

ExLibris[®]
Part of **Clarivate**

IGOLU
International Group of Ex Libris Users

Rapido Product Update

Judith Fraenkel
Director of Product Management

Agenda



The power of resource sharing



A look into the present



Customer Success



A look into the future



Q & A



The Power of Resource Sharing

A Community Strategy



*We're trying to move away from a 'just in case' scenario with regards to our collection to a 'just in time' scenario. We have been trying to reduce our print collections and increase our electronic collections. Resource sharing really fits in with that vision. **We don't have to have everything in our collection,** but we endeavor to be able to get anything that anyone wants as quickly as possible. It's our philosophy.*

- Sarah Fredline
University Librarian, Bond University



Resource Sharing Community



2022 Request numbers: **2 million**



Fill rate:
Physical items: **87%**
Digital items: **92%**



~1,000 active libraries:
Rapido, RapidILL, Alma RS



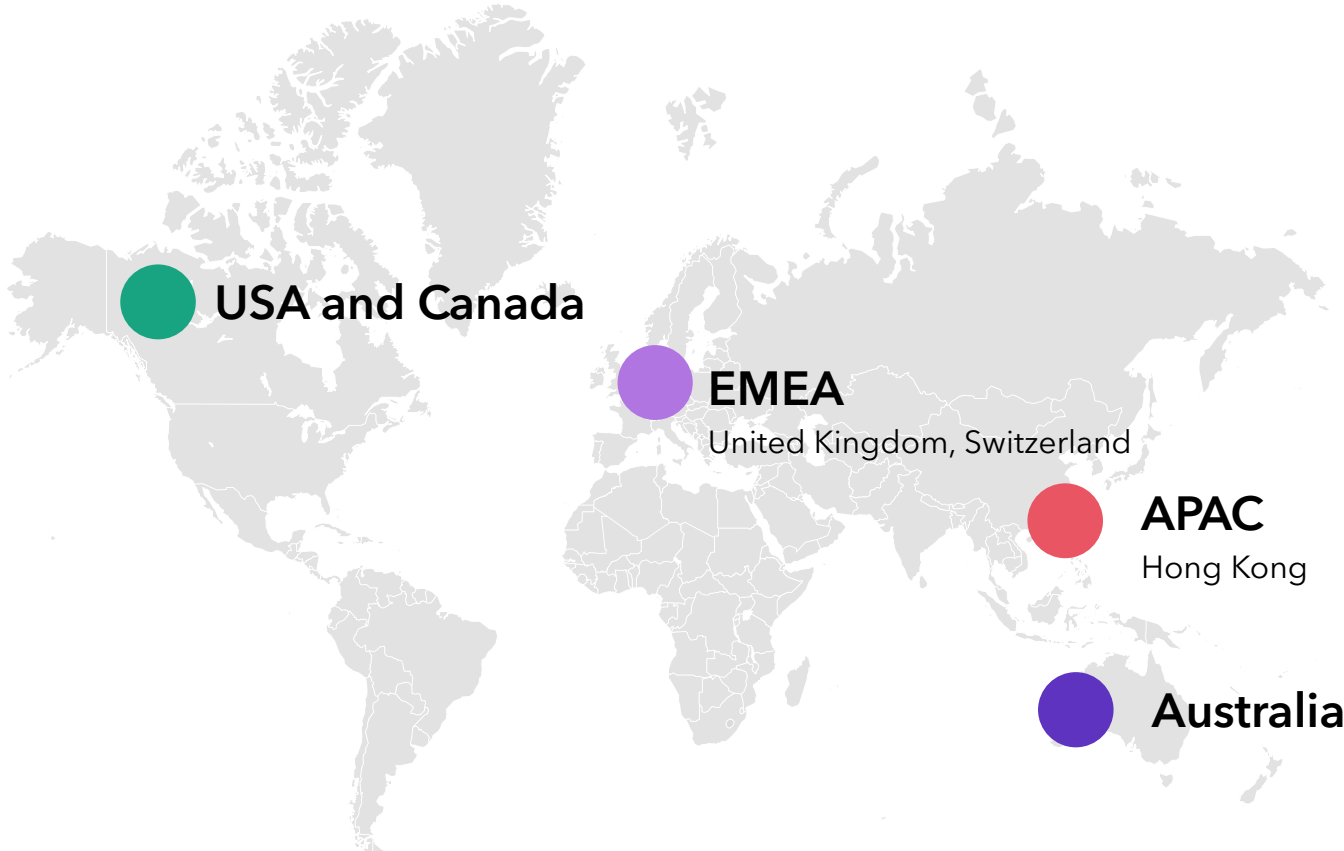
Filled by 1st lender: **97%**



**Ex Libris Resource
Sharing Community**

The Rapido Global Community

108 Live Libraries



A Growing Collective Collection



107 Rapido Members

Some Rapido Numbers

108

Live Rapido
customers

51

Pods

660

Digital partners
including RapidILL
community

166,000

Physical borrowing
requests in 2022

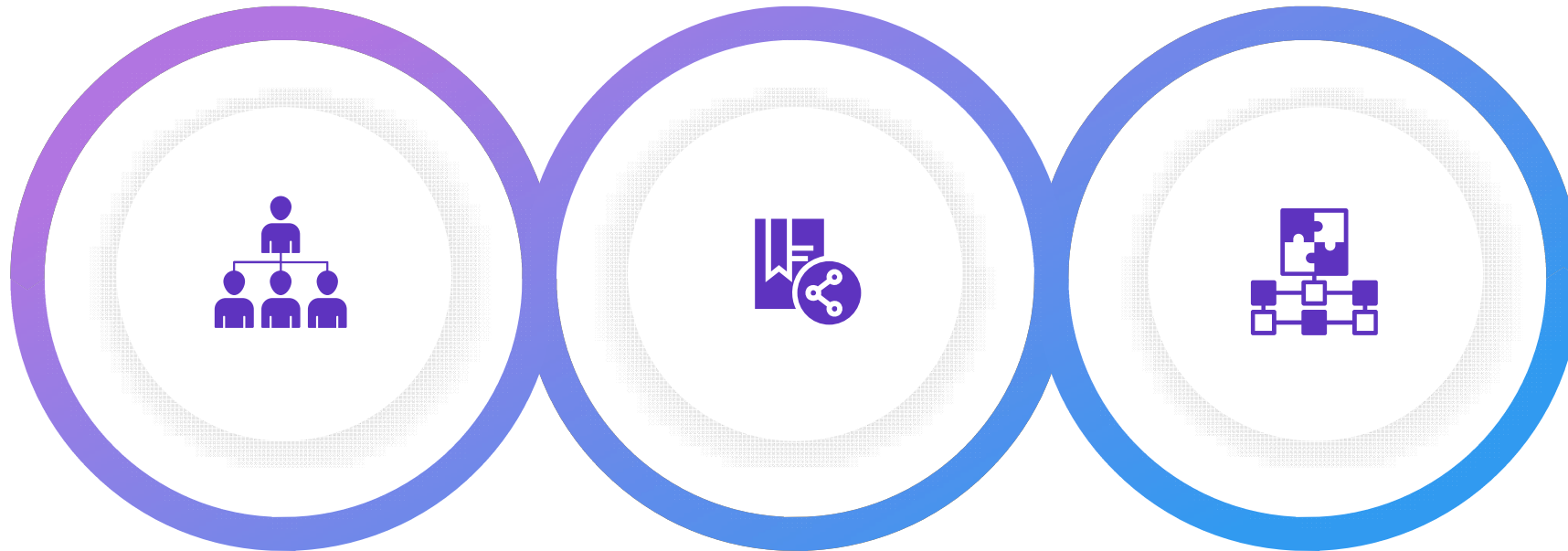
570,000

Digital borrowing
requests in 2022

Rapido at the Core

Personalize

Provide an intuitive and personalized experience to make resources easily accessible



