# Rapido Survey Report

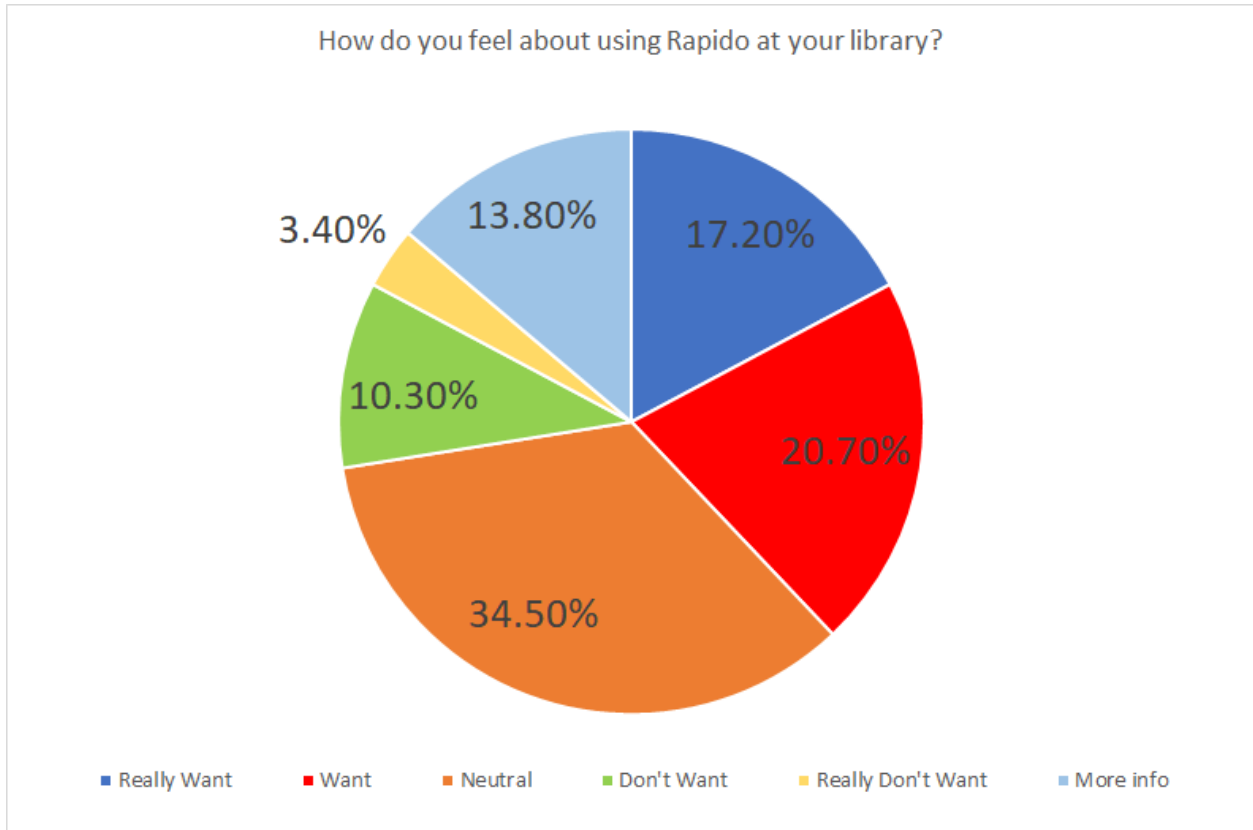**April 2021**

**Rapido Task Force**

## Introduction

Resource Sharing Staff in the CSU were recently sent a survey asking for their thoughts on subscribing to Rapido, the implementation process, and how they think it would impact their workflows. There were 29 responses to the survey, which was shared on the I-SPIE and Access Services listservs. The responses came from 20 different CSU libraries with only a few libraries with multiple responses. Most of the respondents come from libraries that already use RapidILL (86.2% use RapidILL).

