



Rapid/LL and RapidR Book Chapters and Loans

Joe Natale

UConn[®]

udoc@lib.uconn.edu

What are we talking about today?

Rapid/LL

- Articles
- Book Chapters
- Loans (RapidR – Pilot)

ILLiad

- Rapid Manager
- Direct ILL

RapidR Pilot

- Boston Library Consortium (BLC)
- WorldCat Local / Navigator / NRE (Navigator Request Engine)

UCONN's Annual ILL Activity

(UCW)

- **Borrowing – 70,000**
- **Lending – 50,000**

UCONN[®] and Rapid/LL

- **Joined Rapid/LL in 2004**
- **Obtain average of 17,000 articles each year**
- **Supply more than 9,000 articles each year**

Currently 75 Rapid/LL Participants

Book Chapters

UCONN's averages (since 2012):

Borrow: 300 month

Lend: 70 month

Rapid/LL Highlights

(Why Joe loves Rapid/LL)

- **Average Filled Turn Around (12 hours)**
- **96% fill rate**

What's makes a Chapter Request?

ILLi@d

- > **One chapter/section**
- > **OCLC # or ISBN**
- > **Chapter # or pages**

Unmediation

Like RapidLL for articles:

Link Resolver = unmediation

How does unmediation work?

Unmediation

When the appropriate ILLiad routing rule detects:

- **OCLC # or ISBN**
- **Chapter # or Pages**

ILLiad pushes the chapter request out via the Rapid Manager to potential Rapid/LL partners.

ILLiad Routing Rule for Rapid Articles and Chapters

RuleNo	3
RuleActive	No
ProcessType	Borrowing
TransactionStatus	Awaiting Request Processing
MatchString	t.RequestType='Article' AND t.ISSN is not NULL AND ISNULL(LendingString,"")=""
NewProcessType	Borrowing
NewTransactionStatus	Awaiting Rapid Request Sending
RuleDescription	Moves article requests with an ISSN to a queue to be processed automatically by RAPID

System Requirements?

ILLiad 8.4 or higher

Must I submit my book holdings to Rapid/LL?

Yes, Rapid/LL needs only a few fields from your book holdings.

Rapid/LL staff can assist with this.

Is there a maximum pages limit for a single chapter request?

The general guideline is about 50 pages.

As a lender, do I have to fill chapter requests within a 24 hour period?



*Are you now flinching
because of this answer?*

You are always in control concerning what portion of your collection you wish to share for the book chapter service!



Music Dramatic Arts Library



Pharmacy Library



Homer Babbidge Library

Manageable!



Music Dramatic Arts Library



Pharmacy Library



Homer Babbidge Library



Which delivery methods are supported for book chapters?

- **Odyssey**
- **Article Exchange**
- **RapidX**

Or ...

Ariel.



Chapter borrowing workflow

VS.

Article borrowing workflow

- Both workflows are almost identical
- Both involve 'non-returnable' material types
- Both do not require setting a due date
- Both involve using the Rapid Manager
- Both use the same document transmission protocols

Rapid can tell ...

If you own a book and it IS on the shelf ...

If you own a book and it is NOT on the shelf ...

So what does Rapid for chapters cost?



UCONN's annual base participation cost:

\$4,500 (journal articles only)



UCONN[®]



No additional fee for book chapters

0

Yay!



**Book Borrowing/Lending
Pilot
RapidR**

Pilot Participants (BLC Libraries - 17)

RapidR

- **UMass Amherst**
- **Univ of Connecticut**
- **Williams College**
- **Northeastern Univ**
- **Univ of New Hampshire**

Spring 2014

Staff view of BLC Navigator

NRE

[Standard](#) [Advanced](#) [Results](#) [Bulk Action](#) [Create](#) [Batch Update](#) [Saved Searches](#) [Work Queue](#)

BLC Work Queue

 [Edit Work Queue](#)

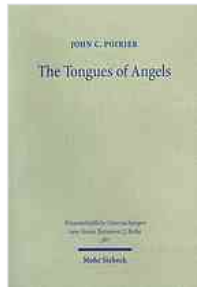
- [Search](#)
- [Requests](#)
- [Work Queue](#)
- [User](#)
- [Locations](#)
- [Reports](#)
- [Batch Reruns](#)
- [Report a Problem](#)
- [Logout](#)
- [Help](#)
- [BLC Contact Directory](#)
- [Quick Reference Guides](#)

Barcode
UCW01

Borrower	
Category	Count
Idle	0
Idle / Auth Manual	0
Idle / Check Manual	0
Pending	14
Pending > 4 days	0
Pending > 2 weeks	0
Terminated	0
End of lender string	0
Conditional	0
Cancel Pending	0
Messages	1
Staff Review	0
Circulation Queue	0
Shipped	20
Shipped > 1 week	1
Shipped > 2 weeks	1
Received	319
Renew Pending	0
Overdue	42
Recalled	0
Returned	279
Reports	
Returned List	8