Connect

Unlock global and equitable collaboration to expand your collection

Optimize

Let the system handle the request volumes for you

Rapido Channels and Activities



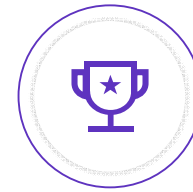
Rapido working group



Rapido monthly webinars



NERS voting process



Customer Success



Rapido Idea Exchange

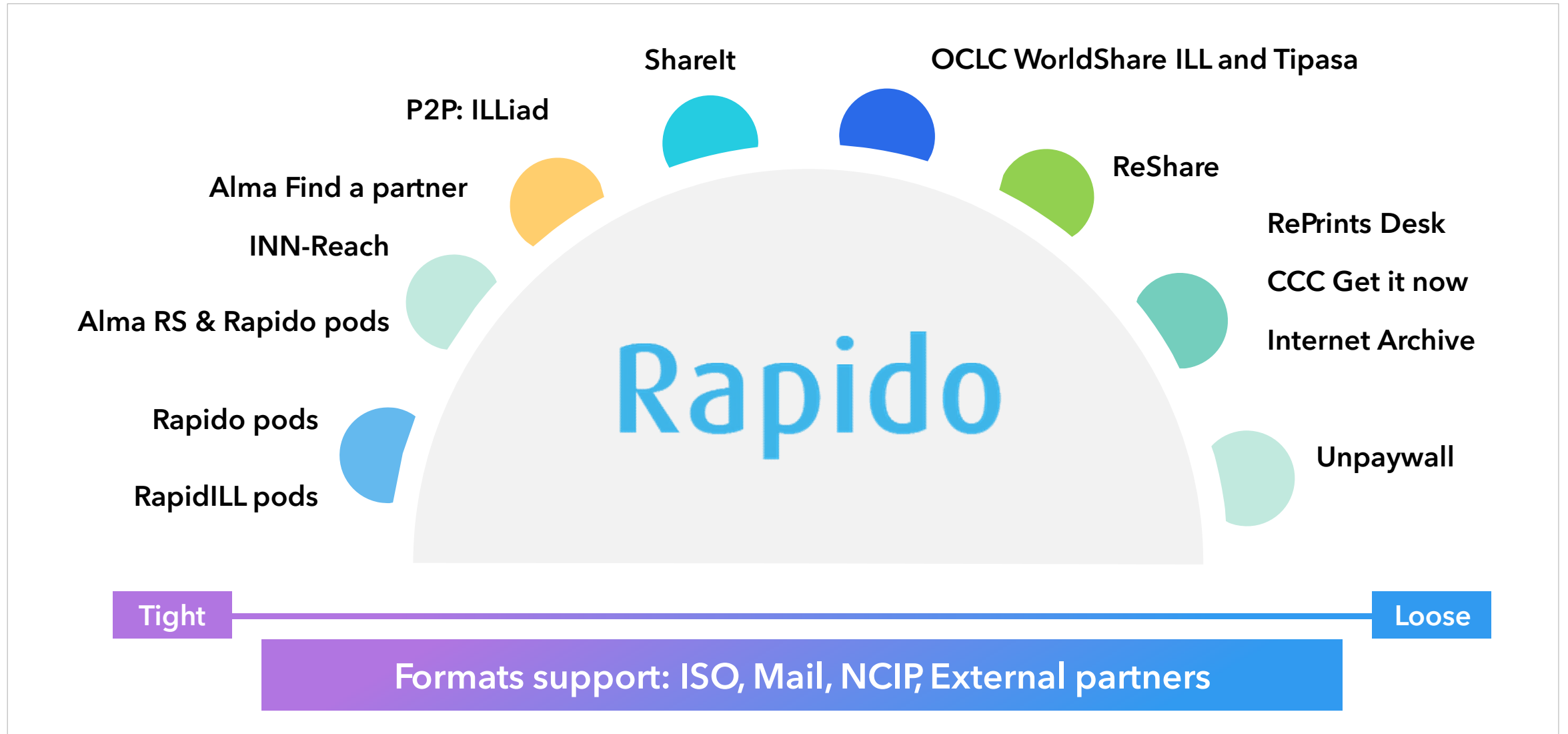


Rapido roadmap

Coming in 2024: Rapido Available for Different Library Systems



Flexible Ecosystem



The Ex Libris Resource Sharing Directory

Exlibris Resource Sharing Directory



Help make resource sharing open and accessible by joining the Exlibris Resource Sharing Directory!

Any Alma library can easily opt into the directory. Being in the directory lets other Alma institutions know how they can interact with you regardless of either of your preferred resource sharing platform.



How do I opt-in?

Set up is done in Alma and is a very simple process taking a few minutes.

The set up consists of letting people know who you are, where to find you and what you are able to loan.

How Rapido Libraries Work with Alma Partners

Per requested resource, Rapido can offer a dynamic list of partners based on the Ex Libris Resource Sharing Directory

Borrowing Request

Hemingway on hunting
ISBN: 1585743712
Created borrowing request

Potential Lenders (5)

Directory: All Location: All Create Rota

	Name	Location	Lending Terms	Cost	Requestable	Available	Directory
1	<input checked="" type="checkbox"/> University of New Hampshire - Resource Sharing Library	United States	Delivered in 1 days keep for 20 days	0.0 USD	Unknown	Unknown	Yes
2	<input type="checkbox"/> Rollins College - Rollins	United States	Delivered in 10 days keep for 90 days	0.0 USD	Unknown	Unknown	Yes
3	<input type="checkbox"/> Finger Lakes Community College	United States	Unknown	Unknown	Unknown	Unknown	No
4	<input type="checkbox"/> University of the Incarnate Word	Unknown	Unknown	Unknown	Unknown	Unknown	No
5	<input type="checkbox"/> Dalton State College - Derrell C. Roberts Library	Unknown	Delivered in 7 days keep for 50 days	0.0 USD	Yes	Yes	Yes

Edit ...

