

# Rapido Product Conversation



Katie Birch | Senior Director, Product Management

# Consider how resource sharing works today



## The result

### ○ Costly for libraries

Libraries maintain and pay for several ILL systems and subscriptions

Staff dedicate a large amount of time to finding lenders for every request through the different systems

### ○ Confusing for end-users

Users jump from one interface to the other to place a request

No info on item availability or delivery time

Resource Sharing Request

Citation type  Book  Article

I only need a specific chapter or pages

\* Title \_\_\_\_\_

Author \_\_\_\_\_

Edition \_\_\_\_\_

ISBN \_\_\_\_\_

Publisher \_\_\_\_\_

Publication year \_\_\_\_\_

"The configuration was requiring users to **log into different systems**."

Peggy Glaatharr, Department Head, Customer Service, Florida Gulf Coast University

# What is Rapido?



Rapido is a resource sharing solution integrated with the library system that helps **deliver any title in record time**:

- Libraries manage one ILL system only that includes unlimited access to the collective collection
- Staff manage all their requests in one place
- Users place and track their requests on one system

## Agenda



## Community Updates



## Development Highlights



## Roadmap

# Community Updates



# 2024 in Numbers

A year in review



## Borrowing Requests

**1,061,470** filled  
borrowing requests



## Physical Fill Rate

**86%** fill rate for physical  
format requests



## Digital Fill Rate

**92%** fill rate digital format  
requests



## Real Time Availability

**95%** of requests are filled  
by the first lender



## Request Origin

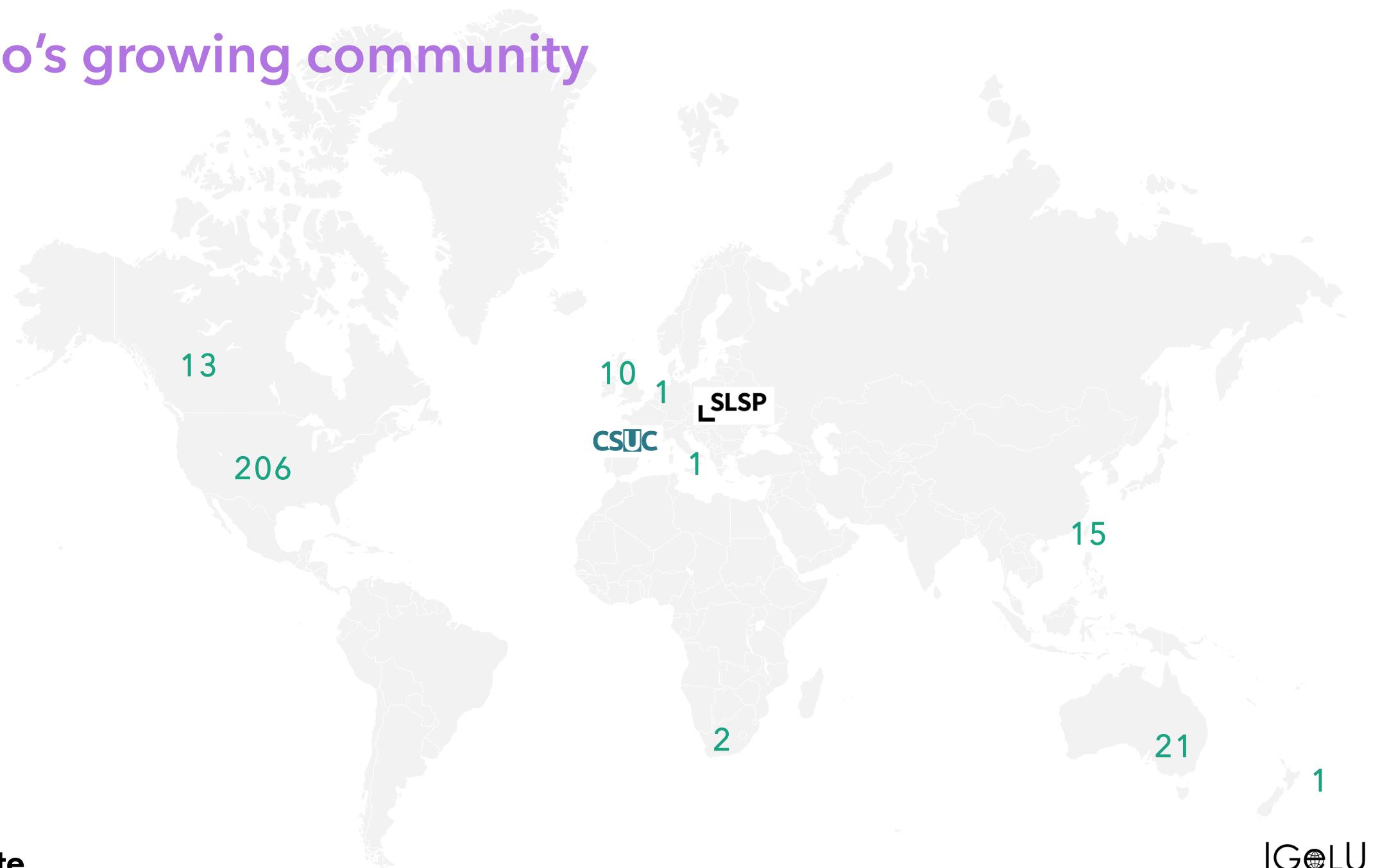
**81%** requests submitted  
by Rapido offer tile



