Cross-Institutional Collaboration in Resource Sharing

Lessons and Insights from the VALE Rapido POD

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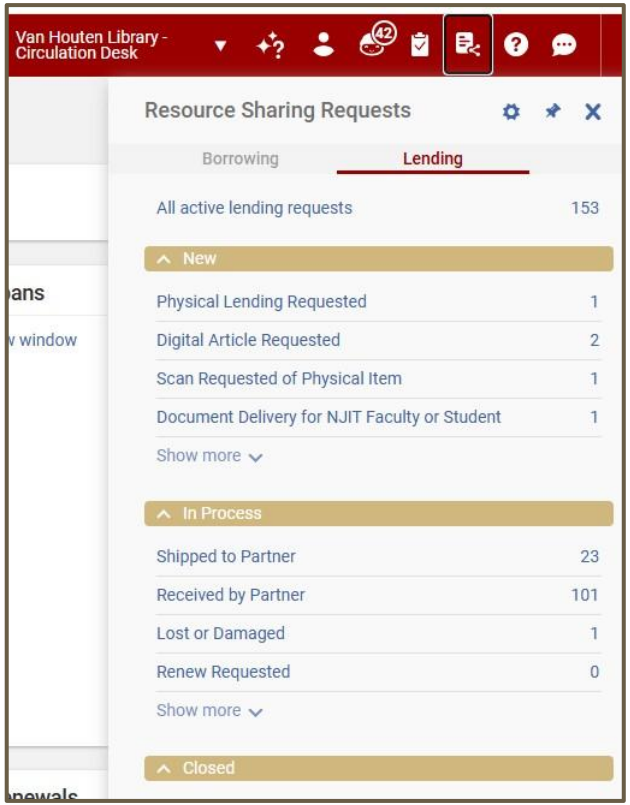
Introduction and Agenda

