California State University

Rapido Final Evaluation

Recommendation To Use Rapido

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Table of Contents

Executive Summary

On June 13th, 2022, the California State University (CSU) library system went live with Rapido as a Resource Sharing service to expand CSU+ beyond just the CSU libraries, put Resource Sharing into the Alma infrastructure, and investigate if the program worked as a viable substitute for OCLC's Resource Sharing products (ILLiad and WorldShare ILL).

From my perspective as the Resource Sharing Manager, I recommend the CSU continue to use Rapido and begin transitioning away from the OCLC Resource Sharing products starting with ILLiad. Libraries should continue to use WorldShare ILL as a backup system until the library consistently hits a Rapido fill rate of 80% or feels the legacy system is no longer useful at their library. Rapido's unmediated workflows can get materials for our patrons' days faster than the OCLC products and the program is fully integrated into Alma and Primo for a seamless patron experience with only one login for all library resources.

Rapido has come a long way since we went live as early adopters and fill rate statistics have steadily improved. While the fill rates have not quite reached the same level as the OCLC Resource Sharing products have in the past, we are close at libraries who are using Rapido to its full capabilities and will meet these goals by working with other libraries to expand the number of partners we share with through Rapido.

With any product, cost is a major factor, and the cost of the OCLC Resource Sharing products is very high. If we were to revert to our previous model of Resource Sharing, we would be spending $1,069,627 on Resource Sharing software (nearly two-thirds as much as we pay for Alma and Primo). With Rapido we will eventually be able to cut the cost of Resource Sharing software to $140,580 per year, a savings of $929,047 per year. These substantial savings could be reallocated to purchasing books and article subscriptions for the most requested items through Resource Sharing to grow our collections to better meet our patron's needs and make up for any drop in fill rates.

No system is perfect, and Rapido is not an exception. There are still some changes to the system we would like to see, and new bugs are sometimes discovered with monthly updates. With Rapido I can help with configuration and troubleshooting in a way that is not possible with ILLiad because Rapido is accessible remotely and ILLiad is not. Many Resource Sharing staff also prefer ILLiad or WorlShare ILL because they have mastered the software and tweaked it over the years to fit their needs and workflows very well. To ease in the transition to Rapido, I will continue to support libraries with trainings, troubleshooting, and configuration assistance, but I believe staff will get far more out of Rapido if they are able to configure and customize Rapido similar to how they did with ILLiad. Most Resource Sharing staff currently do not have Alma Administrative Roles, which are necessary to configure Rapido. Staff should be given these roles to give them better control of their workspaces.

To ensure Rapido continues to grow and improve, I ask that the Council of Library Deans (COLD) make a unified decision to continue to use Rapido. Resource Sharing systems function best when they are used by more libraries. If the CSU system continues to show unified support for the system, additional libraries in California and the rest of the United States will find it easier to follow our lead. Using the same system within the CSU also helps staff share workflows, answer each other's questions, and build a strong CSU community. Our patrons will also benefit because they will get the same level of service regardless of whether they are at Cal Poly Humboldt, CSU Channel Islands, or San Diego State University.

Rapido Program Overview

Rapido is a full Resource Sharing program that can be used by patrons to request physical and digital materials from other libraries, and used by staff to process those requests, gather analytics, and generate copyright reports to send to vendors such as the Copyright Clearance Center (CCC) or Research Solutions (aka Reprints Desk) for payment. Unlike other systems, Rapido also comes standard with unmediated workflows, real-time availability of materials, and Rapido requests appear in the patron's library account since it is part of the Alma infrastructure. These unmediated workflows have consistently shown Rapido to be able to get materials faster than other Resource Sharing systems used in the CSU.

Statistics

Fill Rates

Fill rates are one of the most important analytics in Resource Sharing. It doesn't matter if Rapido is inexpensive or fast if patrons cannot get their materials. Fill rates show the number of requests borrowed by a library through Rapido and the number of requests loaned to another library through the system.

Borrowing

Borrowing is the section of Resource Sharing where requests are made by our patrons and loaned to our libraries from other CSU libraries and additional partners. The following subsections concern requests for CSU patrons that were requested in various formats, such as physical loans or Articles/Book Chapters, and filled through OCLC's ILLiad and WorldShare ILL or through Rapido.

Physical Loans

In Resource Sharing, Loans are requests for physical items such as books, CDs, DVDs, etc. To see if we can conceivably use Rapido without the use of the OCLC Resource Sharing products, ILLiad and WorldShare ILL, fill rates in Rapido for the 2022/2023 FY (Fiscal Year) were compared to fill rates in ILLiad in the 2016/2017 FY. Data from that period was chosen because it was prior to when the CSU migrated to Alma as the Unified Library Management System and started CSU+ for Resource Sharing among the CSU libraries. Before CSU+, the main Resource Sharing system in the CSU was ILLiad. This information gives the closest look at how ILLiad and WorldShare ILL perform on their own and not as a backup system to another product. Unfortunately, this data is not available at all campuses because of routine deletion of old filled requests to maintain server space, but data from 17 CSU libraries was available for use, which is enough information to form a broad look at average fill rates.

ILLiad

The following chart looks at the average fill rate for Borrowing physical loans through ILLiad in the 2016/2017 FY. Looking at the CSU system, it appears the fill rates were usually between 72%-78%. If you look at the fill rates on a campus-by-campus basis, the numbers can change drastically. This is likely due to policies that can affect fill rates, either positively or negatively.

ILLiad	Average of % Filled via ILLiad
2016	**75.92%**
July	82.87%
August	76.87%
September	74.78%
October	72.40%
November	73.78%
December	74.80%
2017	**77.84%**
January	77.46%
February	74.22%
March	76.27%
April	75.51%
May	78.78%
June	84.79%
Grand Total	**76.88%**

Table 1: Average percent of items filled through ILLiad in the 2016/2017 FY for the entire CSU library system.