## In Network

**85%** of filled requests were  
filled by a partner who was  
using also using an ExLibris  
resource sharing solution

# Rapido's growing community



# Open ILL Network

## Hybrid Pods

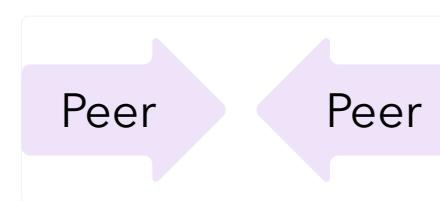
### Rapid Community



### Alma Resource Sharing



My Library



My Library

# Development Highlights



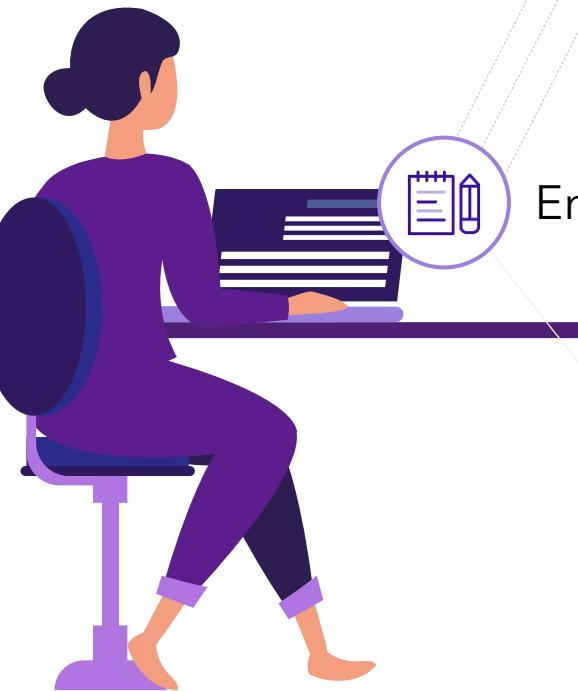
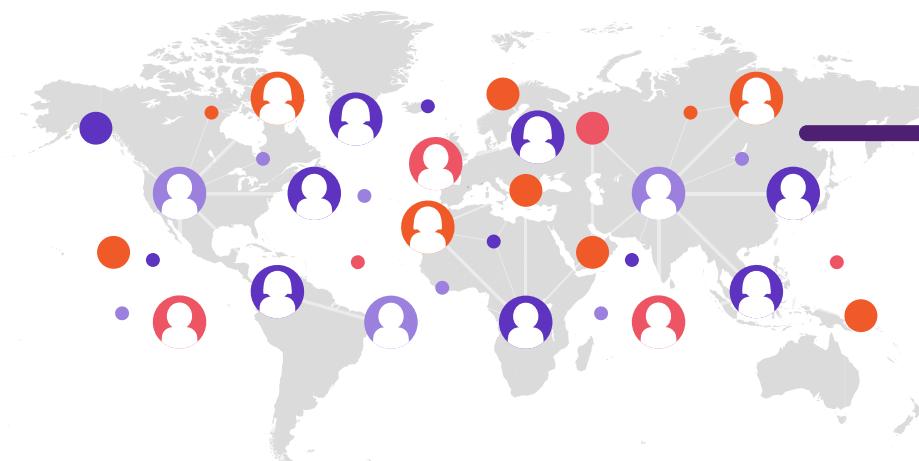
# Optimize Highlights



# Community-focused enhancements

Routing prioritization to electronic formats

## Built with the community



Electronic version  
**81%**



Print version

# Idea Exchange: Lending Library on Receive Screen

June 2025

Rapido

60  
votes

[Vote](#)

## Show lending library on Receive Item screen

Sometimes multiple libraries fill a request for an item but you cannot see who the system thinks supplied the item without opening the request. Please add the lending library to the Receive Item screen so that you can ensure you are receiving the correct book from the correct library.

