Rapido Evaluation

Year One (FY 2022/2023)

# Introduction

After nearly two years as development partners, the California State University (CSU) Libraries went live with Ex Libris’ new Resource Sharing program, Rapido, on June 13th, 2022. Since going live with Rapido, Resource Sharing staff have used the software as the primary Resource Sharing program at their libraries. After nearly a year of using Rapido, we are beginning to see how well the software compares with the promises made by Ex Libris. We are now at the mid-point of a two-year evaluation, the goal of which will be to provide enough information to determine if Rapido is ultimately capable of meeting the needs of the CSU as the sole Resource Sharing program instead of using a combination of ILLiad and Alma Resource Sharing to meet our needs. This report will summarize our experience during the first year of Rapido. A planned report in 2024 will look to summarize our experience and findings from the second year of Rapido.

Rapido is a new program, and the CSU was one of the first large consortia to use it. As early adopters and development partners, some bumps during the first year using the program are to be expected. As we arguably experienced more issues than expected, staff views of the service started out negative. However, the system has rapidly improved over the year, and Ex Libris has fixed many of the issues seen during implementation and scheduled more enhancements requested by the CSU listed on the Rapido roadmap. As fixes have been implemented, views of the service have gradually improved, and the system is on a path to being capable of being the only Resource Sharing system in use in the CSU system. **To successfully get to that point, Rapido needs to continue to improve the size of the network and its interaction with the discovery of library materials.**

# Rapido Services Overview

Rapido is a full-service Resource Sharing program which is fully integrated into Alma and Primo. This means it is capable of processing Borrowing, Lending, and Document Delivery requests in physical and electronic format. It can also track items in need of copyright and provides options for purchasing articles for patrons on demand. Rapido is a young product and is constantly receiving updates and new features, but in many ways still has some catching up with competing products such as OCLC’s ILLiad, which is the current industry standard after decades of development. ILLiad looks to be phased out by OCLC in favor of their new system, Tipasa.

While Rapido is new, it does have some advantages over ILLiad. The system is built directly into the Primo Discovery Layer and Alma framework. All Rapido requests appear in the patron’s Library Account and they no longer need to use different accounts and authentication to check on all their checked out library items. Many of the workflows for Borrowing requests are also automated, reducing staff time to process requests and patron time waiting for requests to arrive.

Analytics are also greatly improved with Rapido. When using ILLiad, RapidILL, and Alma Resource Sharing (CSU+) staff would need to go to three different locations to gather analytics before manually pasting the reports together. At the moment, staff are still using ILLiad, so analytics are split between Alma and ILLiad. RapidILL analytics are now available in Alma Analytics. If the CSU goes completely to Rapido, they will be able to go to one place for all Resource Sharing analytics.

While many features are positive, Rapido certainly has downsides. Many functions did not work as expected in the live Alma environment after Go-Live and fixes often do not come as quickly as desired. Rapido has also exposed some glaring issues with the Global Title Index (GTI) and Central Discovery Index (CDI), which make searching for materials more difficult than it should be. These issues cause requests to be sent to libraries outside the CSU when there are copies closer to home.

# Go-Live

On June 13th, 2002, the CSU officially went live on Rapido and quickly discovered that there were some major differences between the implementation test environment accessed using a URL bookmarklet and the live environment. Resource Sharing and Systems staff and librarians worked closely with Christopher Lee, the Resource Sharing Manager (RSM), to fix as many problems as possible, as quickly as possible. Issues noticed shortly before or during Go-Live included:

* Duplicate and incomplete records in the Global Title Index (GTI) view which is required for Rapido to function.
* Items not available from a Rapido Library were stalling and not auto-cancelling and moving on to other systems.
* Rapido items not expiring on the hold shelf if not picked up by the patron.
* Paperwork barcodes not scanning at the borrowing library.
* Display Logic Rules to hide Resource Sharing links when the library has full text access not working.

Staff also had many workflow questions involving unique situations, which is common with any new system.

While many problems were fixed within days or weeks, a few issues uncovered deeper flaws in Alma infrastructure that are taking longer to fix. Of the issues noticed during implementation and Go-Live, the following issues remain requiring more development time and created additional problems that were apparent over time:

* The broken Display Logic Rule.
* Duplicate and incomplete records in the GTI.

# Ongoing Issues

One of the biggest issues in Rapido concerns Discovery and the GTI and CDI. These issues are ongoing and are unlikely to be entirely solved in the near-term because they are part of the Alma infrastructure and not part of the Rapido program. Rapido exacerbates issues with the indexes by requiring its use and putting it front and center in Primo. The GTI is an index of records from Alma libraries across the globe. When a library adds a record for an item it is placed in the GTI for other libraries to discover it. This is necessary in Rapido because it is how patrons request materials from other libraries. It is also frustrating in Rapido because if the records do not perfectly match, they can appear as separate records. This is why multiple records for the same book, printed the same year, can appear simply because catalogers at different libraries made different cataloging decisions. 

Figure 1: Two records for the same edition of "Harry Potter and the Cursed Child." The main difference between the records is the subtitle was included in the second record.

