

2017 Rapid User Group Meeting Notes

The annual Rapid user group meeting was held Friday, June 23rd from 4-6pm at Sopraffina Market Caffè. The meeting was very well attended and users enjoyed dinner together and chatting with one another.

Below is the agenda and notes from each section.

Welcome –Amy Hoseth, the Acting Assistant Dean, Resource Delivery Services at Colorado State University welcomed attendees and introduced the Rapid team. Amy then turned the meeting over to Mike Richins, Manager of RapidILL

Rapid Growth (FY16/17)

- Rapid continues to grow. 19 new libraries joined Rapid this fiscal year and those libraries included 2 Australian and 1 new Taiwanese sites. (A list of new members is below.)
- In addition to the 19 new participants, three new Rapid pods were also created. They were:
 - Australian/New Zealand pod: comprised of academic and research libraries in ANZ. They are using Rapid to facilitate article and book chapter resource sharing. This pod currently has eight members.
 - The EAST (Eastern Academic Scholar's Trust) pod is a shared print initiative involving academic and research libraries in New England, New York, Pennsylvania and Maryland. They are also using Rapid to facilitate article and book chapter resource sharing. This pod currently has 21 members.
 - The Phoenix pod is made up of the former NEXpress consortium, and is expanding to include other participants. The Phoenix pod's primary focus is using RapidR for returnable resource sharing. This pod's initial membership consists of 8 libraries.

Maintenance increase (1.5%)

Rapid increased the annual maintenance fee for FY17/18 by 1.5% to offset anticipated costs for system maintenance, continued enhancements and upcoming projects.

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

Book chapter update

- There are currently 150 book chapter participants.
- During the current year-to-date (July 1, 2016-June 22, 2017), 70,468 book chapter requests were sent into the Rapid system. 64,438 (91.4%) of those requests were filled in an average turnaround time of 17.7 hours.
- Participating in book chapters? It is only a short step to participating in RapidR.

RapidR update

- There are currently 35 RapidR participants. During the current fiscal year, 44,167 book requests were submitted to the Rapid system; of those 44,167 request, 40,925 (91.7%) were filled. The average fill time (from receipt of the request to book out the door) was 17.0 *hours*. Four day shipping is required with RapidR requests.
- There is a nominal cost, (20% of annual maintenance), for RapidR participation.

Year-to-Date Stats

- In this fiscal year 1,308,204 article requests entered the Rapid system, and of these 95.6% (1,250,643) were filled in an average turnaround time of *11.4 hours*. Great job, everyone!
- Recently the Rapid team has been reviewing libraries that show a decrease in volume and we are offering retraining sessions and evaluating reasons why the request numbers have dropped. Libraries that have retrained or had the Rapid team evaluate their steps have seen a significant increase in borrowing volume, along with the benefits of decreased turnaround time, decreased costs from transactions charges, and a decrease in the work involved in request handling. If you are interested in a short retraining session or an evaluation, please contact the team at: rapidstaff@rapidill.org.

Tom turned the meeting over to Jane Smith, Coordinator, RapidILL

Rapid Rocks

- Would you like to guest author an issue of Rapid Rocks? Do you have an idea for a Rapid Rocks' issue? Please let us know and we will provide guidelines and editing.

Easy lending update

- Rapid's Easy Lending database continues to grow and fill requests quickly and effortlessly. Currently the database has over 23.7 million open access articles; and while the Rapid team gleans information from a wide variety of sources, our most commonly used databases are: PubMed, BioMed, DOAJ and Highwire.
- A graphical breakdown of Easy Lending statistics for the past five fiscal years is attached.

Hidden Treasures

There are two enhancements available to Rapid users of which you may not be aware: Search Google and Unique Branding.

