
Cross-Institutional Collaboration in Resource Sharing

**Lessons and Insights from the
VALE Rapido POD**

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Introduction and Agenda

- Define “Rapido” and “Pods”
- History of Resource Sharing
- Rapido Workflows
- Rapido’s Results
- Implementation Experience
- Staff and Patron Education
- Support and Helpful Resources

Rapido

- Resource Sharing Platform
 - “Discovery to Delivery”
 - Seamless Experience for Patrons
 - Reduction of Time Spent by Staff

Van Houten Library - Circulation Desk

Resource Sharing Requests

Borrowing | **Lending**

All active lending requests 153

^ New

Physical Lending Requested	1
Digital Article Requested	2
Scan Requested of Physical Item	1
Document Delivery for NJIT Faculty or Student	1
Show more	▼

^ In Process

Shipped to Partner	23
Received by Partner	101
Lost or Damaged	1
Renew Requested	0
Show more	▼

^ Closed

Pods

- Groups of resource sharing libraries that share resources under the same terms and conditions
 - Geographical or Organizational
 - Load balancing
 - Public or Private
- VALE Pod
 - Delivery Time: 5 days
 - Loan Period: 90 days
 - Cost: \$0

Patron/Client Discovery View

" Digital Storm: Fresh Business Strategies from the Electronic Marketplace" X Books & Media ADVANCED SEARCH

Notice: The University will be closed from Thursday, December 25, 2025 through Sunday, January 4, 2026. Normal operations will resume on Monday, January this closure, most article requests can be completed, but physical book requests cannot be processed. [Click here for more information.](#)

Click here to search **Beyond My Library**


No records found

There are no results matching your search "" Digital Storm: Fresh Business Strategies from the Electronic Marketplace"

[< Back to library search results](#) | [Still didn't find what you need? Click here to send a request >](#)

☐ 0 selected 1-5 of 5 Results Save query Personalize

1



BOOK

Digital storm: fresh business strategies from the electronic marketplace

Gerbert, Philipp

2001

[Get it for me from other libraries >](#)

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BOOK

Digital storm: fresh business strategies from the electronic marketplace

Gerbert, Philipp

2001

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TOP

REQUEST OPTIO...

DETAILS

SEND TO

Request Options



Get a physical copy

Estimated arrival in **7 days**

Keep for **120 days**

GET IT

OR



Get a scanned chapter

Estimated Arrival in **24 Hours**
by email

GET IT

What is Resource Sharing:

Current ALA code:

“...sharing of material between libraries is a core library service and [it is] in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to attempt to obtain and supply material to meet the informational needs of users when local resources do not meet those needs. Thus, interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.”

Brief History of Resource Sharing

Formalization of Interlibrary Loan in the US

- “In 1898 the University of California at Berkeley issued a circular proclaiming it had "adopted the system of interlibrary loans for books", and invited other libraries to co-operate.” [Wright, C. (1997).
- 1917 - Code of Practice for Interlibrary Loans
- 1940 - ALA Interlibrary Loan Code
- 1970 - Interlibrary Loan Procedures Manual, by Sarah Katharine Thomson
- 1980 - Interlibrary loan practices handbook, by Virginia Boucher
- 2004 - ALA/RUSA/STARS (Sharing and Transforming Access to Resources Section) - a section dedicated to oversight of continuous enhancements the code and guidelines