Rapido

The previous section looked at the ILLiad fill rates to see what Rapido should aim for, but is Rapido meeting these goals? The following chart shows the Borrowing fill rates for physical items filled through Rapido in the 2022/2023 FY. These averages are far lower than ILLiad, but this likely has more to do with a campus's approach to Rapido than the system itself. While implementing Rapido, libraries took things in stages to ease the change in workflows and as additional Rapido functions were added or improved. This is why libraries joined pods (groups of libraries with shared policies willing to share with each other through Rapido's unmediated workflows) and started using certain Rapido features at their own pace. This has a huge impact on fill rates. As libraries joined more pods and started using more features the fill rates gradually improved.

Average Percent Filled via Rapido			
Year	% Filled	Year	% Filled
2022	**41.10%**	**2023**	**45.20%**
Jun	31.53%	Jan	42.09%
Jul	39.32%	Feb	45.56%
Aug	41.42%	Mar	45.31%
Sep	41.73%	Apr	50.61%
Oct	48.02%	May	46.19%
Nov	47.32%	Jun	45.13%
Dec	38.35%	Jul	46.71%
		Aug	48.70%
		Sep	53.47%
		Oct	54.63%

Table 2: Systemwide average Borrowing percent filled through Rapido.

These fill rates are not great, but they improved by nearly 15% in the first year and up to 20% a few months later when many CSU Resource Sharing units decided to join more of the recommended Rapido pods[1].

When looking at individual campuses we can get a better look at what Rapido is capable of when using certain features. At Sacramento, Resource Sharing staff have added all recommended pods, developed workflows, and have even already dropped ILLiad and are testing out using WorldShare ILL by itself as a backup system of last resort to fill any requests unable to be filled by the Rapido network. While their numbers started terribly when we went live with Rapido, they have improved as Sacramento joined more Rapido pods to expand the number of libraries they borrow from and instituted the Enrich from Global Title Index (Enrich) workflow. The Enrich workflowlets Resource Sharing staff attach requests to alternate records to try to request an item from additional Rapido libraries prior to sending the item to WorldShare ILL. All CSU fill rates would greatly improve with these same changes.

Sacramento: Average Percent Filled via Rapido			
Year	% Filled	Year	% Filled
2022	**53.08%**	**2023**	**59.92%**
Jun	39.69%	Jan	53.75%
Jul	58.69%	Feb	61.45%
Aug	58.57%	Mar	61.14%
Sep	56.76%	Apr	64.76%
Oct	65.36%	May	57.63%
Nov	52.20%	Jun	72.50%
Dec	40.27%	Jul	68.42%
		Aug	63.68%
		Sep	72.22%
		Oct	72.75%

Table 3: Average Borrowing fill rate in Rapido at Sacramento in 2022-2023.

Sacramento is just one library, so to determine whether its numbers were a fluke, other libraries that embraced Rapido pods and updates were also examined. Chico also joined all the recommended pods and use the up-to-date workflows. Fill rates at Chico have also steadily improved as these changes were implemented. At both campuses, the biggest improvement came when the library joined additional pods, further highlighting how as the network grows fill rates improve. To meet a fill rate of over 80%, the CSU libraries need to join additional pods, remove any remaining direct links to ILLiad or WorldShare ILL remaining on the library website, and use the Enrich workflow. Fill rates also improve when additional libraries join the pods we have already joined, increasing the number of partners in the pod. This will happen naturally over time as more libraries join Rapido, but we may be able to speed up the process using a new kind of pod called Hybrid Pods.

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[1] The recommended pods are the California State Network, West Coast Courier, US West, US Pod, and RapidR pods.

Chico: Average Percent Filled via Rapido			
Year	**% Filled**	**Year**	**% Filled**
2022	**52.55%**	**2023**	**57.80%**
Jun	48.57%	Jan	41.52%
Jul	60.75%	Feb	60.65%
Aug	55.10%	Mar	60.98%
Sep	56.50%	Apr	52.49%
Oct	54.04%	May	50.31%
Nov	49.45%	Jun	56.28%
Dec	43.42%	Jul	73.02%
		Aug	71.63%
		Sep	74.42%
		Oct	69.82%

Table 4: Average Borrowing fill rate in Rapido at Chico in 2022-2023.

Rapido fill rates are not at the point where I would recommend removing both ILLiad and WorldShare ILL, but they are close at libraries who have joined all the recommended pods. Rapido is growing rapidly, and current projects may add enough partners to reach an 80% fill rate at libraries who join all available pods. At that point it may be feasible to completely drop OCLC's Resource Sharing products (ILLiad and WorldShare ILL), reducing our budget and further streamlining staff workflows.

Articles and Book Chapters
Rapido uses RapidILL software to process articles and book chapter requests. RapidILL was developed in 1997 and the program has grown a lot in the past 26 years. It currently has a large global network of libraries who borrow and share with each other. Because of the size of the network, fill rates for RapidILL are very high.

Average Percent Filled via RapidILL			
Year	**% Filled**	**Year**	**% Filled**
2022	**82.06%**	**2023**	**83.50%**
Jun	77.06%	Jan	78.67%
Jul	85.88%	Feb	82.14%
Aug	84.02%	Mar	82.79%
Sep	80.33%	Apr	84.55%
Oct	80.78%	May	86.10%
Nov	81.45%	Jun	86.87%
Dec	85.01%	Jul	86.66%
		Aug	81.18%
		Sep	85.09%
		Oct	85.11%

Table 5: Systemwide RapidILL fill rates 2022-2023.

Cancellations do not necessarily mean the request was unable to be filled. While some requests are indeed impossible to fill, others do not have sufficient citation information, break copyright standards, or are duplicates of the same request from the same patron. All of these are counted as cancellations.