- 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

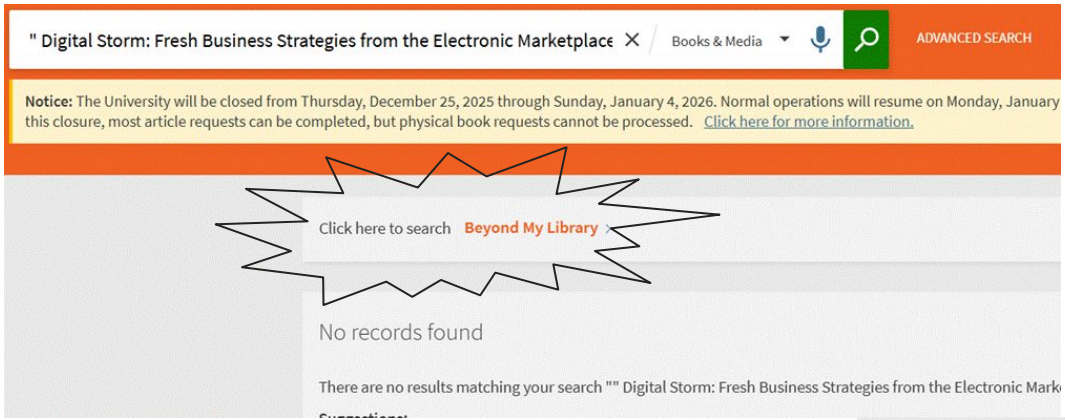


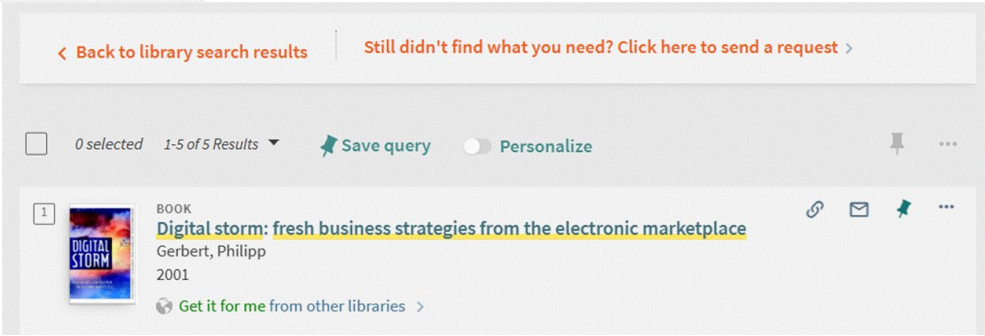
Pods

- 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





BOOK

Digital storm: fresh business strategies from the electronic marketplace

Gerbert, Philipp

2001

Get it for me from other libraries >

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

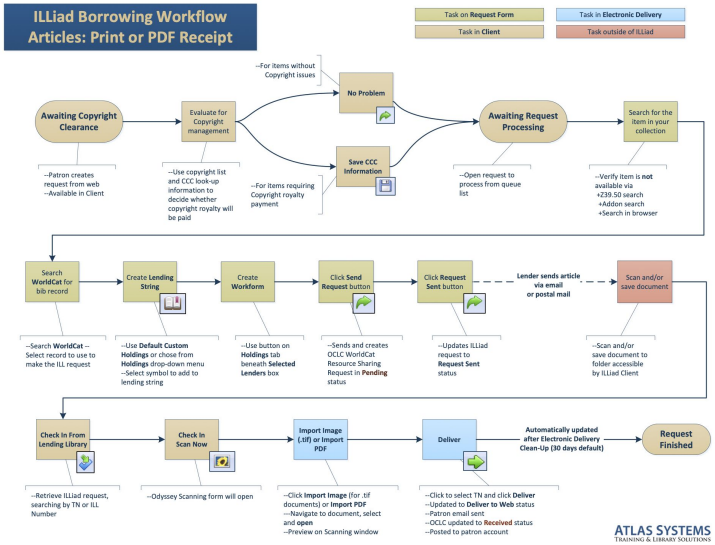
- 1917 - ALA paper form
  - Created ability to support lending between libraries
- 1971 - OCLC Online Union Catalog
  - Allowed libraries to share bibliography records
- 1979 - OCLC introduces an ILL system (now called WorldShareILL)
  - Allowed libraries to share holdings
- 1995 - ILLiad (Interlibrary 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

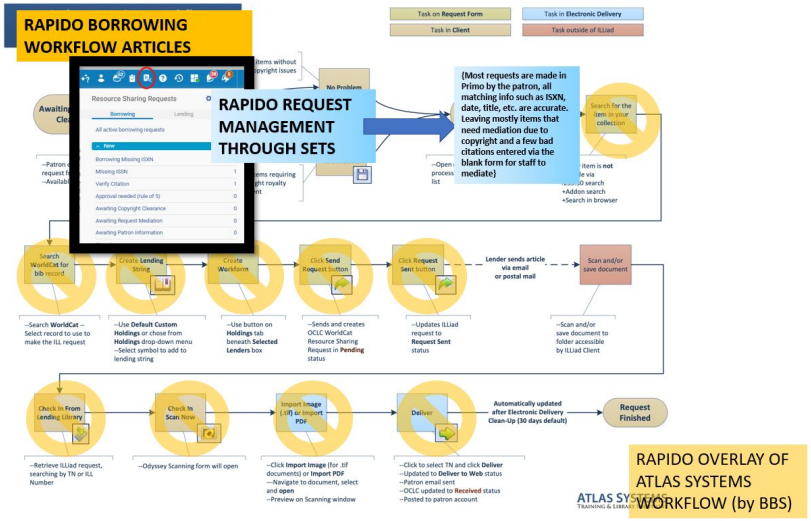
- [Early 2000s] JerseyCat
- [Mid 2000s] VALE Reciprocal Borrowing Program
- 2003: Rutgers joins PALCI; Seton Hall and Rowan follow (Late 2000s)
- 2011 - VALID/Ole Project
- 2013 - VALE RapidILL Pod
- 2025 - NJIT, TCNJ, and William Paterson University Rapido implementation; Seton Hall separate implementation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