Technological advances and streamlining efforts in Interlibrary Loan

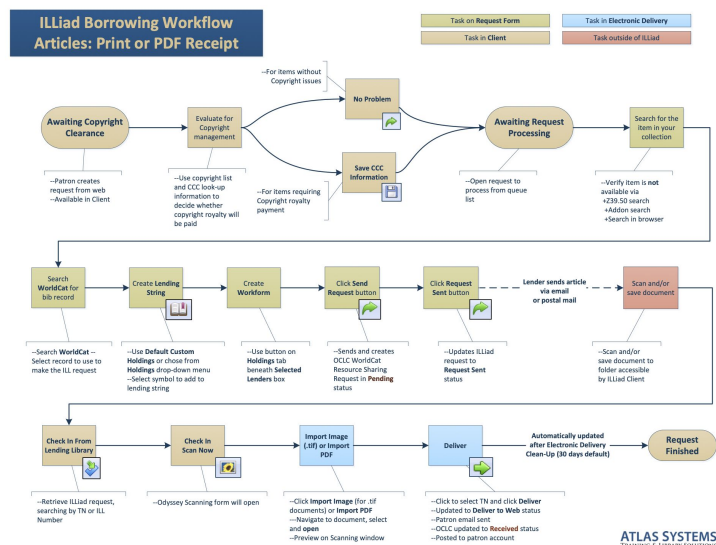
- 1917 - ALA paper form
 - Created ability to support lending between libraries
- 1971 - OCLC Online Union Catalog
 - Allowed libraries to share bibliography records
- 1979 - OCLC introduces an ILL system (now called WorldShareILL)
 - Allowed libraries to share holdings
- 1995 - ILLiad (Interlibrary Loan INternet Accessible Database)
 - Streamlined the entire ILL process (borrowing, lending, document delivery) into one system, replacing paper-based workflows for better efficiency and customer service
- 1997 - RapidILL (created in response to CSU's flood of periodicals collection)
 - Automated resource sharing networks globally
- 2020 - Rapido, Rapid purchased by Ex Libris
 - Connect patron discovery with delivery of materials

Resource Sharing in New Jersey

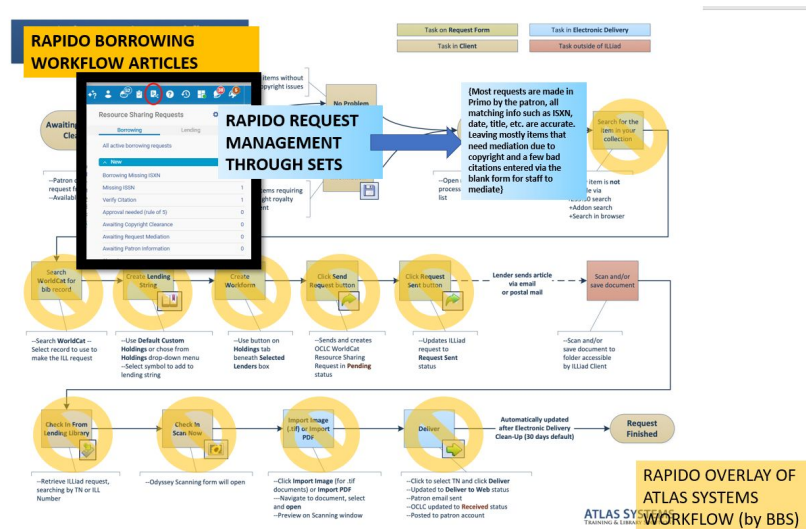
- [Early 2000s] JerseyCat
- [Mid 2000s] VALE Reciprocal Borrowing Program
- 2003: Rutgers joins PALCI; Seton Hall and Rowan follow (Late 2000s)
- 2011 - VALID/Ole Project
- 2013 - VALE RapidILL Pod
- 2025 - NJIT, TCNJ, and William Paterson University Rapido implementation; Seton Hall separate implementation
- 2026 - NJIT, TCNJ, William Paterson University, Drew, Seton Hall University Rapido joint NJAL Conference Presentation

Rapido and ILLiad Borrowing Workflows (and Jargon)

ILLiad Borrowing Article Workflow Chart
(courtesy of Atlas Systems)