Lending

Resource Sharing has two main sides: Borrowing and Lending. It is easy to see the importance of Borrowing fill rates because these are the requests filled for our own patrons, but Lending is equally as important. If no libraries are willing to lend items, we can't borrow anything for our patrons. Resource Sharing is only possible when libraries are willing to Borrow and Lend.

Unlike Borrowing, the analytics for Lending are not as dependent on the configurations of the individual library. Staff can funnel all the Borrowing requests through one system to limit how many requests end up on the backup system, but with Lending the number of requests is determined by the other libraries on the network. While using two systems we get Lending requests from two separate networks, essentially doubling the amount of Lending.

Dates	Filled Loan OCLC	Filled Loan Rapido
2022	**8331**	**19933**
July	1178	1441
August	1588	4900
September	1774	4976
October	1696	4187
November	1298	3035
December	797	1394
2023	**9681**	**21642**
January	1673	5219
February	1773	4399
March	1753	4139
April	1684	3439
May	1533	2353
June	1265	2093
Grand Total	**18012**	**41575**

Table 6: Systemwide Lending totals on ILLiad/WorldShare ILL or Rapido in 2022-2023.

Currently, the CSU does more Lending through Rapido than through the OCLC products, ILLiad or WorldShare ILL. This may partly be because a few CSU libraries have shut off ILLiad Lending to limit the items they loan due to staff shortages. This effectively reduces the number of items loaned, and more importantly, the number of items shipped through the mail, but it also means they are Borrowing but not Lending though that system. Rapido may also have higher Lending because the CSU libraries prioritize Borrowing from each other through Rapido, and we are our own best partners in Resource Sharing.

Regardless of which system has higher Lending fill rates, Lending in two systems can be expensive. While shipments on the courier between CSUs often have four or five items in a bag, shipments to libraries outside our system are often only one or two books a day. The Lending library pays to mail items to the Borrowing library, and the Borrowing library pays for the return shipping. Lending on two systems can have a greater impact on the number of items shipped than Borrowing because we are open to two networks of libraries, while the number of our patrons and their needs for materials didn't change by adding another system. It will reduce shipping costs to eventually be on only one Resource Sharing system.

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 CSU's ULMS Assessment & Analytics Functional Committee track the time from the creation of a resource sharing request until it is available for the patron to check out at their library. The OCLC analytics track turnaround times as well, so it is an easy metric to use to compare the two systems.

Month	Average of Rapido Turnaround (DD:HH:MM)	Average ILLiad Turnaround (DD:HH:MM)
2022		
July	05:17:56	09:11:21
August	05:13:27	08:00:35
September	05:03:08	09:04:31
October	04:03:11	09:18:09
November	04:23:33	10:08:10
December	06:12:50	08:04:22
2023		
January	05:17:00	10:06:15
February	04:22:37	09:03:50
March	04:23:21	08:13:03
April	04:14:38	09:08:53
May	05:03:56	09:03:29
June	06:03:07	08:21:50

Table 7: Comparison of average turnaround times between Rapido and ILLiad.

As a system, Rapido retrieved materials for patrons an average of around 3.5 days sooner than through 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 known set 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 Peer-to-Peer Resource Sharing (aka CSU+).

Rapido Network

Pods

Rapido pods are groups of libraries with shared polices that have agreed to share materials with the rest of the libraries in the pod. There are four types of Rapido pod:

- Closed:
    - Closed pods are not publicly listed by Ex Libris and new members need to be approved by the organizations the pods were created for. The California State Network pod is a closed pod of only the CSU libraries.
- Open:
    - Open pods can be joined by any library who agrees to the pod policies and is in the appropriate region. The US West and US Pod are both open and get new members as more libraries implement Rapido.
- Hybrid Pods:
    - Hybrid Pods are pods where some pod members are on Rapido, and some are using Alma Peer-to-Peer Resource Sharing (Alma P2P). The West Coast Courier pod is in the process of becoming a Hybrid Pod by adding Alma Resource Sharing libraries in the Orbis Cascade Alliance.
- RapidR:
    - The RapidR pod is an odd pod of Rapido and ILLiad libraries that was created before RapidILL was acquired by Ex Libris. The RapidR pod was mostly replaced by Rapido, so no new ILLiad libraries can join it, but existing customers continue to use it.

Regardless of the kind of pod, joining pods increases the number of partners to share with. All CSU libraries are on the pods that require being on a shared courier (California State Network and West Coast Courier) and the US West, US Pod, and RapidR pods are recommended to gain more partners to improve fill rates.

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

Table 8: CSU Campuses and the Pods they have joined as of November 2023.

Hybrid Pods

As mentioned in the previous section, Hybrid Pods are groups of libraries with shared policies but are not all on Rapido. Joining a Hybrid Pod is incredibly easy for Rapido libraries, we simply contact Ex Libris and ask to be added to the pod. Libraries on Alma P2P have some configuration to set up the connection, but after the pod is configured, the requests are easily processed as if they were made using the same system.

Hybrid Pods use ISO standards to translate requests from one system and send it to another. The requests appear like any other request in Rapido, there is no change in workflow for staff to remember. Connecting with libraries not currently on Rapido helps libraries grow the network faster. There are several current projects using Hybrid Pods that will add partners to improve fill rates at the CSU in the near future.

West Coast Resource Sharing Network

CSU Resource Sharing staff met with staff from the Statewide California Electronic Library Consortium (SCELC) and Orbis Cascade Alliance libraries at the annual I-SPIE Conference[2] to discuss connecting all our libraries through a Hybrid Pod and joining the same courier system. This project should significantly increase the number of partners we can share with through Rapido, which will positively increase our Borrowing fill rates.

