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# **Cross-Institutional Collaboration in Resource Sharing**

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

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# Presented by

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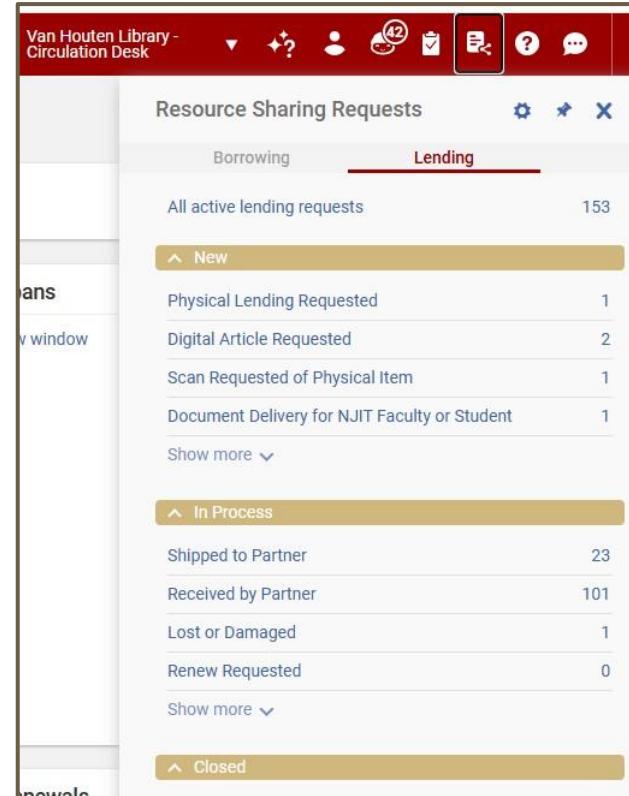
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# Introduction and Agenda

- 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



The screenshot shows a software interface for the Van Houten Library - Circulation Desk. The top bar includes the library name, a menu, and various icons. The main window is titled "Resource Sharing Requests" and has tabs for "Borrowing" and "Lending", with "Lending" selected. It displays "All active lending requests" with a count of 153. The interface is organized into sections: "New" (1 item), "In Process" (23 items), and "Closed" (0 items). Each section lists request types and counts.

Section	Type	Count
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 Market

[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	 <a href="#">Get it for me from other libraries &gt;</a>



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**



**Get a scanned chapter**

Estimated Arrival in **24 Hours**

by email

**GET IT**

OR

# 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

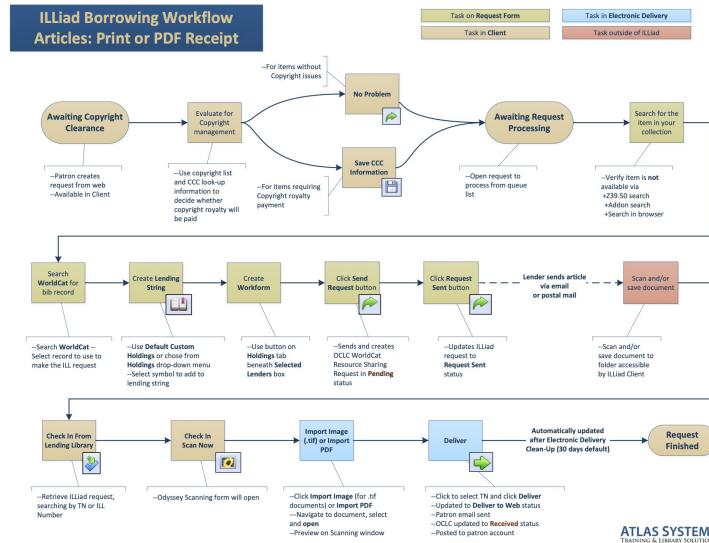
- 1917 - ALA paper form
  - Created ability to support lending between libraries
- 1971 - OCLC Online Union Catalog
  - Allowed libraries to share bibliography records
- 1979 - OCLC introduces an ILL system (now called WorldShareILL)
  - Allowed libraries to share holdings
- 1995 - ILLiad (Interlibrary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