[Received Items](#)

Title Visual Voyages: Images of Latin American Nature from Columbus to Darwin

External identifier 23641168

Automatically print slip  No  Yes

Received format  Physical  Digital  Physical non-returnable

Automatically notify patron

Lending library University of Oregon - Main Library

Item policy

Location

Resource Sharing Long

Fulfillment note

Due date

07/02/2025

# New loan terms after renewal

August 2025

Previous model

Pod loan period (21 days) e.g., 1 May



Pod delivery time (7 days)  
= 22 May

New model

Pod loan period (21 days) e.g., 1 May



Pod delivery time (7 days)  
= 29 May

# Idea Exchange: Convert purchase request to resource sharing request

August 2025

Manage Purchase Requests (1 - 4 of 4 )

Assigned to Me    Unassigned    Assigned to Others

Select All    All

	Request ID	Requester	Item Details	Request Status	Created on	Updated on	Cost	Requested for library	Actions
1	<input type="checkbox"/> 1	The New Budgeting Paradigm	Citation type: Journal Request status: In Review PO Line Reference: - Requester: Cataloger, User		Created on: 15/05/2025 Updated on: 15/05/2025 Cost: 0.00 USD Requested for library: Botany Economic	<input type="button" value="Edit"/> <input type="button" value="Approve and Order"/> <input type="button" value="..."/>			
2	<input type="checkbox"/> 2	Tropical Islands in the Pacific	Citation type: Book Request status: In Review PO Line Reference: -		Created on: 15/05/2025 Updated on: 15/05/2025 Cost: 0.00 USD	<input type="button" value="Edit"/> <input type="button" value="Approve and Order"/> <input type="button" value="..."/>			

**Actions:**

- Reject
- Send query to requester
- Assign to
- Release assignment
- Relink
- Create Resource Sharing Request**

# Personalize Highlights



# CERV: Prevent multiple requests from a same borrowing library within a short period of time

December 2024

**Copyright Settings**

**Copyright Statement**  
This statement will appear on the coverpage of all **lent** documents. Please write in English. If your ILL provides its own cover page, this is not applicable.  
This material may be protected by copyright law (Title 17 U.S. Code)

**Lending Request Limits**  
These settings limit the number of requests received for a specific title from a specific borrower, for a specified duration of time  
Number of Requests:  Duration of Time (in hours):

**Watermark**  
The watermark will be seen behind the text on all pages of all **borrowed** documents.

**Footer**  
The footer will appear on the bottom of all pages of all **borrowed** documents.  
  
 Add request ID to footer

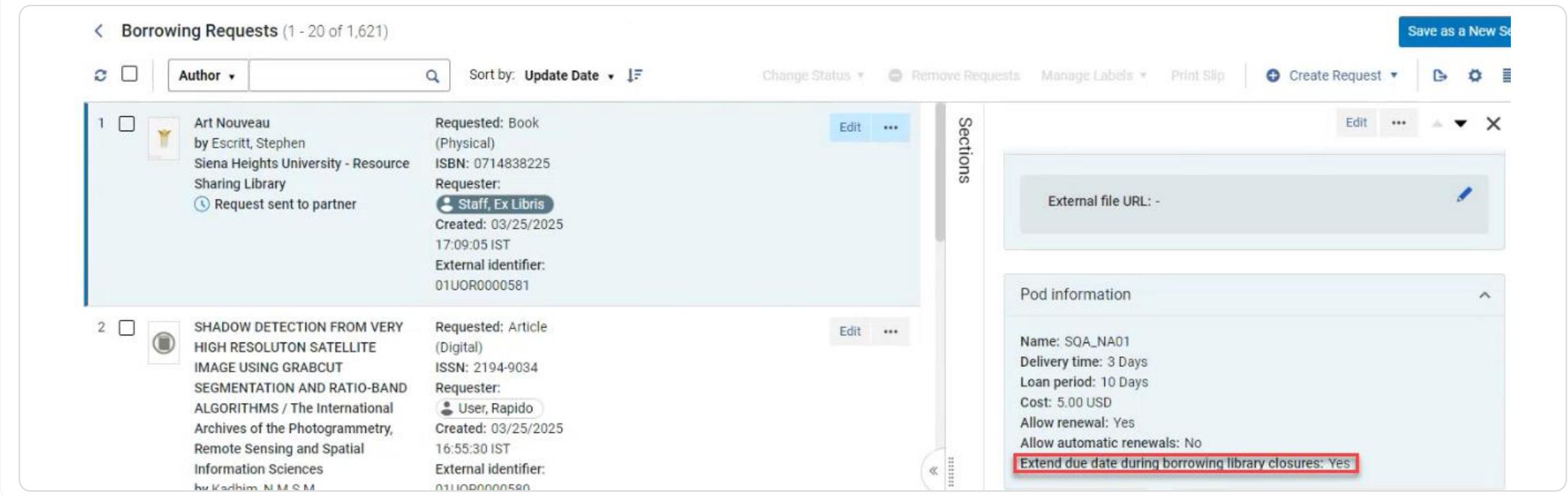
**Convert to Image PDF**  
Convert all **borrowed** documents to Image PDF. **WARNING:** This may degrade the resolution of the document. Do not use unless required by law.

