

In media res:
In the middle of
implementing Rapido and
RapidILL

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We acknowledge the tradition of custodianship and law of the Country on which the University of Sydney campuses stand. We pay our respects to those who have cared and continue to care for Country.



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Why Rapido/RapidILL? And how?

- Before Alma Resource Sharing
- After Alma Resource Sharing
- Why move to Rapido?
- Preparing to move to Rapido
- In the middle of implementing Rapido





Before Alma Resource Sharing

In the before times (pre-2019), everything was mediated

- Sierra/iii
- Bonus+/ArticleReach
- Libraries Australia Document Delivery
- Off-campus storage requests
- Other resource sharing platforms/services:
 - OCLC WorldShare
 - Subito
 - National Library of Medicine
 - British Library



After Alma Resource Sharing

Now, most lending requests are unmediated

- Alma/PrimoVE (including for Storage requesting)
- Alma Resource Sharing via the LADD gateway
- Other resource sharing platforms/services:
 - OCLC WorldShare
 - Subito
 - National Library of Medicine
 - Others (in Europe)
- **What was missing?**



Why move to Rapido?

We want more *unmediation*, and a *form-less* client experience

- Significant changes in Library staffing
- Join RapidILL – 24-hour turn around time for digital journal articles and book chapters. Significantly reduce mediated tasks for Resource Sharing staff through automated borrowing requesting
- Improve client experience with resource sharing – move away from using a blank form to find what you need
- One of the final pieces in our original 2018 Library Services Platform project (extend phase in 2020)
- Originally in 2020 Operational Plan, paused to 2021, to extend resource sharing (through additional platform/services)



Preparing to move to Rapido

A multidisciplinary team for a large library

- Start with an Implementation Group of 23 staff members
 - Core Team (8)
 - Project Team (8)
 - Library Consultants (7)
- Project framework
- Ambitious timelines in the middle of COVID

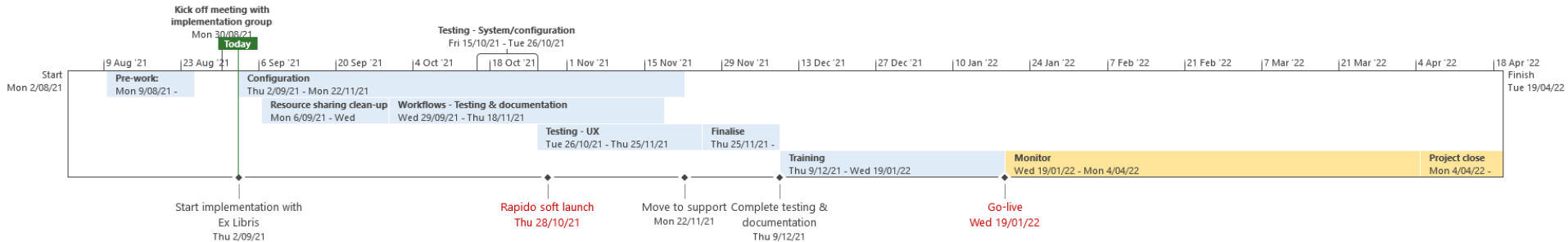
Rapido

Implementation group

Name	Project role	Division/Area
Lisa McIntosh	Executive Sponsor	Access Services
Michael Arndell	Executive Sponsor	Site Services
Jeff Cruz	Project Lead	Site Services
Katrina McAlpine	Project Lead	Access Services
Kriselda Samson	Project Manager	Access Services
Kathryn Cass	Core team	Site Services
Susanne Buckley	Core team	Site Services
Gaith Bader	Core team	Access Services
Aldo Ortiz	Core team	Access Services
Caroline Serrano	Core team	Access Services
Aleks Nikolic	Project team – RS	Site Services
Chris Boyd	Project team – RS	Site Services
Bill He	Project team – RS	Site Services
Elly Sutandar	Project team – RS	Site Services
Alice Li	Project team – RS	Site Services
Sirin Lub-Ubolkeao	Project team – RS	Site Services
Chingmy Lam	Project team – Metadata	Access Services
Helen Loxton	Project team – Resources	Access Services
Bronwen Taylor	Consultant – Analytics	Central Services
Jane Barton	Consultant – Analytics	Central Services
Charlotte Kowalski	Consultant - RBSC	Academic Services
Kate Stanton, Brett McCarthy	Consultant – Copyright	Access Services
Somaya Langley	Consultant - Digital Collections	Access Services
Charina Kofod	Consultant - UoS	Site Services
Heidi Laidler	Consultant - Discovery (UX)	Access Services

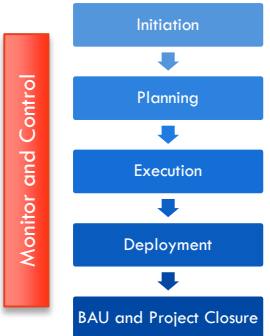
Updated timeline

Milestones	Date
Project kick-off	1 Sep 2021 (completed)
Complete Resource Sharing clean-up	29 Sep 2021 (completed)
Complete system configuration and system testing	27 Oct 2021
Soft launch (go-live/end of implementation date for Ex Libris)	28 Oct 2021
Complete all testing and workflows documentation	9 Dec 2021
Complete training for relevant staff	19 Jan 2022
Go Live	19 Jan 2022
Project close and move to BAU	20 April 2022