Duplicate and incomplete records can cause more issues than just confusing patrons. The GTI and CDI indexes have limited options when it comes to prioritizing holdings, which can lead to records for items held outside the CSU appearing higher in the search results than records for the same item with CSU holdings.

# Communication and Fixing Issues

With Rapido being such a new product, issues have arisen, many of which have been fixed. As development partners, we had the opportunity to meet with the Rapido development team frequently to fix issues as they occurred. For the first six months after Rapido Go-Live, the Ex Libris Rapido Development team met with CSU Resource Sharing staff on a biweekly basis to give us a chance to give feedback and ask questions. This consistent communication helped us fix many issues quickly, but a few requests still took far longer to fix than we would have liked.

## Basecamp

Prior to Rapido Go Live, Ex Libris shared a Basecamp section with us dedicated to Rapido implementation. CSU staff were encouraged to ask questions and discuss issues on this platform and Ex Libris staff would generally respond overnight (most staff live in Israel and are in a very different time zone.) Ex Libris generally archives the project Basecamp and switches a library to SalesForce only support a month after implementation, but with the CSU having 24 libraries, and being a development partner, Ex Libris continued support on Basecamp through December 2022. At that time, the Basecamp portal was archived but can still be accessed [online](https://3.basecamp.com/3765443/projects/23330201).

CSU staff were given access to Basecamp in March 2022. From March to December 194 discussions were opened to ask questions and bring forward issues. In early 2023, the Resource Sharing Functional Committee went through the Basecamp and determined 149 of the 194 topics were addressed by Ex Libris and the remaining 45 topics were copied into SalesForce so they could be addressed.

## SalesForce

While some CSU staff have SalesForce access and can easily add support tickets for their campus, many Resource Sharing staff members cannot. In those cases, staff were encouraged to send the issues to the RSM at the Chancellors Office to either resolve the issue or add it to SalesForce on the staff members behalf.

According to analytics from Ex Libris, at the time of this writing in late March 2023, 133 SalesForce cases have been made for Rapido in the CSU and 89 of those have been completed. The 28 Pending requests are items being worked on, sent to development, or are to be fixed with the next Rapido update.

|  |  |
| --- | --- |
| **Status** | **Number of Cases** |
| In-Progress | 1 |
| Pending | 28 |
| Awaiting Customer Confirmation | 9 |
| Transferred | 3 |
| Update Received | 3 |
| Closed | 89 |
| **Total** | **133** |

## Examples of Fixed Issues

Through constant communication in meetings, Basecamp, and SalesForce, many of the issues the CSU system have noted have been addressed or are being addressed. While many questions and configuration recommendations were addressed through those channels, there were a few stand out issues impacting all campuses that have since been fixed.

### Broken Display Logic Rule

Prior to Rapido Go-Live, we noticed the Display Logic Rule that is meant to hide the Rapido Offer Boxes in Primo for full text items was not functioning. Ex Libris assured us a fix was coming in the fall, but the longer the issue was present the more problems it caused. Patrons routinely ignored full text links and requested items held by the library. This caused work for staff to mediate requests and unnecessary waiting periods for the patron. To fix this issue, staff at San Jose State University developed JavaScript code that successfully hid Rapido when full text was available. This JavaScript fix was pushed out to campuses through the Chancellors Office months before the official fix was released by Ex Libris.

When the Ex Libris fix was released, CSU staff quickly noticed the rule still did not work if the title was an ebook. A final, comprehensive fix is still pending.

### Hold Shelf

At Rapido Go-Live in March 2022, staff noticed Rapido items did not expire from the hold shelf when the hold shelf settings said they should. This was ultimately fixed in the August 2022 update.

## Expired Lending Requests

An issue where items would expire but not automatically move on to the next library in the pod was discovered and a fix was added in November 2022. This error slowed turnaround times because items would get stuck and could go unnoticed. A “Set” to ensure all these items are caught was added to ensure things continue to work properly.

## ILLiad as Lender of Last Resort Username

When a request cannot be filled through a Rapido pod, the request can be automatically pushed to another system using the Lender of Last Resort function. When Rapido went live, the ILLiad version of this integration only worked if the patron’s ILLiad username matched their Alma Patron ID number. Unfortunately, most libraries used the first part of the patron’s university email as the ILLiad username. A fix was added in November 2022, to let Rapido match with the patron email, first part of their email, or the Patron ID. This allowed many CSU libraries to use the ILLiad as Lender of Last Resort functionality for the first time.

### Copyright Pricing

In November 2022, Ex Libris released the Article Galaxy cloud app to use within Rapido to see the copyright price for an article at the point of copyright approval by library staff. This was followed by the release of a similar cloud app in Rapido for the Copyright Clearance Center. These gave greater transparency and streamlined workflows for processing copyright.