Being on the same courier will also decrease shipping costs. Many SCELC libraries are already on the same courier as the CSU, Unity Courier, but Orbis Cascade uses a different courier, EXPAK. The Chancellor's Office library group is investigating multiple ideas on how to share with both SCELC and Orbis Cascade, and is preparing to release an RFP as our current courier contract expires. We anticipate that both Unity and EXPAK will respond to that request. More information will be shared as it becomes available.
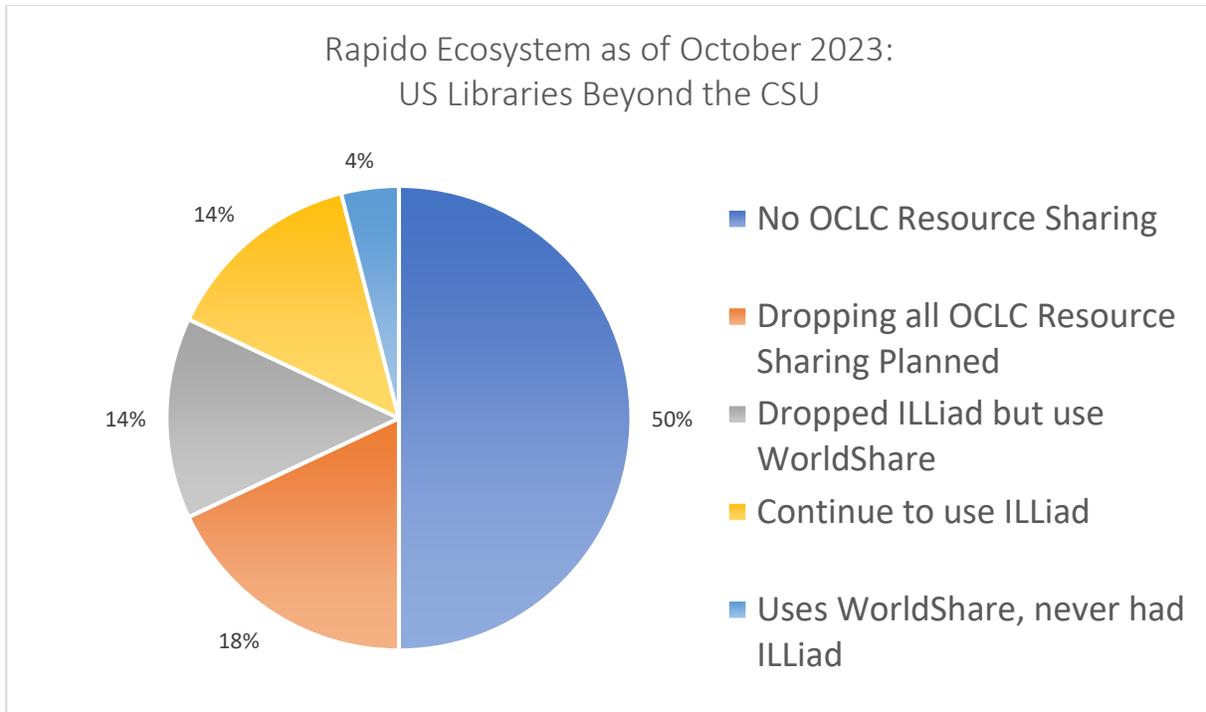

Figure 1: Logo for the West Coast Resource Sharing Pod for Rapido book bands.

Overall Growth

While creating Hybrid Pods grows the number of partners we share with very quickly, the Rapido network of libraries is consistently growing on its own. New libraries join Rapido, and Rapido pods, all the time. At the beginning of 2022 Rapido was live at 16 libraries, by December 2022 Rapido had grown and gone live at 90 libraries. Rapido now has a total of 112 live libraries with an additional 7 in active implementation. While some of these libraries keep ILLiad or WorldShare ILL as backup systems, more and more libraries are joining Rapido and leaving the OCLC network altogether. Ex Libris supplied the following chart showing the percent of Rapido customers in the United States who said they have dropped, or are planning to drop, OCLC's ILLiad and WorldShare ILL and only use Rapido for Resource Sharing. Half of Rapido libraries have dropped all OCLC Resource Sharing products, and 18% have a goal to drop the OCLC Resource Sharing products. Only 14% of Rapido libraries plan on continuing to use ILLiad and WorldShare ILL, while another 14% removed ILLiad but kept WorldShare ILL.

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[2] I-SPIE, or Information Services Partner Information Exchange, is the CSU Resource Sharing community of practice.

Rapido Ecosystem as of October 2023:
US Libraries Beyond the CSU

- No OCLC Resource Sharing — 50%
- Dropping all OCLC Resource Sharing Planned — 18%
- Dropped ILLiad but use WorldShare — 14%
- Continue to use ILLiad — 14%
- Uses WorldShare, never had ILLiad — 4%

Table 9: Chart supplied by Ex Libris showing how many Rapido libraries keep OCLC products as backup.

The libraries who have dropped OCLC Resource Sharing are no longer available as partners through ILLiad or WorldShare ILL. The only way to share with these partners is through Rapido Pods or Hybrid Pods. Reports from libraries in other consortia show libraries leaving OCLC and only using Alma P2P to connect to their consortia. Many of these libraries are interested in Hybrid Pods to grow their ability to share with former partners outside their consortia. This is becoming more common in the SUNY (The State University of New York) system especially. Corning Community College and SUNY Delhi have both dropped their OCLC Resource Sharing products. The following SUNY Libraries have dropped ILLiad but remain on WorldShare ILL:

- Cayuga Community College
- Clinton Community College
- Columbia-Greene Community College
- Erie Community College
- Herkimer Community College
- SUNY Morrisville
- Niagara Community College
- SUNY Schenectady
- SUNY Sullivan
- SUNY Ulster

Additional SUNY libraries are considering dropping one or both OCLC products in favor of Alma P2P or potentially Rapido. Many of these libraries have expressed interest in Rapido Hybrid Pods if they remain on Alma P2P.

