners

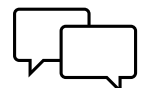
- Own Collection + Other Partners Collection
- (Books) More transit time for physical books
- (Article/Chapter) Fast delivery 

### Manual Form

- Cannot find your desired item by the above methods
- Manually INPUT for Library follow-up 

**Purchase Recommendation  
(for Library's consideration)**

### Purchase Recommendation

- Library will work with you to consider acquiring the resources 





# Conclusion and the Future Approach

# Conclusion and the Future Approach (Resource Sharing)

- Rapido comes in the right time (actually the earlier the better)
- Top-down approach and clear message to staff/user to reduce their resistance for changes to a better system and workflow
- (Almost) All our concerns and improvements have been committed, and no service disruption to our own library and our partners
- Always easier to implement/live with a (more resourceful ^.^) partner nearby for reciprocal testing

# Conclusion and the Future Approach (Reading List)

- Fill our SERVICE gap of Leganto
- Our Leganto service model is Library do all the job, but instructors sometimes not providing us the latest Course Outline nor acquire course material in advance)
- Pattern can be found from Rapido sets

The screenshot displays the Leganto interface for managing borrowing requests. On the left, a 'Refine by' sidebar allows filtering requests by status (e.g., 'Bad citation', 'Created borrowing request', 'Local holding', 'Locate failed', 'Locate in process', 'Pending Approval', 'Reactivated', 'Ready to be sent') and activity status ('Active'). It also includes options for 'Include Zero Values' and 'Rapido Indicator' (Yes/No). On the right, the main area shows a list of 'Borrowing Requests' (1 - 10 of 10) for the title 'understanding heritage'. The list includes details such as item number, status (e.g., 'Local holding', 'Ready to be sent', 'Pending Approval'), and a 'Sort by: Update Date' dropdown.