Adding a method to see the copyright prices upfront was a much-needed enhancement, but another issue concerning copyright was raised in late October 2022. While many campuses were on track to pay close to a standard amount for copyright, one campus saw a large increase in items being approved for copyright payment. While investigating the potential causes of this increase, members of the Resource Sharing Functional Committee noticed the built in copyright rule to adhere to the CONTU Rule of Five was improperly applying to some items. When alerted to this issue, Ex Libris staff made it a top priority and had the issue fast tracked in development. A fix is set to be released in the April 2023 update.

To accurately determine which items require copyright payment while the rule was not working as expected in Rapido, the RSM developed an analytics report of all filled article requests along with directions on how to manually apply the CONTU Rule of Five to the report. This report will not be necessary once the CONTU Rule of Five is fixed.

To ensure staff catch any future copyright issues before prices rise too high, the RSM developed several copyright tracking widgets and added them to each library’s Institution Zone for staff to add to their Alma login dashboard. These widgets show how many requests are approved for copyright payment and how many requests were purchased through Article Galaxy to pay copyright. The widgets update every night to show a close to real-time look at copyright costs at a glance.



Figure 2 Two of the widgets show the number of approved or purchased copyright items, once as a chart and once as a graph. The third report shows the dollar ammount spent each month through the Article Galaxy cloud app.

Ex Libris has stated they will be making built in versions of these widgets to share with all Rapido libraries.

### Printing Pull Slips

While technically not a bug, Rapido required far more printing than other resource sharing services. Rapido required staff to print Pull Slips, Shipping Slips, Borrowing Slips, and Return Labels. Previous systems only required staff to print a Pull Slip, Borrowing Slip, and Return Label. After many discussions, Ex Libris added the necessary options in letters to combine the Pull Slips and Shipping Slips into one letter to reduce printing and match our desired workflow. These updates went live in March 2023.

After the update went live, the Alma Letter for the Pull Slips was updated with all the necessary information to act as the Pull Slip and the Shipping Slip. This reduced the amount of printing needed to use Rapido, streamlining workflows and saving paper. Paper saving updates to the Borrowing and Return Slip letters is currently being written and tested by the RSM and RSFC.

The XSLT code for these Alma Letters was shared with the ELUNA Rapido Working Group and will be added to the ELUNA site so all Rapido libraries can use it as a base for their printing. Sharing the letter will help ensure future partners include all the information the CSUs need to process items coming from outside the CSU.

### Missing Citation Information

In the February update, a bug was introduced that stopped certain necessary fields such as Article Title from importing into Rapido requests. This led to empty requests that could not be filled because staff didn’t know what the patron was requesting. Ex Libris staff worked overtime to find and fix the issue and had it fixed two days later.

In the March update, the same issue reappeared. The February patch wasn’t added to the base code of the update, so when the next update went live the previous fix disappeared. The issue was discovered by CSU staff on Sunday night and Ex Libris had the fix in place by Monday morning. The patch has since been added to the base code at Ex Libris to prevent this from happening again.

# Upcoming Enhancements

While Rapido has improved greatly over the past year there are some upcoming enhancements that will improve functionality or fix issues noticed by staff in the CSU. Some notable upcoming improvements include:

* CONTU Rule of Five improvements.
	+ In the April update the built in copyright rule will take the publication date of the requested article into account when counting the five free articles per journal permitted by the CONTU Guidelines. Currently, the rule only checks the publication date for items that may require payment. This will improve accuracy of the copyright payment process and remove the need to manually apply the rule using an analytics report.
* Lost Item Fee automatically applied.
	+ An upcoming update will make it possible to have Alma automatically apply the lost item fee to Rapido items when they are declared lost. This is currently a manual process.
* Lost Item Fee automatically removed at check-in.
	+ In late spring or early summer an update will fix an issue where lost item fees are not automatically removed when a book is returned. Currently staff need to remove the fee manually.
* Print Slips button added to Borrowing section of Rapido.
	+ An upcoming update will add a print button that allows staff to manually initiate the printing of a Borrowing item in the same way as a Lending item. Borrowing items currently depend on auto print features with no easy way to initiate the print if the auto print feature is not active.

In addition to the above improvements, staff will also be encouraged to vote for enhancements through ELUNA when the voting period begins this fall. The Rapido ELUNA Working Group is currently monitoring the Ex Libris Idea Exchange for ideas for improvements and staff are encouraged to share their ideas there or directly with the Working Group through the CSU RSM who currently chairs the Working Group.

