August 24, 2015

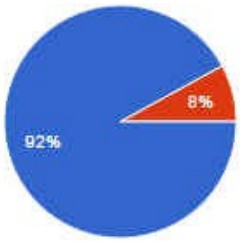
Rapid Rocks!

Book Chapters Survey Results

Thank you all **very** much for completing our first official survey. We had an incredible 113 responses from which we gleaned several good ideas and suggestions for improvement. In this Rapid Rocks!, I'll review the survey results and hope that you find them useful and interesting.

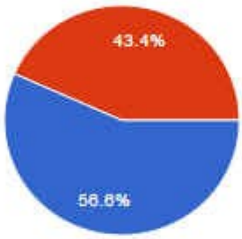
Of the 113 respondents, only 9 were unaware that Rapid has a *free* book chapter module. This was gratifying because it tells us that you are reading the listservs and Rapid Rocks! for information and updates.

Were you aware that Rapid offers book chapter borrowing and lending at NO cost?



Yes	104	92%
No	9	8%

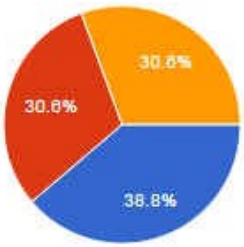
Does your library participate in Rapid's book chapter module?



Yes	64	56.6%
No	49	43.4%

The figure below shows the breakdown of the libraries not currently using the book chapter module

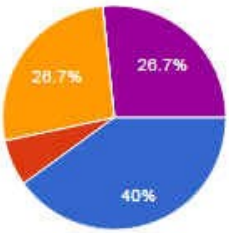
Would you like to give Rapid's book chapter module a try?



Yes, but I have questions or reservations	19	38.8%
Yes!	15	30.6%
No	15	30.6%

You notice that 43.4% of the respondents are not participating in book chapters. To follow up on this question, we provided a variety of "why not" choices and a free-text "other" box.

If you are not using the book chapter module, why not?



We have too much going on right now. Maybe later.	6	40%
We do not have very much book chapter traffic.	1	6.7%
We are concerned about workflow	4	26.7%
We have concerns about supplying our book holdings	0	0%
Other	4	26.7%

You see that I highlighted in red above the "We are concerned about workflow" selection. Would any current book chapter users be willing to write a short statement on the impact of adding book chapters to your workflow? Honest feedback that includes the plusses and minuses to alleviate (or confirm) this concern?
If you are willing to provide such feedback, please send it to the Rapid staff at: RapidStaff@RapidILL.org.
(We prefer it not be anonymous otherwise someone might think we made it up ourselves.)

Other reasons:

- Our book holdings needs a tremendous inventory done; There are many AVAILABLE which have disappeared. Holdings are not accurate.
- We will probably try the book chapter module in the near future but not right now.
- We already do more lending than borrowing and we believe adding book chapters would increase our lending but would not give us a big enough benefit in return.
- We always borrow whole book.

There was also a large percentage of respondents (38.8%) who indicated they are interested in book chapters, but have questions or concerns. Here is a list of those questions/concerns, along with our responses in red.
Not surprisingly the majority of the concerns/questions had to do with holdings. Holdings questions/concerns can be sent to: Holdings@RapidILL.org

◊ We have Alma. I worry about the ability to access holdings correctly. There are several Rapid Alma sites who supply holdings to the Rapid database. If we don't have the information you need, you can send a query to your Rapid listserv and someone will be able to help. We do have a video on pulling ejournal holdings from Alma.

◊ Can book chapters be load balance separately? Currently journal articles and book chapters share the same load balancing; they are part of the same algorithm.

◊ I have hesitated because I'm not sure how to extract book holdings from our ILS.
◊ Questions about loading our holdings. The Rapid staff will be happy to help you figure this out. We will supply a list of the data we need. In addition, a query to the Rapid listserv asking libraries who also use your ILS for information might be helpful. Holdings questions can be addressed to: holdings@rapidill.org.

