



Nottingham Trent
University

NTU

Our 2023-24 year in resource sharing using Rapido and RapidILL

25/10/2024

NTU and the resource sharing team

- 5th largest university in terms of enrolled students overall (HESA 2022-23)
- Five sites (4 libraries)
- Around 40,000 students (HESA 2022-23)



- Team leader (full-time)
- Team officer (full-time)
- Assistants (one full-time, two part-time)

What is Rapido?

"Rapido is a discovery-to-delivery library resource sharing platform focused on staff efficiency and patron services offering streamlined workflows by automating processing and reducing the need for staff mediation."*



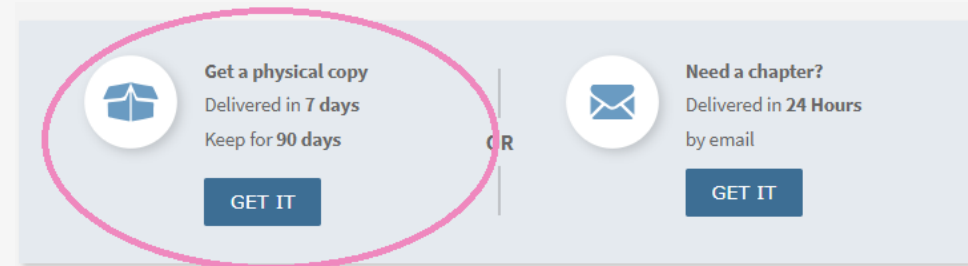
*Source: Ex Libris Knowledge Center Rapido FAQs – What is Rapido? [General - Ex Libris Knowledge Center \(exlibrisgroup.com\)](https://www.exlibrisgroup.com/knowledge-center/rapido-faq)



Rapido at NTU

- Soft launch June 2023
- Full launch from October 2023
- Part of the UK Pod with 5 partner libraries
 - 7-day delivery time
 - 90-day loan period
 - Max 2 renewals
 - No recalls

UK Pod Members

- Cardiff University
- London South Bank University
- Nottingham Trent University Library
- University of Derby
- University of Exeter
- University of Liverpool

A comparison graphic showing two options: a physical copy and a digital chapter. The physical copy option is circled in red. It features a book icon, the text 'Get a physical copy', 'Delivered in 7 days', 'Keep for 90 days', and a 'GET IT' button. The digital chapter option features an envelope icon, the text 'Need a chapter?', 'Delivered in 24 Hours by email', and a 'GET IT' button. A vertical line with 'OR' separates the two options.

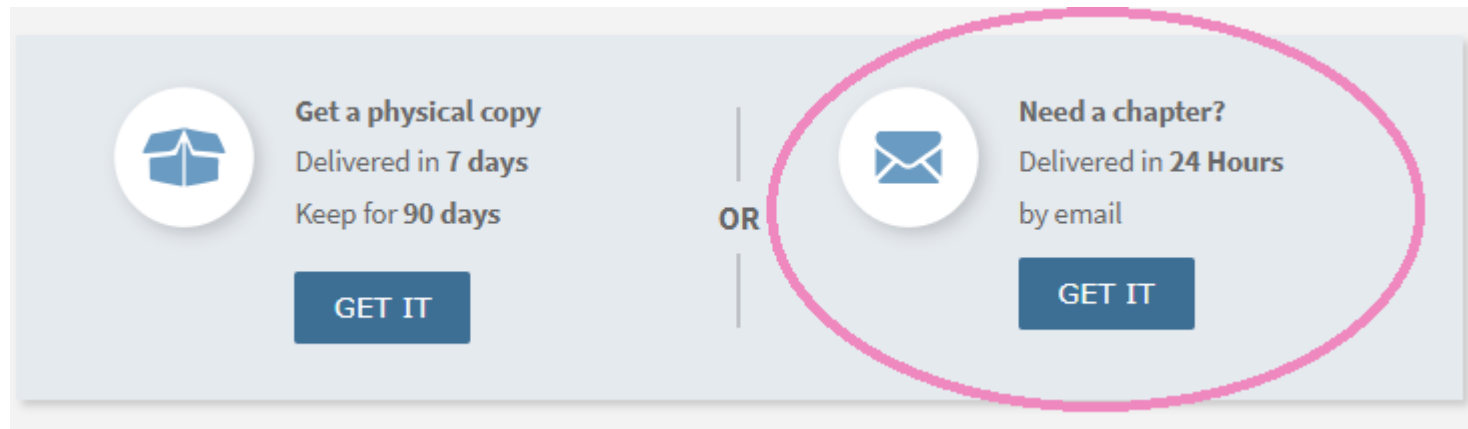
Physical Copy	Digital Chapter
	
Get a physical copy	Need a chapter?
Delivered in 7 days	Delivered in 24 Hours
Keep for 90 days	by email
GET IT	GET IT