# Conclusion and the Future Approach (Collection Building)

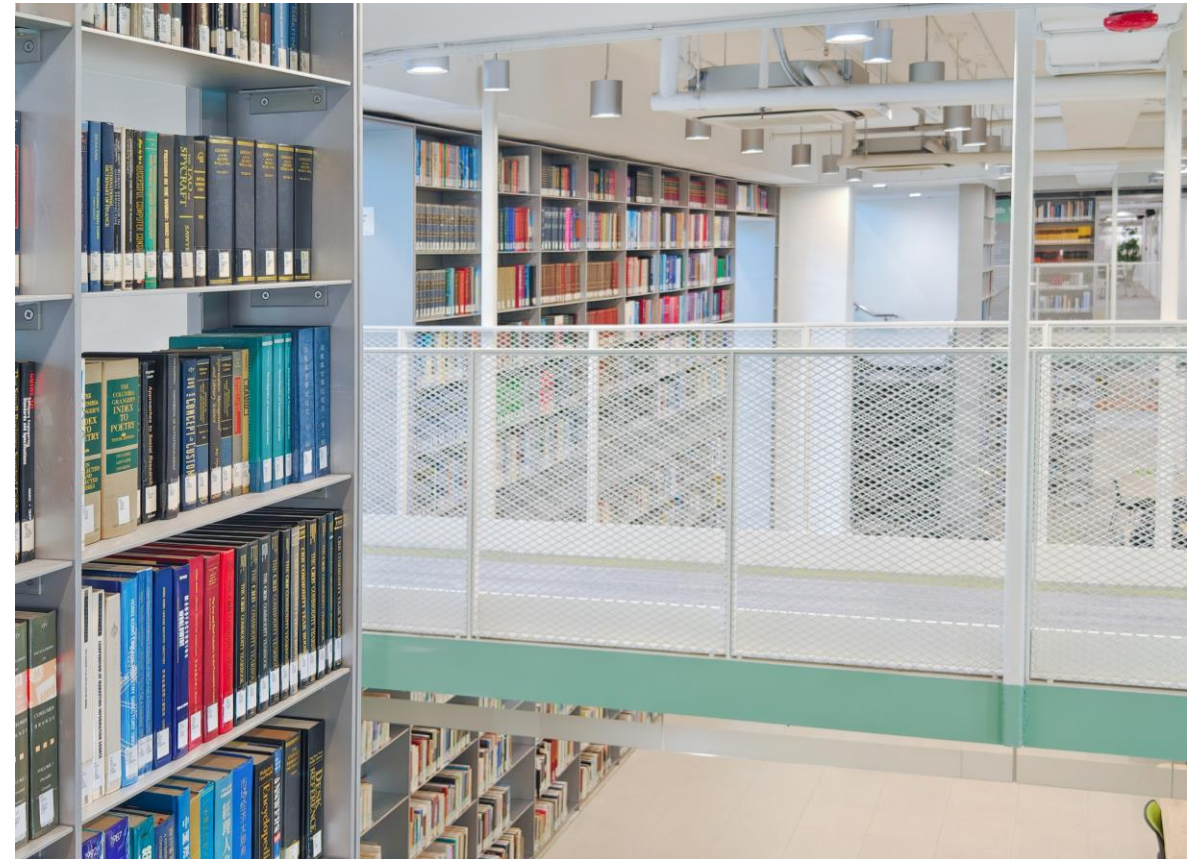
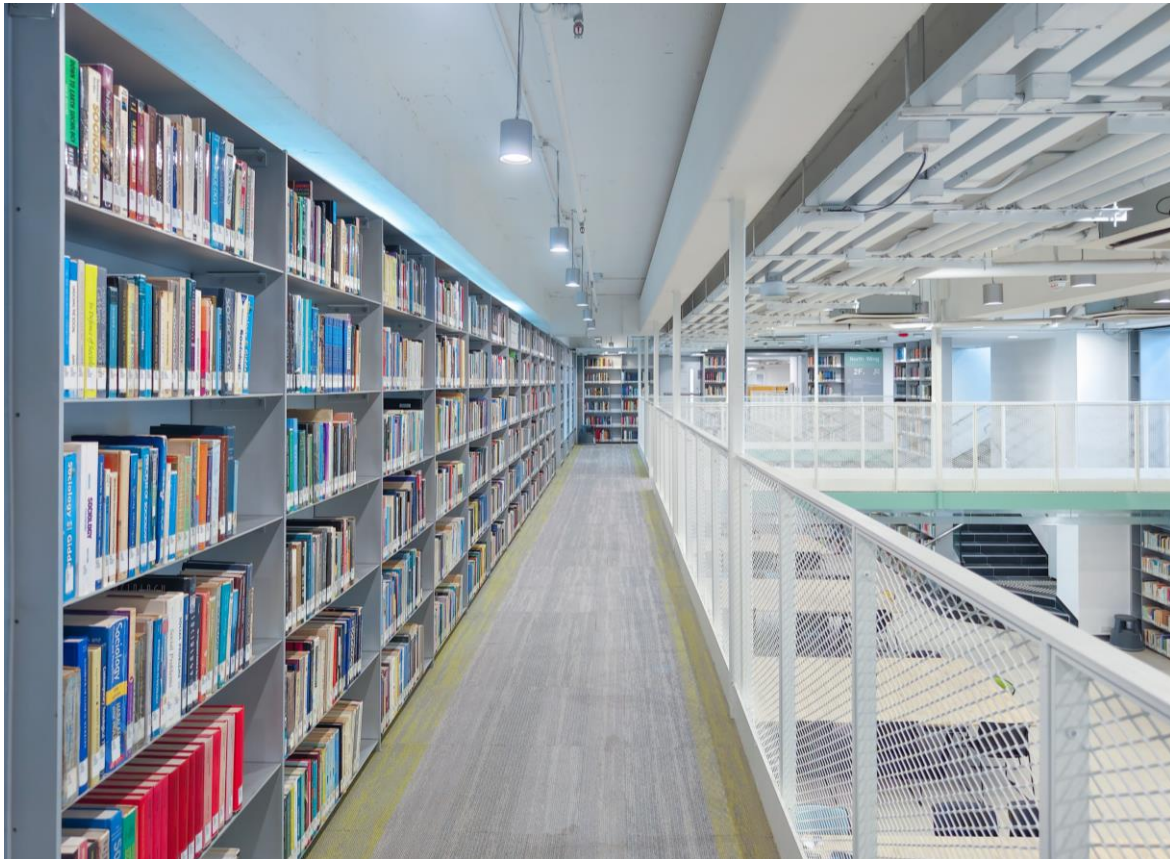
- Fill our COLLECTION gap especially for the new research areas
- Always an easy decision to make if:
  - Item is frequently requested
  - Item is not available in Hong Kong
  - Item is requested by faculty staff and postgraduates
- Result: Speed delivery (e.g. e-book) vs shipped from partner
- Co-build the collection (Just in time vs Just in case)
- Fit our Library Mission to develop a fit-for-purpose collection