◊ My concern is having to load all our monographic holdings in addition to our serial holdings. This isn't a simple process for me, and monographic holdings would need to be updated more frequently in order to not be horribly out of date. While our serials holdings don't change on a regular basis, our monographic holdings change every day. We will be happy to discuss your situation with you. Please don't hesitate to ask!

◊ Can you select only one location if you have multiple locations? Yes, we can implement location priority.

And there was a simple comment of:

* No particular questions. We just haven't done enough looking at it yet. We do hope to implement sometime soon. We're here to answer your questions anytime.

A couple of questions are the result of the Rapid team not being clear about pricing and we apologize for the confusion.

- ◊ Is there really no extra fee for book chapters?

- ◊ Does it cost anything for my library to participate in the book chapter module?

- ◊ Last we heard book chapter lend/borrow was not free-- some clarification on prices would be good.

Participation in the book chapter module is completely free. The confusion probably arises from the fact that there is a nominal fee to participate in RapidR -> our book module. There is NO fee for book chapters.

Naturally, impact on workflow is also a concern among Rapid sites who are interested in the book chapter module.

- ◊ I'm concerned about the extra work for our already sparse lending staff.

- ◊ I'm also concerned about the increase in lending workload.

- ◊ What percentage increase in requests can we expect to see?

- ◊ We just joined Rapid this summer and started lending last week. While we're very interested in the book chapter group, we're waiting until we have a better picture of how article lending impacts our staffing needs, before plunging into book chapter scanning. So, while we have questions and concerns, they're fairly internal at this point.

- ◊ I have reservations, not questions. We have had a cut-back in staff here at my library and I'm worried I would not be able to handle the turn around time for chapter requests from other libraries.

- ◊ Our biggest concern is internal. We're a bit understaffed now and wouldn't want to add a burden to our lending staff and students with increased scanning. It would no doubt save time on the borrowing side, but we'd have to think about how duties could be shifted to make up for an increase in lending. If we think seriously of doing book chapters, we'll contact you to find out how to supply book holdings from Alma which we just switched to.

- ◊ They are more internal workflow issues.

- ◊ Concerned with overwhelming workload for one person acting as lender

We think the above concerns might be best addressed by current book chapter users. We can tell you about our workflow experience here at Colorado State University, but we prefer to have truly unbiased information for you. So, would any current book chapter users be willing to write a short statement on the impact of adding book chapters to your workflow? Honest feedback that includes the plusses and minuses to alleviate (or confirm) this concern?
If you are willing to provide such feedback, please send it to the Rapid staff at: RapidStaff@RapidILL.org.

There was a variety of other questions:

- ◊ I hesitated to use the book chapter services because I wanted to make sure the system worked well first. How does this turnaround time compare to OCLC? Is it easy to provide Rapid with our book holdings from Alma?

The book chapter system works very well and the fill rate/turnaround time are similar to Rapid articles. Remember that Rapid predicates a 24-hour update turnaround time...and OCLC allows each lender 96 hours in which to update. There are several Rapid Alma sites who supply holdings to the Rapid database. If we don't have the information you need, you can send a query to your Rapid listserv and someone will be able to help. We do have a video on pulling ejournal holdings from Alma. Holdings questions can be addressed to: holdings@rapidill.org.

- ◊ Copyright issues -- whether my Library or institution will get into legal issues if we scan a book chapter to lend to libraries. You follow the same copyright steps you would when you receive a book chapter request via OCLC or any other ILL requesting mechanism.

- ◊ New to Ill, would need to run it by the admin office. Please let the Rapid team know if you need any additional information for your Admin office.

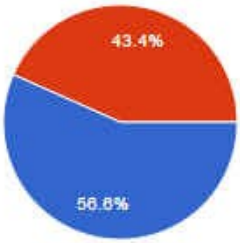
You've already seen the graphic below. I've reprinted it here to show that **30.6%** of you said "Yes!" you'd like to give Rapid's book chapter module a try. Most of you provided contact information and we'll be in touch to help you get started. If you said "Yes!" and chose to remain anonymous, please contact the Rapid team at your convenience (RapidStaff@RapidILL.org).

