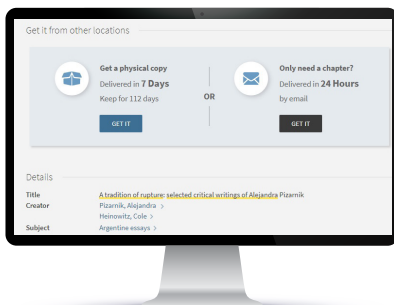# Introducing the new resource sharing platform - Rapido

User experience - Staff Efficiency - Open Community - Forward looking

Rapido is a discovery-to-delivery library resource sharing platform focused on staff efficiency and user services.

For staff, Rapido automates and simplifies the borrowing and lending processes, helping staff manage a high volume of requests efficiently.

For users, Rapido provides a central location where they can find the materials they need with a frictionless experience for getting those materials quickly.
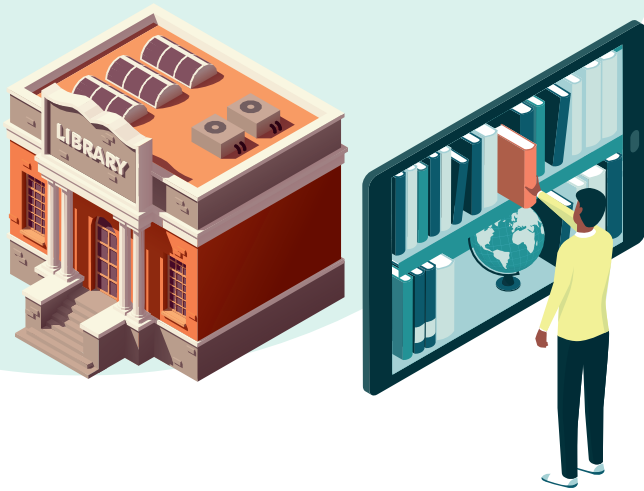
Rapido is a full platform which replaces existing tools (such as Tipasa, VDX and ILLiad) as a complete solution to an institution's resource sharing needs. It includes RapidILL as the basis for its document delivery component as part of a wider platform which is open, forward looking and transforms the resource sharing experience for both staff and users.

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The User Experience: Discover it, Request it, Get it

Rapido transforms the resource sharing experience for users by making their experience similar to their day to day experiences out of the library (for example using digital marketplace tools). Thanks to the Rapido shared index and its' advanced request tiles, users are finding their way to requesting items not held in the library collection like they never did before.

By getting a clear indication of the terms of the loan, like expected delivery time and loan duration, users are starting to use resource sharing more often and in a way that makes sure they will pick the book as it arrives to the library.

Thanks to the Rapido shared index, users now see all the options available to get the resources they need in their search up front, and can skip filling out long forms as Rapido automatically processes requests at the click of a button - it's as easy as discover it, request it, get it.

Resource Sharing at the click of a button

Discover it

Thanks to Rapido's seamless integration within the user's Discovery, students and researchers can easily find resources even beyond the library's collection.

Request it

After finding their resource, users can order a physical or digital copy at the click of a button. No need to fill in any metadata – Rapido takes care of all that automatically.

Get it

Users can decide how they wish to receive their resource based on estimated delivery time and loan duration. After ordering they can track the progress of their delivery until arrival.

Put decisions in users' hands

Custom delivery options –
Got an exam in 3 days and the physical book won't arrive until next week? Now, users have this information before ordering so they can choose to wait for the book or request an e-chapter to arrive in under a day.

Empowering the user –
Libraries can easily configure Rapido to allow students and researchers to submit requests that will automatically be directed to the right lending library at the click of a button – no staff mediation is required.

Staff efficiency: Streamlining library workflows

Rapido is a platform which simplifies and automates resource sharing between libraries as both lending and borrowing become efficient, intuitive processes, saving valuable staff time and providing users with an improved service and shorter turnaround.

Easily manage a high volume of requests – Rapido's efficient workflows will save many hours previously spent on manual, multi-step processes. Most borrowing requests can be processed without staff mediation and automatically sent to the lending library. For the exceptional cases, Rapido includes advanced mediation rules that will hold such requests for staff handling.