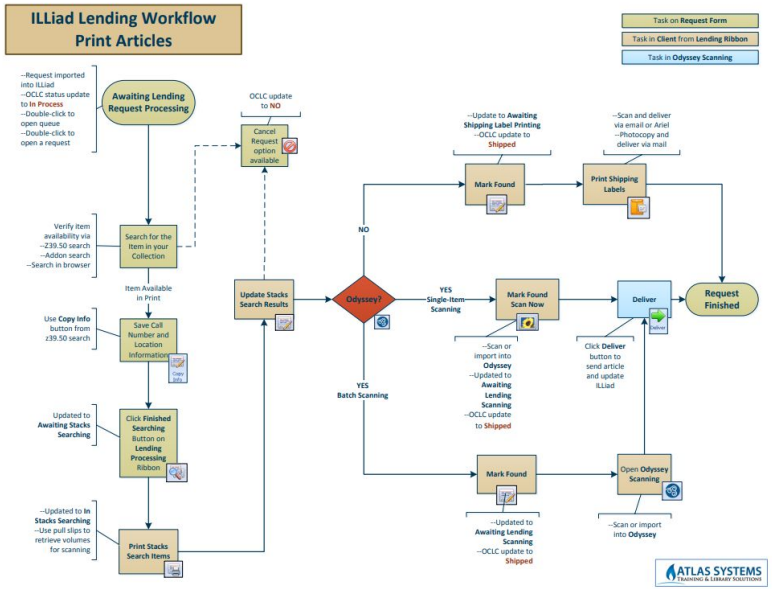


Rapido Borrowing Article Workflow Chart (overlay of Atlas Systems Chart)



Rapido and ILLiad Lending Workflows (and Jargon)

ILLiad Lending Article Workflow Chart
(courtesy of Atlas Systems)



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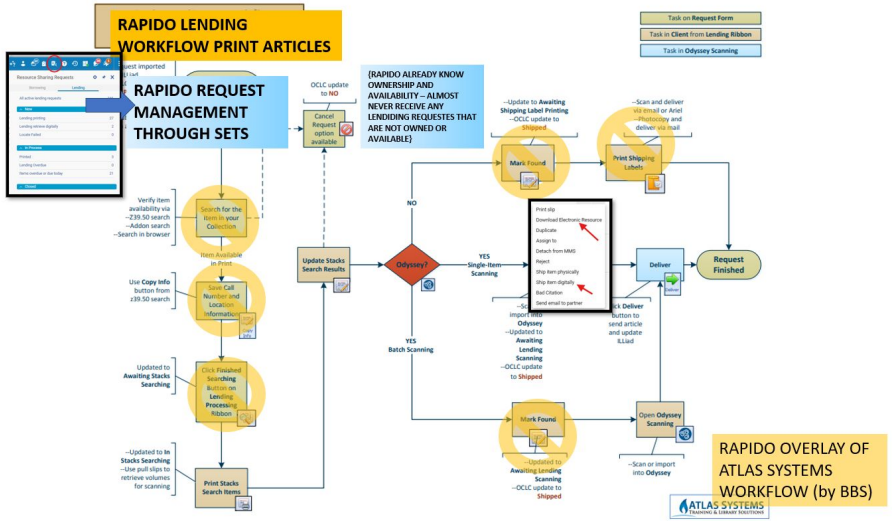
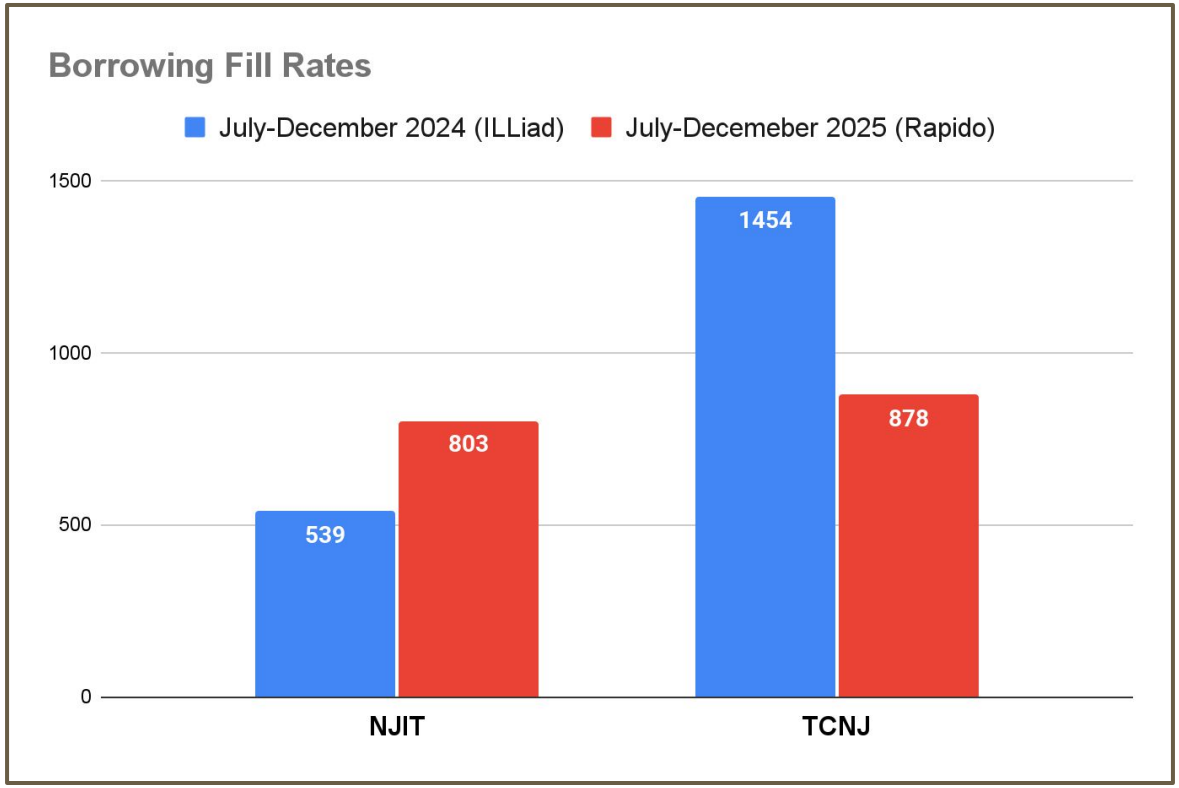