Would you like to give Rapid's book chapter module a try?

Yes, but I have questions or reservations	19	38.8%
Yes!	15	30.6%
No	15	30.6%

The majority of survey respondents DO use Rapid's book chapter module and there were 3 questions for them.

Does your library participate in Rapid's book chapter module?



Yes	64	56.6%
No	49	43.4%

We found your comments interesting, gratifying and helpful. The responses are listed below in no particular order.

#1. What feature(s) do you like best about book chapters?

- Seamless integration into our workflow - we love sending any requests that we can to Rapid to be filled!
- Book chapter requests are cleared in copyright right along with article requests.
- Less shipping of books - they stay in the library
- Same as articles, easy on staff, quick turn around
- Getting book chapters quickly - managing resource sharing for an academic library, we have faculty researches who only want a chapter. Borrowing book chapters has been a simple way to get these materials quickly, especially for STEM materials.
- Same quick turnaround time as articles!
- It's easy to use. If there's an ISBN in the borrowing request we don't even see it pass through ILLiad. Rapid picks it up, off it goes, and it's filled quickly.
- Rapid is great! I love getting book chapters for our patrons as quickly as journal articles.
- Using this feature is seamless. We are not even aware that there is much difference from article requesting
- It's fast.
- That it is separated from the Journal article requests
- Easy to use, quick turnaround.
- It's there!
- Fast and reliable
- The ease in which these requests are filled.
- That it exists
- Ability to request and receive book chapters in a rapid manner.
- We just implemented about two weeks ago so still learning. A test was done and we were impressed it took only 3 hours to fill a book chapter request.

#1 What feature(s) do you like best about book chapters? (cont.)

- It's the fastest way to get book chapters in borrowing.
- They come in just like articles - fast!
- I don't believe that this function has been as well used by our patrons as it should be. This is undoubtedly a marketing flaw on our end that I will work on before the start of the fall term.
- Rapid assures that if I order a book chapter, the lender will send the chapter, not the entire book.
- Seamless
- I'm happy that our workflow for article requests is the same for journals as well as book chapters.
- We just joined. . . too new to comment
- That book chapters can go to Rapid unmediated. Plus, fast delivery via Odyssey.
- The ease and speed in which a book chapter can be received.
- I think it is great that students can request book chapters and it is no different than the article requests from the Bound periodicals.
- Its RAPID (I mean quick!)
- Sharing eBooks
- I like how convenient it is.
- It is very seamless in Illiad
- How quick we get chapters for our patrons
- Fast turnaround!
- Fast turnaround as it is with article sharing.
- On the lending side there is no difference as long as the correct and FULL citation is provided.
- Same turnaround time as journal article request, and seamless
- I like how more items go through Rapid saving us a lot of staff time.
- Streamlining and turnaround time
- Rapid turnaround for our patrons is exceptional for book chapters, as well as article requests.
- The easy way these requests can be submitted
- SEAMLESSNESS
- That it allows one more format type to be requested and unmediated through RapidILL. I also appreciate that we are updated when we hold the material locally. This saves time and effort.
- I consider it a feature not features. I do like the book chapter feature and did not consider it a multiplicity of features.
- Not having to send a physical volume out. Less chance of loss. Less shipping expense incurred. Get it faster.
- Expands the service to include more items, which makes sense. Means less shipping of books risking damage or loss.
- The paperwork is simple and concise.
- we just started today but assume it helps our patrons as well as for others as well.
- That you can get book chapters quicker than through traditional ILL
- It's easy and fast, and there are fewer cancellations that article requests
- The ability to use Rapid as a means to obtain and deliver material associated with ISBN's and not just ISSN's.
- The same quick processing and delivery as RAPID articles.
- Fast and easy
- gets information patron wants/needs into their hands much faster than waiting for a book loan
- Rapid is normally faster in getting a book chapter than going through OCLC.
- The service itself is good.
- These requests are included in the automated search process just like the journal articles
- Easy, like receiving articles.
- Speed; I can get a chapter faster than the book
- Easy to use through Rapid add-on. Large size of pod means that chances are high a book chapter request will be filled.
- Only needing to scan the book chapter instead of sending entire book.
- I have liked all of the features I have seen so far
- All of it! :)