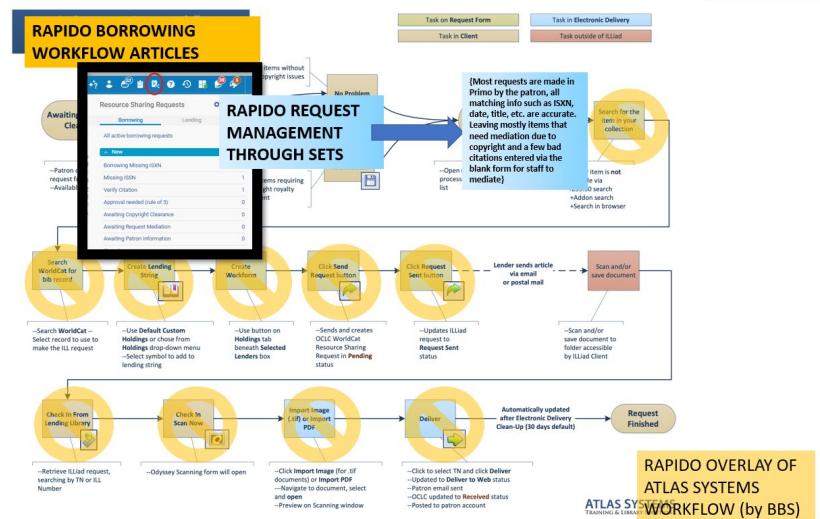
- [Early 2000s] JerseyCat
- [Mid 2000s] VALE Reciprocal Borrowing Program
- 2003: Rutgers joins PALCI; Seton Hall and Rowan follow (Late 2000s)
- 2011 - VALID/Ole Project
- 2013 - VALE RapidILL Pod
- 2025 - NJIT, TCNJ, and William Paterson University Rapido implementation; Seton Hall separate implementation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

