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RapidILL and Rapido: innovation, metrics, process

Hopkins, Peta J.

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Peta Hopkins

Manager Digital Library Services,
Bond University

ANZREG Resource Sharing Webinar 7 October 2021



Kombumerri Country | Gold Coast



RAPIDILL & RAPIDO

Innovation, metrics,
process

Background

Bond University

- Small university & Library team
- All* students and staff are eligible for requesting items not held by the Library



Customer Services

- Interlibrary lending
- Document delivery
- Monitoring requests



Information Resources

- Purchase requests
- Licences for e-resources
- Budget



Digital Library Services

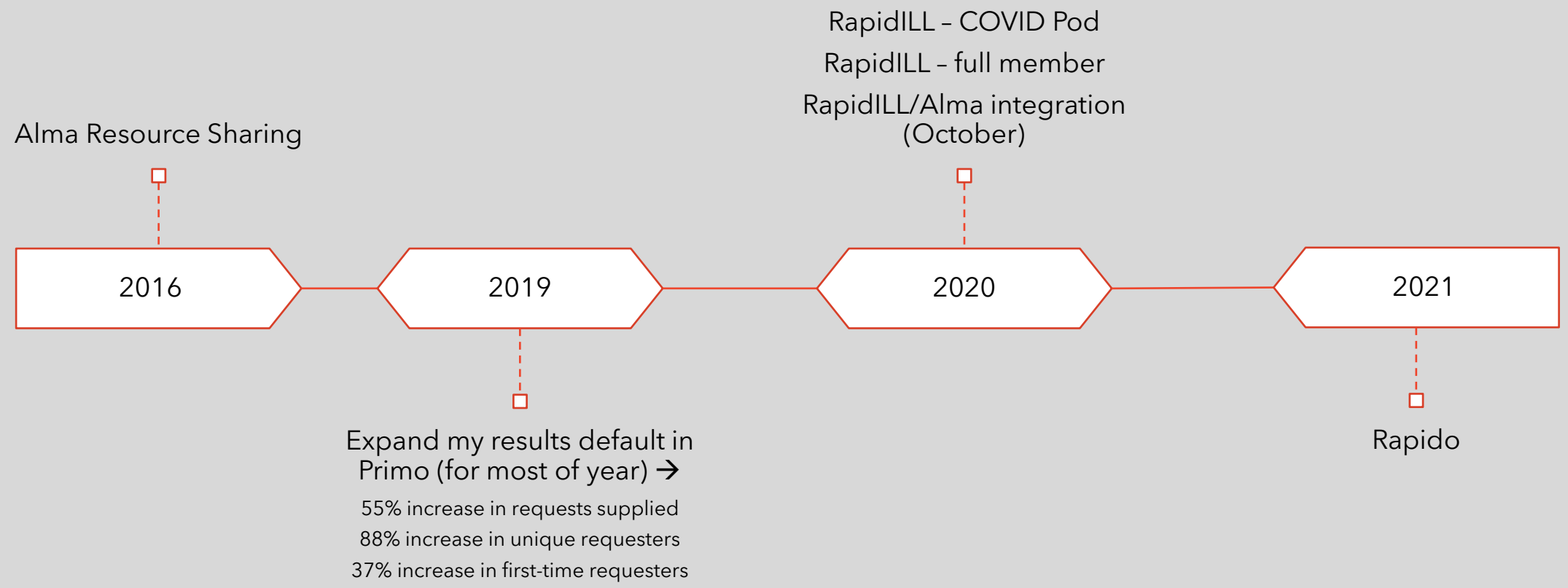
- User experience
- Systems integrations
- Project management

Resource Sharing Roles

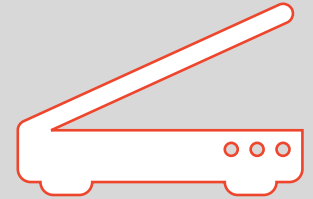
Innovation

- Why have we been innovating in the Resource Sharing area?
 - Simplify and promote mechanisms for staff and students to request resources that they cannot find in Library Search. #LibraryGoals
- Previous research
 - Donaghey, J. (2019). [*Understanding user behaviour when requesting resources*](#). International Group ex Libris Users Conference, Singapore, Singapore.
 - Top reasons for why they monitor their requests
 - Track progress || check request had been submitted || how long will it take
 - Most important features in the requesting experience
 - Ease of placing a request
 - Place multiple requests
 - Tracking progress
 - Other key learnings
 - New users expect longer turnaround time than we actually were delivering - communicate expectations more
 - Aim to increase self-discovery, less reliance on librarian recommendation, less questions submitted for requests or about requesting