#2 Please describe any feature or function of the book chapter module that you do not like

* 24 answers were a variant of “None that I can think of”

* Multiple chapters in one request.
* Receive requests for multiple chapters from same book, which can lead to copyright issues.
* Book chapter requests for an entire work. There doesn't seem to be a standard for the length a "chapter" can be, but we've had requests for complete works through RapidILL book chapter.
* That entire books are requested.
* Sometimes we will get requests for nearly the entire book (entire book minus 5 pages) as a book chapter request which we will not fill.
* Sometimes a borrower does not look at what is being ordered, and then requests slip through with the Book Title in the Book Chapter field. If the borrower had checked the request more thoroughly, the person would see that a patron ordered a book, rather than an article.
* Not that I don't like, but to be noted. Sometimes the book chapter is the book title. Anyway the system could identify those and send them back to the borrower?
* Repeated requests or excessively long chapters (more than 50 pages)

We believe the above concerns can be addressed through better education and maybe policy establishment.

* It would be nice if we did not receive requests for books that are checked out or at the bindery.
* It doesn't make sure the book is checked in, and the citations seem to be wrong more often than the average lending request (probably due to direct request sending).
* Sometimes we receive requests for chapters from books that are checked out on loan.
* It seems to think that books are on the shelf like serials would be.

If you use RapidR (Rapid’s book module) the availability check is active for books *and* book chapters. This enhancement is one of the reasons that the RapidR (book) module incurs an additional, nominal cost.

* I think book chapters can be lumped into serials copies and electronic copies. I don't see why they have to be separated out.

* Unable to download chapters from ebooks due to licensing or functionality
* It would be great if licensing could be arranged to also loan ebook chapters.

Since licensing is contract/institution specific, please be sure to bring this up within your library.

* Sometimes if a request is not a book chapter request to begin with in ILLiad, but staff determines it should be a book chapter request, and we made all the changes in ILLiad request form. Nevertheless, when we click the Rapid add-on in ILLiad, the information will not be automatically populated to the Rapid's book chapter form, we will have to manually type in everything again. That is very annoying.
* None that I can think of once we get the information formatted right. Most of the databases that copy information into our ILLiad forms add the notations for hardback or paperback, etc to the ISBN field. These seem to always bounce back from RAPID until we delete everything that isn't a number.
* I think there might be something wrong with how ours is set up because a lot of book chapters aren't going to ILLiad properly. I am planning on looking into that further to make sure it is fully functional.
* Changing from article to book chapter

The Rapid team will be discussing the above concerns.

* No way to see a list of all the libraries participating in the pod.

* I only wish more libraries were using this feature so that we could have our book chapter requests filled through Rapid more often
* We notice that our book chapter requests tend to come back unfilled from Rapid more frequently than our article requests - we just need to get more libraries participating!
* There needs to be more materials available to request.
* Still have requests that do not find a match.
* Would be nice if more people participated

#3 How would you improve the book chapter module?

* 25 of the responses in this area were a variant of "Can't think of anything"
* It's good! We love it!

While you might not have ideas *now* on how to improve the book chapter module, or Rapid, in general, we are always open to and welcome your ideas and suggestions

⇒ I would like it to check for availability of the book

⇒ If Rapid could make sure the book is checked in before sending the request, that would be nice.