- In use at Colorado State University Libraries for quite a while is Rapid's "Search Google." The button appears next to the 'Article Title' tag on the request and provides a fast, easy way to check if the item is available via Google. See the attached handout for a visual representation
- The second hidden treasure is the ability to "brand" your Rapid request sheet. Perhaps you would like your library community to see your logo on the request. This unique branding idea was the brainstorm of LDL (the University of Nebraska, Lincoln) and has been in use for a couple of years. An example of LDL's logo placement is attached.

If your institution would like to use either of these free features, please contact the Rapid team at Rapidstaff@Rapidill.org

Jane handed the meeting to Sam Friedman, Assistant Coordinator, RapidILL

Alma holdings process

- In regards to Rapid OAI setup and configuration, Sam has provided a tiny URL with information for providing Alma holdings to the Rapid database. The information provided was written by Laura Guy from the Colorado School of Mines (COP).
The URL is: <https://tinyurl.com/RapidAlmaHarvest>

Sam returned to meeting to Mike Richins for the finale.

Demise of Ariel

- Rapid will no longer support Ariel as a borrowing/lending delivery option as of June 30, 2017 due to the obsolescence of the service.
- The Rapid team has transitioned the last few Ariel users to another delivery platform.
- The Rapid tech team has worked towards updating the system to remove Ariel-related settings, processes and code.

Tech Talk

- Continued technology topology performance, security and proactive monitoring enhancements.
- Migration to cloud services.
- Fine tuning the RapidR matching algorithm for better title matches and fewer incorrect matches.
- Professional growth: Greg Eslick and Mike Morrison both completed their Masters Degrees in Computer Information Systems. Congratulations to Greg and Mike!

Rapid and Tipasa Integration

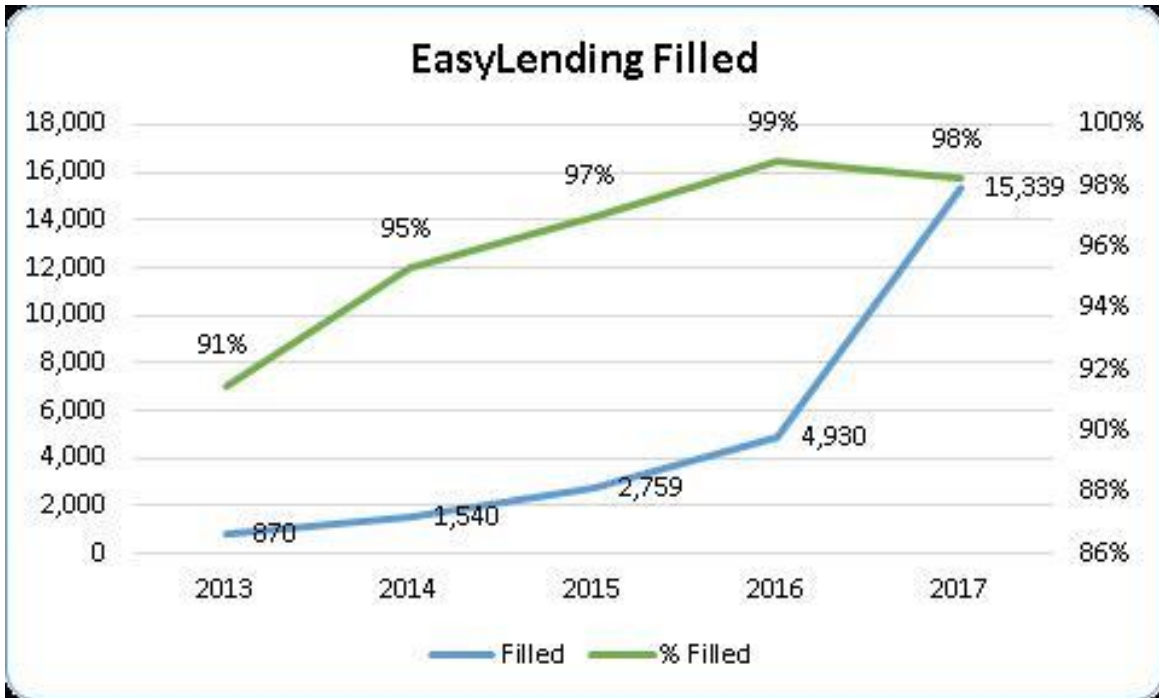
- The Rapid team has worked with OCLC since October 2016 on Rapid integration with Tipasa.
- Workflow should be similar to the Rapid/ILLiad workflow, including the ability to automate sending and receiving requests.
- OCLC will be conducting usability testing with a number of libraries over the next couple of months to ensure the integration meets the libraries' needs and expectations and to identify any problematic areas.
- OCLC plans to be migrating Rapid-ILLiad users to Tipasa later in 2017, starting with sites that have relatively basic ILLiad configurations. Certain Rapid features such as: Lending Call Number/Location Lookup; multiple Rapid branches and RapidR (Returnables) are *not* included in the initial implementation. Libraries using those features will not migrate to Tipasa for some time.

