Rapido Overview with the Boston Library Consortium

March 9, 2020

Mike Richins, Director of Product Management, RapidILL
Resource sharing must go through a revolution

- The current discovery process is incoherent to patrons
- Staff processing of requests is very labor intensive
- Existing RS products are outdated – both in technology and capabilities
“How can I get this item fast and in the terms I need?”
“We can get this item for you in 3 days for a 12 week loan”

...that deserves a simple answer
Otherwise - this is where they end up going to

SCI-HUB

...to remove all barriers in the way of science

enter URL, PMID / DOI or search string
INTRODUCING
ExLibris Rapido
Simplified, automated staff workflows
Extremely unmediated requests processing

A focus on patron experience
- “Find What I want, Get it the Way I want it”
- Intuitive, ‘Amazon like’ user experience

ExLibris Rapido
Making resource sharing an outstanding experience for patrons and staff

Breaking the silos
Resource sharing as part of the full cycle: discovery, fulfillment and acquisition

A Central holding index
Automatically finds the best lender to fulfil your requests

Open platform, embracing industry standards
Integrates with other platforms in the resource sharing ecosystem
Moving from this experience

For patrons
.. or this experience

<table>
<thead>
<tr>
<th>Europe since 1945</th>
</tr>
</thead>
<tbody>
<tr>
<td>Philip Malcolm Waller Thody 1928-</td>
</tr>
<tr>
<td>Checked out from Main Library Stacks (940.55 T449e)</td>
</tr>
</tbody>
</table>

**Get it** | Details | Virtual Browse
---|---|---
01HWU - Northwestern University (Alma)

**Request Options**: ILL @ NU

- Course Reserve Book Request
- Course Reserve Chapter Request
- Request a Recall

**Location**: Main Library Stacks 940.55 T449e

**Availability**: (1 copy, 0 available)

<table>
<thead>
<tr>
<th>Barcode</th>
<th>Loan Policy</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>35556032679441</td>
<td>End of Term</td>
<td></td>
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For patrons
1. User centric design
2. Best option is calculated by Rapido
3. All terms are known in advance
For staff: moving from a manual process
To a highly efficient flow

Rapido will do it all behind the scenes in a smart and efficient way, even before request is submitted.

- Check request for data completeness
- Check for duplicates
- Validate local inventory
- Look for open access alternatives
- Find the best lender based on library preferences
- Show the terms of use to patrons
Development partners – from US and Australia

CLiC Cooperating Libraries in Consortium

CSU The California State University

CSUDH Dominguez Hills

CSUSM San Marcos

ST. OLAF COLLEGE

WISCONSIN UNIVERSITY OF WISCONSIN-MADISON

MACQUARIE University

CSIRO

HUMBOLDT STATE UNIVERSITY

CAL STATE LA

THE UNIVERSITY of ADELAIDE

MONASH University
Tentative Timeline

• Development partners live in production Fall 2020
• Early adopters (Alma users) Spring 2021
• Non-Alma libraries late 2021
“Rapido will turn our vision to reality”
Bruce Barton, University of Wisconsin Madison

“We want to enable our patrons to use our main discovery tool to easily obtain an item through the library—any item, whether or not we own it or license it. And for all but the truly obscure items, we want to be able to respond to a request by immediately providing delivery options. We think the Rapido solution will move library resource discovery and delivery toward that vision.”

“Rapido is the gateway to the world of library content “
David Walker, California State University

“Providing users with fast access to all the information they need to conduct informed and comprehensive research is a high priority for CSIRO library services. This goal can often be difficult to achieve through traditional ILL sources and services. We’re excited to be working with Ex Libris in rethinking the existing environment and developing a new platform to improve the sharing of resources among libraries and, most important, deliver a better experience to users.”

“We see Rapido as the gateway to the world of library content desired by our students, faculty, and staff and hope to take advantage of an interlibrary-loan system fully integrated into our library services platform and presented in an interface that will be familiar to current and new users.”

“Rapido will deliver a better experience to our end users”
Thomas Girke, CSIRO (Australia)
Thank you!