



ASERL and RapidR – Returnables

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It took a flood to realize that we had not been meeting patron's expectations.

1. Our users expect our services to equal that of our corporate competition. When you think about it, they are probably paying more for library fees than for a faster service
2. Rapid tries to fit into your workflow in such a way that you are competitive, and that your patrons recognize the value of your service
3. We sometimes think that our users expect too much – but we don't always realize that we can meet their expectations

What is RapidR (Returnables)?

- Dynamic returnable resource sharing service
- Reduces staff and processing time
- Efficient and accurate lender identification
- Robust load leveling and custom lender priority/tiering
- Fast delivery to the borrowing library/end user

Rapid's Goal: Keep Returnables Simple

- Rapid provides a “behind the scenes” availability check (z39.50)
- Rapid provides the lender with the call number and location. More importantly, Rapid only sends requests for exact items that you own. Monographs match on ISBN to ensure that the request is routed properly
- Each library can identify collections from which they cannot lend –you’ll never see requests for these locations

RapidR (Returnables) Service commitments

- 24-hour lender response/update
- Delivery to borrowing library within 4 business days (96 hours)
- Currently static 8 week loan period

*Consortia joining RapidR as a group can set their own service commitments

Rapid as a Consortium Tool

- When we developed the monograph piece of Rapid, we believed that people would not just jump into it. Were we ever surprised!
- In the first couple of years, we have 66 libraries using RapidR, including such groups as:

- Boston Library Consortium
- Greater Western Library Alliance

And select members from:

- Maryland
- Michigan
- PALCI
- Phoenix
- SCELC
- VALE

Current RapidR participants:

- University of Arkansas Libraries
- University of Alabama
- University of Massachusetts
- Arizona State University
- University of Arizona
- Bowdoin College
- University of Mass. Boston
- Boston University
- Bates College
- Boston College
- Colby College
- Occidental College
- University of Colorado at Boulder
- Colorado State University
- University of Delaware
- Drexel University
- Michigan State University
- Central Michigan University Libraries
- University of Hawaii
- Univ. of Illinois, Chicago
- Texas Tech University
- University of New Mexico
- Iowa State University
- Univ. of Texas, Austin
- Baylor University
- Kansas State University
- University of Kansas
- Wichita State University
- Lehigh University
- State Library of Massachusetts
- Brandeis University
- Marine Biological Lab/Woods Hole Oceanographic
- Middlebury College
- Mount Holyoke College
- University of Missouri, Columbia
- Millersville University
- University at Albany, SUNY
- Northeastern University
- University of New Hampshire
- The College of New Jersey
- Washington State University
- Oklahoma State University
- University of Oklahoma
- Oregon State University
- University of Oregon
- University of Rhode Island
- University of Mass. Dartmouth
- Tufts University, Edwin Ginn Library
- Tufts Univ, Hirsh Health Sciences Lib.
- Tufts University
- Tufts University, Webster Library
- Texas A&M University
- University of Houston
- Brigham Young University
- University of Connecticut
- University of Mass. Lowell
- University of Utah
- Utah State University
- Williams College
- Wellesley College
- Univ. of Massachusetts Medical Center Library
- Washington University in St. Louis
- West Virginia University
- University of Wyoming
- Rensselaer Polytechnic Institute
- Hobart and William Smith Colleges