Innovation Points - major changes



RapidILL



- Free COVID Pod in April 2020, then articulated immediately to full membership at the end of the free period, July
- Changes to processes
 - New process to contribute holdings data - now fully automated
 - Minimised mediation when RapidILL was integrated with Alma resource sharing (October 2020)
 - More time on lending requests
 - More morning work - addressing requests that arrived overnight
- User Benefits
 - Faster delivery times
 - No significant change to the user experience of placing a request
- Budget impact
 - Bulk of requests were handled through RapidILL so overall cost per request was lowered



BOOK

It's blue with five petals: Kangaroo Island field guide : wildflowers of Kangaroo Island and the Fleurieu Peninsula

Prescott, Ann

1995

[Get it for me.](#) See request options >

TOP

HOW TO GET IT

How to get it

SEND TO

DETAILS

LINKS



Want a physical copy?

Estimated delivery
5 business days

Loan for **28 days**

GET IT

OR



Only want one chapter?

Estimated delivery
24 hours

by email

GET IT



BOOK

Kangaroo Island wildflowers illustrated

Jackson, Ida

1971

Includes index.

 [Get it for me.](#) See request options >



TOP

HOW TO GET IT

How to get it

SEND TO

DETAILS

LINKS



Want a physical copy?

Get it for loan
from another library

GET IT



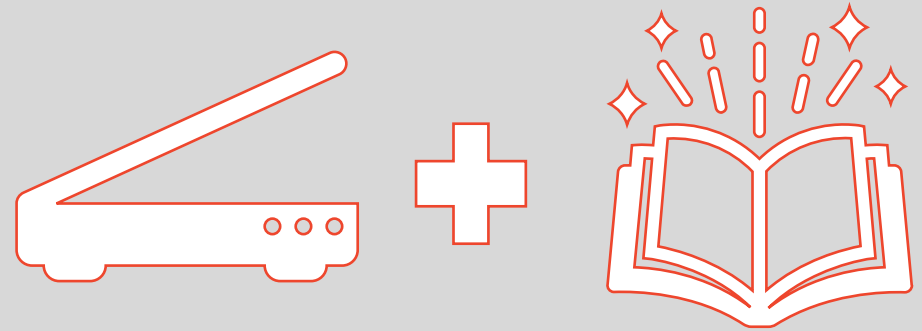
Only want one chapter?

Get it delivered
by email

GET IT

OR

Rapido



- Early adopter program was attractive
 - Increased proportion of requests that would be covered by known costs. Opportunity to go back to Expanded results.
 - Improved user experience
 - Communicating expectations up front about delivery times and length of loan
 - Tiles stand out to users
- Project started off early 2021, Switched to production in early June.
- Changes to processes
 - Pretty easy transition from Alma Resource Sharing to Rapido
 - Established sets for catching requests that need mediation - eg. Using publication date to tag requests for purchase request before sending, missing metadata
- User benefits
 - Expectations are shown up front - easy choice as to whether to request physical or just a scan
 - Tiles stand out - no wondering about which link to click
 - Monitor progress

EXPAND MY RESULTS IMPACT

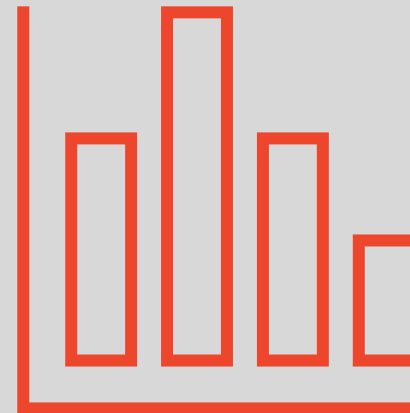
2018 VS 2019



Donaghey, J. (2019). [*Understanding user behaviour when requesting resources.*](#)
International Group ex Libris Users Conference,
Singapore, Singapore