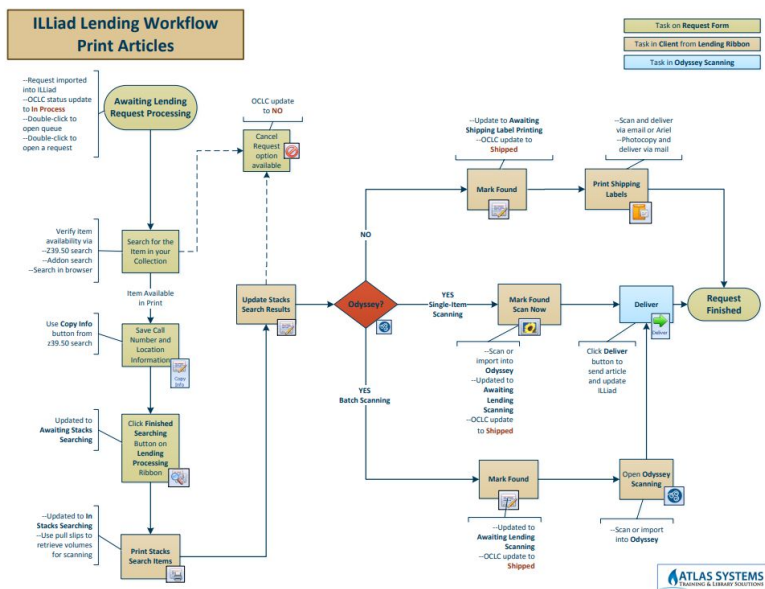


Rapido Borrowing Article Workflow Chart
(overlay of Atlas Systems Chart)

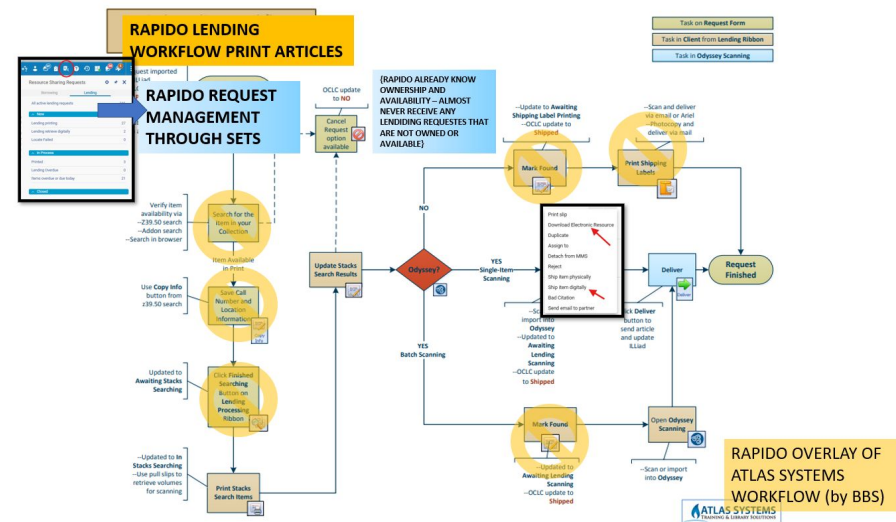


Rapido and ILLiad Lending Workflows (and Jargon)

