

ULMS Report

Council of Library Deans (COLD)

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Topics

- Rapido
- CSU+ / Circulation Updates
- Staff Satisfaction Survey
- Primo VE
- Contract Renewal

Rapido Product Development Assessment Benefits

- Streamlined access to ILL – all Rapido library collections visible in Onesearch. Not just CSU collections
- Cost-free ILL for all Rapido libraries
- Streamlined borrowing experience for patrons w/o requiring staff programming and sysadmin expertise
- Real time availability and requestability information – reduces patron frustration and staff time
- Includes RapidILL

Rapido Product Development Assessment

Caveats

- Cannot fully replace ILLIAD unless the Rapido network gets large
- No billing or currency tracking system
- To make electronic items visible, collections have to be activated in CDI (patrons may see more content in OneSearch that they cannot access immediately)
- Requires PrimoVE
- The benefits of Rapido are primarily related to transactions that involve libraries beyond the CSU rather than additional gains within our current CSU+ model. That said, Rapido could easily introduce sharing digital and digitized content to CSU+ as we don't currently have this configured

Rapido - Questions

Question 1: To what extent is there demand for ILL (books) beyond CSU+?

Prior to the pandemic, the need for shared physical materials grew as the service was integrated into our library system. Traditional resource sharing of physical materials outside of CSU+ has slowly dropped over time, with a sharper drop when libraries around the world closed. This decline is smaller than the growth of CSU+, meaning we are still borrowing more physical materials than prior to the launch of CSU+. Even with the pandemic, the CSU system borrowed 80,326 items from other libraries both inside and outside the CSU system.

See Chris Lee's report on ILL Statistics

Rapido - Questions

Question 2: Is ILL becoming less important overall due to the rise of ebooks?

The sharing of entire print books was continuing to rise prior to the pandemic, showing that Resource Sharing has continued to be relevant with the growing popularity of ebooks. We have yet to see how the pandemic will impact future patrons' preferences between print and ebook copies.

Question 3: How many pods would be necessary for the CSU's to benefit from Rapido while simultaneously running ILLiad?

Currently we do not know how many pods are available through Rapido. Pods work differently in Rapido than they do in RapidILL. In Rapido you put in your library's desired parameters and Ex Libris puts you in pods that meet those parameters. There is no charge for adding additional pods, so we should be able to join every California based pod for physical items and nearly every pod for article and book chapter scans.

Would this product (Rapido) eventually replace CSU+?

If everyone was on Rapido, the CSU would use Rapido workflows to fill CSU+ requests. CSU+ would still exist, it would just take advantage of Rapido enhancements.

Does Ex Libris plan to charge for every Rapido transaction?

There isn't a transactional charge in Rapido.

Rapido Costs

- Per our development partner agreement, per campus price is \$6,000 a year – Does not require all in participation
- Rapido includes RapidILL. Current Cost for RapidILL is \$4,700. Additional cost = \$1,300
- Straw poll of CSU libraries interested in Rapido useful for contract negotiations

CSU+ / Circulation

- Due dates can be extended through June (possible exception for HathiTrust Libraries)
- 21 campuses back on CSU+ -- going well
- Walk-in Patron procedures updated”: [Cal State Walk-in User \(Visiting Patrons\) Configurations](#)
- Locker Taskforce: [Locker page on Confluence](#)

Staff Satisfaction Survey

- 130 responses – slightly higher rating than last year for the staff
- Ongoing issues
 - Customer service support
 - Primo searching & interface design
 - Transition to CDI (lots of pain in figuring out access to electronic content)
 - Analytics support – transition from COUNTER 4 to COUNTER 5
- See full report from Brandon. He will be working with Ex Libris customer support on these issues.

Primo VE

- Will evaluate during the Spring for possible adoption in the Summer
- The transition primarily will affect back office staff – cataloging, systems, ERM. Not very noticeable public interface changes
- Live updates from Alma to Primo
- Required for Rapido

Contract Renewal

- Brandon will monitor record use
- Do we want to include discussion of Rapido as an add-on. Other topics for us to bring up in negotiations?