New Rapid Sites FY2016/17

C7F	CSIRO (Commonwealth Scientific and Industrial Research Organization)
CH4GT	Chang Gung University
CH4HY	I-Shou University
CPO	California State Polytechnic University, Pomona
EZF	Ferris State University
GPM	Georgia Southern University
IOG	Grinnell College
KMUO	Kaohsiung Medical University
LN1	University of New England
LT1	University of Technology Sydney
MAC	Macalester College
SYU	National Sun Yat-sen University
TKU	Tamkang University
TUSTL	National Taiwan University of Science and Technology
TWSHU	Shih Hsin University
UMK	University of Missouri-Kansas City
UMV	University of Melbourne
YMG	Yuan Ze University
YU0	Notre Dame de Namur University

EASY LENDING STATISTICS

Fiscal Year	Filled	Requested	% Filled
2013	870	951	91%
2014	1,540	1,616	95%
2015	2,759	2,844	97%
2016	4,930	4,990	99%
2017	15,339	15,613	98%





Rapid's "Search Google" button

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Odyssey

Rapid #: -12005159 **IP: 129.82.28.195/ILL**

ACTIONS
[Fill]
[Unfill]
[Move]
[Bad Citation]

Status	Rapid Code	Branch Name	Start Date
New		Main Library	06/15/2017 12:20 PM
Pending	COF	Morgan Library	06/15/2017 12:20 PM
Batch Not Printed	COF	Morgan Library	06/20/2017 04:05 PM

CALL #: **GV482 .S43**


LOCATION: **COF :: Morgan Library :: BOUND JOURNALS**

TYPE: Article CC:CCL

JOURNAL TITLE: Shape

USER JOURNAL TITLE: Joe Weiders Shape

COF CATALOG TITLE: Shape

ARTICLE TITLE:  A womans intuition

ARTICLE AUTHOR: Roberta Pollack Seid

VOLUME: 17

ISSUE: 5

MONTH:

YEAR: 1998-01-01

PAGES: 28

ISSN: 0744-5121

OCLC #: COF OCLC #: 8391872

CROSS REFERENCE ID: 179010323

VERIFIED:

Site Specific Branding

CALL #:

LOCATION:

TYPE:

JOURNAL TITLE:

USER JOURNAL TITLE:

CATALOG TITLE:

ARTICLE TITLE:

ARTICLE AUTHOR:

VOLUME:

ISSUE:

MONTH:

YEAR:

PAGES:

ISSN:

OCLC #:

CROSS REFERENCE ID:

VERIFIED:

LDL :: Main Library ::

Article CC:CCL

Personnel psychology

personnel psychology,

Learning conversation and shared network leadership: Development, Gestalt, and consequences.

Weibler,

9

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2010

0031-5826

1263860

[TN:636874][ODYSSEY:129.93.17.103/ILL]

The logo for the University of Nebraska, featuring the text "UNIVERSITY OF Nebraska" in a serif font, with "UNIVERSITY OF" in a smaller font above "Nebraska". The logo is enclosed in a red oval.

UNIVERSITY OF
Nebraska