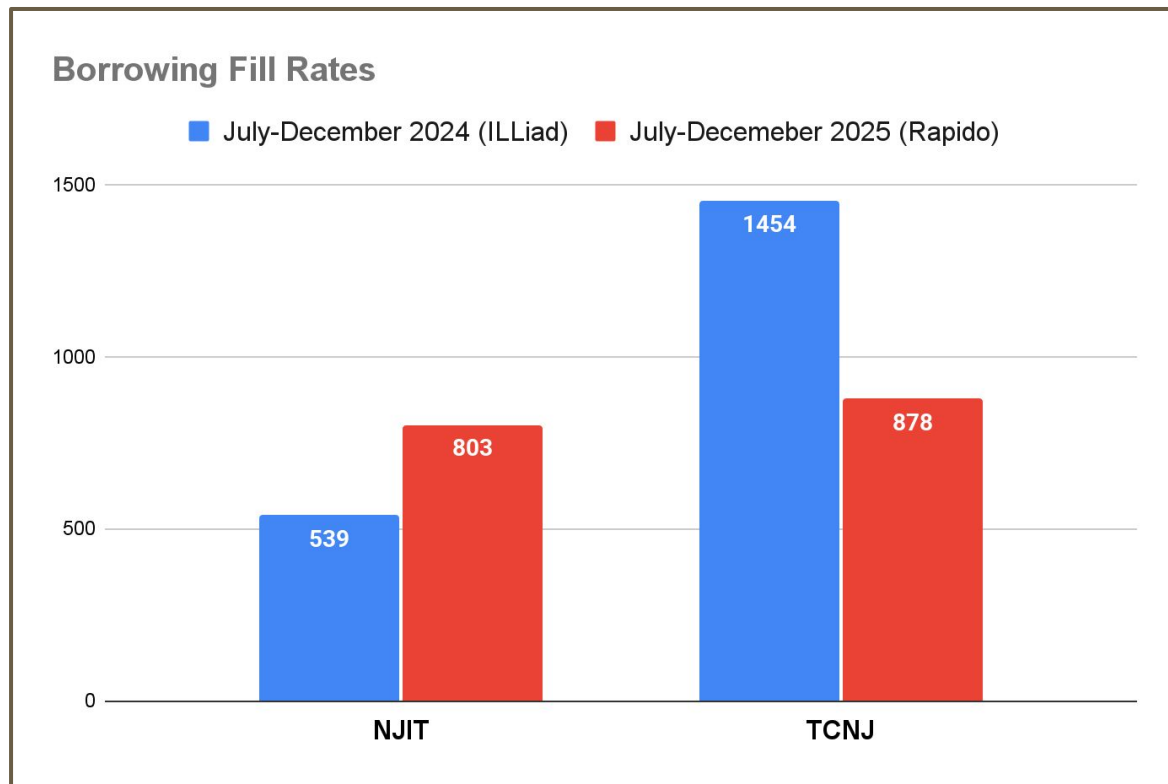
ILLiad Lending Article Workflow Chart
(courtesy of Atlas Systems)



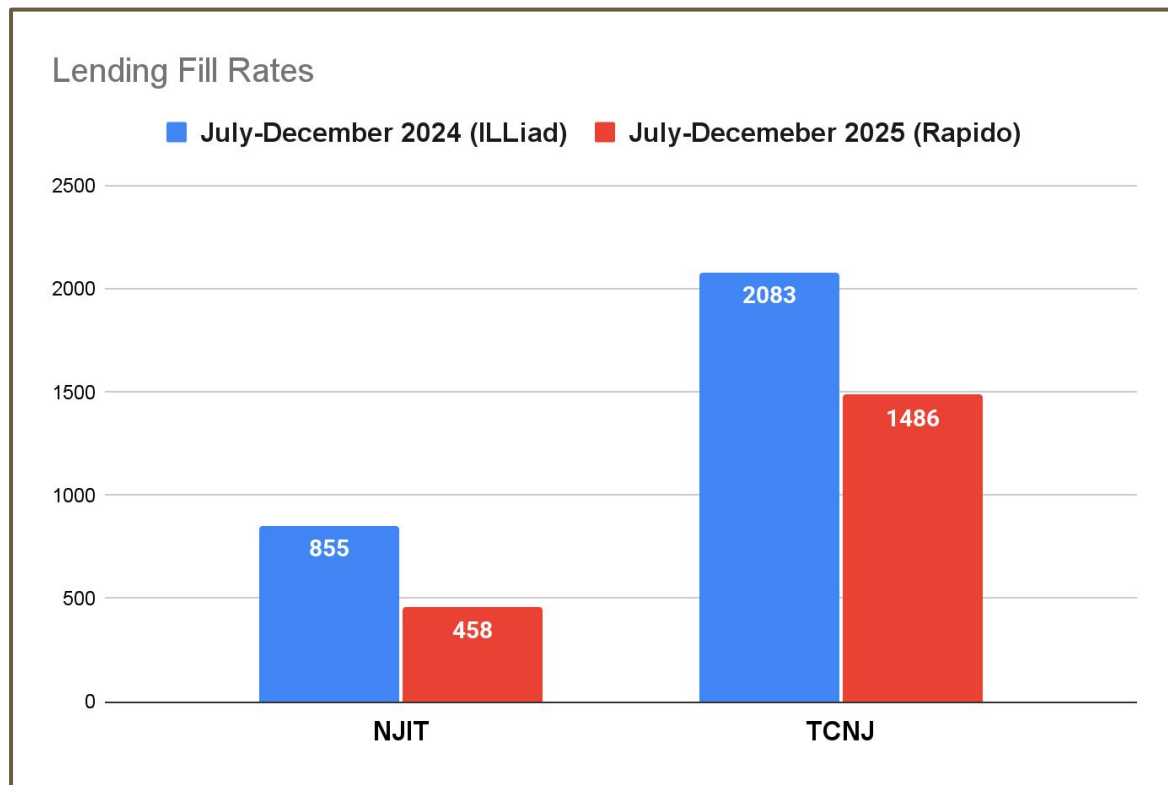
Rapido Lending Article Workflow Chart
(overlay of Atlas Systems Chart)