- View local resources
- Duplicate
- Send query to patron
- Receive
- General message
- Status Query
- Assign to
- Purchase request
- Upload file from partner
- Find partners ←

Easy Resource Sharing

Data Sharing Profile

RESOURCE SHARING

Confirm making holdings information of my institution searchable and visible to other Alma and Rapido institutions for purposes of availability and requestability of items for resource sharing. This could provide an opportunity for your institution to establish new resource sharing partnerships and networks with other institutions that agree to do so. Allowing your institution's holdings information to be shared for this purpose does not mean that your institution is required to allow resource sharing with any other institutions. None of your users' personal data is used. ★

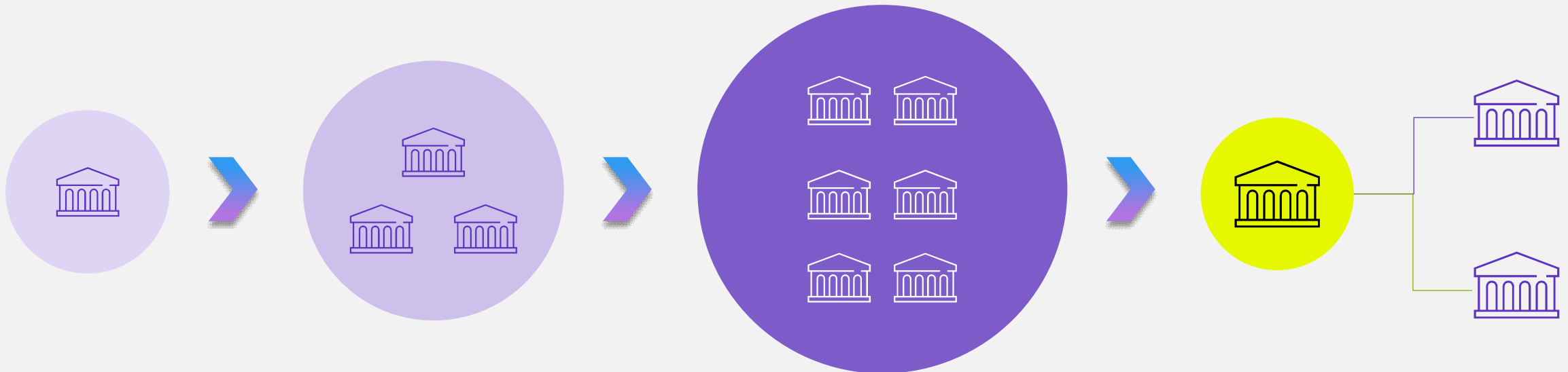
Yes No



A Look into the Present

Rapido is

- A connected community
- Integrated with other systems
- A network beyond other Rapido libraries directly connecting to peer to peer, ISO, email, ALA partners, The British Library and more





Personalize

- Library staff fine tune their use of Rapido with their use of sets, alerts, labels, mediation rules, and copyright rules
- Use display logic rules and configurations to customize the request experience by user group
- Patron account shows all requests and loans in one place

Using and Creating Sets

Refine by ^

Activity Status: Active

Inventory Type: Physical

Request Reported: No

Labels: test

Clear all

one (0)

solr_index (0)

test (0)

+ More (6)

Rapido Indicator ^

No (0)

Yes (0)

Status ^

Being Processed (0)

Cancel reply (0)

Cancelled (0)

< **Lending Requests** (1 - 9 of 9) Save as a New Set Print Slip Report

Author Sort by: Creation Date

Print Slip Actions

1	<input type="checkbox"/>	Botany / Australian journal of botany (Online) Yoel Inst. for Advanced Studies in Library and Info Science - Resource Sharing Library Created lending request	Requested: Article (Digital) Created: 24/Jan/2023 13:29:48 IST External identifier: 2//011001210002475 ● Physical ● Electronic	Edit ...
2	<input type="checkbox"/>	Botany / Australian journal of botany (Online) Yoel Inst. for Advanced Studies in Library and Info Science - Resource Sharing Library Created lending request	Requested: Article (Digital) Created: 24/Jan/2023 13:34:48 IST External identifier: 2//011001210002476 ● Physical ● Electronic	Edit ...
3	<input type="checkbox"/>	The shores of wisdom : the story of the ancient library of Alexandria / by Flower, Derek Adie. Yoel Inst. for Advanced Studies in Library and Info Science - Resource Sharing Library Being Processed	Requested: Book Chapter (Digital) Created: 23/Feb/2023 08:42:31 IST Alerts (1)	Edit ...