If you use RapidR (Rapid's book module) the availability check is active for books *and* book chapters. This enhancement is one of the reasons that the RapidR (book) module incurs an additional, nominal cost.

⇒ Remind everyone to send title page and copyright statement info with chapter

⇒ This isn't specific to the module, but could it be suggested to lenders to include the title page and copyright/ publisher page in the scan. When the patron needs to cite the chapter, all that information is available.

The above two comments could be addressed by better communication from Rapid staff regarding good or helpful ILL practices

⇒ [My library] does not have staff to scan more than 30 or so pages. The requests that are for 50+ pages from a book, we prefer to loan the book. Also, my understanding is that copyright re chapters from a book are one chapter or 1/10th of the book (whichever is greater) Can that be part of the formula?

⇒ Somehow limit pages requested to less than 50

⇒ Implement some kind of customizable limit on the number of pages that can be requested. Occasionally we receive requests for chapters that are 100+ pages, and it's not within our capability to scan that many pages.

Rapid is 'normal' ILL. If you copy X number of pages only and a request exceeds your normal limit, unfill the request. Some folks have higher limits than others. Regarding copyright—whatever rules you normally use when filling book chapter requests are the same rules you use in Rapid.

⇒ When retrieving the requests from the Rapid website (we don't import lending into ILLiad) would it be possible to have the book chapter requests show up with the articles? That way when the requests are printed they will all be in call number order. No need to print two batches of requests and then out them in call number order.

⇒ Figure out a way to put them [book chapter requests] first so we can retrieve first thing in the AM. Probably not possible but a nice thought.

⇒ I'm not sure that it really needs to be a completely separate module from the articles. I'd like to see it be all one module.

⇒ Just add it [book chapter requests] so that it shows up with the rest of the Rapid Requests. I like being able to monitor 1 queue instead of 2.

Above we have 4 suggestions to incorporate the book chapter requests with the article requests.

⇒ A way to communicate to the borrowing library about issues with their request. A 'conditional' style message or something would be nice. A bad cite message just throws the request back into the pile even if we have the book ready and waiting to scan.

⇒ Could script be added to recognize and strip various additions to the ISBN field commonly inserted by databases? ex. '10:' in front of ISBN 10, '(hardback)' at end of ISBN's

#3 How would you improve the book chapter module? (cont.)

⇒ Perhaps include both ISBN and ISSN as search fields to accommodate monographic series titles.

⇒ Make sure rules for requesting book chapters are consistent. Also, have ISBN show in OCLC as the often do not.

⇒ Having option if needing entire book or just chapter. Some are putting in series title as the article title instead of chapter title

⇒ Sometimes if a request is not a book chapter request to begin with in ILLiad, but staff determines it should be a book chapter request, and we made all the changes in ILLiad request form. Nevertheless, when we click the Rapid add-on in ILLiad, the information will not be automatically populated to the Rapid's book chapter form, we will have to manually type in everything again. That is very annoying. Please improve

⇒ Have the ability to change excessively long "book chapter" requests to "Loan" requests in ILLiad, as opposed to having to cancel them and ask that they submit the request as a loan. Especially if we're the only one with that material!

⇒ Have the system change it (changing from article to book chapter)

⇒ None that I can think of once we get the information formatted right. Most of the databases that copy information into our ILLiad forms add the notations for hardback or paperback, etc to the ISBN field. These seem to always bounce back from RAPID until we delete everything that isn't a number.

The Rapid team will discuss the above issues.

⇒ The mechanism is fine. Of course, it is better to have more participating libraries.

END OF SURVEY RESULTS

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There you are, the results from the book chapter survey. Once again, **thank you very much** to all the respondents and especially those of you who provided feedback and suggestions.

There will be a follow-up Rapid Rocks! on book chapters in the near future delineating various important aspects and ideas for how to use the module most efficiently.

By the way, since August 3rd, when the survey came out, additional libraries joined the book chapter module and as of August 24th, there there are now **103** book chapter participants.

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