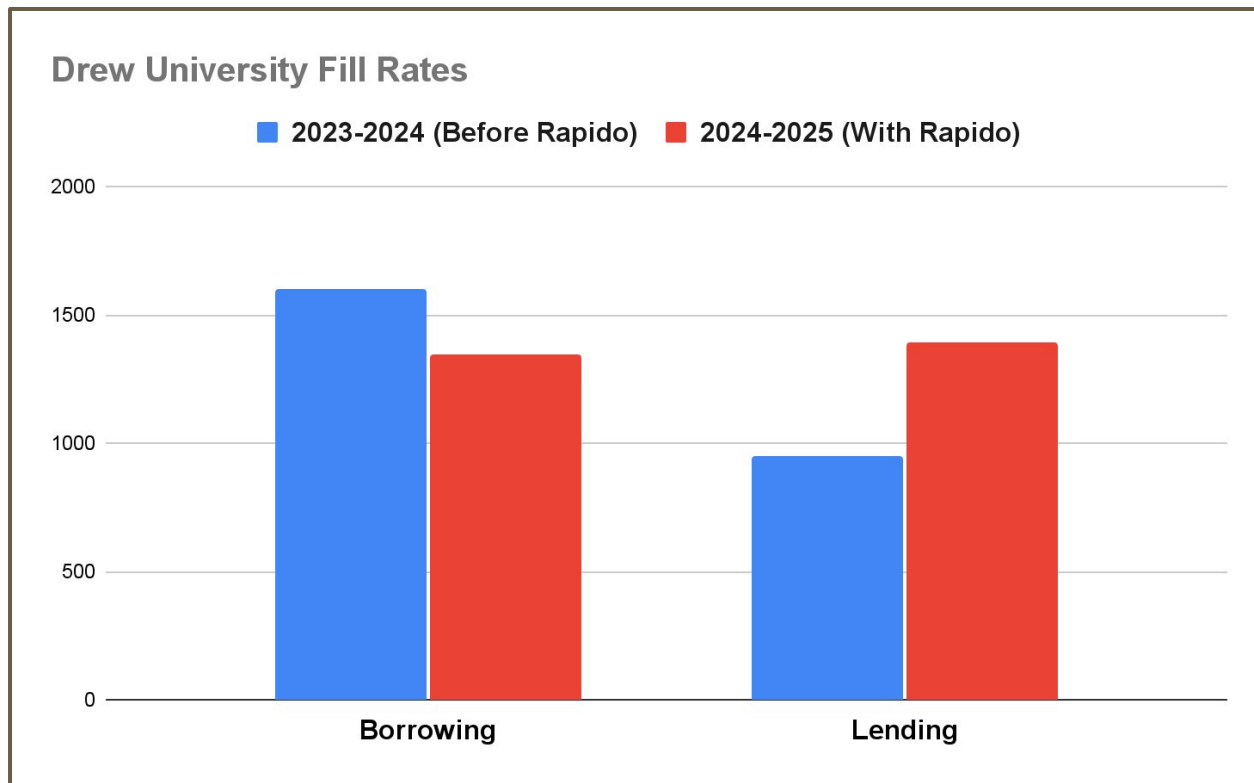
Rapido's Results



Rapido's Results



Rapido's Results



Rapido Implementation at TCNJ/NJIT/WPUNJ

April-July 2025: Bi-weekly implementation meetings; Configuration; Testing

August 7, 2025: Go Live

Fall 2025 Semester: Rapido used to fill Interlibrary Loan requests

- TCNJ and NJIT continued to use ILLiad

- WPUNJ continued to use OCLC

Rapido Implementation at Seton Hall

- Following Drew's lead, Seton Hall became 3rd institution in the world to implement Rapido with FOLIO rather than Alma & Primo.
- Decision made in April 2025 including full separation from OCLC.
- Implementation began in June 2025. Go Live August 29, 2025.
- Public side (authentication, requests, OpenURL) smoothest transition.
- Implementation continued through December 2025.
- Some data and technical challenges: e.g., physical lending not functional until end of October 2025.

Folio/Rapido Integration at Drew Libraries

The first campus to integrate Rapido outside of the Alma/Primo platform

- ILS to LSP migration from Sirsi to Folio in 2020
- Resource Sharing migrations ILLiad in 2006, Cleo in 2010, Tipasa in 2015, Rapido in 2024

The Team: Ex Libris Development and Drew Librarians and Staff

The Timeline:

- Monthly, then weekly meetings formally began in August 2023.
- Go-Live - June 24, 2024

Key considerations:

- All Access Staff participated in the development/integration (maybe only the systems would have been better for starts)
- No longer participating in OCLC WorldShare - Rapido is the only resource sharing management system used at Drew now.
- Additional collaborations/partnerships for Rapido Pods
 - A mixed Rapido pod the SUNY system has created with libraries from the Washington Research Library Consortium, Partnership Among South Carolina Academic Libraries and Florida Virtual Campus systems.
 - University of California System