**Example PDF** **Save** **Clear**

# CERV: Extend Due dates and Renewal Based on Library Calendar Closures

May 2025

A new pod term allows due dates and loan due dates to go beyond the pod loan period and reference the borrowing library's calendars to push the dates to fall after the closure.



The screenshot shows a library management system interface with the following details:

**Borrowing Requests (1 - 20 of 1,621)**

- Request 1:** Art Nouveau by Escritt, Stephen. Requested: Book (Physical). ISBN: 0714838225. Requester: Staff, Ex Libris. Created: 03/25/2025 17:09:05 IST. External identifier: 01UOR0000581.
- Request 2:** SHADOW DETECTION FROM VERY HIGH RESOLUTON SATELLITE IMAGE USING GRACUT SEGMENTATION AND RATIO-BAND ALGORITHMS / The International Archives of the Photogrammetry, Remote Sensing and Spatial Information Sciences by Kadhim N.M.S.M.

**Sections**

**Pod information**

- Name: SQA\_NA01
- Delivery time: 3 Days
- Loan period: 10 Days
- Cost: 5.00 USD
- Allow renewal: Yes
- Allow automatic renewals: No
- Extend due date during borrowing library closures: Yes** (highlighted with a red border)

# CERV: Customization of internal reject reasons

June 2025

### Reject Request

Reject reason \* **Poor condition**

Internal reject reason **Requires Mending**

Internal note Enter Text Here

Note to partner Enter Text Here

**Cancel** **Reject**

Medical record library science examination review book : 2,800 multiple choice questions and referenced answers /  
ISBN: 0874884969  
LCCN: 74033048  
External identifier: 963963963  
Physical  
Rejected the borrower request  
Add Label

Request Form (as filled by requester)

Request Information

Request Attributes

External file URL: -

Reason Poor condition

Internal reject reason Requires Mending

# Connect Highlights



# Shared Barcode Functionality as a Workflow Option

September 2024

- Fulfillment/Resource Sharing/Receiving Items
- By default, all Rapido institutions can now use the Rapido shared barcode functionality
- When an item is shipped, and the borrower receives the barcode, the barcode includes a prefix on the temporary item created in the borrowing institution

Received Items

Identifier type  Barcode  External identifier

Received format  Physical  Digital  Physical non-returnable

Automatically notify patron

Internal note

Note to partner

Barcode

 No records were found.

# eBook Resource Sharing

A different way of borrowing

Transnational Japan in the Global Environmental Movement X / Everything Microphone Search ADVANCED SEARCH

[Back to library search results](#) | Still didn't find what you need? Click here to send a request >

0 selected 1-1 of 1 Results Save query Personalize

 BOOK [Transnational Japan in the Global Environmental Movement](#)  
Avenell, Simon  
2017  
" ... *Transnational Japan in the Global Environmental Movement* will appeal..."  
[Available Online](#)

Get it from other locations

 **Get an eBook**  
Delivered in **24 hours**  
by email  
Cost: **3.00 USD**  
[GET IT](#)

OR

 **Get a digital chapter**  
From another library  
Terms to be supplied  
[GET IT](#)

## eBook Resource Sharing: 3 Tiles for user preference

 BOOK [A wild sheep chase / Haruki Murakami ; translated from the Japanese by Alfred Birnbaum.](#)  
[Hitsuji o meguru bōken. English](#)  
Haruki Murakami 1949- Alfred Birnbaum 2002