RapidILL

- Access to RapidILL
 - Access to articles and book chapters from 700 (ish) institutions worldwide
 - 24-hour delivery time

Full list of RapidILL pods available here:

<https://rapid.exlibrisgroup.com/Public/PublicInfo>



Borrowing Requests

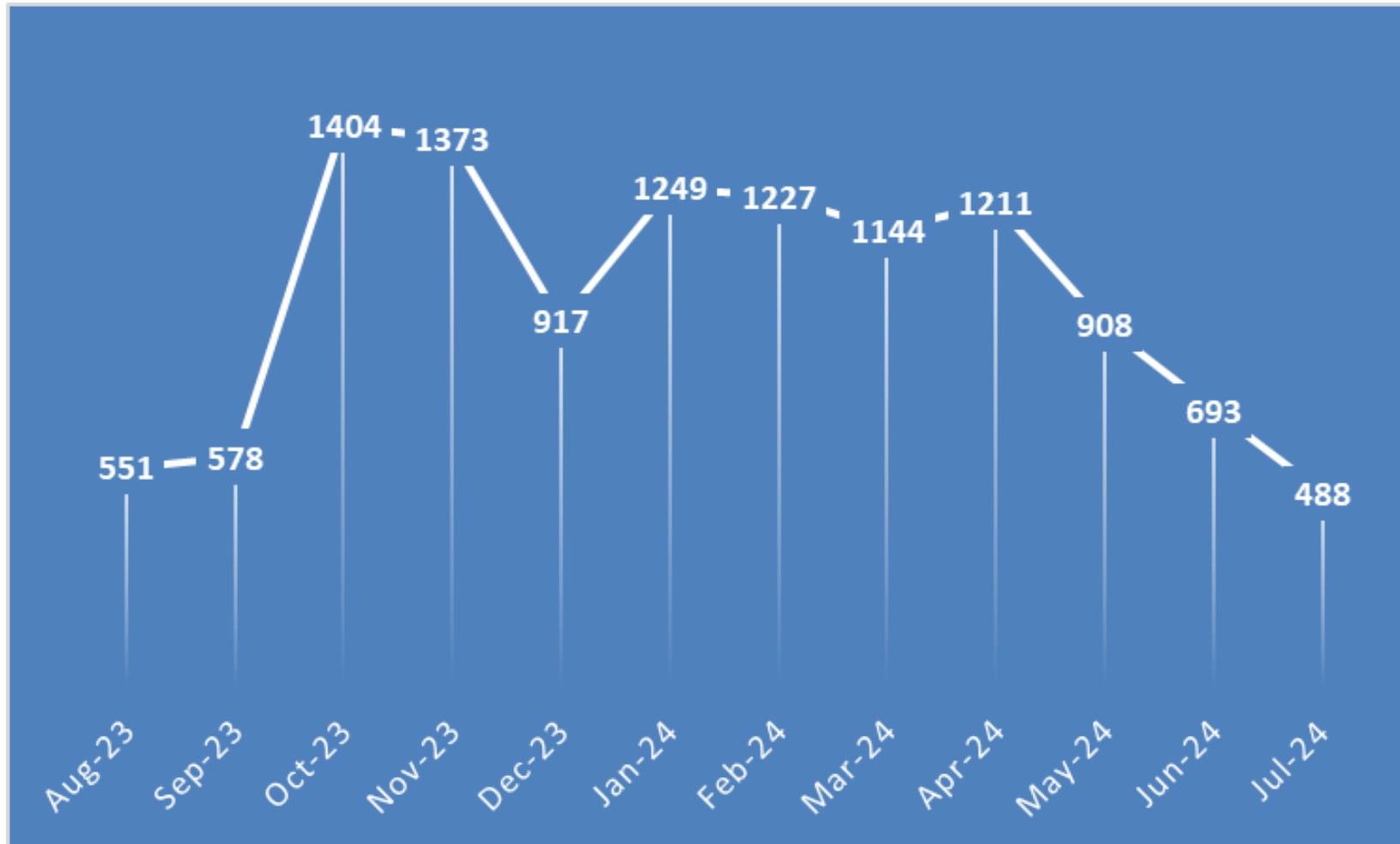


< Borrowing Requests (1 - 2 of 2)