Consortia closer to California have also made the decision to drop OCLC Resource Sharing and only use Rapido. In the Orbis Cascade Alliance in Oregon and Washington, The Evergreen State and Portland State universities have both dropped the OCLC Resource Sharing products and only use Rapido for Resource Sharing. The University of Oregon is planning on dropping OCLC Resource Sharing in June 2024.

Ex Libris has also announced a version of Rapido that works with library management systems besides Alma, such as Folio and Sierra, to be released in the second quarter of 2024. This version of Rapido will allow public libraries and university libraries on other systems to join the network. This may be especially important for groups with libraries on Alma and other platforms such as Sierra to join Rapido pods and to reduce their expenses by leaving OCLC Resource Sharing. This will also help grow the network size and diversity of content as public libraries join Rapido to reduce their Resource Sharing costs.

Feedback

Staff Surveys

Rapido had a difficult go live. When the system went live, there were many bugs and unforeseen interactions with areas of the system outside of Resource Sharing. Ex Libris has consistently listened to feedback from the CSU and the majority of bugs have been fixed and enhancements have been implemented to get the system more in line with expectations. That said, new bugs are sometimes introduced with updates, and it can take time for all these fixes to be released. This has had an impact on the staff view of the system which started out decidedly negative and improved over time.

To measure staff perceptions over time, the same staff survey was distributed each quarter to see if the answers change as Rapido enhancements were released and staff used Rapido more and more. With the exception of the Fall 2023 survey, each quarter's survey had fewer responses than the previous quarter. The drop in response rate may be because staff felt there was no new information to add, because people are more likely to feel the need to fill out a survey if they feel strongly about a topic (either negative or positive), or because staff were busy with the day to day duties of their positions.

Rapido Physical Item Processing

The staff survey measured how staff felt about processing physical requests in Rapido. When Rapido went live the results were mostly negative, but that steadily changed over time to where staff are more neutral or positive about Rapido. Informal and formal conversations with staff support this. Staff still find issues with Rapido and want it to continue to improve, but the majority of issues have changed from being centered around the system not working properly to issues centered on using multiple systems and updating configurations.

How would you rate Rapido as a way to process Physical Returnables?								
Response	2022 Fall Total	2022 Fall Percent	2023 Winter Total	2023 Winter Percent	2023 Summer Total	2023 Summer Percent	2023 Fall Total	2023 Fall Percent
1: Very Dissatisfied	3	9.68%	2	8.70%	1	16.67%	2	12.50%
2: Dissatisfied	8	25.81%	4	17.39%	0	0.00%	1	6.25%
3: Neither Satisfied nor Dissatisfied	9	29.03%	8	34.78%	3	50.00%	5	31.25%
4: Satisfied	9	29.03%	6	26.09%	2	33.33%	6	37.50%
5: Very Satisfied	2	6.45%	3	13.04%	0	0.00%	2	12.50%

Table 10: Staff Survey results on how Staff feel about Rapido for physical items.

Rapido Article and Book Chapter Processing

Staff views on Rapido as a system for processing articles have also improved over time, though not as dramatically as views on physical item processing. Current issues on "Locate Failed" messages requiring

extra workflow steps have been an issue at many campuses. This has been communicated to Ex Libris and should be improved with future updates.

How would you rate Rapido as a way to process articles and book chapters?								
Response	2022 Fall Total	2022 Fall Percent	2023 Winter Total	2023 Winter Percent	2023 Summer Total	2023 Summer Percent	2023 Fall Total	2023 Fall Percent
1: Very Dissatisfied	9	25.00%	3	15.00%	1	20.00%	3	20.00%
2: Dissatisfied	15	41.67%	8	40.00%	1	20.00%	2	13.33%
3: Neither Satisfied nor Dissatisfied	6	16.67%	3	15.00%	1	20.00%	3	20.00%
4: Satisfied	3	8.33%	5	25.00%	0	0.00%	7	46.67%
5: Very Satisfied	3	8.33%	1	5.00%	2	40.00%	0	0.00%

Table 11: Staff Survey results on how Staff feel about Rapido for digital items.

Rapido as a Whole

As with the individual pieces of Rapido, staff views on Rapido as a complete Resource Sharing system have improved over time. As of Fall 2023, 68.75% of respondents had neutral to positive views on the system.

How would you rate Rapido overall as a way to process resource sharing materials?								
Response	2022 Fall Total	2022 Fall Percent	2023 Winter Total	2023 Winter Percent	2023 Summer Total	2023 Summer Percent	2023 Fall Total	2023 Fall Percent
1: Very Dissatisfied	7	17.95%	3	13.64%	1	14.29%	2	12.50%
2: Dissatisfied	12	30.77%	6	27.27%	1	14.29%	3	18.75%
3: Neither Satisfied nor Dissatisfied	13	33.33%	8	36.36%	2	28.57%	4	25.00%
4: Satisfied	4	10.26%	4	18.18%	2	28.57%	7	43.75%
5: Very Satisfied	3	7.69%	1	4.55%	1	14.29%	0	0.00%

Table 12: Staff Survey results on how Staff feel about Rapido overall.

In addition to the information gathered in surveys, staff have remarked both positively and negatively about Rapido in large virtual meetings as well as meetings with staff from one campus at a time. A trend noticed in these meetings is that 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 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.

Financial Considerations

While the usability of the program for patrons and staff to obtain and share materials with other libraries is my primary concern, cost is certainly a factor. Since Rapido has been paid for by the CSU Office of the Chancellor for the past two years, it is easy to gather costs of Rapido. The cost for ILLiad was not readily available, so it was supplied by library staff over summer 2023.