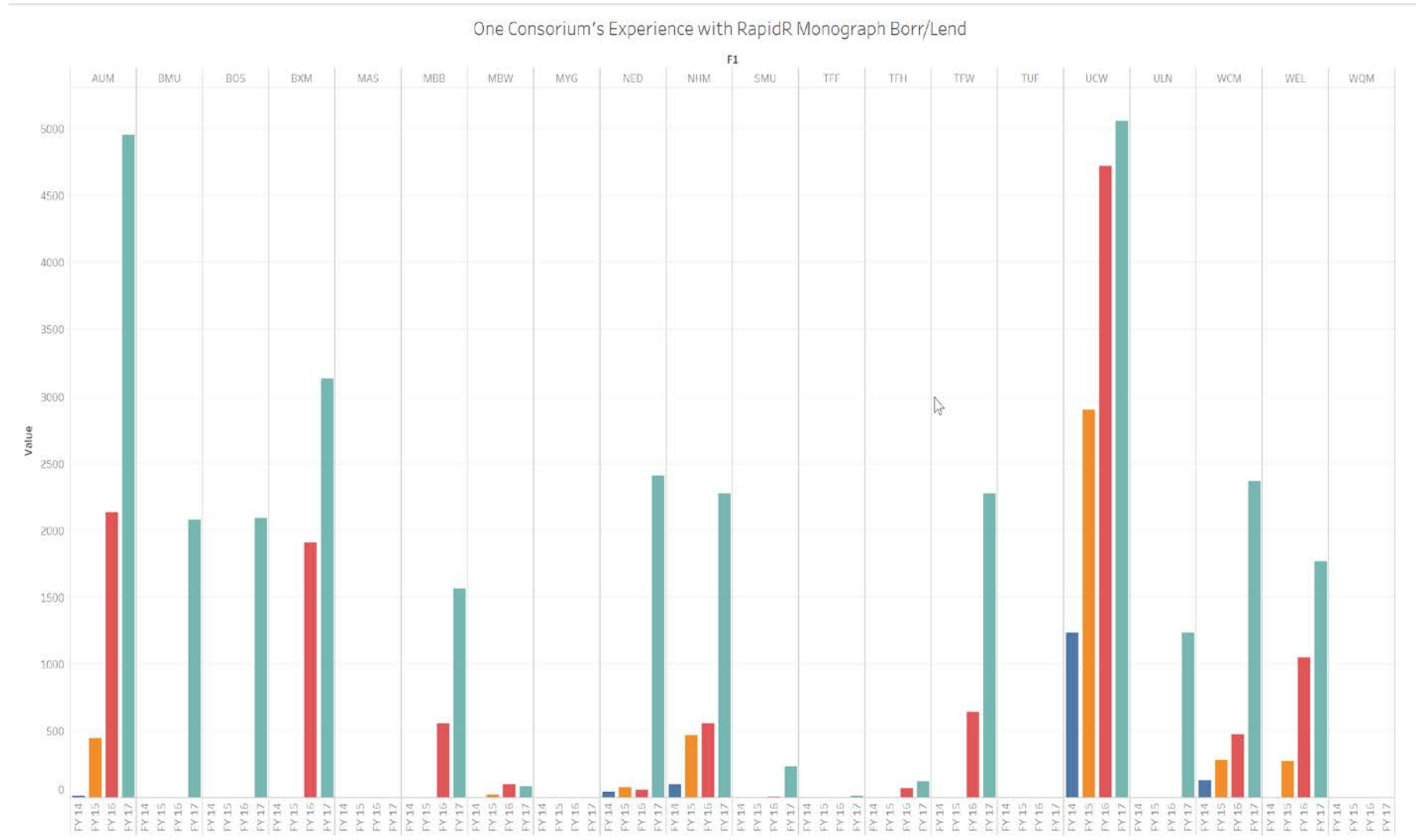
Recent RapidR - Returnables statistics

- 66 participating libraries
- 92% fill rate
- 15 hour Filled TAT

While it takes training to get the staff to use RapidILL and RapidR the results are impressive.

- One large consortium has placed over 20,000 RapidR requests in just the first few month of use.
- The year-over-year increase for one consortium is amazing – this visual tells a big story:

This Graphic Represents Year-Over-Year Growth for 20 Libraries In One Consortium.



RapidR Routing Process

- Real-time availability check (Z39.50)
- Dynamic load leveling
- Geographical awareness
- Courier groupings
- Pod priority

RapidR consortium custom routing options

- Flexible routing logic
- Group libraries by priority
- Regional prioritization
- Tiered logic

RapidR current development

- Variable due dates
- Additional Request States (Borrowing Received, Borrowing Returned, Completed, Not Received, Lost)
- Better support for Borrowing Notes
- Renewal Requests
- Shipping tracking number support
- New API mid-year 2018

Workflow demonstration

RapidR setup/implementation

- Monograph holdings
- Mailing address
- Z39.50 settings
- ILLiad customization
- Web training

Future RapidR development/ideas

- Tipasa integration
- WMS Availability
- NCIP
- Patron direct to Rapid
- Request management directly through Rapid
- More dynamic interactions with other systems –
Push/pull requests (OCLC, ILLiad, Tipasa, Alma
Resource Sharing)
- Reveal discovery integration



Thank you! Questions?

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