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 **Get an eBook**  
Delivered in **48 Hours**  
Keep for **30 days**  
[GET IT](#)

OR

 **Need a chapter?**  
Delivered in **24 Hours**  
by email  
[GET IT](#)

# Send Lost/Damaged Invoices

November 2024

The screenshot shows a library management system interface for managing lending requests. On the left, a list of 20 lending requests is displayed, sorted by creation date. The requests include details such as title, author, requested item type (Article or Book), and status (e.g., Lost and fee communicated, Shipped Digitally). Each request has an 'Edit' button and a '...' button in the details panel. A context menu is open for the third request, showing options like Print slip, Duplicate, Assign to, Detach from MMS, Checked in, Ship item physically, Ship item digitally, General message, Lost, and Send Lost/Damaged invoice. The 'Send Lost/Damaged invoice' option is highlighted with a red box. On the right, a detailed view of this request is shown. It includes sections for Shipping date (06/10/2014 14:11), Request reported (Yes), Request attributes, Holdings (1), Notes, Alerts, and Request costs. The Request costs section shows that the Lost/Damaged item fee is 35.00 USD. The entire interface has a clean, modern design with a light blue and white color scheme.

# Apply Pod Terms for Manually Assigned Requests

July 2025

Borrowing Requests (1) < Resource Sharing Borrowing Request

Requester \*

Resource Sharing Partner List

Status : All Profile Type : All

Use Rapido Pod Terms	Name	Code	Status	Profile Type
1 <input type="checkbox"/>	Eastern State - Resource Sharing Library	Eastern State - Resource Sharing Library	Active	ISO
2 <input type="checkbox"/>	InnReach	InnReach	Active	INN-Reach API
3 <input type="checkbox"/>	NCIP_P2P	NCIP_P2P	Active	NCIP-P2P
4 <input type="checkbox"/>	NGRS INST 01 Inst - Resource Sharing Library - Default	NGRS INST 01 Inst - Resource Sharing Library - Default	Active	ISO
5 <input type="checkbox"/>	NGRS INST 01 Inst - Resource Sharing Library - Default (Community)	01NGRS_INST_RESOURCE__DEFAULT	Active	ISO

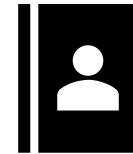
Cancel Select

# Open ILL Network



## Using standards

- ISO 18626
- ReShare integration



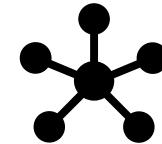
## Being open

- Partner Directory
- New resource sharing directory API



**EAST**

EASTERN ACADEMIC  
SCHOLARS' TRUST



## ILS integration

- Rapido Consortial Borrowing
- Academic and public libraries on a single resource sharing platform



# New discovery experience

ARTICLE | OPEN ACCESS | PEER REVIEWED

American art / National Museum of American Art, Smithsonian Institution. American art / National Museum of American Art, Smithsonian Institution. American art / National Museum of American Art, Smithsonian Institution.

By David ; Henry, MargoHoffos, David

Published in 2020

Part of *Public* (Toronto), 2020, Vol.31 (62), p.240-240

Available at [Education faculty library main library \(707 har\) & other](#)