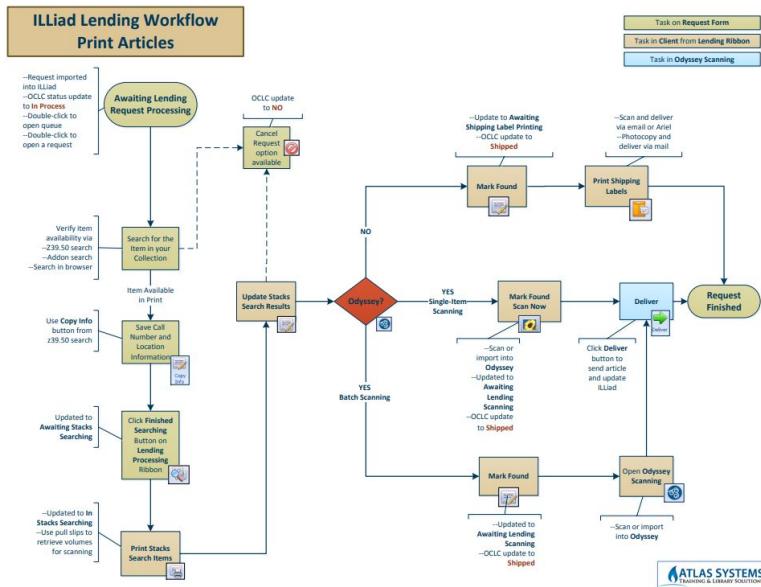


## Rapido Borrowing Article Workflow Chart (overlay of Atlas Systems Chart)

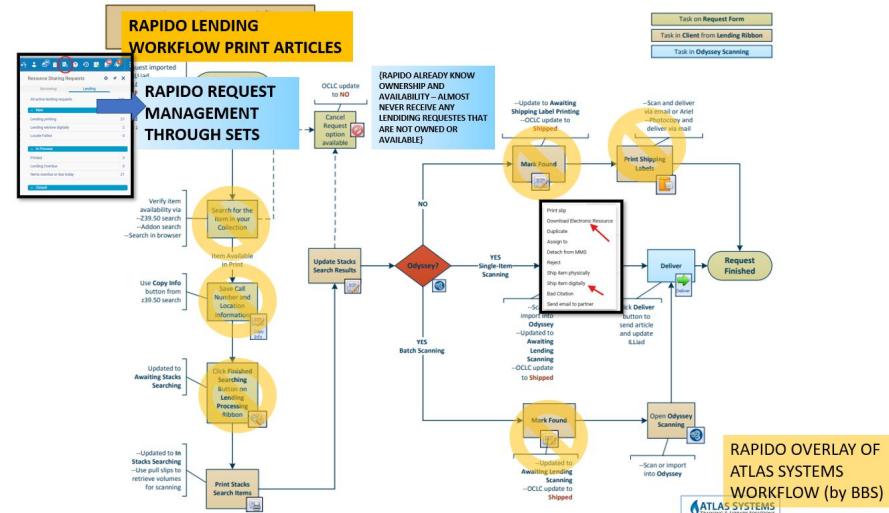


# Rapido and ILLiad Lending Workflows (and Jargon)

## ILLiad Lending Article Workflow Chart (courtesy of Atlas Systems)



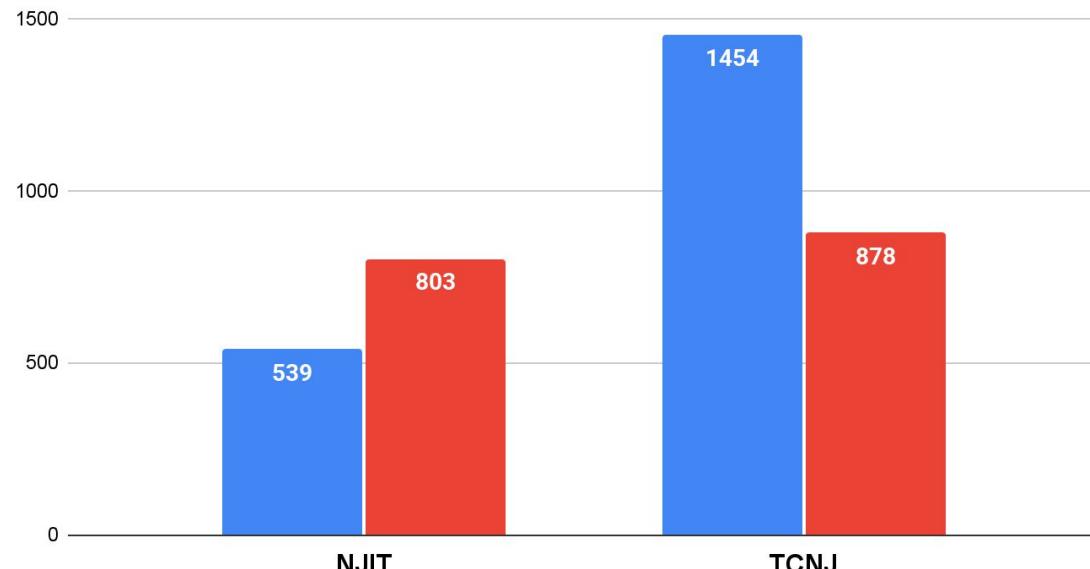
# Rapido Lending Article Workflow Chart (overlay of Atlas Systems Chart)