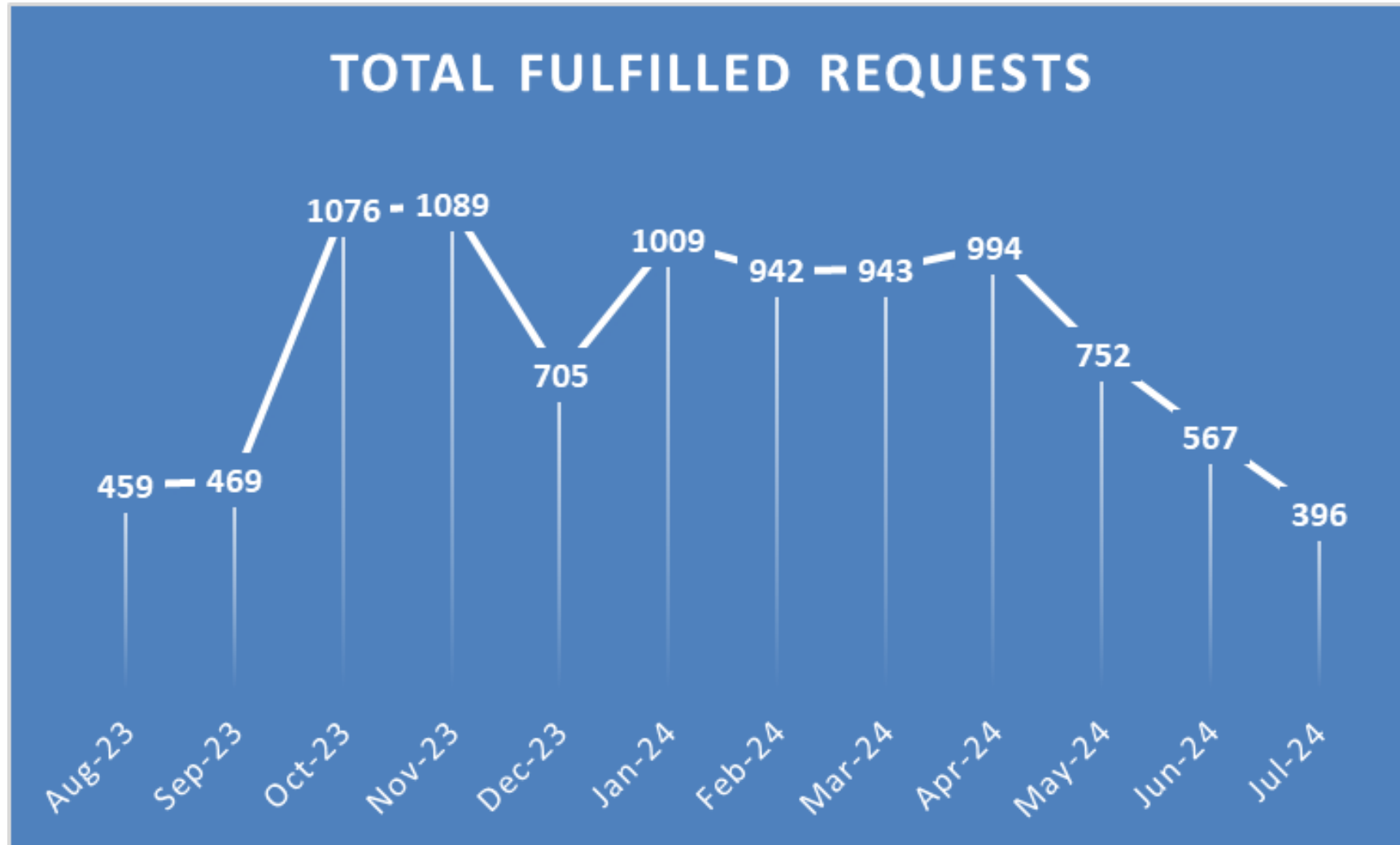
Save as a New Set

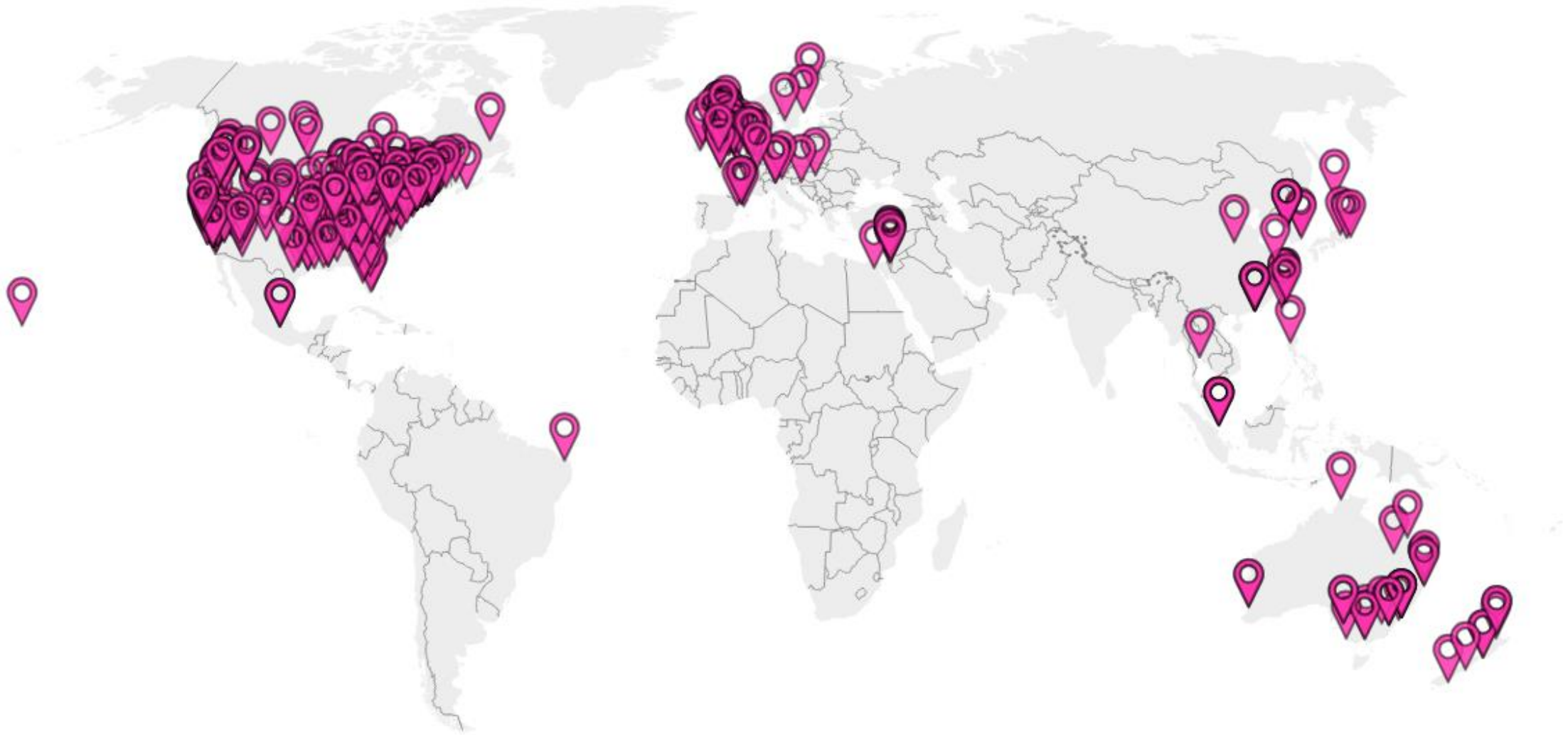
<div><div><div></div></div><div>Author</div><div><div></div></div></div>		<div>Sort by: Creation Date</div> <div><div></div></div>	<div>Change Status</div> <div><div></div></div>		<div>Remove Requests</div>	<div>Manage Labels</div> <div><div></div></div>	<div>Print Slip</div>	<div>Create Request</div> <div><div></div></div>	<div><div></div></div> <div><div></div></div>	<div><div></div></div> <div><div></div></div>	<div><div></div></div> <div><div></div></div>
1	<div><div><div></div></div><div>Wednesday Wonderings / Wednesday Wonderings by TH. IS A Test ILLIS TEST Created borrowing request</div></div>	<div>Requested: Article (Digital) Requester: Brown, Stacey Created: 04/09/2024 17:19:58 External identifier: 44NTU0014575 Assigned to: Brown, Stacey</div>	<div>Bad_Citation Missing_ISSN Missing_ISBN Test_RAST</div>	<div>Active query to patron</div>	<div>Edit</div> <div><div></div></div>						
2	<div><div><div><div></div></div><div>I am the cheese / by Cormier, Robert. Created borrowing request</div></div></div>	<div>Requested: Book (Physical) ISBN: 0141300515 Requester: Walker, Jillian Created: 29/08/2024 14:00:59 Assigned to: Walker, Jill</div>	<div>Test_JillW</div>	<div>Active query to patron</div>	<div>Edit</div> <div><div></div></div>						