Rapido

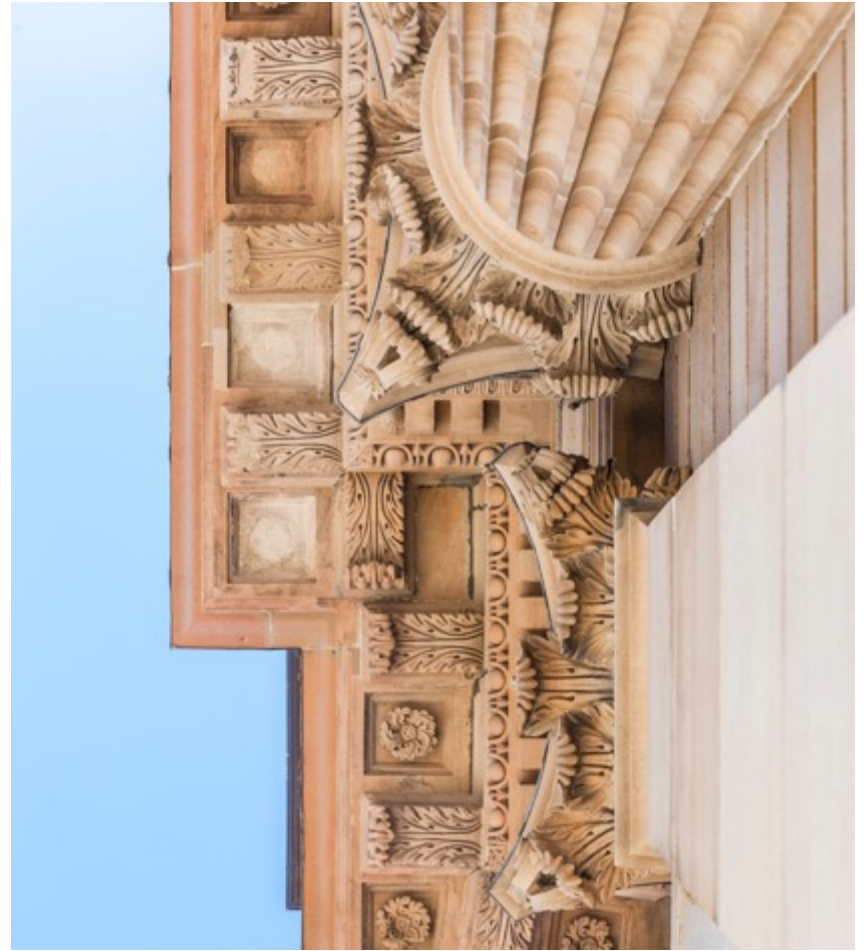
Project Charter

Objectives	Deliverables	Stakeholders	Project scope
<p>This project aims to:</p> <ol style="list-style-type: none"> 1. Implement Rapido to go live for clients by January 2022, including RapidILL. 2. Improve client experience via simplified and easy-to-understand resource sharing requesting for University of Sydney clients through the reduced use in of the Alma Resource Sharing form. 3. Reduction of mediated work for resource sharing staff through increase in automation 	<ul style="list-style-type: none"> • Detailed set-up and implementation plan and schedule • Project status reports • Risk and issues log, decisions log • Engagement strategy and plan • Modified LSP frameworks: <ul style="list-style-type: none"> ○ Communications plan ○ Training plan ○ BAU governance model ○ Support model 	<ul style="list-style-type: none"> • Library staff • Clients: <ul style="list-style-type: none"> • Current and future students • Faculties and academics • Community users • Professional service units: <ul style="list-style-type: none"> • ICT • University stakeholders: <ul style="list-style-type: none"> • University Finance • External: Ex Libris 	<ol style="list-style-type: none"> 1. Implementation planning and execution (Rapido and RapidILL) 2. Review current condition (i.e., workflows) 3. Implementation, including: <ul style="list-style-type: none"> • system configuration • stakeholder engagement • testing: system, workflows, UX • staff training • workflows documentation 4. Hand-over to BAU team. 5. Recommendations for next phase, if required.
	<h3>Phases</h3>	<h3>Success Factors</h3>	<h3>Out of scope</h3>
	 <pre> graph TD A[Initiation] --> B[Planning] B --> C[Execution] C --> D[Deployment] D --> E[BAU and Project Closure] </pre> <p style="text-align: center;">Monitor and Control</p>	<ul style="list-style-type: none"> • Plan and manage risks and dependencies • Consultation/communication with staff and clients to embrace the new system • Review and update of workflows • Proper training for relevant Library staff • Support from management and implementation group 	<ol style="list-style-type: none"> 1. Workflows that will remain the same within Alma Resource Sharing 2. System optimisation 3. Ongoing development post-BAU



What have we needed to focus on so far?

- Pre-work
- Configuration, testing and training go hand-in-hand
- UX testing
- Library staff and client communication





Thank you!

And special thanks to:

Susanne Buckley
Assistant Manager, Resource
Sharing

Kriselda Samson
Digital Projects and Programs
Manager



Questions?



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