Focus on the important requests – Rapido has an advanced, fully customizable, requests sets menus for quick access. This can be defined for each user, with the requests they need to work on. Examples can be: New requests from today, Requests waiting for user information. Requests with a lender note, and more.
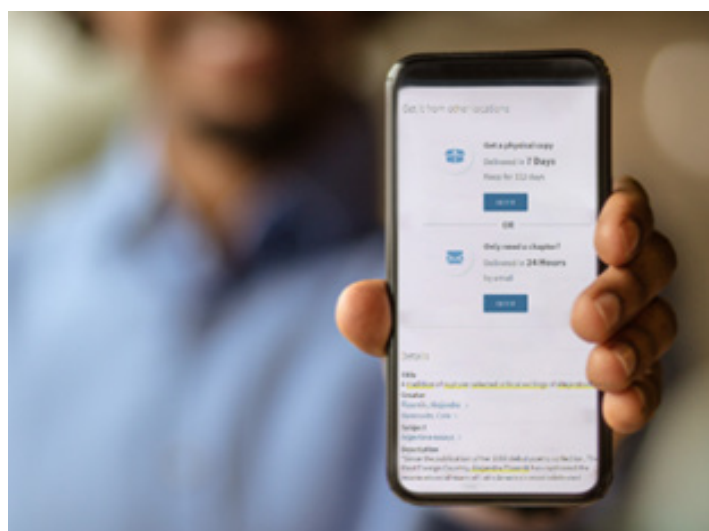
Seamlessly integrates into existing software

Built on the Ex Libris higher-ed cloud platform – For existing Alma customers Rapido implementation is as simple as setting a feature flag in their production system. No further integration such as SIS or user authentication is needed. For non-Alma customers – this means the solution is built on a stable cloud foundation that supports all the required security and privacy standards and has all the resiliency needed for a high scale product.

Less user errors – With the new shared index in discovery, all metadata for the resource and recipient are drawn from library systems by Rapido so the request can be automatically processed. This eliminates a lot of the current manual request forms which are prone to errors and missing data; resulting in a need for staff mediation.

An open Community - Resource sharing through collaboration

Rapido is more than a revolutionary platform which improves resource sharing for users and staff – it also creates new sharing options for libraries allowing every institution to easily benefit from partner collections.

Freedom to choose

An open resource sharing platform –Rapido is built with openness in mind, allowing partner libraries to share resources with any institute they want regardless of the system the other library uses. Rapido supports ISO 18626 and NCIP and easily integrates with any broker solution that supports these protocols.

What you like with who you like – Rapido allows libraries to decide with which networks and institutions they want to conduct resources sharing and choose what materials they share. For example, you can set all your inventory as lendable within your consortia but restrict specific material for other libraries. This is done in simple steps without requiring complex customizations.

RapidILL embedded within Rapido

Leveraging a Large Worldwide Community – The RapidILL community is a vibrant global network that includes over 500 interlibrary loan partners. Rapido customers benefit from joining this large community for their document delivery needs which are fulfilled on average in less than 12 hours.

RapidILL is the document delivery foundation – For existing RapidILL customers, document delivery stays the same. No need to reimplement or learn a new system. Rapido is using a stable, well known solution with advanced features, capable of processing a high number requests, with time-zone awareness, precise holdings records, load balancing and more.

Community first

Built around a resource sharing community – Rapido pods are groups of libraries who agree to the same terms – creating symmetrical relationships. This is an unparalleled capability that lets libraries share with the confidence of getting the same level of service back. Librarians know their colleagues place a high priority on fulfilling their requests because they do exactly the same thing.

Establish terms and benefit from reciprocal lending Mutual commitments within pods can include high-quality scanning, no transaction fees, delivery time, loan period and more. requests. To avoid overload on specific libraries, Rapido also load balance requests to make sure everyone lends and borrows equally.

Forward looking

Rapido is built looking at future needs – not just existing ones. It already supports both returnables and document delivery, and was built from day one to support additional, more forward looking models.

Two such models are currently under design for Rapido, first is an end to end workflow to support Controlled Digital Lending within consortia members as well as between resource sharing partners and the second is a workflow for ebook lending which will try to provide a full solution for both workflow as well as technical and license aspects. The vision for all future needs is to focus on making this as easy and transparent on the users without confusing them with new options they can't really choose between.

Want to learn more about Ex Libris Rapido and how it could help improve the resource sharing experience for users and staff at your library?

[Visit the website here](#)