Rapido's Results



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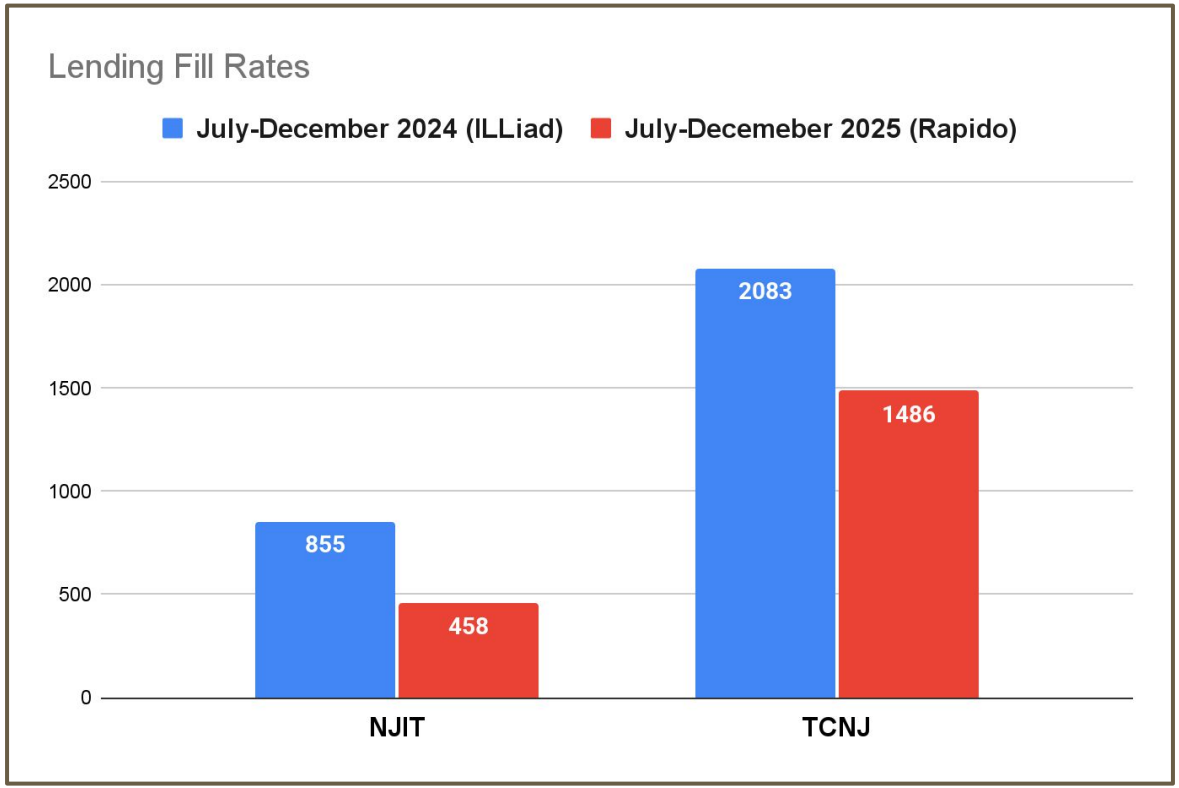