## Subscribing to Rapido

Resource Sharing staff were asked: "How do you feel about using Rapido at your library?" Respondents could then select one of the following responses:

- Really want Rapido
- Want Rapido
- Neutral on Rapido
- Don't want Rapido
- Really don't want Rapido
- Want more information before forming an opinion

The largest single answer was "Neutral on Rapido" with 34.5% (10 responses), followed by "Want Rapido" at 20.7% (6 responses), and "Really want Rapido" at 17.2% (5 responses). Overall, 37.9% (11 responses) of respondents responded favorably to subscribing to Rapido, 13.7% (4 responses) responded negatively, and the rest were neutral. We should note that there was only one respondent who responded that they "Really don't want Rapido" and that respondent also marked that they haven't viewed any Rapido presentations.

How do you feel about using Rapido at your library?

Really Want — 17.20%
Want — 20.70%
Neutral — 34.50%
Don't Want — 10.30%
Really Don't Want — 3.40%
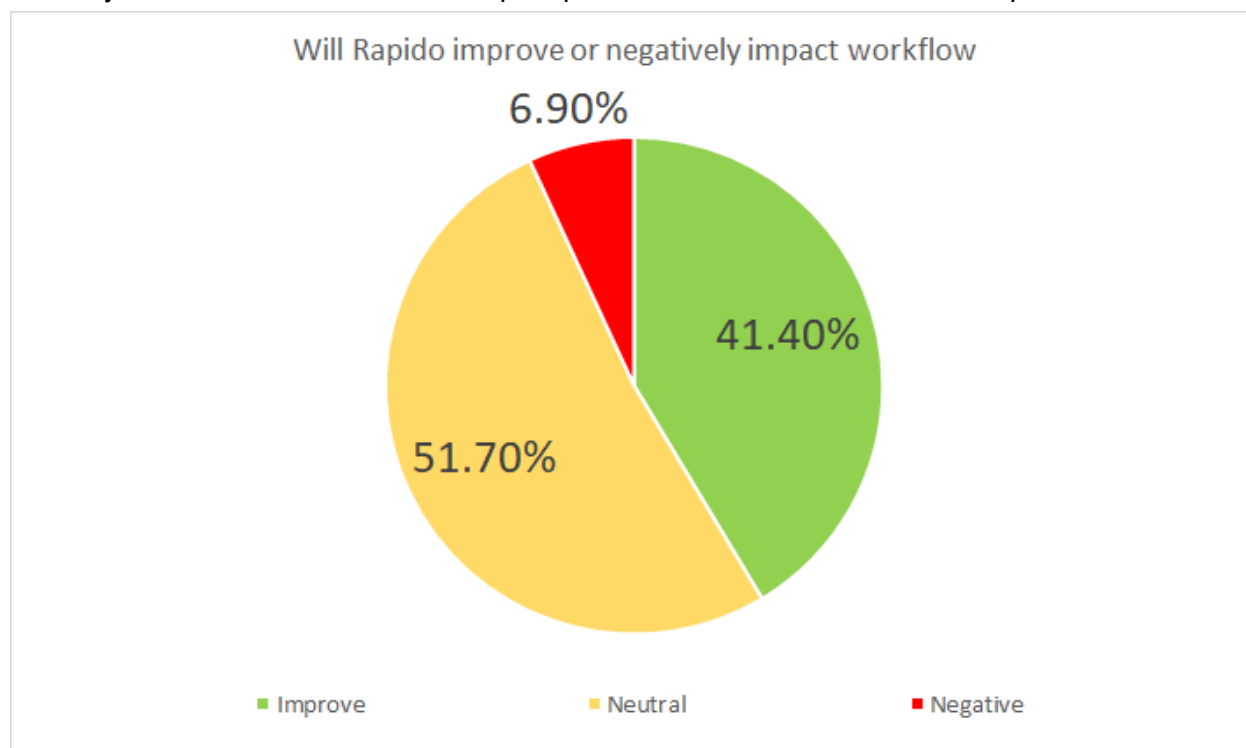More info — 13.80%

## Implementation Process

The survey asked several questions about how staff would like to approach the implementation process if their Dean decides to purchase a subscription to Rapido. When asked what time would be the best to move to Rapido 74.1% (20 responses) said Summer 2022 would be ideal. However, 78.6% (22 responses) said the implementation date had no impact on their opinion on if they should or should not adopt Rapido.