Rapido

The cost for Rapido in the 2023/2024 FY was $136,620 for the entire CSU system and it will be $140,309 for the 2024/2025 FY. This charge would supply Rapido and RapidILL to all CSU campuses. RapidILL used to be purchased independently as an ILLiad add-on at 19 CSU libraries usually for $4,336 per year but is now included as the method of processing articles and book chapters in Rapido. For 2022-2024, the CSU Office of the Chancellor has paid for Rapido with the understanding that the costs would be handled by CSU campuses in the future. Using the same formula used to balance the cost depending on FTE for Alma, the charge for Rapido would be broken up as follows:

Estimated Cost of Rapido for Fiscal Year 2024/2025			
Campus	**Cost**	**Campus**	**Cost**
Bakersfield	$3,039	Moss Landing	$207
Channel Islands	$2,251	Northridge	$10,651
Chico	$5,416	Pomona	$7,268
Dominguez Hills	$4,694	Sacramento	$8,762
East Bay	$4,732	San Bernardino	$5,877
Fresno	$7,050	San Diego	$9,908
Fullerton	$11,197	San Francisco	$8,794
Humboldt	$2,974	San José	$9,695
Long Beach	$10,619	San Luis Obispo	$6,220
Los Angeles	$7,413	San Marcos	$3,992
Maritime Academy	$911	Sonoma	$3,197
Monterey Bay	$2,314	Stanislaus	$3,129
Grand Total			**$140,309**

Table 13: Cost of Rapido in the 2024/2025 FY.

OCLC

For many years, the OCLC Resource Sharing products, ILLiad and WorldShare ILL, have dominated the library market as the gold standard of Resource Sharing. These OCLC systems predate the 2015 ULMS (Unified Library Management System) project, where the CSU migrated to Alma and made CSU+ using Alma P2P, by decades and are not fully integrated into Alma, so patrons need a separate login to use these systems. WorldShare ILL can work as a standalone product but is limited in what it can do. ILLiad is an upgrade on top of WorldShare ILL that significantly improves its workflow. WorldShare ILL is required for ILLiad to function, so all libraries who use ILLiad subscribe to both ILLiad and WorldShare ILL.

Campus	WorldShare ILL 22/23	ILLiad 22/23	Total
Bakersfield	$22,520	$5,482	$28,002
Channel Islands	$1,401	$8,119	$9,520
Chico	$34,701	$15,030	$49,731
Dominguez Hills	$8,681	$5,101	$13,782
East Bay	$12,821	$11,550	$24,371
Fresno	$30,620	$6,254	$36,874
Fullerton	$98,988	$6,520	$105,508
Humboldt	$18,704	$8,511	$27,215
Long Beach	$61,668	$22,002	$83,670
Los Angeles	$34,846	$13,258	$48,104
Maritime Academy	$568	$0	$568
Monterey Bay	$10,332	$5,261	$15,593
Moss Landing	$5,243	$3,505	$8,748
Northridge	$30,513	$6,520	$37,033
Pomona	$23,609	$5,229	$28,838
Sacramento	$10,656	$6,254	$16,910
San Bernardino	$26,570	$15,031	$41,601
San Diego	$63,111	$7,820	$70,931
San Francisco	$39,452	$3,173	$42,625
San José	$93,558	$17,996	$111,554
San Luis Obispo	$36,967	$6,796	$43,763
San Marcos	$20,272	$5,446	$25,718
Sonoma	$9,216	$4,893	$14,109
Stanislaus	$20,360	$5,016	$25,376
Total	**$715,377**	**$194,767**	**$910,144**

Table 14: Cost of ILLiad and WorldShare ILL by campus in the 2022/2023 FY.

Currently, CSU libraries are encouraged to use Rapido as the main Resource Sharing program and push requests to ILLiad or WorldShare ILL only if the item was unable to be filled in Rapido. With fewer items going to these systems, it may be possible to discontinue using ILLiad and only use WorldShare ILL as the last resort system. Once libraries are able to meet a fill rate above 80% in Rapido they may be able to consider discontinuing using WorldShare ILL. Sacramento has started to test using WorldShare ILL as the system of last resort and staff have said it works well since only a few requests are pushed to WorldShare ILL each day.

Additional Add-ons

In addition to the base cost of ILLiad and WorldShare ILL, some libraries also said they subscribe to add-ons that improve ILLiad dramatically. The IDS Logic add-on in particular is helpful for improving ILLiad by automating certain repetitive actions based on established criteria. A couple campuses also used OCLC FirstSearch which adds a 'find it' button to OCLC WorldCat to make it easier to use that website to place Resource Sharing requests. Sacramento State University cancelled their IDS Logic and FirstSearch

subscriptions in summer 2023, but it was in use in the 2022/2023 FY. While these add-ons are extremely helpful in ILLiad, they are not available or necessary for Rapido, which also aims to automate repetitive workflows out of the box.

Campus	IDS Logic 22/23	FirstSearch 22/23	Addon Totals 22/23
Channel Islands		$3,357	$3,357
Los Angeles		$23,990	$23,990
Monterey Bay		$5,038	$5,038
Sacramento	$1,500	$29,232	$30,732
San Diego		$42,949	$42,949
San José	$1,600		$1,600
San Marcos	$1,500		$1,500
Total	**$4,600**	**$104,566**	**$109,166**

Table 15: Cost of IDS Logic and OCLC FirstSearch in the 2022/2023 FY.

When the cost of these add-ons is combined with the base cost of ILLiad and WorldShare ILL, the CSU system spent $1,019,310 on OCLC Resource Sharing in the 2022/2023 FY and the CO paid $140,309 for Rapido. Rapido is significantly less expensive than the OCLC Resource Sharing suite of systems and can do all the traditional forms of Resource Sharing, but it is a newer system that currently has fewer libraries connected on the Rapido network compared to the OCLC network. While fewer libraries are currently on Rapido, the network is growing quickly as more and more libraries join Rapido.