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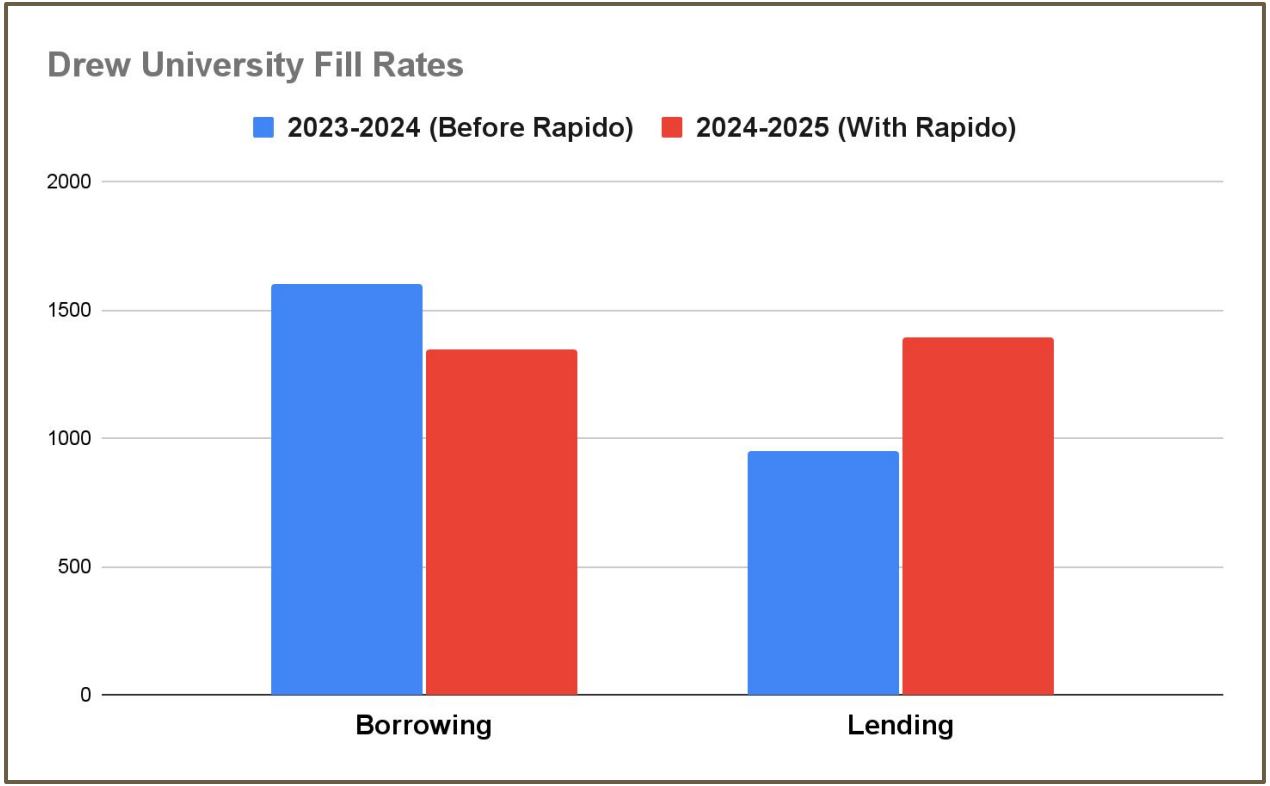