Resource Sharing Requests	
Borrowing	Lending
All active borrowing requests	373
^ New	
Metadata Check	15
Requests Needs Checking	39
Copyright Check	12
^ In Process	
Request sent too long >4 days	3
Cancel/Reject <7 Days	3
Awaiting User Reply <7 Days (Active)	4
Renew Requested	1
Non HKALL Request (Consult Team Head)	0
Request Sent Local (Active)	2
Request Sent Overseas (Active)	4
Cancel/Reject > 8 Days	3
HKALL   Received too long	0
HKALL   Returned too long	0
HKALL   Shipped too long	1
Show less ^	
^ Closed	
CDM On Order (Set Complete when available to users)	6
Awaiting User Reply >8 Days (Set Complete)	0

# Ongoing Work

- **For User Borrowing:**
  - CDI enable for more discovery(Fully Flexible vs EasyActive)
  - Building more Partners, P2P, Pods (local, region and international)
- **For Partner Lending:**
  - Refine and Configure of RapidILL available items (returnable and non-returnable)to reduce the rejection rate
- **For Staff Handling:**
  - Continuous improvement of Rapido Sets for staff workflow
  - Data, Data, Data from Analytics
  - Enable of Alma Purchase Requests / Rialto
  - More User Education for the service (to avoid blank form...)
  - Watch out updates from Rapido Release Notes

We hope Rapido can BRIDGE our Users with  
our Collections and our Services



# Thank You for Your Attention! Any Qs?

Any Questions



HKALL and Partners



[← Back to LU Library search](#)

Didn't find what you need? [Library staff is pleased to help.](#) >



PAGE 1 1-10 of 3,975,513 Results

1



ARTICLE

PEER REVIEWED

**ANY QUESTIONS?**

Maidstone: Media Shed

Community practitioner : the journal of the Community

Practitioners' & Health Visitors' Association, 2019, Vol.92 (5), p.36-40

[Available Online](#) >

[Read Article](#) >



## Request Form for HKALL and Partners

**i** To avoid delay/cancellation of the requests, please provide as much accurate information of the requested materials as possible.

All requests will be evaluated for copyright compliance.

**Note: Whole book in digital format CANNOT be requested.**

**Office Delivery Service** is available for all Lingnan staff, please select **Office delivery to your work address (Staff only)** from the "Pickup Location".

A notification email will be sent to you when the requested item is available. You may also track the status in your [Library Account](#)

Material Type  Book (in physical format ONLY)  Article

Article title

★ Any Questions?

Author

★ Jeff Liu | [jeffliu@ln.edu.hk](mailto:jeffliu@ln.edu.hk)

Comment

Hope you enjoy this sharing.

Pickup Location

Lingnan University Library

RESET FORM

SEND