Metrics

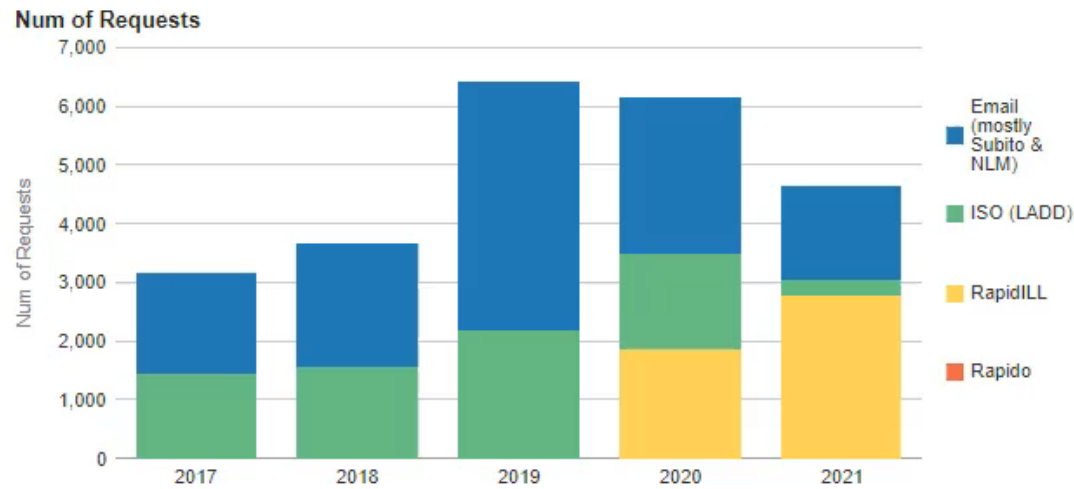
- Partner types
- Supply performance
- Number of requests (net lending)

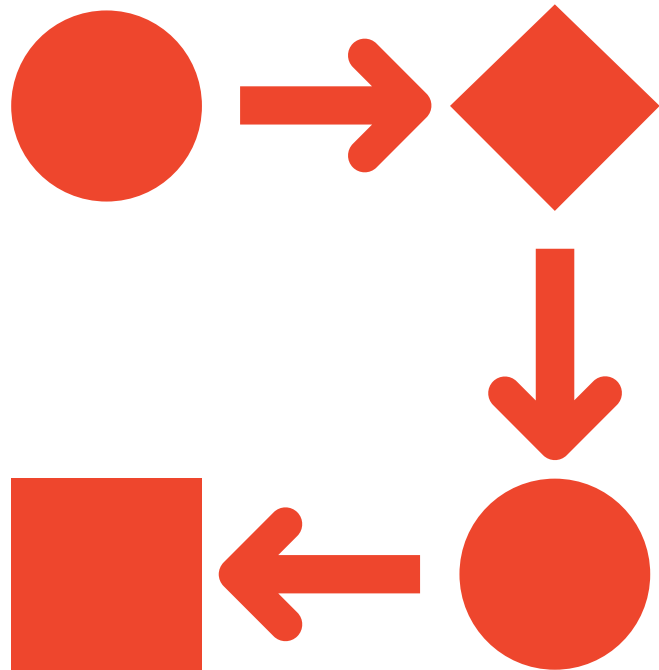


Requests supplied by Provider Type

Borrowing Creation Year is greater than or equal to 2017
and Borrowing Request Status is equal to Cancelled By Patron, Cancelled by partner, Cancelled by staff, Request Completed
and CASE WHEN Profile Type = 'ISO' THEN 'LADD+ (ISO)' ELSE Profile Type END is not null

| | 2017 | 2018 | 2019 | 2020 | 2021 |
|-----------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Profile Type | Num of Requests | Num of Requests | Num of Requests | Num of Requests | Num of Requests |
| Email (mostly Subito & NLM) | 1,724 | 2,108 | 4,232 | 2,659 | 1,598 |
| ISO (LADD) | 1,456 | 1,574 | 2,183 | 1,625 | 282 |
| RapidILL | | | | 1,862 | 2,775 |
| Rapido | | | | | 7 |
| Grand Total | 2,873 | 3,362 | 5,164 | 3,040 | 2,991 |





Process

- Net borrower to net lender - team spends more time looking at lending requests instead of borrowing requests
- Minimised mediation
- More resource sharing work in the mornings than in the afternoon

Peta Hopkins

phopkins@bond.edu.au



THANK
YOU