Rapido Implementation at TCNJ/NJIT/WPUNJ

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

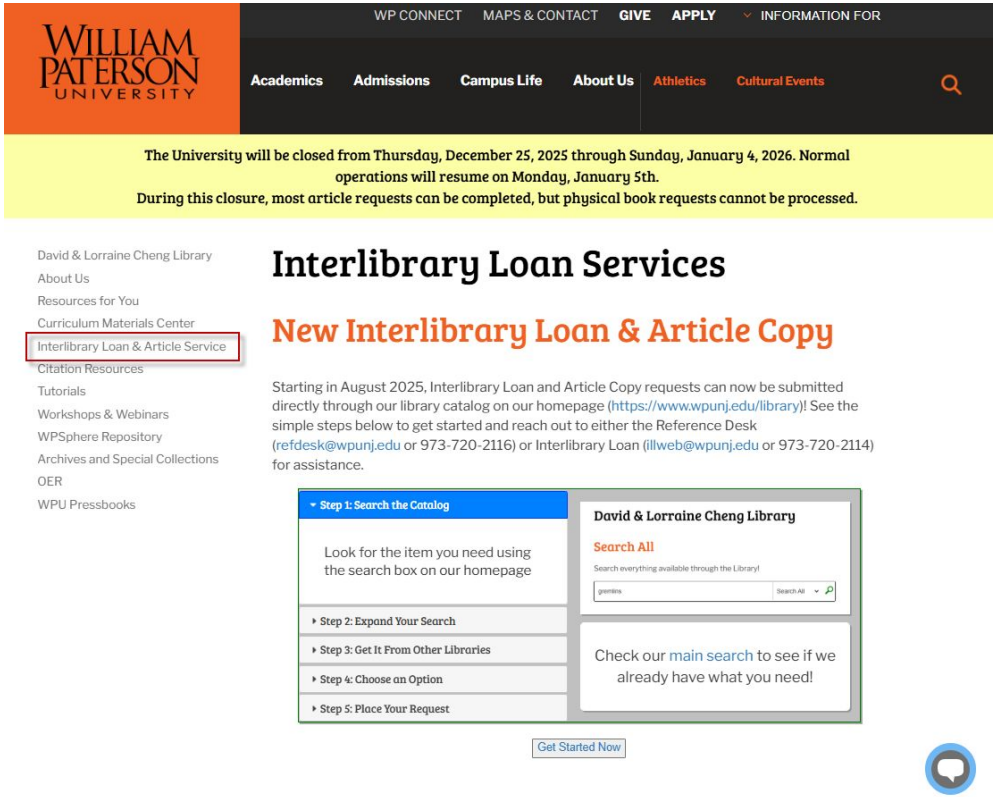
What Changed for Users

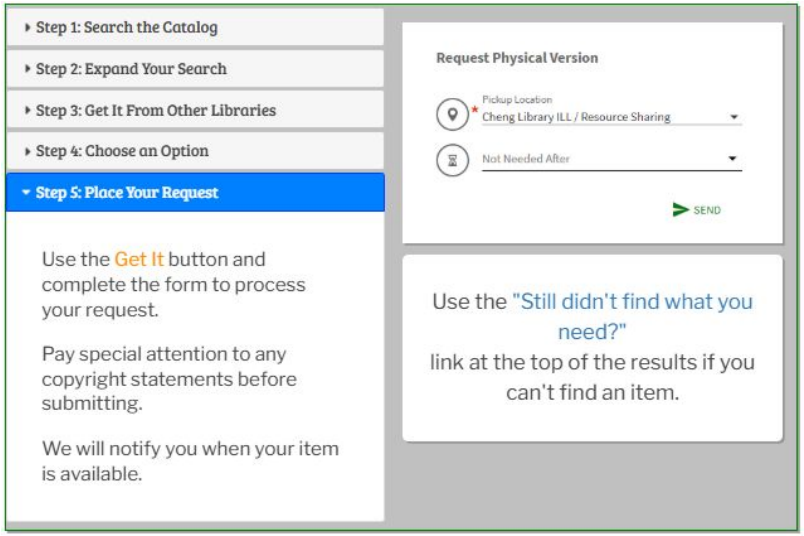
- Rapido changed how requests are discovered and submitted
- Primo became the primary user entry point
- Fewer forms, more context-sensitive requests
- Less visible “ILL” language, more seamless access

