

Rapido Report

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Resource Sharing Manager

After several months of configuration and training, Rapido went live on June 13th, 2022. CSU library patrons are currently using Rapido to request and receive print and electronic items from libraries around the country. Rapido successfully expands our unmediated resource sharing service, CSU+, to include libraries outside the CSU system as partner libraries. Patrons are also able to receive article and book chapter requests through their Alma library account instead of needing to log into a separate system. These features will improve the patron experience using resource sharing services in the CSU.

As with any implementation, there were issues that did not appear until we went live. A few Rapido features behaved somewhat differently after going live than they did during testing. The largest issues included Rapido's interaction with the Central Discovery Index, scope customization issues, and a bug in the display logic rules. While a few issues await timelines to be fixed, most of these issues have already been addressed or are scheduled to be fixed in upcoming updates.

Staff Check-In

After using Rapido over the summer, Chris Lee met with each campus to ask if they felt prepared for the start of the semester, their top issues that needed addressing, and how he could help address those issues.

Ready for School to Start?

Staff were asked if they felt prepared for the start of the semester, mainly to ensure Chris could help fix any urgent issues before students arrived on campus. Of the 24 Resource Sharing units interviewed, 19 said they were ready for school to begin, two said they were not ready, and three were unsure. While most said they were ready, some still had issues and strong feelings toward Rapido. Three libraries were vocal about their dislike of Rapido, one library expressed their preference for Rapido over previous systems, and the rest weren't particularly vocal in either direction. A comprehensive survey is in development by Chris and the Resource Sharing Functional Committee (RSFC) to get a better understanding of how staff view Rapido.

Top Issues

Staff were asked to name their top issues in Rapido. The top two responses from each campus were then grouped together and scored, with two points given to the top concern and one point for the second highest concern. This gave the top concern more weight in the evaluation.

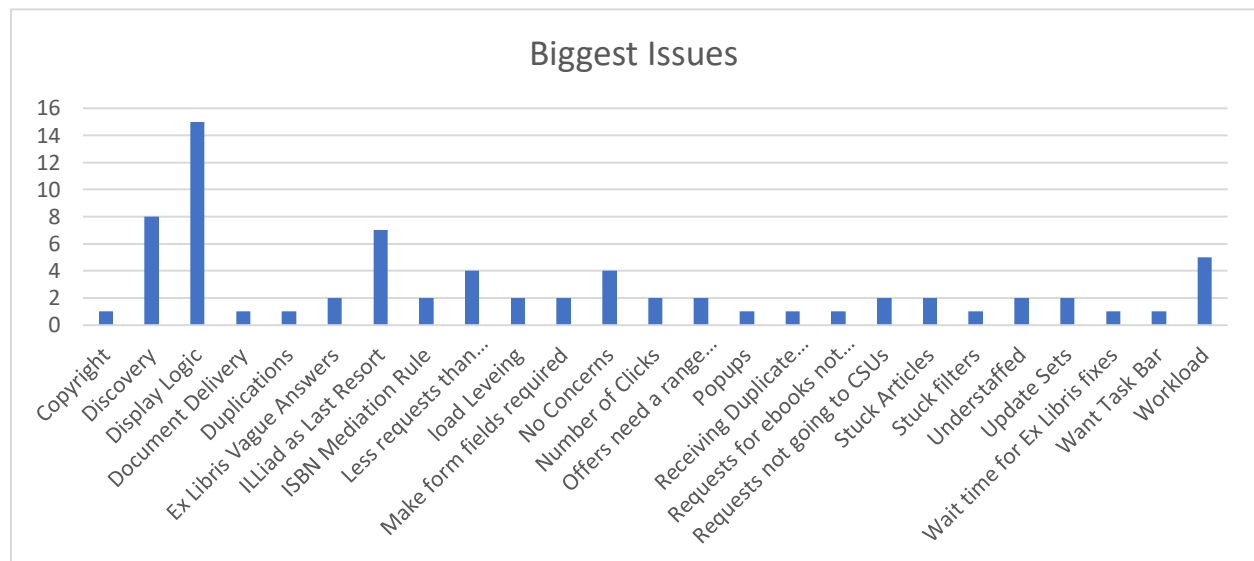
The highest priority issue with 15 total points is a known bug in Rapido where the display logic rules fail to hide the Rapido Offer request box for items available in full text online. Ex Libris has promised this will be fixed in the November update. Unfortunately, this is far too long to wait for an important fix. Having the Rapido link visible when it should be absent has led to an influx of requests for items held by the

library, which then need to be cancelled by library staff. To fix this issue, Jessie Cai at San Jose, along with David Walker from the Chancellor’s Office, have developed a JavaScript customization to hide the Rapido Offers when full text is available. This has been deployed in Primo and fixes the issue in most cases once activated by the campus.

The second highest concern are issues with Discovery, specifically how the Central Discovery Index (CDI) displays records, how those records are weighted, and how they are filtered in Primo VE. We have made progress on minimizing the impact of these issues on users, but the core of the problem lies with Alma itself. Although this issue is not specific to Rapido, the resource sharing system highlights some of the inherent flaws with CDI, including duplicate records for the same item, an inability to filter CDI by availability, and incomplete or messy records.

Scopes have also been an issue in Discovery for some libraries. Rapido is designed with the idea that the user will search the local institution, or network, first and then expand their search outward to an unfiltered CDI scope searching all known items as a dedicated Rapido scope. This runs counter to how several libraries have structured their search and display options in Primo. Libraries with a single search scope, or the unfiltered CDI scope set as the default scope, have encountered additional issues with searching. Ex Libris has been made aware of these frustrations, but no changes have been announced so far.

The third largest issue with Rapido is how the “ILLiad as Last Resort” functionality works in Alma. This function lets unfilled requests in Rapido automatically move to ILLiad for processing on the OCLC network. As the Rapido pods grow this will be a smaller and smaller issue, but it is frustrating in the present. Currently, for ILLiad and Alma to match users together, the ILLiad username must be either the full university email or the student ID number. Since some campuses use a different user identifier in ILLiad, not all CSU libraries have been able to use this functionality. Further enhancements to how Alma communicates with ILLiad are coming in November to improve this functionality.



Many of the remaining concerns were minor configuration or training issues addressed by Chris during the meeting, enhancement requests to forward to Ex Libris, or were general concerns about the increase of students on campus when the semester began. Most of these issues were mentioned only once or twice.

Next Steps

Chris will continue to work with Ex Libris and the RSFC to address all remaining Rapido issues, help configure Ex Libris updates, and provide training and support. In addition, Chris is developing a more comprehensive survey to obtain an accurate snapshot of the attitudes among Resource Sharing staff concerning Rapido. This survey will be given to staff in October and again at the end of the year to see if attitudes toward the program change over time as fixes are continually rolled out. The results of this survey will be shared with COLD along with Rapido analytics and a written assessment of the combined data.