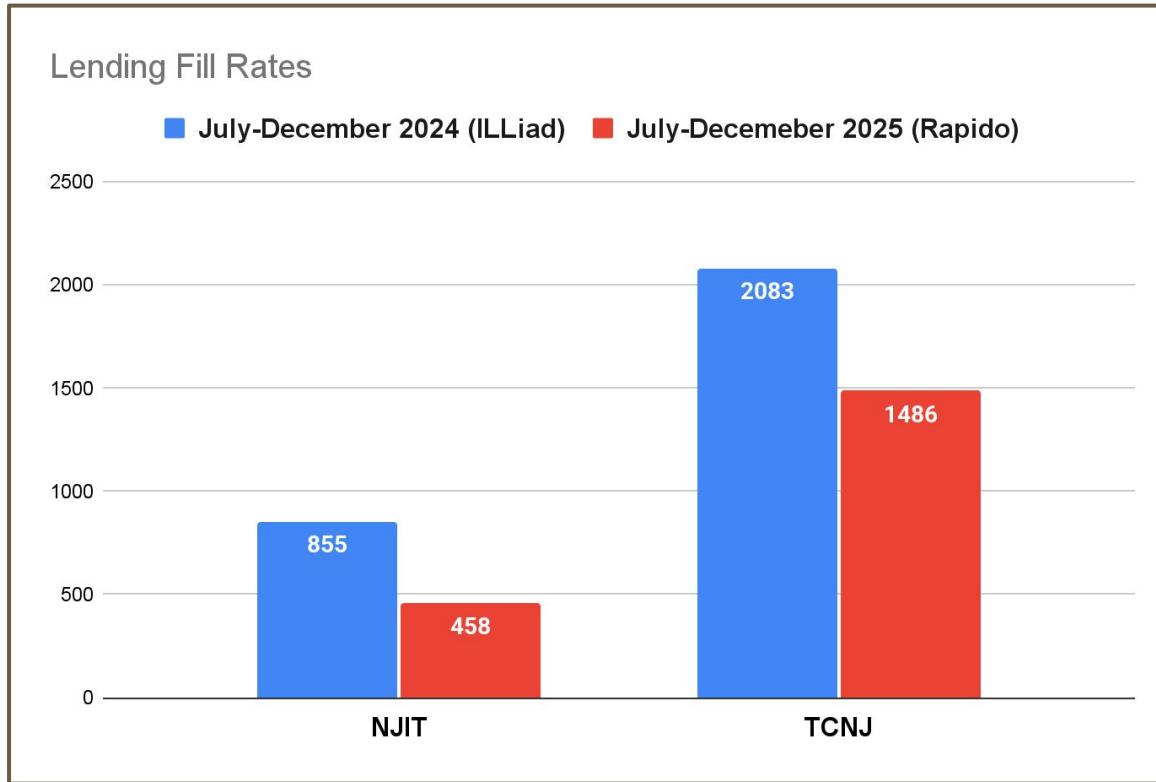
# Rapido's Results

## Borrowing Fill Rates

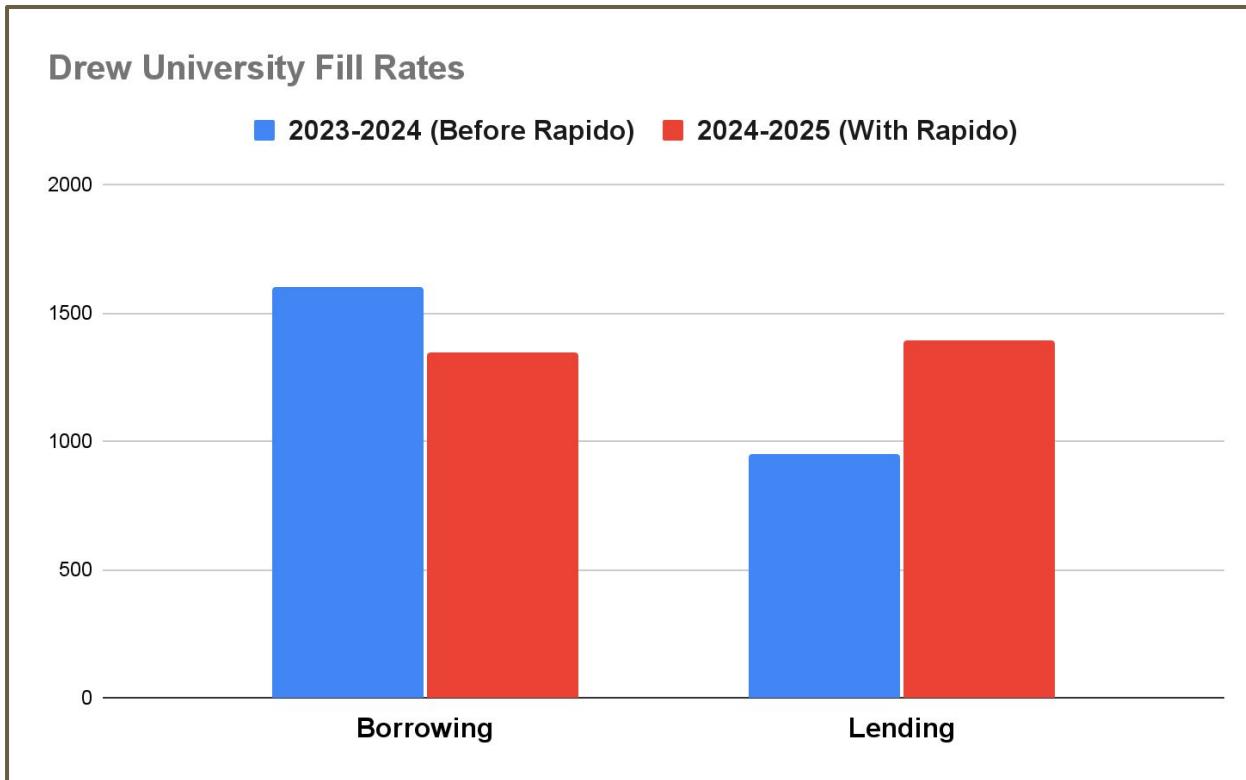
■ July-December 2024 (ILLiad) ■ July-Decemeber 2025 (Rapido)



