

# Ithaca College

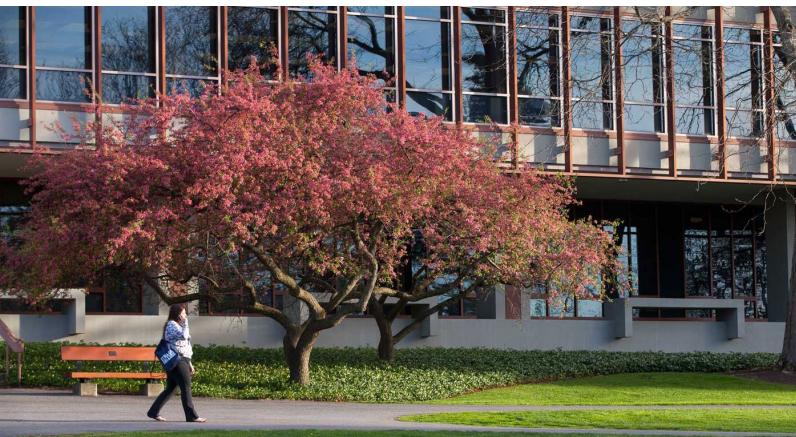
Putting the End-User  
First With Rapido



Turning resource sharing into a streamlined, user-friendly process helped benefit staff and patrons while reducing Ithaca College's costs.

*“At Ithaca College the students are our 'why' - we want to support their research in ways that are as easy, quick, and efficient as possible. That's what Rapido does.”*

Dan Taylor, Library Systems Specialist



## About Ithaca College

Ithaca College (IC) is a private liberal arts college in Ithaca, New York. Since its founding, Ithaca College has recognized the profound impact of combining academic theory with hands-on practice and a distinctive integration of performance. Ithaca College offers 90 majors from five industry-leading schools. With IC's expert faculty and first-rate facilities that are usually found at a larger institution, students benefit from small class sizes, personal mentorship, collaborative partnerships, and professional guidance.

<b>Location:</b>	Ithaca, NY, USA
<b>Resource sharing staff:</b>	2.5 FTE
<b>Yearly borrowing volume:</b>	3,713
<b>Yearly lending volume:</b>	656
<b>Migrated to Rapido from:</b>	ILLiad and Worldshare
<b>Key driver for move to Rapido:</b>	Improving user experience

## The need for a new resource sharing solution

Ithaca College went live with Rapido in June 2021, becoming the first customer of Ex Libris' new resource sharing platform in the United States. They chose Rapido out of a desire to find a resource sharing platform which would integrate well with their other library systems, would reduce their costs, provide better customer support, and have fewer breakdown points.

Dan Taylor, Library System Specialist at Ithaca College, described some of the key reasons why they decided to switch to Ex Libris Rapido. He said: "Our former environment was an older technology with a lot of breakdown points. For instance, if the user did not exist in the system then when the request came over it would break. We would have to manually create the user to get that fixed.

"We had been really dissatisfied with the customer support and the costs were just overwhelming. Rapido has some real strengths in comparison. Especially ease of use for patrons and workflows for staff. A great selling point for us on Rapido was to minimize our costs, like many institutions the pandemic really impacted our enrollment so controlling costs is really important.

"Rapido goes a step further, it's so elegant and really simplifies the whole process and saves people from filling out complicated forms or figuring out all the citation information. I think for our patrons this is a really big step and makes things so much easier for them. There's a lot of great stuff happening on the back end, but that was a big selling point."

## Putting the User First with the new Rapido Services

Rapido's user services, embedded in the Primo discovery is taking user experience to the next level.

"The number one benefit of Rapido is really for the patrons to have that streamlined experience. If we're getting people what they need and they're not having to go to other sources, then we're doing our work. That's the bottom line," said Dan.

"The current process of resource sharing can be tricky for users to understand. By allowing them to make a request in the same



way that they make requests for our own collection they're not just stopping and saying, 'oh they don't have it so I'm stuck.'"

"Seeing both library collection and resource sharing material in one place makes sure users are going through Primo and using that as the first place to search within the library. The more we can push users there the better off they're going to be because we can address their needs."

## The staff efficiencies

Ithaca College were the first North American institute to go live with Rapido and Taylor and his team weighed up the decision to move to Rapido extensively before taking the leap. They were convinced that Rapido's benefits outweighed the concern of being the first institute and decided to take the plunge.

Taylor said: "Along with the library director, our whole team met to discuss this. It was very important to have consensus and we felt this was a good plan. We discussed all the options, the pricing, the possible impact and we decided that it was the right move for us.

Previously the team had to monitor multiple systems and try and get them to interoperate. With Rapido the workflows are much more streamlined, and staff can focus on meeting user needs.

"Rapido does a great job of knowing where to push things and the automation makes sure we can focus on things that are tricky to find, or the things that are stuck; we're not taking time to do repetitive manual tasks. All of that is helpful as we have more time to make sure that users are getting their needs met.

"We found that the Rapido automation really benefits our staff as it streamlines our day-to-day tasks. We're slim to the ground so anywhere we can find efficiencies is positive.



## About Ex Libris

Ex Libris, a ProQuest company, 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 [website](#) and join us on [LinkedIn](#), [YouTube](#), [Facebook](#), and [Twitter](#).

"In addition, implementation was a great experience. We didn't have any major issues, and minor issues got resolved quickly. The Rapido development team were super professional really knew their stuff in ways that were enriching and encouraging. We felt that we had a voice in the way things were being developed. So that's been a positive experience."

## Resource sharing community

As part of their switch to Rapido, Ithaca College also have access to the RapidILL document delivery system. With a global community of over 500 customers – RapidILL deals with electronic document deliver requests on average in less than 12 hours.

Taylor said: "After the move to Rapido we will be retiring our current solutions – OCLC, Worldshare and ILLiad - so we will be fully in Rapido. With the large Alma community, especially in the area of New York, we knew we could rely on access to major university centers with large collections and conduct resource sharing with them."

"We determined that between RapidILL and our ISO partners, we could get most of the materials our patrons request while we wait for the Rapido customer base to grow. The cost for Rapido came in under what we were spending for the above combination, so we figured we could manage the switch and eliminate the high OCLC costs.

Rapido customers can easily conduct resource sharing with partner institutes who have Alma. Rapido's openness also ensures Ithaca will be able to work with any partner they need if they are using a system that supports NCIP or ISO ILL.

"Our message to other libraries is the more we can leverage Alma and centralize our services means it's more efficient for us. It means more development can happen. It means we can have opportunities with each other that we don't necessarily have in a different kind of environment.

"The greater the community, the more that we can connect with each other. We can do this kind of work without having depend on OCLC's system that's not going to be sustainable. I think we will all benefit the more that we can make these connections between ourselves - Rapido does that really, really well, but Alma has those possibilities too."