

Bond University

Taking Resource
Sharing to the Next
Level with Rapido



Upgrading to Rapido enabled Bond staff to provide a better resource sharing service to users while cutting library costs.



“Rapido makes it easier to reach different users, like undergraduates, who weren't drawn to use resource sharing before. The interface makes it so enticing to click on the button and simply download the documents once supplied.”

Jessie Donaghey, Bond University Acting Manager, Digital Library Services



About Bond University

As the country's first private not-for-profit university, Bond University has changed the face of tertiary education in Australia. Modelled on the traditions of the world's leading educational institutions, it was built around the ideal of providing a personalised learning experience where students work in small classes, mentored by leading experts in their respective fields. Bond consistently ranks as one of Australia's leading universities in independent reviews such as the Good Universities Guide. Its Law school is rated as one of the best in Australia. The Bond MBA is ranked in the country's top five and its Executive MBA in the top three. For more information on Bond, visit www.bond.edu.au.

Location:	Queensland, Australia
Resource sharing staff:	4 staff team. The Team is also responsible for course reserve and fulfillment services.
Yearly borrowing volume:	4000
Yearly lending volume:	5000
Migrated to Rapido from:	Alma Resource Sharing
Key driver for move to Rapido:	To increase volume of resource sharing while improving the user experience and significantly lowering costs.

Prioritizing Resource Sharing

Bond University launched the Ex Libris Rapido resource sharing platform in July 2021. They had previously been using RapidILL for document delivery requests alongside Alma resource sharing. The choice to upgrade to Rapido came from a desire to make resource sharing more streamlined and efficient; with one of the key benefits being the seamless integration – minimising the number of interfaces users and staff had to negotiate.

Another benefit of Rapido for Bond is that the reciprocal peer-to-peer lending model eliminated per-item fees allowing the library to increase resource sharing volume. The library has been able to significantly lower expenditure while delivering a more user-friendly service.

Bond University Librarian Sarah Fredline explained that the need to enhance the Library's resource sharing capabilities at one of Australia's smallest universities was part of a wider library strategic plan to change how information is delivered.

"We're trying to move away from a 'just in case' scenario with regards to our collection to a 'just in time' scenario. Because we don't have unlimited amounts of space here and space is a real priority for our students to have somewhere to study. We have been trying to reduce our print collections and increase our electronic collections," added Sarah. "Resource sharing really fits in with that vision. We don't have to have everything in our collection, but we endeavor to be able to get anything that anyone wants as quickly as possible. It's our philosophy."

The Need for a More Cost-Effective Platform

"While moving to our 'just in time' resource sharing model, we found that our costs kept going up, first because demand was going up, particularly for physical interlibrary loans whose postage costs were escalating. We therefore looked for a way to contain our costs while not dampening demand for resource sharing. Rapido really fit that bill," said Sarah.

"In 2019, we made requesting simpler for our users and as we expected, the demand and our costs went up significantly. We did some calculations and felt we could get the costs back down to a level that we could afford to pay the Rapido license fee and stay within budget.

According to Sarah, Bond University Library staff had to make

“RapidILL reduced costs associated with document delivery, without having to compromise on the volume. Rapido extends that model to print.”

Sarah Fredline, Bond University Librarian

a case to management about upgrading to Rapido "at a time when budgets were being closely scrutinised due to the Covid-19 pandemic, and its impact on the University's income. However, she said that "after presenting analysis of past expenditure and predictions of the demand we felt would be met with Rapido, we decided to go for it."

Due to Rapido's free reciprocal lending model for both digital and physical items, universities benefit from free resource sharing with other members. Bond initially began with RapidILL in 2020, which streamlines document delivery based on the same principle. After seeing success, they decided to move to Rapido – Ex Libris' full discovery-to-delivery platform which integrates fully automated workflows for staff into a complete user-focused and forward-looking package.

Enhancing the user experience

Rapido has improved the user experience significantly, and the user-friendly Primo interface has been an especially positive factor for library users. It is now easier for the Bond community to find and use the resource sharing platform. They can see up front how long delivery time will take for their request and track its progress.

The intuitive interface "makes it obvious to students that they can get materials even if we don't have it in our collections. All they have to do is just click on a link at the top of the page, which is more upfront than having to go look for a link somewhere to request an item," said Sarah.

According to Jessie Donaghey, Bond University Acting Digital Library Services Manager, the Primo interface also allows users to make more informed decisions about what resources they want to request or whether to request them. This is because users can see how long a resource is going to take to be delivered or how long they can have a physical book for. "The look and feel of Rapido within Primo is intuitive for users, which makes it easy for them to understand what they're going to get."

Jessie added that user feedback so far has been overwhelmingly positive. "Users are finding their way to requesting items not held in our collection like they never did before."

The Bond University Library staff believes that Rapido will attract more library patrons to use the service on a regular basis and not just as a one-off request. "I feel we are already reaching more people. And they are requesting different types of resources than they did before, all because the interface makes

it so enticing to click on the button. Once delivered, accessing the resource is a simple download from the email notification," said Jessie. "Overall, Rapido makes it easier to reach different users, like undergraduates, who weren't drawn to use resource sharing requests before."

Keeping the library open through lockdowns

Throughout the Covid-19 pandemic, RapidILL and Rapido have improved access to resources for Bond University Library staff and students. "While we didn't go into an extended lockdown like a lot of other universities did, we did close for 6 weeks and have many students who have still not been able to return to campus. With RapidILL, we could immediately get some document delivery requests met for our users who were stuck in their homes, even though we were all stuck in our homes as well. So that was a real boon to us at that time. In fact, within the first few months of having RapidILL, it was already meeting more than half our requests," said Sarah.



A Seamless Transition to Rapido

Bond University Library's upgrade to Rapido has been a seamless transition. This is partially because of the library staff's familiarity and comfort with Alma and RapidILL.

"The implementation of Rapido was straightforward in incremental steps." said Jessie. "The process was not overwhelming or unpredictable. Through it all, the document delivery side hasn't changed because we were already using Alma, but we have certainly made tweaks to our original configurations to take advantage of Rapido's features."

The move to Rapido has also met expectations regarding costs. "It wasn't like implementing a massive new module with additional costs. While all costs are significant these days, the costs associated with Rapido weren't overwhelming, so it has been a good balance for us," said Sarah.

Reflecting on the transition some months later, Peta Hopkins, Manager Digital Library Services reported that "Implementing RapidILL and Rapido was an opportunity for us to review our business processes to take advantage of system efficiencies. We changed the focus of the resource sharing team by minimizing mediation of borrowing requests. With most requests being

unmediated, day-to-day work has shifted from checking borrowing requests details to fulfilling lending requests. After many years of being a net borrower, Bond University Library has become a net lender without additional time impact for the resource sharing team."

One of the benefits of being Rapido early adopters has been the close relationship with the Ex Libris Rapido team. "It's been really great to be in contact with the experts who work directly with the product. We can provide feedback and know it's going to the right people who can resolve problems or move enhancement ideas forward," said Jessie.



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Peta Hopkins, Manager Digital Library Services

Want to learn more about Rapido? [Visit our website](#) for more information.

About Ex Libris

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