



Derby's University Library was looking to simplify resource sharing for both staff and patrons. After implementing Rapido, the staff were able to fulfill 300% more requests, faster, and with minimal intervention. Even during the weekend!



"Rapido brings resource sharing to student searches and they don't have to do anything else. It puts it right there, front and centre for them."

Matt Cox, University of Derby



About the University of Derby:

The University of Derby is an applied university of today and for tomorrow where students thrive in an aspirational environment and equip themselves for the career they choose. The University is part of a thriving multicultural region that is renowned for technology and innovation and is home to a wide range of industries including many global companies. The University has a reputation for industry-relevant degree programmes, and offers students unparalleled opportunities to gain professional work experience alongside their studies and get the hands-on practical skills and experience employers are looking for.

The Libraries serve the University's 20,000 students from five campus locations, including the main Library at Kedleston Road. The collection includes approximately 250,000 print books, 650,000 ebooks both owned outright and through subscriptions, and thousands of journals via direct access or databases. 300% increase in borrowing requests

86% of requests fulfilled within24 hours

Entire increase handled with existing staff

An easy-to-adopt solution for users and staff

At the University of Derby Library, the search was on for an interlibrary resource-sharing platform that was intuitive and student-centric. "For students using the discovery layer, we wanted to capture the request at the point of need," states Matt Cox, Content and Discovery Manager. "Many students don't know what interlibrary loan means," he points out, and with the existing system, "They had to know the term, click on a button at the top of the webpage, and fill in a blank form with all the details. We wanted them to be able to turn an item search directly into a borrowing request."

At first, the Library was looking at RapidILL from Ex Libris, part of Clarivate, but then an Ex Libris representative mentioned that Rapido was available. "The print element in Rapido was key for us," relates Cox. "At Derby, there has often been a strong preference for print. Obviously, ebook use spiked dramatically during COVID, but a strong number of students still wish for that physical resource. So going with Rapido was an obvious choice for me".

According to Alexandra Marshall, Systems Librarian, implementing Rapido was quick and easy. "We kicked off in November," she recalls, "and we could have gone live in January." The actual go-live was in February, and one of the first things she noticed was the speed Rapido brought to the resource-sharing process: "Both from a user point of view and from a staff point of view, Rapido is very fast, especially for the digital items." Echoes Cox, "Yes, all they do is click a button, see that an item isn't in the collection, and then request it. Then they are able to track it and see the stages of the request. The Rapido user journey is much more efficient for the student."

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Guaranteed resource access in all scenarios

According to Cox, there was one other major motivating factor behind the decision to adopt Rapido, and that was the uncertainty over contracts with several major publishers. As he explains, "If the worst scenario happens, then one avenue is to rely on interlibrary loans for those journals and articles that we currently access via those big deals. If the worst ever came to the worst, and those big deals disappear, we have to have another alternative mechanism. Interlibrary loans can help sustain that." Moreover, with Rapido in place, the students would scarcely know the difference, because accessing shared resources feels like they're accessing the regular library collection.



Massive increase in requests, fulfilled faster

The impact on borrowing requests was immediate. "We saw a 300% increase within the first two weeks," reports Cox. "That was a massive, substantial increase for us. But the number of requests that we were able to fulfill within 24 hours was impressive as well. Some students haven't got the luxury of time. To get 86% delivered within 24 hours, we were really happy with that." As for cost-savings, shares Cox, "It's a bit too early to tell. But we know that having Rapido is worth it for the students."

Increased load handled with the same resources

"We're a small- to medium-sized institution within the UK, which means we've got a small team that looks after the systems as well as the acquisitions process" states Cox. "Our team is called the Content & Discovery Team and there are 11 of us. Other teams do support the process because they might be picking up a book from the shelf at a different site or delivering a book. But of our team, only two or three are actually looking after resource sharing."

With those staff resources, one would think the surge in requests would be a huge burden. According to Cox, there was little impact, if any. "When you hear that 300% increase, that number, you think, 'Oh, no! How are we going to cope with that?'" asks Cox. "Actually, thanks to all of the automatic processes within Rapido, we managed the increase absolutely fine. I love the system and 100% recommend Rapido. I've actually got a meeting with another institution in the UK next week to talk about it. They want to know more. I think it's a fantastic system, but it would be great for the UK sharing pod to grow."

Turnaround times that meet the tightest deadlines

In addition to the statistics proving the Library's success with Rapido, Cox shares this anecdote as well. It's personal. "My wife is a student, and she had an assignment to hand in on Monday. This was on Saturday afternoon, about lunchtime. She needed to quote a chapter from a book that was published in 1958. She asked me, 'Are you going to have that?' Well, our Library tends not to have stock of that age, and she needed it there and then. She submitted the request through Rapido, and it was sourced and came through less than 24 hours later, on Sunday morning, in time to cite the chapter that she needed. Our Library just wouldn't have been able to offer that under our old system, especially over a weekend, and we wouldn't have got it that quickly as well. So I was extremely impressed."

The vision of a one-stopshop for all resources

As Cox and Marshall explain, the Library has several other services that put resources into students' hands. One is called Books for You; students can request academic books, and if the request meets certain criteria, the Library will purchase them without mitigation. Another is Scan and Deliver, which is a digitization service. "Our dream is to have one point for everything," declares Marshall, "to be able to fulfill a request via any possible avenue, either purchasing the book, getting it via resource sharing, or something like digitization. We need to explore that a bit more, but I think with the systems we have now including Rapido, we have the capability to do that." Admits Cox, "We hadn't changed our interlibrary-loan processes for such a long time. Now we're brought up to speed with RapidILL and Rapido."

"For us, what's important is having as many methods as possible for students to find what they need," he concludes. Rapido supports that by working as a natural extension of the Library's collection. "Rapido brings resource sharing to student searches and they don't have to do anything else. It puts it right there, front and center for them."



Go from a two-day to a two-step fulfillment process

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About Ex Libris, Part of Clarivate

Ex Libris, part of Clarivate, is a leading global provider of cloud-based solutions that enable institutions and their users to create, manage, and share knowledge. In close collaboration with its customers and the broader community, Ex Libris develops solutions that increase library productivity, maximize the impact of research activities, enhance teaching and learning, and drive student mobile engagement. Ex Libris serves over 7,500 customers in 90 countries. For more information, see our <u>website</u> and join us on <u>LinkedIn, YouTube, Facebook, and Twitter</u>.