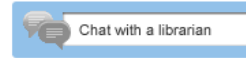
Lender	
Category	Count
New Requests	0
New Requests Expiring Today	0
Will Supply	0
Conditional	0
Cancel Requested	0
Messages	0
Staff Review	0
Circulation Queue	0
Shipped	339
Returned	19
Recalled	0
Overdue Today	5
Overdue	21
Overdue > 4 weeks	10
Reports	
Pick List	0
Shipping List	0

Patron view of WorldCat Navigator Record and request options



The tongues of angels : the concept of angelic languages in classical Jewish and Christian texts

Author: [John C. Poirier](#)
Publisher: Tübingen : Mohr Siebeck, ©2010.
Series: [Wissenschaftliche Untersuchungen zum Neuen Testament.](#), 2. Reihe ; , 287.
Edition/Format: Book : English [View all editions and formats](#)
Database: WorldCat



More like this

Subjects

[Angels -- Language.](#)
[Language and languages -- Religious aspects -- Christianity.](#)
[Language and languages -- Religious aspects -- Judaism.](#)

[View all subjects](#)

[Similar Items](#)

Find a copy online

Check for online access at your library

[UConn Links: check for online fulltext](#)

Find a copy in the library

Boston Library Consortium

Get it from this library group

[Request Item](#)

[+ 3 group libraries own this item](#)

WorldCat

Find it in libraries globally

[Request Item](#)

[+ Worldwide libraries own this item](#)

So much for WorldCat Navigator and the NRE

Let's back to RapidR ...

In the Beginning: The RapidR Pilot Using the Rapid Add-On in ILLiad

The screenshot displays the ILLiad Rapid Add-On interface. The window title is "537536 - Borrowing Request". The top navigation bar includes "Borrowing Processing", "Printing", "Copyright", "OCLC", and "Rapid". The "Rapid" tab is selected and highlighted with a red box. Below the navigation bar, there are buttons for "New Request" (with a green arrow icon) and "Get Status" (with a magnifying glass icon). A secondary bar contains "New Request" and "Status Check" buttons. The main content area is divided into a left sidebar and a right main panel. The sidebar has three sections: "Member Map" (with links for "Rapid Member List", "Main Menu", and "Rapid Reciprocal List"), "Lending Actions" (with links for "Batch Print", "Batch Update", "Bad Citation", "Status Check", "Statistics", "Search Holdings", and "RapidX"), and "Borrowing Actions" (with links for "Cancel Request", "Edit Request", "Delete Request", "Status Check", "Resend", "Statistics", and "Search Holdings"). The main panel is titled "Request Information" and contains several input fields: "Book Title:" (The Oxford international encyclopedia of legal history.), "Book Author:" (Katz, Stanley N), "Volume #:", "Edition:", "Publisher:", "Year:" (2009), "ISBN:" (empty field, highlighted with a red box), "LCCN:", "OCLC #:" (873813353, highlighted with a red box), and "Cross Reference:" (537536). At the bottom right of the main panel, there are three buttons: "Query Rapid" (highlighted with a red box), "Send to Rapid" (disabled), and "Clear" (disabled). Below the "Request Information" section, the "Patron Information" section is partially visible.

RapidR Pilot began heavily mediated ... Rapid Manager was not used early in the Pilot

537536 - Borrowing Request

Borrowing Processing Printing Copyright OCLC Rapid

New Request Get Status

New Request Status Check

Detail OCLC History PubMed/Dodline NLM Web Form Z39.50 Rapid

Member Map
Rapid Member List
Main Menu
Rapid Reciprocal List

Lending Actions
Batch Print
Batch Update
Bad Citation
Status Check
Statistics
Search Holdings
RapidX

Borrowing Actions
Cancel Request
Edit Request
Delete Request
Status Check
Resend
Statistics

The live query to Rapid did NOT find any matches that are currently with item on shelf!

Request Information

Book Title:

Book Author:

Volume #:

Edition:

Publisher:

Year:

ISBN:

LCCN:

OCLC #:

Cross Reference:

Current RapidR Workflow

Transformation: The Rapid Manager

RapidR highlights

Just like Rapid/LL (for articles/chapters):

- Routing Rule now removes staff mediation
- Employs the dynamic power of the Rapid Manager
- ILLiad tracks/manages the life of each request
- Utilizes live title availability to create lending “string”

RapidR Pilot Lender Expectations

- Determine to **Fill** or **Unfill** within 24 hours of receipt
- Ship title to arrive within 4 days
- Provide a 60-day loan period
- Provide no renewals
- Permit Recalls
- Allow borrower to request more than 1 volume from a multi-volume title (Nice)



What makes a RapidR Loan Request?

- 1. Title**
- 2. OCLC # or ISBN**
- 3. Pub Year (yeah, it's nice)**

Does the Rapid*R* Pilot program allow for unmediated processing for the borrower?

Yes! Just as long as the ILLiad work form includes either an ISBN or OCLC number with the title and pub year.

AND ...

A routing rule that tells ILLiad to send the loan request to the Rapid*R* partner libraries by moving it to the Awaiting Rapid Request Sending queue.