Total no. of requests received (01/08/24 to 31/07/24): 11,743

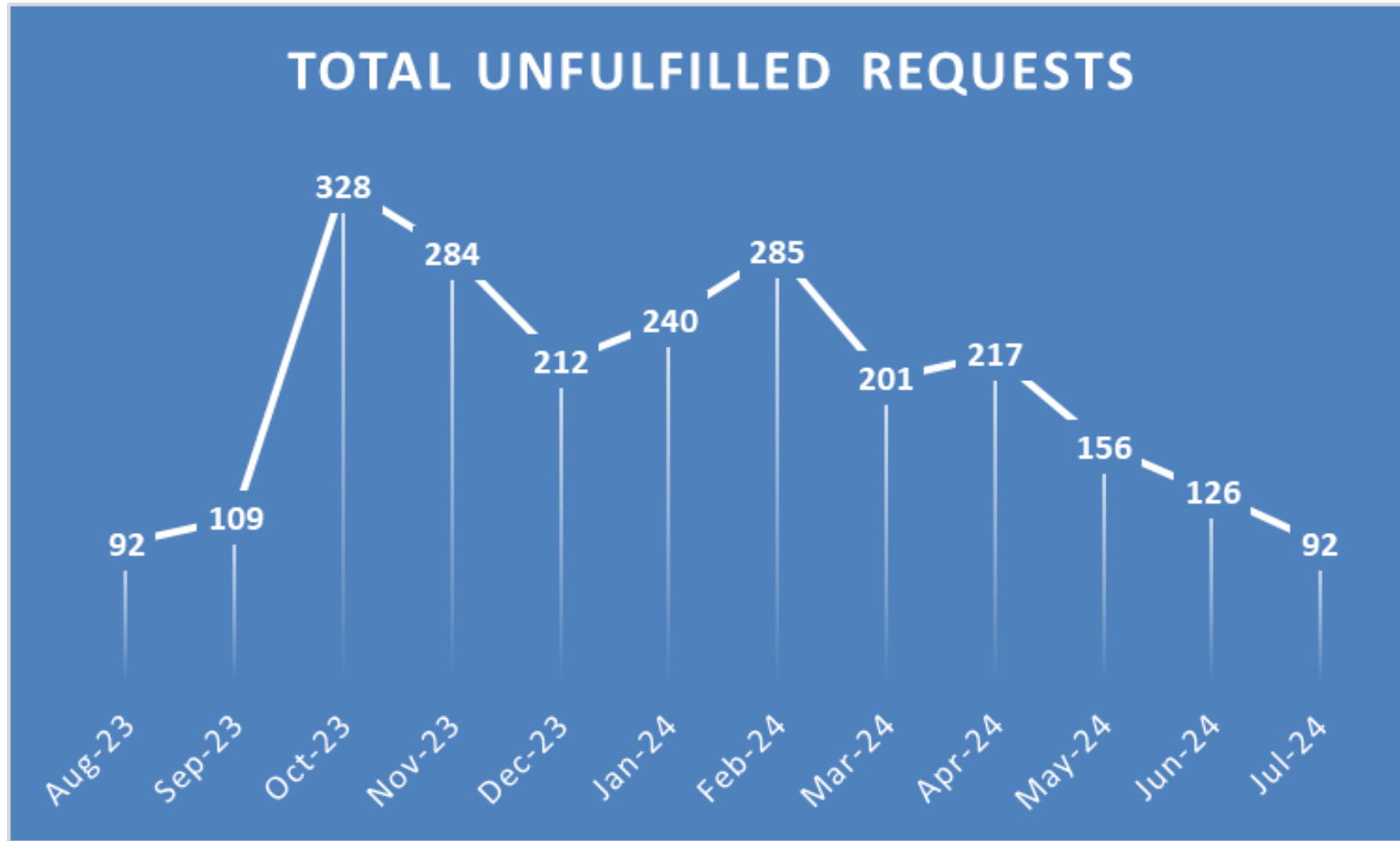


Total no. of requests 'fulfilled' (01/08/24 to 31/07/24): 9,401





Total no. of requests 'unfulfilled' (01/08/24 to 31/07/24): 2,342



Rapido/RapidILL

- 6009 items 'fulfilled'
- 5753 via RapidILL
- 256 from our partner libraries (Rapido [26 digital items supplied])
- 73% 'fulfilled' automatically, 27% required staff intervention...
- 230 physical (whole book) items supplied by pod partners required staff intervention to receive, renew and return

British Library

- 31% of items supplied via British Library for AY 22-23
- Less than 1% supplied via British Library for AY 23-24
- Borrowing from other libraries reduced by 60% from 22-23 to 23-24

Lending Requests



< Lending Requests (1 - 2 of 2)

Author ▼



Sort by: **Creation Date** ▾

... Remove Requests

1 ☐

Heroes

by Cormier, Robert

JILL WALKER

🕒 Created lending request

Requested: Book Chapter (Digital)

Created: 17/09/2024 14:51:10

External identifier: JW111

- Physical

Assigned to:  Walker, Jill

2 ☐

Acts of memory

Yonsei University - Main Library

🕒 Created lending request

Requested: Book Chapter (Digital)