# Rapido Analytics

## Rapido Turnaround Times

A crucial metric to understand the impact Resource Sharing software can have on patrons and staff is the time it takes for a request to be filled. The Rapido reports created by the Analytics Functional Committee track the time from the creation of a resource sharing request until it is available for the patron. The OCLC analytics track turnaround times as well, so it is an easy metric to use to compare the two systems.

|  |
| --- |
| **Turnaround Times in Days, Hours, and Minutes** |
| **Row Labels** | **Rapido Turnaround (DD:HH:MM)** | **of ILLiad Turnaround (DD:HH:MM)** |
| July | 5:11:26 | 6:18:12 |
| August | 5:13:37 | 7:01:52 |
| September | 5:05:34 | 6:23:43 |
| October | 4:09:10 | 6:23:07 |
| November | 5:01:43 | 7:13:16 |
| December | 6:22:22 | 8:03:34 |
| January | 4:21:11 | 9:05:07 |
| February | 4:15:40 | 8:13:01 |
| Grand Total | 5:06:35 | 7:15:44 |

As a system, Rapido got materials for patrons at least a day sooner than ILLiad. This is because Rapido has many unmediated processes that save staff time and reduce the amount of time requests sit at a library before they are processed. In ILLiad, a patron places a borrowing request, and the request sits in the system until a staff member processes the request and sends it to a string of potential libraries who own the item but may or may not be able to fill it. With Rapido, the patron places the request, and the item goes directly to a library that owns it and has it listed as available to loan for processing by the lending library’s staff. This unmediated process streamlines the borrowing workflows in Rapido compared to ILLiad by completely automating large and repetitive parts of the workflow. The faster turnaround times show this process is indeed working in Rapido as it previously did with just the CSU libraries in Alma Resource Sharing (CSU+).

## Rapido Fulfillment Rates

# After nearly a year using Rapido we are beginning to see how Rapido performs compared to our previous setup of Alma Resource Sharing (CSU+) and ILLiad when it comes to fulfillment rates. The global pandemic forced libraries around the world to close for several years, making analytics from that period difficult to interpret. To get a more accurate picture of how Rapido performs compared to previous systems, this report will compare Resource Sharing fulfillment analytics from July 2022-February 2023 to analytics from July 2018-February 2019.

### Borrowing

#### Loans

In the first year of Rapido, the Borrowing fulfillment rates of physical items are down for the entire CSU system when compared to the 2018/2019 Fiscal year. This could be due to many factors, including a growing preference for electronic resources, lower enrollment at many campuses, increased distance learning, or difficulty finding the correct record to use when requesting materials in Rapido. These first few reports combine totals from both Rapido and ILLiad to look at Resource Sharing as a whole.



Figure 3 Total filled Borrowing requests for physical items in the CSU.

When looking at individual campuses, most of them follow a similar trend of fewer filled Borrowing requests in 2022/2023 than in 2018/2019. There is one notable exception: CSU Sacramento borrowed more physical items for many months in 2022/2023 than in 2018/2019. Staff at Sacramento have been very proactive with Rapido. They have joined all recommended Rapido pods and were the first library to fully remove ILLiad access from all areas of their library website. Staff have also developed workflows to mediate items not initially found in a Rapido pod to try additional records before pushing the request to ILLiad. These workflows have been discussed with the Resource Sharing Functional Committee and will be shared widely to see if it impacts Rapido performance at other libraries.



Figure 4 Analytics from Sacramento show more filled requests in some months during 2022/2023 than in 2018/2019.

#### Articles and Book Chapters

While physical requests are down, filled article and book chapter requests are up for the whole CSU system. This may partly be due to Rapido using RapidILL, a well-established service with hundreds of participating libraries around the world, for all article and book chapter requests. Another possibility is that Rapido makes requesting articles and book chapters from OneSearch easier for patrons.



Figure 5 Total filled article and book chapter requests.

#### Requests Pushed to ILLiad

An important consideration for continued use of Rapido is how many requests it can fill without use of ILLiad/OCLC. This is a difficult question to answer at present due to the persistent issues configuring ILLiad as the Lender of Last Resort for a large part of the year. When a request cannot be filled in Rapido, and the library does not have ILLiad as the Partner of Last Resort, the request is cancelled, and the patron receives a link to the ILLiad form so they can place the request there if they choose to.

To get an idea of how well Rapido can perform when ILLiad as the Partner of Last Resort is functioning properly, I decided to examine the library who had ILLiad as the Partner of Last Resort active the longest and was a member of all recommended Rapido Pods: CSU Sacramento.

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** |  **% filled via Rapido** |  **% filled via ILLiad** |  **% Unfilled** |
| July | 65.24% | 33.05% | 1.72% |
| August | 69.49% | 29.30% | 1.21% |
| September | 67.88% | 30.30% | 1.82% |
| October | 73.61% | 24.05% | 2.35% |
| November | 61.89% | 36.48% | 1.63% |
| December | 50.57% | 47.16% | 2.27% |
| January | 65.07% | 32.95% | 1.99% |
| February | 72.12% | 25.84% | 2.04% |

The Rapido Network is still quite new, and more libraries are joining every month, but for Rapido to be a viable ILLiad replacement, we need to fill more than 60-70% of requests in Rapido. The RSM will be focusing the second year of the Rapido evaluation to exploring ways to increase the percent of items filled in Rapido.

### Lending

#### Loans

The CSUs loaned fewer physical items in the first part of the 2022/2023 fiscal year than in the same period of time in 2018/2019. This trend continued whether the request came from a partner in Rapido or from ILLiad. Since we still strive to fill requests from partners in both systems, this trend is more likely due to current preferences for electronic copies, continued effects of the pandemic, or other unknown variables.



Figure 7 The CSU system loaned more items in 2018/2019 than in 2022/2023.