 - Manually making peer-to-peer partnerships in addition to pre-existing and pods and newly created systems

Get It, Read It, Cite It

Staff & Patron Education

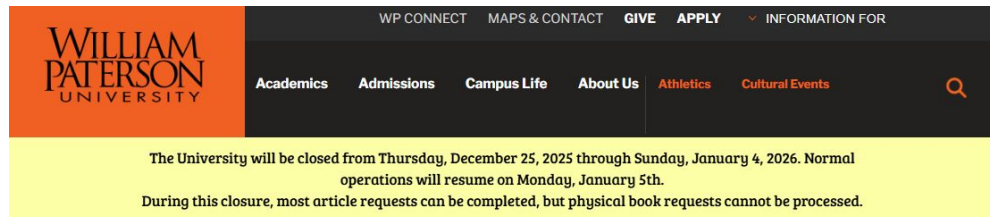
What Changed for Users

- Rapido changed how requests are discovered and submitted
- Primo became the primary user entry point
- Fewer forms, more context-sensitive requests
- Less visible “ILL” language, more seamless access

What We Had to Teach

- Minimal communication with users needed!
- What users should expect for turnaround time
- When mediation may still occur

Tutorial on WPUNJ's Website



David & Lorraine Cheng Library
About Us
Resources for You
Curriculum Materials Center
Interlibrary Loan & Article Service
Citation Resources
Tutorials
Workshops & Webinars
WPSphere Repository
Archives and Special Collections
OER
WPU Pressbooks

Interlibrary Loan Services

New Interlibrary Loan & Article Copy

Starting in August 2025, Interlibrary Loan and Article Copy requests can now be submitted directly through our library catalog on our homepage (<https://www.wpunj.edu/library/>)! See the simple steps below to get started and reach out to either the Reference Desk (refdesk@wpunj.edu or 973-720-2116) or Interlibrary Loan (illweb@wpunj.edu or 973-720-2114) for assistance.

The screenshot shows the library catalog search interface. On the left, there is a sidebar with a list of steps: Step 1: Search the Catalog, Step 2: Expand Your Search, Step 3: Get It From Other Libraries, Step 4: Choose an Option, and Step 5: Place Your Request. The main content area is titled "David & Lorraine Cheng Library" and "Search All". It contains a search box with the text "Search everything available through the Library!" and a search button. Below the search box, there is a message: "Check our main search to see if we already have what you need!"