Save as a New Set

Set Name * **Print pullslips**

Description **physical items to ship or scan**

Group *

Private Yes No

Permanently Active for All Users

Cancel Save

Main Library - Main Circulation Desk

Resource Sharing Requests

Borrowing **Lending**

All active borrowing requests 1332

New

Pending Copyright approval 0

Today Requests 0

Digital request newly created 14

Awaiting Patron Information 0

Show more

In Process

Bad Citation 4

General messages 0

Recalled by partner 0

Requests that were considered for purchasing 3

Work on Requests Within Sets

The screenshot displays a web interface for managing borrowing requests. On the left, a 'Refine by' sidebar contains filters for 'Requested Format: Digital', 'Activity Status: Active', and 'Labels: Digitization_over_11%'. Below these are options for 'Include Zero Values' (disabled) and 'Rapido Indicator' (No/Yes). Further down, another 'Labels' section includes 'borrowing_label (1)', 'Digitization_over_... (5)', and 'testing_rs_flow (1)'. The main area is titled 'Borrowing Requests (1 - 5 of 5)' and features a search bar, a dropdown menu set to 'Author', and a 'Sort by: Update Date' option. Two buttons at the top right are 'Save changes' and 'Save as a New Set'. The request list shows two entries: 2. 'The Dog' by William Youatt, pending approval, requested by Oren Farkas, with a 'Digitization_over_...' label. 3. 'A man called Ove' by Fredrik Backman, request sent to partner, requested by Meghann Weldon, also with a 'Digitization_over_...' label. Each entry includes a checkbox, a book cover icon, and an 'Edit' button.

Using Labels

The screenshot displays a 'Borrowing Requests' interface with 1,242 items. The first three requests are visible:

- Request 1:** Sjögren-Syndrom / Journal der Deutschen Dermatologischen Gesellschaft. Requested: Article (Digital). Requester: Staff, Ex Libris. Label: Request sent to partner.
- Request 2:** Ebola / Science (American Association for the Advancement of Science). Requested: Article (Digital). Requester: Rojas, Ana. Label: multiple_requests.
- Request 3:** Intersections of Contemporary Art, Anthropology and Art History in South Asia: Decoding Visual Worlds. Requested: Book Chapter (Digital). Requester: Staff, Ex Libris. Label: Digitally received by library.

A search for the label 'app' is shown in a dropdown menu, with the following results:

- app
- approved
- need_by_date_approved
- SELF_OWNED_APPROVED

Labels can be manually added as needed using free text when managing **Borrowing/Lending Requests**

Labels can automatically be added to borrowing requests based on a Borrowing Mediation rule or Copyright rule that adds labels to requests due to the condition

Customization of Record View and Action List

Record customization Apply ✕

Main Columns

First Column

Use this column for primary data. it will always be displayed

- 1 Author
- 2 Partner
- 3 Status

Second Column

Use this column for secondary data data. it will not be displayed in narrow list

- 1 Requested Format
- 2 ISBN
- 3 ISSN
- 4 Requester
- 5 Create Date
- 6 Due Date
- 7 Loan Due Date
- 8 External Identifier
- 9 Assignee

Badges and Icons

Third Column

This column contains badges and indications. It will be displayed as icons in narrow lists

- Labels
- Notes And Messages
- Query To Patron
- File Available

Physical Holdings Display within Lending

The screenshot displays a library system interface with a list of lending requests on the left and a detailed view of the first request on the right. The list includes items like 'Art psychotherapy / by Wadson, Harriet', 'Sun by Devera, Czeena ; Bane, Jeff', 'The Sun King / Nancy Mitford.', and 'Art space history'. The detailed view on the right shows 'Request information' and 'Holdings (4)' for the first item, listing locations such as 'Main Library / Location: Juvenile Education Collection' and 'Resource Sharing Library / Location: Lending Resource Sharing Requests' with their respective call numbers and availability.

Item ID	Title / Author	Requested Format	Created	Assigned to
4	Art psychotherapy / by Wadson, Harriet, Main Campus - Resource Sharing Library - EXLDEV	Book (Physical)	01/29/2023 12:33:55 IST	Staff, Ex Libris
5	Sun by Devera, Czeena ; Bane, Jeff, Main Campus - Resource Sharing Library - EXLDEV	Book (Physical)	01/25/2023 13:32:47 IST	Staff, Ex Libris
6	The Sun King / Nancy Mitford. by Mitford, Nancy, Main Campus - Resource Sharing Library - EXLDEV	Book (Physical)	01/25/2023 13:09:46 IST	Staff, Ex Libris
7	Art space history, Main Campus - Resource Sharing Library - EXLDEV	Book (Physical)	01/22/2023 12:04:58 IST	Staff, Ex Libris
8	RS_shipping_slip_letter_article	Article (Physical)		

Holdings ID	Location	Call Number	Availability
1	Main Library / Location: Juvenile Education Collection		1 of 1 Available
2	Main Library / Location: Stacks	RC489.A7 W32	
3	Main Library / Location: Stacks	RC489.A7 W32	
4	Resource Sharing Library / Location: Lending Resource Sharing Requests	RC489.A7 W32	1 of 2 Available

Holdings

(Name, shelving location, call number, and availability)

Exclude Non-Working Days from Expiry Period



The expiry days can either be defined on a partner or on a pod lending policy

A job runs that deletes unhandled expired requests

To prevent lending requests from expiring during non-workdays, Rapido enables excluding these days from the expiry period calculation