Created: 04/10/2024 07:12:37

External identifier: 23251089

- Physical

Assigned to: Wiley, Ellen

Resource Sharing Requests

Borrowing

Lending



All active lending requests

12

^ New

Physical

2

Electronic

0

Locate Failed

0

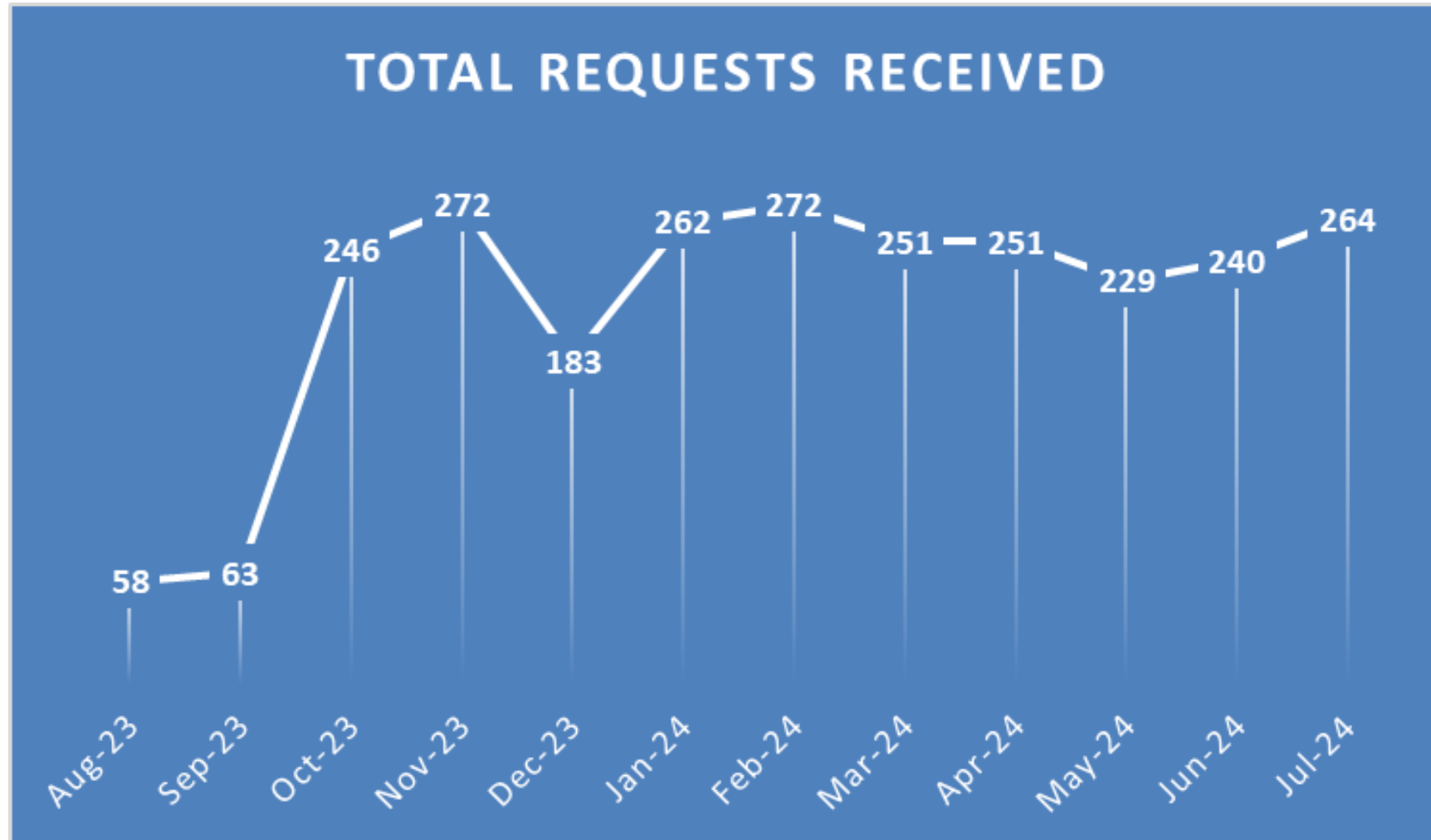
^ In Process

^ Closed

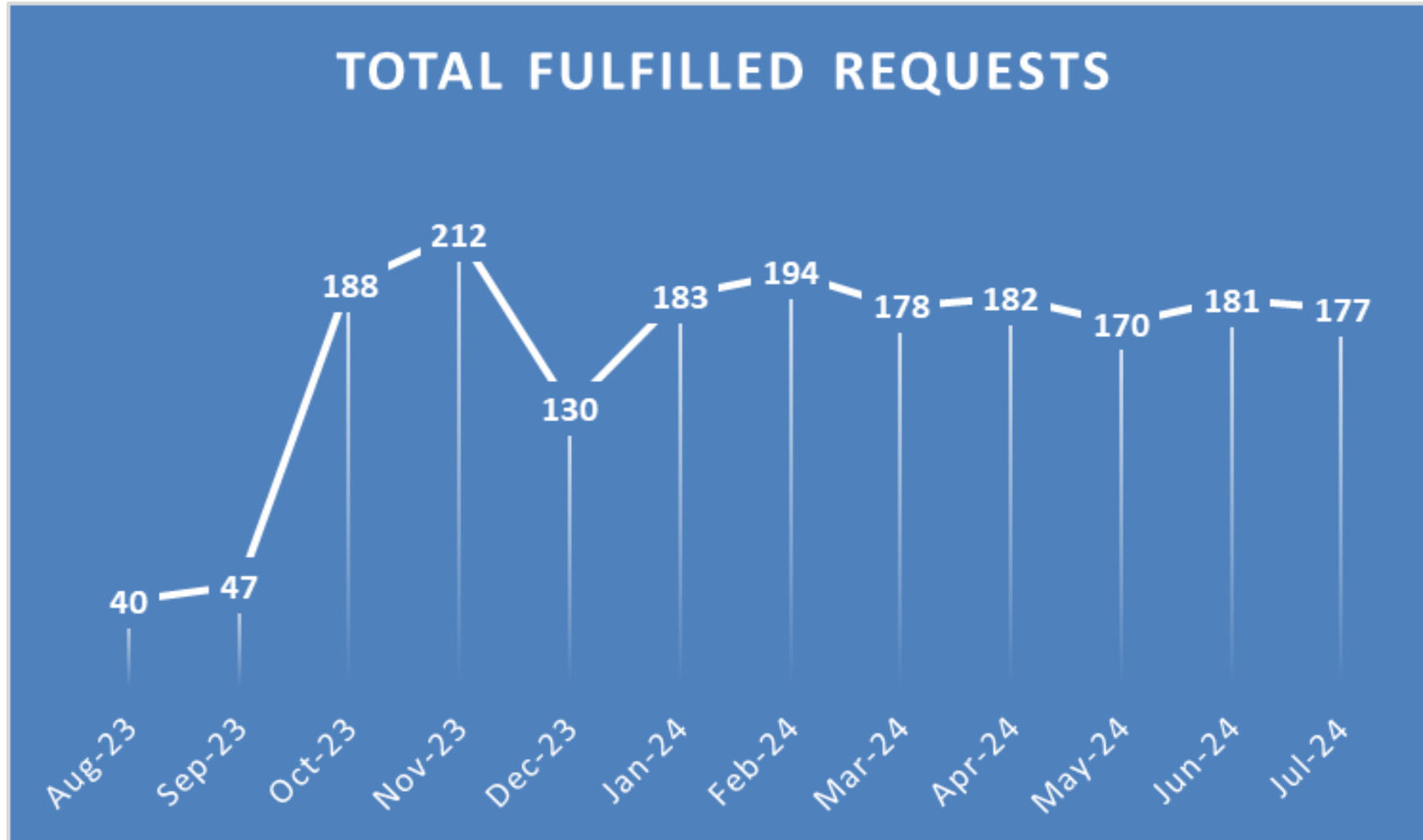
Number of fulfilled requests

2299

Total no. of requests received (01/08/24 to 31/07/24): 2,591

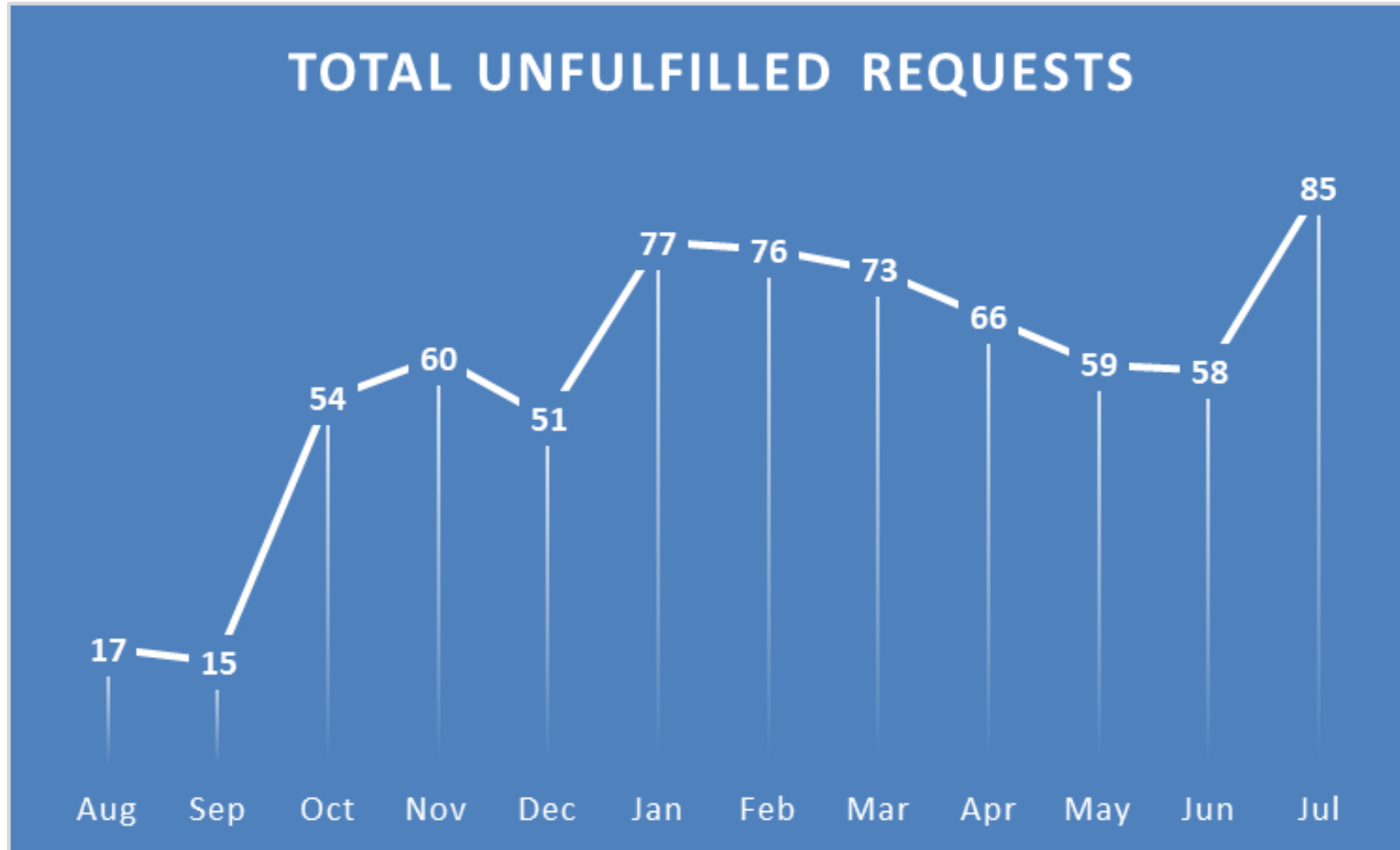


Total no. of requests 'fulfilled' (01/08/24 to 31/07/24): 1,882





Total no. of requests 'unfulfilled' (01/08/24 to 31/07/24): 691*



*NB this figure does not include 18 requests cancelled by borrowing institution

Reasons lending requests have been rejected

Lacks copyright compliance	248
Other	89
Bad Citation	75
Not found as cited	66
Policy problem	55
Not owned	49
Not on shelf	31
Preferred delivery time not possible	27
In use on loan	17
Lacking	11
Poor condition	7
Non circulating	4
Locations not found	4
Lost	4
Volume issue not yet available	2
On reserve	1
On order	1

In summary...