[Get Started Now](#)

The screenshot shows the library catalog search interface with a request form. The sidebar on the left lists the same steps as the previous screenshot. The main content area is titled "Request Physical Version". It contains a form with two dropdown menus: "Pickup Location" (set to "Cheng Library ILL / Resource Sharing") and "Not Needed After" (set to "Not Needed After"). There is a "SEND" button. Below the form, there is a message: "Use the 'Still didn't find what you need?' link at the top of the results if you can't find an item."

The screenshot shows the library catalog search interface with a resource sharing request form. The sidebar on the left lists the same steps as the previous screenshots. The main content area is titled "Resource Sharing Request". It contains a form with several fields: "Citation type" (radio buttons for "Book" and "Article"), "Title", "Author", "Edition", "ISBN", "Publisher", "Publication year", "Format" (radio buttons for "Physical", "Digital", and "Photocopy"), "Email" (set to "salvesen@wpunj.edu"), and "Comment".

Support

Clarivate Support

- Standard-level. Generally responsive and helpful but patience required.
- Flexible in meeting SHU timetable; made alternate arrangement when normal implementation not possible.
- SHU one final meeting with implementation support before handoff

After Go-Live: The Support Handoff

- Dedicated implementation support post go-live
- Transition to standard Ex Libris support
- Loss of implementation context after handoff

Helpful Resources

- Documentation - good for descriptions and definitions, understanding basic functions, and basic configuration and settings.
- Peer institutions - valuable guidance and advice
- Rapido Listserv

DIY AND TECHNICAL SKILL

- Some standard features such as Letters (slips and notices) require higher than normal level of technical skill (e.g. XSL)
- Considerable amount of DIY involved. Fluency with APIs & data formats very helpful
- Software releases and updates can alter settings and impact basic functionality like printing

< Resource Sharing Receive Slip Letter

Labels Letter Examples Cancel Save

XSL (Draft) Save Draft Remove Draft Restore ...

```
84      <xsl:value-of select="notification_data" />
85    </td>
86  </tr>
87  <tr>
88    <td>
89      <br/>
90      <strong>@@circulation_note@@</strong>
91      <xsl:value-of select="notification_data" />
92    </td>
93  </tr>
94  <tr>
95    <td>
96      <strong>Please Do Not Remove Band</strong>
97    </td>
98  </tr><br></br>
99  <br></br>
```

XML

```
112    <created_by_user/>
113    <description/>
114    <email>interlib@shu.edu</email>
115    <entity_action/>
116    <exploro_display_email/>
117    <external_id/>
```

Visual HTML Open in new tab

Width 503px

Preview

ExLibris

Resource Sharing Receive Slip 11/13/2025

Item Barcode: Barcode

Send example by email david.frank@shu.edu Send

Configuring: William Paterson University of New Jersey

< Ful Incoming Slip Letter

Manage in Network

XSL Save Draft Remove Draft Restore ...

```
84      <b>@@format@@</b>
85      <xsl:value-of select="notification_data/incoming_request" />
86    </td>
87  </tr>
88  <tr>
89    <xsl:if test="notification_data/incoming_request" />
90  <tr>
91    <td>
92      <b>@@date_needed_by@@</b>
93      <xsl:value-of select="notification_data" />
94    </td>
95  </tr>
```

XML

FullIncomingSlipLetter - 07/03/2025 14:13:54 EDT Download Save

```
140    <modified_by_user/>
141    <multi_barcode_visible>false</multi_barcode_visible>
142    <multi_item_barcode_str>Multiple barcodes</multi_item_barcode_str>
143    <needed_by/>
144    <needed_by_date_str/>
```

Lessons Learned and Recommendations

Lessons Learned and Recommendations

- Document decisions, not just configurations
- Expect to re-establish context with support
- Plan for the handoff as a formal phase
- Consider setting up test environment

References

[ALA Interlibrary Loan code 1940](#)

[ALA Interlibrary Loan code 2023](#)

Boucher, Virginia. *Interlibrary loan practices handbook*. American Library Association, 1984.

Thomson, Sarah Katharine, American Library Association, and Interlibrary Loan Committee. "Interlibrary loan procedure manual." (*No Title*) (1970).

Thank you!

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