But ...

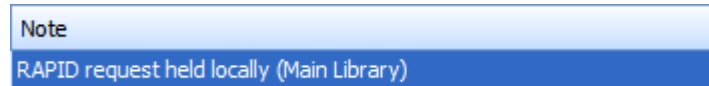
Routing rule for RapidR

RuleActive	Yes
ProcessType	Borrowing
TransactionStatus	Awaiting Request Processing
MatchString	u.deared='Yes' and (t.ISSN > " or t.ESPNumer > ") and t.RequestType='Loan' and (t.LendingString = " or t.LendingString is NULL) and u.NVTGC ='UCW' and u.LoanDeliveryMethod = 'Hold for Pickup'
NewProcessType	Borrowing
NewTransactionStatus	Awaiting Rapid Request Sending
RuleDescription	This rule moves Loan requests with status "Awaiting Request Processing" and an ISBN to Awaiting Rapid Request Sending (RapidR)

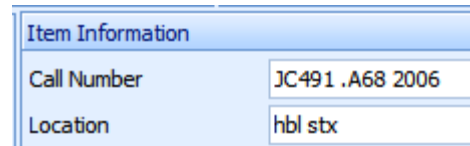
A routing rule that identifies a LOAN request by an OCLC number or ISBN and gets it ready for the Rapid Manager.

What if your library owns the title?

Rapid will tell you if you own the title, when it's on your shelf:



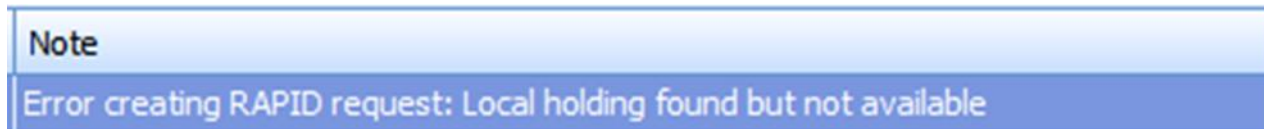
Rapid also will report the title's local call number:



Item Information	
Call Number	JC491 .A68 2006
Location	hbl stx

Rapid returns the request to you only if shelf status indicates locally available.

Not held by any RapidR partner AND *not on shelf* at your library? Rapid says:



If no RapidR lending partner owns the title, including your own library?

No worries! The request will come back into ILLiad with the news!

Note

Error creating RAPID request: Unable to find matching book

And then ...

Note
RAPID request held locally (Main Library)
Note
Error creating RAPID request: Local holding found but not available
Note
Error creating RAPID request: Unable to find matching book

The 2nd ILLiad routing rule

- Picks up these unfilled RapidR requests
- Pushes requests out, in our case, to *Direct ILL*
- Custom holdings build lending string / produce request.
(This is why we prefer to include the OCLC number in the initial RapidR request.)

2nd routing rule for Returnables

RuleActive	Yes
ProcessType	Borrowing
TransactionStatus	Awaiting Request Processing
MatchString	ISNULL(t.LendingString,"") = 'RAPID' and t.ESPNumber > " and u.nvtgc='UCW'
NewProcessType	Borrowing
NewTransactionStatus	Awaiting Direct Request Sending
RuleDescription	Moves unfilled RapidL requests to Direct Request Sending in OCLC (NewTransactionStatus: Awaiting Direct Request Sending) GPowell (verified working)

This routing rule takes loan requests that go unfilled in RapidR and moves them to Direct ILL sending.

But we really don't like OCLC's Direct ILL because WorldShare doesn't know if another library's copy is on the shelf or not.

Author Price, Reynolds
Type Book
Publisher New York : Atheneum, 1990.
OCLC Number 20093221

Library	Supplier	Days To Respond	Location	Symbol	Group	Cost	IFM	Holdings
UNIV OF MASSACHUSETTS DARTMOUTH	Yes	4 days	US, MA	SMU	BLC	Copies: 0.00 - 20.00 USD Loans: 0.00 - 20.00 USD	Yes	
WELLESLEY COL, MARGARET CLAPP LIBR	Yes	4 days	US, MA	WEL	BKBLC3	Copies: 0.00 USD Loans: 0.00 USD	Yes	
BOSTON COL	Yes	4 days	US, MA	BXM	BKBLC4	Copies: 0.00 - 20.00 USD Loans: 0.00 - 20.00 USD	Yes	

The cost of RapidR

How about a cost comparison now?



This is what Rapid/LL could do for us at UConn thru the BLC:

Annual fee:

- | | |
|--|--------------|
| 1. Provides a mechanism to obtain and supply <u>journal articles</u> | \$4,500 |
| 2. Provides a mechanism to obtain and supply <u>book chapters</u> | \$0 |
| 3. Provides a mechanism to borrow live and lend <u>monographs</u> | \$670 |

We get #1, #2 and #3!

Annual cost for borrowing and lending returnables/non-returnables:

\$5,170



Thank you!

Joe Natale



udoc@lib.uconn.edu