

2016 Rapid User Group Meeting Notes

The annual Rapid user group meeting was held Friday, June 24th from 4-6pm at the Copper Canyon Grill in Orlando, FL. The meeting was very well attended with nearly 50 users enjoying dinner and lively conversation.

Below is the agenda and notes from each portion.

Welcome – Tom Moothart, Assistant Dean of Resource Delivery Services at Colorado State University Libraries welcomed attendees and introduced the Rapid team members.

Announcements: Since July 2015

- 12 new libraries have joined Rapid, including 2 Australian and 1 Taiwanese sites.
- The new Michigan pod, open to academic libraries in the state of Michigan, has launched.
- Rapid continues to grow! FY16 was our largest year in terms of the number of libraries participating and the total number of requests processed. 1,272,795 requests were processed with a fill rate of 96.4%. The average filled turnaround time was 11.59 hours.

Tom Moothart turned the meeting over to Tom Delaney, Director of Rapid Outreach and Support

UPDATES

- ✓ **RapidR (Returnables) Update:** Tom D. reported that there are now twenty-six RapidR users and the number is steadily increasing. In FY16, 25,674 RapidR requests were processed. The average turnaround time for Rapid Returnables is 15.9 hours and the average fill rate is 92.8%.

The RapidR routing algorithm facilitates consortial/library group resource sharing and includes geographical awareness and load-leveling.

Upcoming RapidR enhancements include adding additional states (Shipped, Received, Returned), and better due date integration.

Contact the Rapid staff for information about RapidR and how your library can benefit.

- ✓ **Rapid Book Chapters Update:** Tom announced that there are now 124 Rapid book chapter users. In FY16, 57,241 book chapter requests were processed with a fill rate of 93.6%. The average turnaround time was 18.01 hours.

Tom Delaney turned the meeting over to Mike Richins, Coordinator of Rapid Technology Support and System Development.

- ✓ **Reprints Desk Update**

Rapid has completed and made available an enhancement to our Reprints Desk service that allows libraries to send requests directly from Rapid to Reprints Desk. This functionality has been requested by several Rapid libraries that are interested in having Reprints Desk fill their requests directly because they have exceeded copyright on the requested title. The process is available to all Rapid libraries though it works best through ILLiad using the Rapid addon.

This process can also be configured to send requests to Linda Hall Library or CISTI. Libraries

interested in the service can contact Rapid staff for more information on the enhancement and how to implement.

Mike turned the meeting over to Jane Smith, the Coordinator, RapidILL.

✓ **Easy Lending/Open Access update**

The Easy Lending database has grown to over 17.8 million open access articles. In FY16, 6,261 requests were processed through Easy Lending with a fill rate of 78%. This is up from the FY15 count of 3,337 requests processed.

All Rapid libraries are active for Easy Lending by default, and the turnaround time for Easy Lending requests is generally between 30 seconds and 5 minutes.

Upcoming

- ✓ **New Rapid Web Site:** Jane announced that the new Rapid web site, which is currently accessible and fully functional in preview mode, will go live on July 12. There is a link from the current Rapid website HOME page to view and use the new site. The functionality of the site remains the same, however, the look has been updated. Along with many cosmetic and behind the scenes technological updates, the site's toolbar now runs across the top instead of the left side of the page.

The new site is explored in detail in Jane's recent 4-part Rapid Rocks newsletter, available via the Rapid Rocks link on the Rapid website.

Jane turned the meeting over to Sam Friedman, Assistant Coordinator, Rapid Holdings Manager.

- ✓ **Automated holdings process for Alma:** Sam presented an upcoming feature for Alma libraries: the ability for Rapid to harvest holdings from sites. The three basic steps are: getting a URL that tells Rapid where to look for the files, having an Admin grant Rapid access to the files, and setting up a 'publishing profile' to generate the files.

More information to come. For questions, please email Holdings@RapidILL.org.

Sam turned the meeting back over to Mike Richins.

- ✓ **Rapid Reveal:** Mike announced that Rapid has developed a search feature called Rapid Reveal. Developed in collaboration with the Boston Library Consortium, Rapid Reveal will allow library patrons to search monograph holdings in the Rapid database. Rapid Reveal's API integrates the search functions into a library's discovery environment. Patrons can then choose to place an ILL request from a particular result and the request is then passed to the library's ILL management system. From there, the request can automatically route to Rapid for RapidR processing.

Libraries can choose to include the holdings of all their RapidR partners in the search results, or limit the search results to specific consortia or pods.

Rapid and the BLC are currently working on integration with Primo, and other discovery environments will follow. More details on Reveal are upcoming.

Mike turned the meeting over to Greg Eslick, Director of Rapid Technology.

New TECH TALK

- ✓ Greg discussed the hardware replacement model that keeps Rapid current with technology. Rapid continues to make ongoing performance adjustments for scalability. Services are slowly transitioning to the cloud in a manner that is invisible to and in a way that does not impact users.

Greg introduced Jeff Lindberg, a Rapid programmer, to talk about the recently deployed RapidR matching process.

- ✓ A recent RapidR matching enhancement resolves an issue where a standard number can be linked to multiple titles in the Rapid database. This stemmed from the fact that an ISBN can be assigned to more than one title, occasionally resulted in bad matches in the RapidR request routing. The updated matching uses not only standard number, but data elements from the Title, Author, and Date fields. Logic and parameters were developed for the routing algorithm based on several weeks' worth of RapidR request data.

Jeff turned the meeting back over to Tom Delaney for questions and discussion.

Topics covered:

- ✓ Tom D. offered to work with libraries on increasing Rapid requesting volume to enhance their use of the Rapid services. Reviews would be over the phone and/or web sessions. Libraries seeing less than 70% of their article volume filled in Rapid would especially benefit. If you feel that you are not getting the best use of your Rapid membership, please contact us. Tom also plans on identifying libraries that would benefit from these sessions and reaching out to them.
- ✓ The possibility of requesting ERIC documents through Rapid was discussed. Since some ERIC documents do not have a standard number that is recognized by Rapid, the request routing is problematic. There is a possibility of using the ERIC ID for matching, but this would require an update to the holdings architecture and libraries interested in lending ERIC documents would need to provide holdings files that include the ERIC ID. Some libraries in attendance noted they would be willing to lend ERIC documents through Rapid.
- ✓ Discussion on ILLiad moving to the cloud and how this could affect Rapid. Rapid staff are actively working with both Atlas Systems and OCLC gathering information and attempting to discover what, if any, impact this move will have on our users.
- ✓ Is Rapid considering linked data for future development? Rapid is investigating linked data and we are interested in receiving your input on this topic.