#### Articles and Book Chapters

The CSU libraries sent more articles and book chapters in 2022/2023 than in 2018/2019. When the individual libraries are viewed, this trend is much less uniform than we have seen above. Some libraries loaned more articles in 2018/2019 and others loaned more in 2022/2023. The only consistent pattern is that libraries who didn’t have RapidILL prior to Rapido Go-Live saw a large increase in Lending articles and Book Chapters. For example: Monterey Bay saw a dramatic increase in how many articles and book chapters lent after gaining access to RapidILL.



Figure 8 The CSUs loaned mores articles and book chapters in 2022/2023 than in 2018/2019.



Figure 9 Monterey Bay saw a dramatic increase in article and book chapter lending with RapidILL.

# Partner Demographics

One thing to consider as the Rapido network continues to grow is who our potential partners are. Rapido has grown dramatically since go live, but the network is still small compared to networks that have been in existence for decades. Many pods are based on region, so the current recommended pods are:

* CSU Network – All CSU Libraries. 24 members.
* US West – Libraries in the western United States. 25 members including CSU libraries. New libraries join this pod as they Go-Live in Rapido.
	+ Libraries not in the CSU Pod.
		- Central Washington University
			* Approximately 500,000 books, periodicals, and media ([Brooks Library](https://www.lib.cwu.edu/locations-collections)).
		- Evergreen State College (Alliance)
			* 364,249 physical items in the library collection ([Evergreen Library](https://www.evergreen.edu/sites/default/files/2022-09/Library%20Annual%20Report%20-%202021-2022.pdf)).
			* Over 22 million including electronic resources ([Evergreen Library](https://www.evergreen.edu/sites/default/files/2022-09/Library%20Annual%20Report%20-%202021-2022.pdf)).
		- Occidental College
			* Collection size not listed ([Occidental College Library](https://www.oxy.edu/academics/library)).
		- Oregon Health Sciences University
			* Number of print books: 86,126 ([OHSU Library](https://www.ohsu.edu/library/collections)).
			* Number of electronic books: 227,785 ([OHSU Library](https://www.ohsu.edu/library/collections)).
			* Number of electronic and print journal titles: 32,162 ([OHSU Library](https://www.ohsu.edu/library/collections)).
		- Saint Mary’s College of California
			* Collection size not listed ([St. Mary’s College of California Library](https://www.stmarys-ca.edu/library)).
		- Southern Oregon University
			* Print Books 336,395 ([SOU Library](https://hanlib.sou.edu/about/stats/index.html)).
			* Print Journals 1667 ([SOU Library](https://hanlib.sou.edu/about/stats/index.html)).
			* eJournals 27,059 ([SOU Library](https://hanlib.sou.edu/about/stats/index.html)).
		- University of Nevada Reno
			* Close to 2 million online journals, ebooks, and streaming videos ([UNR Libraries](https://library.unr.edu/about/our-organization/collections-and-discovery)).
			* Tens of thousands of print books videos ([UNR Libraries](https://library.unr.edu/about/our-organization/collections-and-discovery)).
		- University of Oregon
			* Collection size not listed ([OU Libraries](https://library.uoregon.edu/administration/about-libraries)).
		- Washington State University
			* More than two million books and over 30,000 journal and magazine subscriptions ([WSU Library](https://libraries.wsu.edu/about/)).
* US Pod – Libraries in the United States. 40 members including CSU libraries.
	+ Libraries not in the CSU Pod or US West Pod
		- Albion College
			* Collection size not listed ([Albion College Library](https://library.albion.edu/about-library/about-library)).
		- Bethel University
			* Physical and electronic books: 435,189 ([Bethel University Library](https://www.bethel.edu/library/about/at-a-glance)).
			* Journals: 63,566 ([Bethel University Library](https://www.bethel.edu/library/about/at-a-glance)).
		- Brandeis University
			* 2 million volumes (both electronic and physical) ([Brandeis University Library](https://www.brandeis.edu/library/about/index.html)).
			* 45,000 journals (both electronic and physical) ([Brandeis University Library](https://www.brandeis.edu/library/about/index.html)).
			* 4,000 films ([Brandeis University Library](https://www.brandeis.edu/library/about/index.html)).
		- Florida Gulf Coast University
			* Collection size not listed ([Florida Gulf Coast University Library](https://library.fgcu.edu/aboutus)).
			* Number of electronic journal articles accessed in 2022: 360,395 ([Library Newsletter](https://issuu.com/floridagulfcoastuniversity/docs/library-fall-2022-newsletter-final-ada)).
			* Number of books loaned to patrons in 2022: 8,589 ([Library Newsletter](https://issuu.com/floridagulfcoastuniversity/docs/library-fall-2022-newsletter-final-ada)).
			* Number of textbooks loaned to patrons in 2022: 3,293 ([Library Newsletter](https://issuu.com/floridagulfcoastuniversity/docs/library-fall-2022-newsletter-final-ada)).
		- Gettysburg College
			* Over 400,000 physical volumes ([Gettysburg College Library](https://www.gettysburg.edu/musselman-library/collections/)).
			* Over 1,000,000 electronic resources ([Gettysburg College Library](https://www.gettysburg.edu/musselman-library/collections/)).
		- Hamline University
			* Collection size not listed ([Bush Memorial Library](https://bushlibraryguides.hamline.edu/c.php?g=46548&p=295205)).
			* ILLiad has been retired at this library ([Bush Memorial Library ILL](https://bushlibraryguides.hamline.edu/temporaryill)).
		- Ithaca College
			* Collection size not listed ([Ithaca College Library](https://library.ithaca.edu/services/about.php)).
		- Portland State University
			* Collection size not listed ([Portland State University Library](https://library.pdx.edu/about/)).
		- Rutgers University Libraries
			* 4.2 million unique titles (print and electronic) ([Rutgers University Libraries](https://www.libraries.rutgers.edu/document/annualreport2021finalpdf)).
			* 1.6 million electronic tiles ([Rutgers University Libraries](https://www.libraries.rutgers.edu/document/annualreport2021finalpdf)).
		- Saint Olaf College
			* 1.3 million items in their catalog ([Saint Olaf College Libraries](https://www.stolaf.edu/library/libinfo/overview.cfm)).
		- Susquehanna University
			* Collection size not listed ([Susquehanna University Library](https://library.susqu.edu/fobwl)).
		- TCS Education System Library
			* Four libraries. Collections not listed ([TCS Education System Library](https://tcsedsystem.libguides.com/sb.php)).
		- Tennessee Tech
			* Books: 245,333 ([Tennessee Tech Library](https://www.tntech.edu/library/statistics-and-reports/collections.php)).
			* eJournals: 98,125 ([Tennessee Tech Library](https://www.tntech.edu/library/statistics-and-reports/collections.php)).
		- University of St. Thomas
			* 465,000 physical items ([University of St. Thomas Library](https://libraries-media.aws.stthomas.edu/documents/library-reports/Annual-Report-UST-Libraries-2021-22.pdf)).
			* 1,797,000 electronic items ([University of St. Thomas Library](https://libraries-media.aws.stthomas.edu/documents/library-reports/Annual-Report-UST-Libraries-2021-22.pdf)).
		- University of Wisconsin – Madison
			* Collection size not listed ([University of Wisconsin – Madison Library](https://www.library.wisc.edu/about/by-the-numbers/)).
			* 64,439 ILL items borrowed ([University of Wisconsin – Madison Library](https://www.library.wisc.edu/about/by-the-numbers/)).