- Total requests received = 2,591
- 73% requests 'fulfilled' (81% of those that could be...)
- 10% of all requests received lack copyright compliance
- 18 requests were cancelled by borrowing institution
- 50 physical items were sent to Rapido UK pod partners (23 requests from UK Pod members were rejected, 9 of those 'in error' and 3 duplicates, so 11 which is still 15% - mostly because the content couldn't be found or we do not own)
- 1,832 chapters/articles sent worldwide
- 440 physical resource types so can assume we have scanned these ourselves = 1 to 2 scans per day

Other Rapido/RapidILL considerations

Things we've done so far...

- Reviewed and rewritten patron letters
- Create analytics reports
- Create sets to streamline monitoring of requests
- Trialing 'automatic' claim
- Internal testing of 'Enrich from global index'
- Internal testing of 'search in market' (integration with Rialto)

^ New	
New Requests	2
My Assigned requests	6
Locate failed	0
^ In Process	
FT Action Dates	9
FT Copyright exceeded/multiple	0
FT Lost communicated	0
FT Mediated Patron Renewal	0
FT Overdue request	0
FT Pending Approval	39
FT Pending Approval Last Interest Date	0
FT Physically received by library	16
FT Ready to be sent	0
FT Rejected by partner/Bad citation	0
FT Renewed by partner	0
FT Renew requested	0
FT Request sent to partner/Claimed	28
FT Returned by patron	1

Things we hope to do...

- Review and reduce cancellation reasons for borrowing requests
- Review and reduce rejection reasons for lending requests
- Create analytics reports
- Extend collections available to lend
- Partner data tidy
- Mediation rules?

Bad_Citation

Copyright_exceeded

Copyright_multiple

Missing_Article_Ti...

Missing_Chapter/...

Missing_ISBN

Missing_ISSN

Missing_Journal_...

Missing_Title

Patron_note

self_owned

“seeking efficiencies can be as much about realising value as it is about reducing costs. It should be about identifying where there are opportunities to streamline processes, work together and collaborate, or do things differently and more impactfully.”

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Thank you

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