# 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

The screenshot shows the William Paterson University website. The header includes the university's name, navigation links for WP CONNECT, MAPS & CONTACT, GIVE, APPLY, and INFORMATION FOR, and a search bar. A yellow banner at the bottom provides information about a closure period from December 25, 2025, to January 4, 2026, stating that most article requests can be completed but physical book requests cannot be processed.

WILLIAM  
PATERSON  
UNIVERSITY

WP CONNECT MAPS & CONTACT GIVE APPLY INFORMATION FOR

Academics Admissions Campus Life About Us Athletics Cultural Events

The University will be closed from Thursday, December 25, 2025 through Sunday, January 4, 2026. Normal operations will resume on Monday, January 5th.

During this closure, most article requests can be completed, but physical book requests cannot be processed.

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 a service page for Interlibrary Loan & Article Copy. It features a sidebar with steps for the process: 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 shows a search interface for the David & Lorraine Cheng Library, with a message encouraging users to check the main search for available items.

Step 1: Search the Catalog

Look for the item you need using the search box on our homepage

Step 2: Expand Your Search

Step 3: Get It From Other Libraries

Step 4: Choose an Option

Step 5: Place Your Request

Get Started Now

David & Lorraine Cheng Library

Search All

Search everything available through the Library!

Check our [main search](#) to see if we already have what you need!

The screenshot shows a step-by-step guide for placing a request. Step 5: Place Your Request is highlighted in blue. It includes instructions to use the Get It button and complete the form, pay attention to copyright statements, and be notified when the item is available. It also includes a note about using the "Still didn't find what you need?" link if the item is not found.

Step 1: Search the Catalog

Step 2: Expand Your Search

Step 3: Get It From Other Libraries

Step 4: Choose an Option

Step 5: Place Your Request

Use the **Get It** button and complete the form to process your request.

Pay special attention to any copyright statements before submitting.

We will notify you when your item is available.

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 Resource Sharing Request form. It includes fields for citation type (radio buttons for Book and Article, with Article selected), a checkbox for "I only need a specific chapter or pages", and fields for Title, Author, Edition, ISBN, Publisher, and Publication year. It also includes sections for Format (Physical, Digital, Photocopy, with Physical selected), Email (salvesen@wpunj.edu), and Comment.

WILLIAM PATERSON UNIVERSITY

NEW SEARCH E RESERVES COLLECTION DISCOVERY INTERLIBRARY LOAN JOURNAL SEARCH BROWSE SEARCH

Resource Sharing Request

Citation type  Book  Article

I only need a specific chapter or pages

\* Title \_\_\_\_\_

\* Author \_\_\_\_\_

Edition \_\_\_\_\_

ISBN \_\_\_\_\_

Publisher \_\_\_\_\_

\* Publication year \_\_\_\_\_

Format  Physical  Digital  Photocopy

Email salvesen@wpunj.edu

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)**

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

**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](mailto:david.frank@shu.edu) [Send](#)

Configuring: William Paterson University of New Jersey ▾

**Ful Incoming Slip Letter**

Manage in Network

**XSL**

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

**XML**

```
FullIncomingSlipLetter_07/03/2025 14:13:54 EDT ▾ Download Save X
```

```
140 <multi_barcode_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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