All libraries in the three recommended pods are college or university libraries. Not all CSU libraries are in all three pods. Libraries who are only in the CSU pod will not be able to share with libraries outside the CSU, limiting the potential they see from Rapido and any attendant benefits from the program. Several of the libraries are not currently participating in the other pods in an attempt to keep shipping costs down. Currently, none of the partners in the US West or US pods are on our Unity Courier route, and active requests would go to members of those pods before they went to the UC libraries on our Unity route. To get the most out of Rapido, without increasing shipping costs, we need to find ways to prioritize libraries using Unity before libraries not using Unity, even if those libraries are not using Rapido.

|  |  |  |  |
| --- | --- | --- | --- |
| **Campus** | **CSU Network** | **US West Pod** | **US Pod** |
| Bakersfield | Yes | No | No |
| Channel Islands | Yes | No | No |
| Chico | Yes | Yes | Yes |
| Dominguez Hills | Yes | No | No |
| East Bay | Yes | Yes | Yes |
| Fresno | Yes | Yes | No |
| Fullerton | Yes | Yes | Yes |
| Humboldt | Yes | Yes | Yes |
| Long Beach | Yes | No | No |
| Los Angeles | Yes | Yes | Yes |
| Maritime Academy | Yes | Yes | Yes |
| Monterey Bay | Yes | Yes | Yes |
| Moss Landing | Yes | No | No |
| Northridge | Yes | Yes | Yes |
| Pomona | Yes | Yes | Yes |
| Sacramento | Yes | Yes | Yes |
| San Bernardino | Yes | Yes | Yes |
| San Diego | Yes | Yes | Yes |
| San Francisco | Yes | Yes | Yes |
| San Jose | Yes | No | No |
| San Luis Obispo | Yes | Yes | Yes |
| San Marcos | Yes | No | No |
| Sonoma | Yes | Yes | Yes |
| Stanislaus | Yes | No | No |

# Potential Partners With “Hybrid” Pods

Leadership from the Statewide California Electronic Library Consortium (SCELC) recently approached staff from the CSU Chancellors Office to propose a statewide Unity courier route to share library materials across the state. The proposed contract for the SCELC libraries would specify that they would be able to share with libraries on the CSU contract at no additional cost to the CSU libraries. More libraries on Unity would help lower shipping costs, especially if those other libraries are paying for the route.