Online PDF ↗

### Requests

Get a physical copy  
Delivered in 5 Days  
Keep up to 14 days

Request It

Get an eBook  
Delivered in 48 Hours  
Keep for 30 Days

Request It

Request a digital chapter or pages  
Delivered within 24 Hours by email

Request It

### RELATED PEOPLE

This is an example of person's 1879 – 1955 Theoretical physicist Person

This is an example of person's 1879 – 1955 Theoretical physicist Person

This is an example of person's 1879 – 1955 Theoretical physicist Person

More suggestions

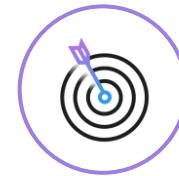
### RELATED READING

Recommended items that are related to the record  
Suggested by bx

Geographical imaginations : literature and the 'spatial turn' ↗

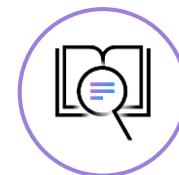
# CERV: Volume Parsing

Sep 2025



## Goal

- Better understand volume inputs from request form entries



## How

- Updating to include 5 common variations of these entries



## Impact

- Better request accuracy on the holding instead of on the whole work

# Roadmap



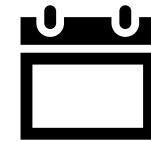
# What's coming in 2026



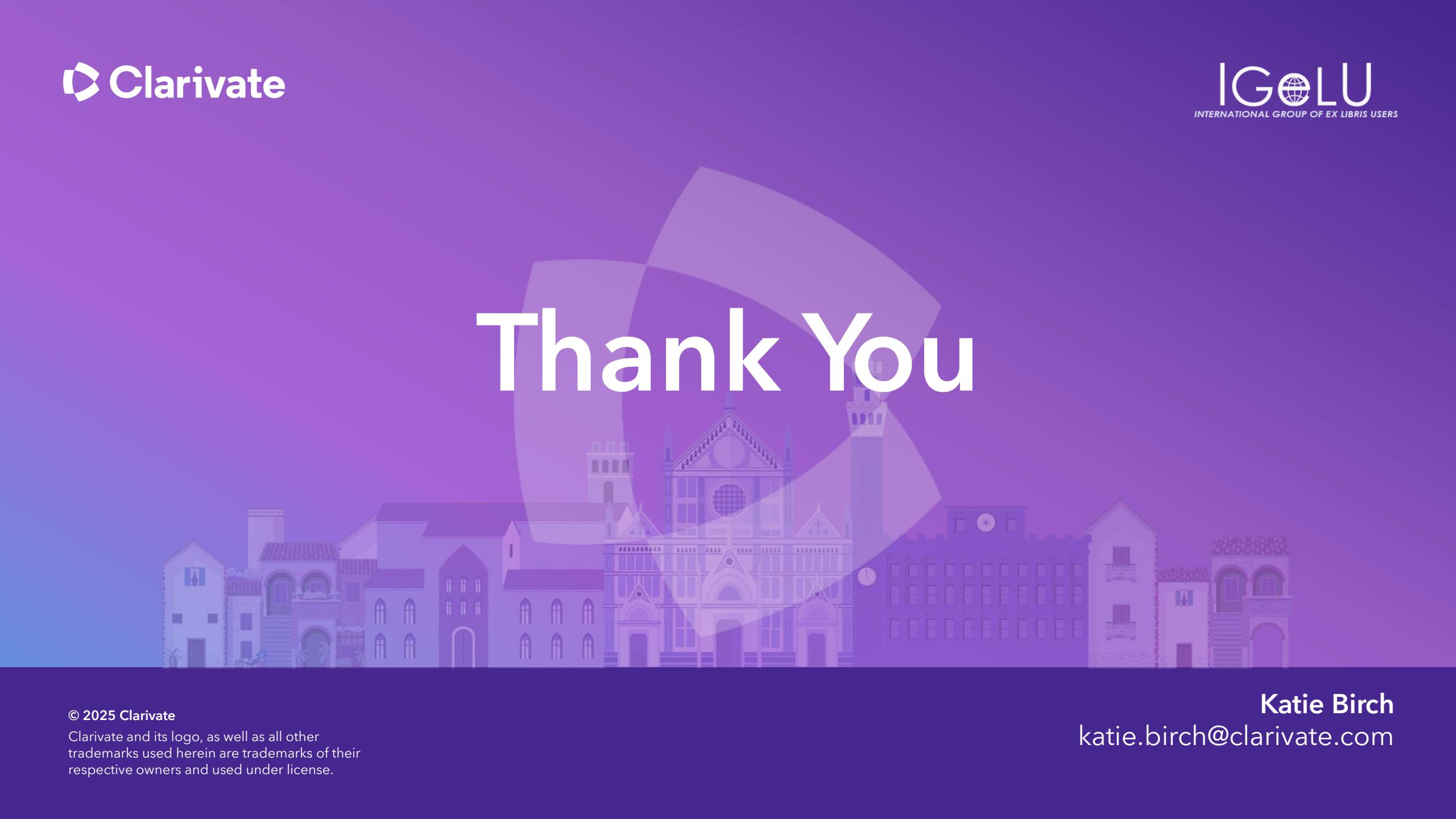
OCR handling



Global Title Index  
enhancements



Scheduling  
enhancements



# Thank You

# Your voice matters!

Take our 2-min  
survey now



## Help us innovate

Your feedback drives the next generation of valuable solutions



## See real impact

The improvements you experience today are direct results of feedback from customers like you



## Shape the future

Help us prioritize improvements that will continue to add value to your work