



Eluna Learns Resource Sharing Session Q & A

What authentication integrations are supported?

Laura Morse: Once you have Get It Now implemented in your link resolver using the unique credentials we create for your library, Get It Now will act like a collection that sits behind the any security layer you are using to authenticate users. A patron will not be able to access Get It Now if they have not been authenticated through the means required by your library first. Depending on the authentication service you use, CCC may need to authorize its IP address in your account. Get It Now will work with any authentication integration and not require an additional set up -- if it works with your link resolver, it also works with Get It Now.

Is the hold shelf pickup duration = item loan duration for items from libraries outside your NZ? Our holds from our NZ (not IZ) are a set time period (less than loan period)

Laura Morse: Staff manually add the due date and barcode of the ILL book into Alma / Receive.

For both UTC and UCF, how long did it take to switch over and how many ILL staff in each library?

Laura Morse: About 6 months of work - I worked with our consortium tech folks to implement it. UCF has 1 department head, 3 staff, and 2 student assistants.

Is there anything from your previous systems do you miss now?

Laura Morse: I miss the analytics. I'm on a steep learning curve for Alma analytics. Also, copyright and easily seeing how many requests have reached the #5. Keeping track of copyright manually now.

Does RapidILL support multiple library accounts? Or is it one account only?

Laura Morse: UCF has one main ILL department. We manage the RapidILL for the main campus only. Our branches do not have the staffing to support the 24-hour turnaround time nor the equipment.

You mentioned payment via invoice or OCLC IFM. Do you support, or plan to support, EFTS (Electronic Funds Transfer) that is run by the Medical Library Association? A lot of medical libraries use EFTS to pay for ILLs.

Laura Morse: We do not currently support payment via EFTs for Get It Now purchases, but it is on our roadmap.

Are there step by step instructions on setting up the Rapido app? Some of the staff I work with have had difficulty setting it up.

Laura Morse: You can find more information about setting up the Get It Now CloudApp in Rapido here: https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/03_Workflows/03_Managing_Borrowing_Requests . You will need to scroll down to the "Integrating with Copyright Clearance Center (CCC) Get It Now" section which details how to set up the service. If you have any questions that are not

answered by the guide or require additional assistance, please reach out to CCC's Get It Now Client Engagement Manager, Roberta Mirza at rmirza@copyright.com.