While being on the same Unity route by itself is a great thing for the California Resource Sharing community, using consistent systems and policies will make the program easier for patrons and staff alike. Ideally all the libraries on the proposed route would use Rapido to take advantage of the faster turnaround times, Primo integration, and real time availability function. Being in the same system would also make it easier to use shared policies and work together as a community.

One of the SCELC libraries who want to add the CSUs to their Unity contract is already using Rapido (St. Mary’s), but other libraries do not. Thankfully, Rapido updates have made it possible to configure partners in Rapido who are on other systems using Hybrid Pods.

Hybrid pods are locally managed Rapido pods made of libraries on other systems. While the requests are being sent and received from other systems, they all look and act like Rapido requests within Rapido. Several CSU libraries have tested sharing with other Alma Resource Sharing Libraries using this model with great success. These requests are processed just like other Rapido requests, so they fit seamlessly into our workflows. It is also currently possible to add ILLiad partners to Rapido, but the configuration is so far untested in the CSU. Future updates will add connectivity with Tipasa and WorldShare. The interested SCELC libraries who are currently on Tipasa have agreed to test this configuration to let us make a Unity Hybrid pod.

Hybrid pods will help reduce the incidence of increased shipping costs due to preferring Rapido partners not on Unity over our current Unity partners. With the hybrid configuration, requests will first go the CSU pod, then the Hybrid pod, then the US West pod.



In addition to SCELC Libraries, it would also be beneficial to add the UC libraries as partners using Hybrid pods. They are already on our Unity route, so adding them would improve Rapido functionality greatly. Other libraries to consider approaching to create hybrid pods are the California Community Colleges (CCC) libraries and other private universities in California.

So far, all the Hybrid pod configurations available can be configured in the Network Zone by the RSM, so configuring the pods will not require additional staff work.

# Patron Feedback

We currently do not have any survey results from patrons giving their opinion on Rapido. Staff have remarked that patrons seem to like the service, but no concrete data is available. For the second year of Rapido, we plan to add a link to a patron survey to the emails notifying patrons their Rapido request has arrived or is available for download. With COLD’s approval, we would like to implement this survey at each library prior to the Fall Semester/Quarter.

# Staff Perception

## Staff Survey

Rapido is very new and has experienced many bugs and issues that may have impacted how staff feel about using the system. Change can also be difficult, and many people do not enjoy learning new workflows. While some staff have been very vocal, most haven’t shared their thoughts about Rapido. To gauge staff feelings toward Rapido, a staff survey was released in Fall 2022 and again in Winter 2023. By asking staff to fill out the survey twice, we were able to see if staff grew to like Rapido the longer they used it or grew to dislike it more. Staff were asked how they felt Rapido performed for physical item processing, digital item processing, and as a system overall.

As is common among surveys, the first survey had many more responses than the second round. In Fall 2022 we had 43 responses to the survey, and in Winter 2023 we had 24. In both surveys some respondents left some questions blank if they felt the question did not apply to them.

When asked in the Fall 2022 survey how they would rate Rapido to process physical resource sharing materials, 35.48% had a negative view of Rapido, 35.48% had a positive view, and 29.03% had a neutral view. In the winter survey, Rapido was viewed more positively with only 26.09% with a negative view, 39.13% with a positive view, and 34.78% with a neutral view.

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| How would you rate Rapido as a way to process Physical Returnables? |
| **Response** | **Fall Total** | **Fall Percent** | **Winter Total** | **Winter Percent** | **Percent Change** |
| 1: Very Dissatisfied | 3 | 9.68% | 2 | 8.70% | -0.98% |
| 2: Dissatisfied | 8 | 25.81% | 4 | 17.39% | -8.42% |
| 3: Neither Satisfied or Dissatisfied | 9 | 29.03% | 8 | 34.78% | 5.75% |
| 4: Satisfied | 9 | 29.03% | 6 | 26.09% | -2.95% |
| 5: Very Satisfied | 2 | 6.45% | 3 | 13.04% | 6.59% |

The staff view of Rapido as a system for processing article and book chapter requests is more negative overall than their view of physical processing, but it too is improving. In Fall 2022, 66.67% of staff had a negative view, 16.67% had a positive view, and 16.67% had a neutral view. Feelings regarding use of Rapido to process articles and book chapter requests increased by a fair amount in between the Fall and Winter surveys. In Winter 2023, 55.00% viewed Rapido negatively, 30.00% viewed it positively, and 15.00% viewed it neutrally.

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| How would you rate Rapido as a way to process articles and book chapters? |
| **Response** | **Fall Total** | **Fall Percent** | **Winter Total** | **Winter Percent** | **Percent Change** |
| 1: Very Dissatisfied | 9 | 25.00% | 3 | 15.00% | -10.00% |
| 2: Dissatisfied | 15 | 41.67% | 8 | 40.00% | -1.67% |
| 3: Neither Satisfied or Dissatisfied | 6 | 16.67% | 3 | 15.00% | -1.67% |
| 4: Satisfied | 3 | 8.33% | 5 | 25.00% | 16.67% |
| 5: Very Satisfied | 3 | 8.33% | 1 | 5.00% | -3.33% |

The overall staff view of Rapido is also improving but remains more negative than positive. In the Fall 2022 survey, 48.72% of staff felt negative, 17.95% felt positive, and 33.33% felt neutral. Once again negative feelings decreased and positive feelings increased by the Winter survey. In Winter 2023, 40.91% of staff felt negative, 22.73% felt positive, and 36.36% felt neutral.