The screenshot displays the Rapido configuration interface. On the left, a vertical navigation menu includes 'Alma DEV', 'Acquisitions', 'Resources', and 'Discovery'. The 'Resources' section is expanded, showing a list of configuration options: 'Configuration', 'Members', 'No Rapido Offer Message', 'Manage Rapido Alerts', 'Institutional Borrowing Policy', 'Manage Download Electronic Resource', 'Associate Pickup Location with RS Member', and 'Resource Sharing Working Days'. The 'Resource Sharing Working Days' option is highlighted with a purple border. Below this, a modal window titled 'Resource Sharing Working Days' is open. It contains a dropdown menu for 'Resource Sharing Working Days' and a text field for 'Days of the week' with 'Saturday' and 'Sunday' selected. A 'Back' button and a 'Save' button are visible in the top right corner of the modal.

Ship Digitally Directly from Download Screen

Edit ...

- Print slip
- Download Electronic Resource**
- Duplicate
- Assign to
- Detach from MMS
- Reject
- Ship item physically
- Ship item digitally
- Will supply
- Bad Citation

Download Electronic Resource

High-technology augmentative communication for adults with post-stroke aphasia: a systematic review. / Expert review of medical devices
by Russo, Maria Julieta ; Prodan, Valeria ; Meda, Nat
ISSN : 1745-2422
OCLC : 60630161
Volume : 14
Issue : 5
Publication Year : 0
External Identifier : TEST99123529
Pages : 355 - 370

1 [Expert Reviews](#)
Available from 2004 volume: 1 issue: 1.

Ship item digitally



Drop a file or [browse](#)

Locally Owned Items for Local Users

Filling a Request Locally

For active, digital requests, use the **Fill locally** action to manually fill a digital request that is readily available.

Note Fill locally is also available for libraries that are closed for lending.

9	<input type="checkbox"/>	 Art and text / NGRS INST 01 Inst - Resource Sharing Library ⌚ Request sent to partner	Requested: Book Chapter (Digital) ISBN: 9781906155650 Requester: Staff, Ex Libris Created: 12/16/2021 01:36:27 PST External identifier: 01NGRS0001988	Id View local resources Cancel Duplicate Send query to patron Receive Reject Recalculate partner General message Status Query Reassign Purchase request Upload file for existing partner
10	<input type="checkbox"/>	 LA artland : contemporary art from Los Angeles / by Kraus, Chris. NGRS INST 03 Inst - Resource Sharing Library (Community) ⌚ Request sent to partner	Requested: Book (Physical) ISBN: 1904772307 (pbk.) Requester: Staff, Ex Libris Created: 12/16/2021 24:55:34 PST External identifier: 01NGRS0001988	Upload file Create lending request Fill locally ▶

Fill locally - Upload file

Seamlessly in lending workflows or manually on the borrowing request

Manage Borrowing with Mediation

Mediation rules are a tool to allow staff to review and act on requests prior to the request going to a lender

ExLibris Configuring: Yoel Inst. for Advanced Studies in Library and Info Science

Borrowing Mediation Setup

Name *

Description

Created By **Staff, Ex Libris** Created On **10/Nov/2021**

Updated By **Staff, Ex Libris** Updated On **23/Mar/2022**

Input Parameters

Name	Operator	Value	
1 Labels	Not In List	blank_form_reviewed	...
2 Request Created from Blank Form	=	Yes	...

Output Parameters

Labels

Action

Copyright Rules

Configuring: Yoel Inst. for Advanced Studies in Library and Info Science ▾

Borrowing Copyright Setup

Cancel Save

Name * **Number of requests per user rule**

Description

Created By **Staff, Ex Libris** Created On **12/Sep/2021**

Updated By **Staff, Ex Libris** Updated On **23/Feb/2023**

Input Parameters

+ Add Parameter

Name	Operator	Value
1 Time Span (In Months) Since Request Date	Less than	12
2 Number of Requests Per User for Specific Resource	Greater than	1

Borrowing Copyright Setup

COPYRIGHT CLEARANCE PROCESSING

Copyright Clearance Labels **multiple_requests**

Copyright Clearance Management

Automatically approved

Blocks digitization workflow

Name

Look-up or select

- Number of Requests Per User for Specific Resource
- Number of Requests in Calendar Year
- Request Type
- Time Span (In Months) Since Request Date
- Total Copyright Work Percentage
- Years Since Publication Date

Create based on various parameters, with custom labels, and have the system automatically labelled or stopped for review