RapidILL

As previously mentioned, RapidILL comes standard in Rapido but can also be purchased separately as an ILLiad add-on. Prior to Rapido "Go Live" in June 2022, 19 CSU libraries used RapidILL because it significantly increased the speed of requesting articles and book chapters. RapidILL uses unmediated workflows, so when a patron requests an article, RapidILL automatically sends it to a set of libraries who have access to that article, where they can scan or download the article and deliver it if possible. This contrasts with standard ILLiad or WorldShare ILL workflows, where library staff manually send the requests to other libraries. Without RapidILL, ILLiad processing would be significantly slower. If the CSU libraries decide to drop Rapido and resume using ILLiad and WorldShare ILL as the predominant Resource Sharing services, they will likely want to keep RapidILL, especially if they used RapidILL prior to Rapido. Prior to implementing Rapido, RapidILL cost $4,336 per year at most campuses. If the CSU were to stop using Rapido and go back to our previous resource sharing model, the costs for the 2024/2025 FY would likely look like the following:

Campus	WorldShare ILL 24/25	ILLiad 24/25	RapidILL 24/25	IDS 24/25	FirstSearch 24/25	Total 24/25
Bakersfield	$22,520	$5,482				$28,002
Channel Islands	$1,401	$8,119			$3,357	$12,877
Chico	$34,701	$15,030	$4,336			$54,067
Dominguez Hills	$8,681	$5,101	$4,230			$18,012
East Bay	$12,821	$11,550	$4,336			$28,707
Fresno	$30,620	$6,254	$4,336			$41,210
Fullerton	$98,988	$6,520	$4,336			$109,844
Humboldt	$18,704	$8,511	$4,336			$31,551
Long Beach	$61,668	$22,002	$4,336			$88,006
Los Angeles	$34,846	$13,258	$4,336		$23,990	$76,430
Maritime Academy	$568					$568
Monterey Bay	$10,332	$5,261			$5,038	$20,631
Moss Landing	$5,243	$3,505				$8,748
Northridge	$30,513	$6,520	$4,336			$41,369
Pomona	$23,609	$5,229	$4,336			$33,174
Sacramento	$10,656	$6,254	$4,336			$21,246
San Bernardino	$26,570	$15,031	$4,336			$45,937
San Diego	$63,111	$7,820	$6,847		$42,949	$120,727
San Francisco	$39,452	$3,173	$4,336			$46,961
San José	$93,558	$17,996	$4,336	$1,600		$117,490
San Luis Obispo	$36,967	$6,796	$4,336			$48,099
San Marcos	$20,272	$5,446	$4,336	$1,500		$31,554
Sonoma	$9,216	$4,893	$4,336			$18,445
Stanislaus	$20,360	$5,016	$4,336			$29,712
Total	**$715,377**	**$194,767**	**$84,789**	**$3,100**	**$75,334**	**$1,073,366**

Note: 1 Sacramento dropped FirstSearch and IDS Logic in summer 2023 so those totals are not included in this projection.

Table 16: Estimated cost of Resource Sharing without Rapido, 2024/2025

Since the CSU paid $84,789 for RapidILL prior to implementing Rapido it is almost as if the CSU were already paying for a piece of Rapido. From that perspective, upgrading RapidILL to Rapido only cost an additional $55,520 per year from what we were already paying for RapidILL.

Future Updates

Rapido has gone through many updates over the past year-and-a-half and it has grown into a much better Resource Sharing program than it was when it started. Ex Libris has listened to the CSU as a development partner, and we have been able to steer development of Rapido to some degree. Some of these notable enhancements prompted by the CSU include:

- Reprints Desk and Copyright Clearance Center (CCC) Cloud Apps to purchase articles and pay for copyright.
- Printing options in Borrowing.
- Additional options for field matching in ILLiad as Partner of Last Resort.
- Clarification on how the copyright Rule of 5 is determined for copyright mediation rules.
- Display Logic Rule not applying to items in the Network Zone.

Future updates will continue to improve Rapido and make it easier to use. Some notable upcoming updates on the Rapido Roadmap include:

- Additional progress in reducing duplicate records in the Global Title Index.
- Ability for patrons to add their address for home delivery (if service is activated).
- Resource Sharing for E-books supported.
- E-book offer tile added.
- E-book Resource Sharing pod.
- Rapido Tile to request locally owned items. Can replace the smaller and less noticeable "request" button to request an item for the hold shelf. Effectively making it a one button process for requesting materials regardless of location.
- Improvements to the process for joining Hybrid Pods at Alma P2P Resource Sharing libraries.
- New out of the box Analytics reports.
- Pod information added to Global Index Searching on the staff side.
- Ability to easily report bad records in the Global Title Index.

Support

Ex Libris Support

The CSU libraries are early adopters of Rapido and the software had some issues when we implemented the system. Thankfully, the vast majority of issues seen at Rapido implementation have been resolved. Ex Libris support through Salesforce has frequently helped fix issues reported by CSU Resource Sharing staff. The fixes sometimes take longer than we would prefer, but we are not programmers, and the system may be far more complex than expected. System breaking bugs introduced in updates have been fixed immediately, even if it means Ex Libris programmers working through the night as they did when articles suddenly lost citation information in the requests. Ex Libris support has been very helpful and has listened to the CSU and frequently updates Rapido according to our suggestions.

Community Support

The Ex Libris Users of North America (ELUNA) group and the International Group of Ex Libris Users (IGeLU) group created dedicated Rapido Working Groups to help Rapido libraries work together to aid new Rapido libraries, share information and recommendations to the Resource Sharing community, and work with Ex Libris to improve the product through the enhancement voting process. Rapido just completed its first NERS voting cycle where the community voted on ways to improve the system. I have chaired the ELUNA Rapido Working Group from its inception in July 2022, and I will be cycling off in July 2024. I encourage CSU Resource Sharing staff to consider volunteering to serve on the Working Group so we always have a clear voice and leadership role in the North American Rapido community.