The Resource Sharing Manager from the Chancellor's Office can configure, and support configuration, for participating libraries who choose to add Rapido. Detailed documentation on the configuration will be posted to the Resource Sharing Functional Committee wiki to ensure everyone can see what configurations were made. 78.6% (22 responses) of respondents said they would ask the Resource Sharing Manager to do the configurations and 21.4% (6 responses) would prefer to handle the configurations in-house.

## Impact on Workflows

When asked if they think Rapido adoption will improve or negatively impact daily work very few staff answered that Rapido would negatively impact their daily workload. Once again the largest group were people who answered neutrally at 51.7% (15 responses), the next largest group said Rapido would improve their daily workflows at 41.4% (12 responses), and the smallest

group, with 6.9% (2 responses), said Rapido would negatively impact their workflows. One of the two respondents who replied that Rapido would negatively impact their workflow marked that they didn't attend or watch the Rapido presentation to be informed of the product.



When asked why respondents answered the way they did they seemed to answer one of several ways. Some respondents said they think the additional automation will streamline workflows, especially since Alma and ILLiad currently do not communicate well, so the less requests in ILLiad the better. Some respondents did not answer the question or wrote a neutral statement that they had no opinion. The third trend of respondents were concerned about Rapido increasing workflows by adding a third system to ILLiad and CSU+, or they expressed concern that Rapido is new and doesn't have a large pool of adopters yet.

The first concern is easily addressed. Both CSU+ and Rapido will use the same workflows if Rapido is adopted. There will be some slight changes in the interface, but overall the system isn't dramatically different from the workflows we currently use in CSU+. Rapido should decrease daily workload, not increase it.

The second concern expressed by respondents is more complicated. Rapido is new and we do not know how quickly it will grow. However, if the CSU system joined Rapido it would encourage other groups to join because of the size of our system. Regardless of our involvement the system is currently growing, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) recently went into full production and other libraries should be joining shortly. Another concern about Rapido being a new product is that it hasn't been fully completed yet. The incomplete nature of the program allows us to lock in a much lower price than waiting will allow. We also do not need to go live right now to lock in the reduced price, we can commit to adding Rapido and go live as late as Summer 2022 after the program is complete. In the meantime we

can continue to recommend functions and enhancements while Ex Libris is still developing parts of the program.

## Additional Comments

The survey gave respondents the opportunity to share comments. All the comments are available online in the [survey response spreadsheet](#), but a few responses stand out. Several responses show concerns that can be addressed and will be communicated to the CSU resource sharing community. These concerns include:

**I also feel that if we could have both Rapido and RapidILL for a while it might be best.**
Thankfully Rapido includes a subscription to RapidILL for ILLiad. Libraries can continue to use RapidILL for articles and sharing materials with libraries not currently using Rapido.

**I am very concerned about copyright fees and duplicate requests.**
Processing copyright has always been a concern in Alma. With Rapido it is now possible to implement configurations for a report on what items need copyright payment. This can then be shared with a company such as the Copyright Clearance Center who you can then pay the copyright to. This is a different workflow than in ILLiad, but a doable one.

Rapido searches for open access titles which can help reduce copyright payments by ensuring free copies are found instead of paying copyright when it isn't necessary. Rapido does this automatically instead of relying on staff to spend time searching for an open access version.

Staff can also continue to use RapidILL in ILLiad, keeping all article requests there instead of in Rapido, meaning all copyright would go through ILLiad. This would need to change if Rapido grows to the point where we consider dropping ILLiad, but may be useful as a way of avoiding too many changes to workflows too quickly.

## Rapido Task Force Recommendation

The Rapido Task Force recommends committing to a  Rapido subscription now with an implementation date of Summer 2022. We believe Rapido will streamline workflows and may allow us to eventually cut costs by moving completely into Alma for resource sharing functions in several years time, if there are enough adopters. While the timing isn't ideal due to stresses of the pandemic, waiting will cause the price to increase dramatically making the program infeasible. We recommend waiting until summer 2022 to go live to further reduce stress on our staff.