Integrations with Article Galaxy and CCC

Borrowing Requests (1 - 20 of 29) Save as a New Set

Author Sort by: Update Date Create Request Actions

1	The promise and challenge of therapeutic genome editing by Jennifer Doudna Created borrowing request	Requested: Article (Physical) ISSN: 0028-0836 Requester: Implementer, Ex Libris Created: 09/22/2022 12:48	Edit ...
2	The complete dog book; the histories and standards of breeds admitted to AKC registration, and the feeding, training, care, breeding, and health of pure-bred dogs. Created borrowing request	Requested: Book (Physical) ISBN: 13652168 Requester: Implementer, Ex Libris Created: 09/22/2022 12:14	Edit ...
3	The amazing, the incredible super dog / by Bonsall, Crosby Newell, Created borrowing request	Requested: Book (Physical) ISBN: 13652168 Requester: Implementer, Ex Libris Created: 09/22/2022 12:19	Edit ...
4	The Metropolitan Museum of Art, New York / Reprints Desk Request sent to partner	Requested: Book (Physical) ReShare ISBN: 13652168 Requester: Implementer, Ex Libris Created: 09/20/2022 14:25 External identifier: 195168331	Edit ...
5	Dog man : an uncommon life on a faraway mountain / by Sherrill, Martha. Clean Training - Resource Sharing Library Request sent to partner	Requested: Book Chapter (Digital) fill_locally ISBN: 9781594201240 Requester: Implementer, Ex Libris Created: 09/22/2022 12:19 External identifier: TRAINING10013974	Edit ...

Article Galaxy Add-on

Select all

The promise and challenge of therapeutic genome editing
Jennifer Doudna
Publication: 2020
Pages: 10
Request PDF \$34.45

The complete dog book; the histories and standards of breeds admitted to AKC registration, and the feeding, training, care, breeding, and health of pure-bred dogs.
Publication: 2020
Pages: 5
Request PDF \$52.0

The amazing, the incredible super dog /
Bonsall, Crosby Newell,
Publication: 2020
Pages: 1 - 10
Request PDF \$52.0

CCC Add-on

Select all Request all 6 items

Walking, mothering and care: a sensory ethnography of journeying on-foot with children in Wollongong, Australia / Gender, place and culture : a journal of feminist geography
Clement, Susannah ; Waitt, Gordon
Journal title: Gender, place and culture : a journal of title: feminist geography
Publication: 2017-08-03
Pages: 1185 - 1203
Request PDF \$56.00

Identifying and understanding the drivers of high water consumption in remote Australian Aboriginal and Torres Strait Island communities / Journal of cleaner production
Beal, Cara D. ; Jackson, Melissa ; Stewart, Rodney A. ; Rayment, Cail ; Miller, Adrian
Journal title: Journal of cleaner production
Publication: 2018-01-20
Pages: 2425 - 2434
Request PDF \$29.00

Determine When Your Users See Offers

Rapido enables you to configure when to present resource sharing requests and when to hide them

- Does your institution want to show the offers before sign-in?
- For which users (user groups) to present resource sharing services?
- Should the offers be presented if the library owns the resource?
- Should the offers be presented if the library has the resource available?
- Should the offers be presented if a full text service is available for the resource?
- Should the offers be available when a purchase request exists for the resource?
- For which specific Resource types should offers be presented?

Known Offers for Library Users

Title Proceedings, Sixth International Conference on Tools with Artificial Intelligence: November 6-9, 1994, New Orleans, Louisiana

Creator State University of New York at Binghamton >
IEEE Computer Society >


Subject Artificial intelligence >
Data processing >

Description Includes bibliographical references and index.


Publisher Los Alamitos, Calif: IEEE Computer Society Press

Creation Date 1994


Tags

 ADD YOUR OWN TAGS 2

Get it from other locations


**Get a physical copy**
Delivered in **5 Days**
Keep for 112 days
GET IT

OR

**Only need a chapter?**
Delivered in **24 Hours**
by email
GET IT

Get it from other locations

The request was successfully submitted

**Get a digital copy**
Delivered in **24 Hours**
by email
GET IT

Transparency for Library Users

26 Ebola / Science (American Association for the Advancement of Science)
Halloran, M Elizabeth ; Vespignani, Alessandro ; Bharti, Nita ; Feldstein, Leora R ; Alexander, K A ; Ferrari, Matthew ; Shaman, Jeffrey ; Drake, John M ; Porco, Travis ; Eisenberg, Joseph N S ; Del Valle, Sara Y ; Lofgren, Eric ; Scarpino, Samuel V ; Eisenberg, Marisa C ; Gao, Daozhou ; Hyman, James M ; Eubank, Stephen ; Longini, Jr, Ira M

Article (Digital)