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| How would you rate Rapido overall as a way to process resource sharing materials? |
| **Response** | **Fall Total** | **Fall Percent** | **Winter Total** | **Winter Percent** | **Percent Change** |
| 1: Very Dissatisfied | 7 | 17.95% | 3 | 13.64% | -4.31% |
| 2: Dissatisfied | 12 | 30.77% | 6 | 27.27% | -3.50% |
| 3: Neither Satisfied or Dissatisfied | 13 | 33.33% | 8 | 36.36% | 3.03% |
| 4: Satisfied | 4 | 10.26% | 4 | 18.18% | 7.93% |
| 5: Very Satisfied | 3 | 7.69% | 1 | 4.55% | -3.15% |

## Campus Meetings with Ex Libris

A short time after the second staff survey was released, Meghann Weldon from Ex Libris began meeting with campuses through Zoom to ask how Rapido is performing and look for ways to improve the product. These meetings were productive, and many minor configurations were made to fix issues at individual campuses. At the end of each meeting, Weldon asked if staff felt positive, neutral, or negative about Rapido. Staff were far more positive when asked about Rapido during those meetings than they were in the surveys. This could be due to additional enhancements, fixed issues, or because people tend to act more positively when talking to a person than through a written survey. Regardless of the reason, most staff remarked feeling positive about Rapido at this point.

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| --- | --- |
| **Perception** | **Count of Sentiments from meeting** |
| positive | 14 |
| neutral | 3 |
| negative | 7 |
| **Grand Total** | **24** |

Several trends in improvements were also noticed in these meetings. Staff who were learning both ILLiad and Rapido seemed to prefer Rapido as an easier system to learn, while staff who used ILLiad previously remarked that ILLiad was easier to use than Rapido. Nearly all campuses commented on Rapido requiring too much paper for printing and that the biggest issue with Rapido is that we are on both Rapido and ILLiad and not just one system. Checking multiple systems is confusing and time consuming. The March update added features that can reduce the amount of printing, but being able to use just one system depends more on the number of partners in Rapido than it does on any particular Rapido development.

# Conclusion

After nearly a year using Rapido the question remains, how well does Rapido work? Is it currently a viable replacement for ILLiad? Will it ever be a viable ILLiad replacement? The answer is complicated.

The first year of Rapido has been rocky with a large number of issues impacting use of the product. While many of those issues were fixed or improved, the issues with the Global Title Index and the number of available partners remain obstacles in the way of using Rapido as the only Resource Sharing system in the CSU. Many improvements on the Global Title Index concerning duplicate records, junk records, and library configuration options have been discussed, and while Ex Libris is developing solutions to these issues, no release date has been given. That said, the Rapido development team has shown they take enhancement requests from the CSU seriously as many of our early issues have been addressed. Over the next year Rapido will continue to improve and hopefully meet our standards by the 2024 evaluation.

Developments giving potential partners greater flexibility in participating in Rapido pods have been officially announced and may result in a dramatic increase in the total number of items available through Rapido. Finding partners and testing these developments is a key priority for year two of the Rapido evaluation. Currently, 60-70% of requests are filled by Rapido. In our opinion, this number needs to be closer to 80-90% to seriously discuss adopting Rapido as the sole Resource Sharing system in the CSU. Discussed, but unannounced, developments on the process of finding and adding potential partners may also help us reach those numbers in time. With these developments we may meet this threshold. The focus of the next year will be to test and implement developments and workflows to reach these goals.

While the implementation process for Rapido was rocky for the CSU system, most of the issues that made the process difficult have been fixed or improved so other libraries should have a smoother implementation process. The biggest issue with Rapido itself is the size of the network. If the network were larger, it would be easier to recommend Rapido to other libraries. More libraries using Rapido means more requests can be filled without mediation and items can arrive at the library faster. This is why the proposed statewide Unity route with SCELC is using Rapido as the starting point in discussions on how to manage requests. Libraries are encouraged to either use Rapido, or at least configure a hybrid pod setup, to join the route. Discussions on this topic will be the focus of the upcoming I-SPIE conference at the Chancellor’s Office this August. Growing the network and using Unity will strengthen Rapido substantially and will make the benefits of the unmediated workflows far more apparent.

Rapido continues to show promise but is still a work in progress. Workflows grow more and more unmediated and staff perception has improved with bug fixes and enhancements. Rapido requests are fully integrated into OneSearch and requesting materials is simple and does not require leaving the library catalog to place the request in another system. Borrowing requests are also much more automated than they were in past systems and staff only need to work on requests with issues, such as missing information, instead of manually requesting each item. Rapido is not perfect, but it is on the road to being a great system. By the 2024 evaluation it may meet our expectations.