Chancellor's Office Support

Rapido is online and on the cloud instead of being installed on an individual computer. This means Rapido can be accessed anywhere as long as staff use the correct username and passwords. This gives me, the Resource Sharing Manager at the Chancellor's Office, the ability to log into individual campus Rapido instances to help troubleshoot issues, configure requested configurations, or assist with staff training. This is not possible with ILLiad because it is generally installed on specific staff computers and not accessible outside of the campus's IP address. I am happy to continue assisting campuses with Rapido remotely to ensure the program continues to get easier and easier to use.

Next Steps

While Ex Libris has their official roadmap for Rapido enhancements, I suggest the following actions to help Rapido continue to improve at the local level:

Librarian Rapido Refreshers

In 2022, the Resource Sharing Functional Committee instituted Rapido Refresher presentations focusing on refreshing staff training on specific Rapido workflows to ensure everyone was up to date on the recommended workflows. These have worked well for Resource Sharing staff, but they could be useful for Librarians and Staff outside of Resource Sharing. The following Rapido Refreshers will be presented to ensure everyone in the library understands how Rapido functions to better serve our patrons:

- Searching and Requesting Resource Sharing materials through OneSearch
- Customization Options for Rapido Configuration
- Rapido open forum for Librarians and Staff

Remove Patron Access to ILLiad/WorldShare ILL

Some libraries have already removed ILLiad links from their libraries Resource Sharing web page and have asked their Librarians to remove it from any and all LibGuides. These links can be replaced by links to the library's instance of OneSearch for searching for materials or the Resource Sharing Blank Form where patrons can manually request items in a way similar to ILLiad. With the ILLiad links removed, patrons cannot accidentally bypass Rapido. I recommend all CSU libraries remove their ILLiad direct links. This will streamline workflows and reduce the number of confusing requests.

Rapido Roles

While all Resource Sharing staff have the roles required for processing Rapido requests, many lack the roles to configure Rapido to their liking. All CSU Resource Sharing staff should be given the following roles to give them the ability to configure Rapido in a way similar to how they configured ILLiad for many years:

- Fulfillment Administrator
- Letter Administrator
- Analytics Administrator
- Design Analytics

These are fairly high-level roles so there has been some hesitance to give these roles to staff, but they are essential to giving staff the ability to fix issues and keep up to date with monthly updates. To ease

any concerns, a new CSU-wide Canvas training course for Rapido Configuration will be released to guide staff on how they can use these new roles to tweak Rapido to their liking.

Add WorldShare ILL as Partner of Last Resort

Most libraries currently use the ILLiad as the Partner of Last Resort feature to push requests that cannot be filled in Rapido to ILLiad. A similar connection exists for WorldShare ILL. The Resource Sharing Manager can aid in configuring this setup at all CSU libraries planning on dropping their ILLiad subscription so staff can get used to using this new workflow. This setup is currently being used at Sacramento State University and staff report it works well.

Remove ILLiad

We should remove ILLiad as the Partner of Last Resort at any library dropping their ILLiad subscription. The Resource Sharing Manager will be on hand for configuration help and additional training as necessary.

Resource Sharing Driven Acquisitions

With the high cost of ILLiad and WorldShare ILL the ultimate goal is to eventually use Rapido as the only Resource Sharing platform. While the Rapido network of partners willing to lend items is growing, there will always be items that are unobtainable through Rapido. This is not a new issue as there were always some items unavailable through every Resource Sharing system, but this situation may be more common on the smaller network. The CSU can use the savings from dropping OCLC products to purchase materials that are unavailable in Rapido to meet our patrons' needs. There are several ways to know what items should be purchased:

- Most Requested Item Reports
  - The ULMS Assessment and Analytics Functional Committee recently updated the Rapido Analytics Dashboards. One of their additions is a page showing the most requested Journals and most requested books in Rapido. These reports show what items were requested the most and if they were filled. Collection Development Librarians and bibliographers can use this report to fill gaps in our collections using the savings associated with Rapido.
- Request Purchase links
  - Links to 'purchase request' forms can be added to the Rapido cancellation messages so patrons can request items they still need as a purchase.

Using Rapido and removing ILLiad will save $194,767 across the CSU that can be reallocated to improving collections. If libraries eventually transition away from WorldShare ILL and removed any remaining OCLC exclusive add-ons we would save $988,577 (combined totals of ILLiad, WorldShare ILL, IDS Logic, and FirstSearch) to add to collections budgets.

Recommendation

As stated at the beginning of this report, I recommend COLD agree to continue using Rapido in the CSU and begin the transition away from needing OCLC Resource Sharing products. While many staff still prefer ILLiad, and Rapido fill rates are not quite matching ILLiad fill rates, Rapido is on a path to match ILLiad's fill rates while far exceeding ILLiad in turnaround times and being fully integrated into Alma and Primo.

Since fill rates are not yet at the same level as they are in ILLiad, I suggest keeping WorldShare ILL as the system of last resort until fill rates are high enough in Rapido for staff to feel comfortable leaving that system as well. To offset the costs of running multiple systems, we will attempt to renegotiate WorldShare prices with it being a backup system instead of the patron facing Resource Sharing system.

Rapido is also growing as more and more libraries are abandoning the OCLC Resource Sharing products due to exorbitant prices. By continuing to use Rapido we can be leaders in this growing Resource Sharing community and help shape the system to meet our needs. Our commitment to use the system for the foreseeable future will help other libraries follow our lead and join this Resource Sharing community that we are actively shaping. We can build a strong Resource Sharing community without OCLC. To be effective in leading this change it is important for the CSU to adopt Rapido as a group because Rapido is better when you use it together.

Thank you,
Christopher Lee

Resource Sharing Manager
California State University, Office of the Chancellor