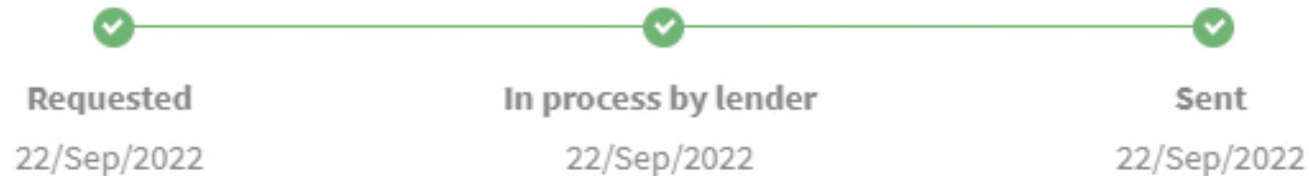
Publication date: 2014-10-24

Pages: 433 - 433

RESOURCE SHARING. Sent
Estimated delivery: 23/Sep/2022
Request Id: 19573919

The maximum number of views of the resource is: 4
Current number of views: 2
Download expiry: 22/Oct/2022

 DOWNLOAD





Optimize

- Borrowing at the point of need on their institutional Discovery system
- Use of pods moves requests automatically through priority partners without needing staff time
- Handle more lending and borrowing requests with fewer resources
- Out of the box analytics for your assessments and measurements

Monthly Rapido Releases

The screenshot displays the ExLibris Knowledge Center interface. At the top left is the ExLibris logo with the text "Knowledge Center" and "Part of Clarivate". On the top right, there are three buttons: "More Sites", "System Status", and "Submit a Case". Below the logo is a search bar with the placeholder text "Search under current path" and a magnifying glass icon. To the right of the search bar is a blue button labeled "Rapido". Below the search bar is a breadcrumb trail: "Home » Rapido". The main content area features three large cards. The first card, titled "Product Documentation", includes a document icon and the text "Access the latest documentation for Ex Libris products". The second card, titled "Release Notes", includes a megaphone icon and the text "Stay informed about the features and capabilities included in each product release". The third card is a blue sidebar containing a list of links: "Rapido Essentials", "Extended Training", and "Rapido Monthly Webinars", with a "Show all topics" button below them. A faint paragraph of text is visible at the bottom of this sidebar.



Customer Success



Connect

- Customer Success meetings begin after the implementation experience ends

- Meet regularly to ensure success

- One on one or bring the whole team



Personalize

- Understand the context of your Rapido use
- Work through your questions
- Build your knowledge
- Address your needs with existing functionality
- Discuss to define the goals of your institution
- Support your use of analytics to measure your goals and success



Optimize

- Support your definition of success

- Review day-to-day workflows together to highlight any opportunities for a library to align their work with their goals

- Stay current on items from releases to maximize the use of Rapido



A Look into the Future



Connect

- Workflows for **net lending** institutions, enabling them to lend a high volume of resources for different types of borrowers such as libraries, organizations and independent researchers without dependencies on requiring an ILS from this borrower and making existing workflows as efficient as possible



Linda Hall Library

SCIENCE, ENGINEERING & TECHNOLOGY — INFORMATION FOR THE WORLD



Connect

- Easy creation of new networks and partnerships
 - Automation of peer-to-peer processes (such as automatic creation of partners)
 - Opening the Resource Sharing Directory for any institution to contribute partner information and ability to identify potential partners for resource sharing
 - Enhancing our current integrations with other systems and adding new integrations



Personalize

- Enhancement and development to make the Rapido Title Index more exact, such as enabling institutions to control records displayed
- Enable institutions to report on records that have incorrect metadata
- Removing resources from Discovery that are not suitable for resource sharing
- New Rapido tiles for specific resources such as newspapers



Optimize

- eBook resource sharing, making resource sharing sustainable and optimal

- eBook optimized workflows, automated both for lending and borrowing institutions

- Increase visibility to staff; view in Rapido the offers displayed to users via Discovery

- Making it easier to customize letters and slips

Resource Sharing Community Platform - <https://ill.circle.so>

The screenshot displays the user interface of the Inter-Library Loan community platform. On the left is a navigation sidebar with the following items: Search, Getting Started, Home (selected), Notifications, Direct Messages, Members, Courses (with a 'New' badge), Topics (expanded to show: Welcome to ILL online, ILL News, Conference Announcements, Conference Content, Products and Tools (with a '17' badge), Policy, Copyright, Professional Development), and Vendor Spotlight (with an 'Add space' button). The main content area shows a post by 'summer steele' from 8 days ago, titled 'Save the Date & Call for Proposals: 2023 NWILL Conference'. The post text includes: 'Greetings!', 'Save the date: The Northwest Interlibrary Loan and Resource Sharing Conference Planning Committee is organizing a virtual conference to be held September 21-22, 2023.', and 'Interested in presenting? The Planning Committee is accepting presentation proposals through Monday, May 1st at 12 p.m. (noon) PDT. ... See more'. On the right side, there are two panels: one with options to 'Setup a payroll' and 'Invite your first members', and another titled 'Trending Posts' featuring the same conference announcement post.



Questions?



Thank you!

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