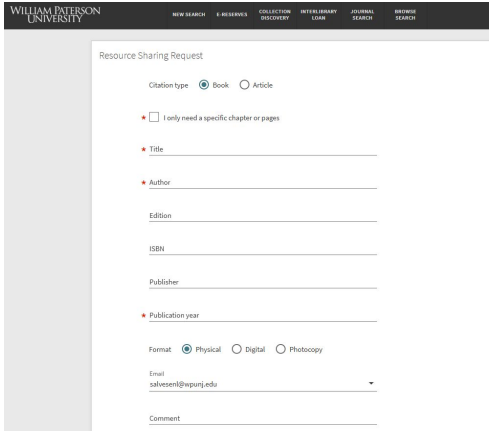
What We Had to Teach

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

Tutorial on WPUNJ's Website







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

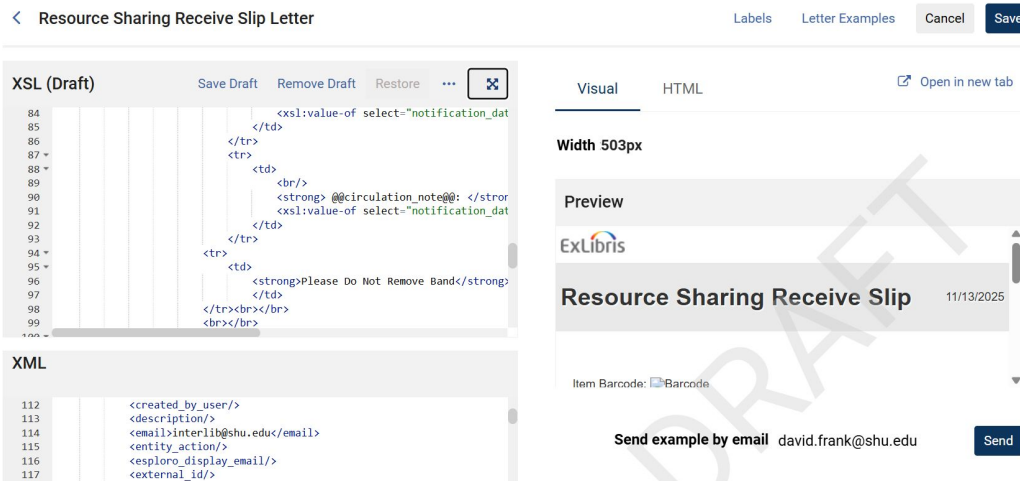
- Dedicated implementation support post go-live
- Transition to standard Ex Libris support
- Loss of implementation context after handoff

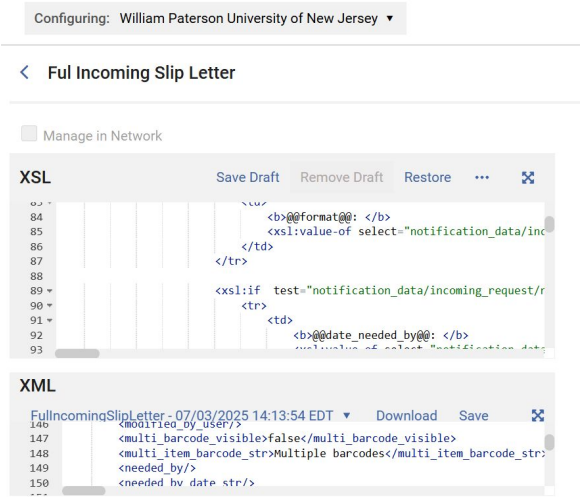
Helpful Resources

- 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





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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