



RapidILL Product Update + Q&A

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RapidILL



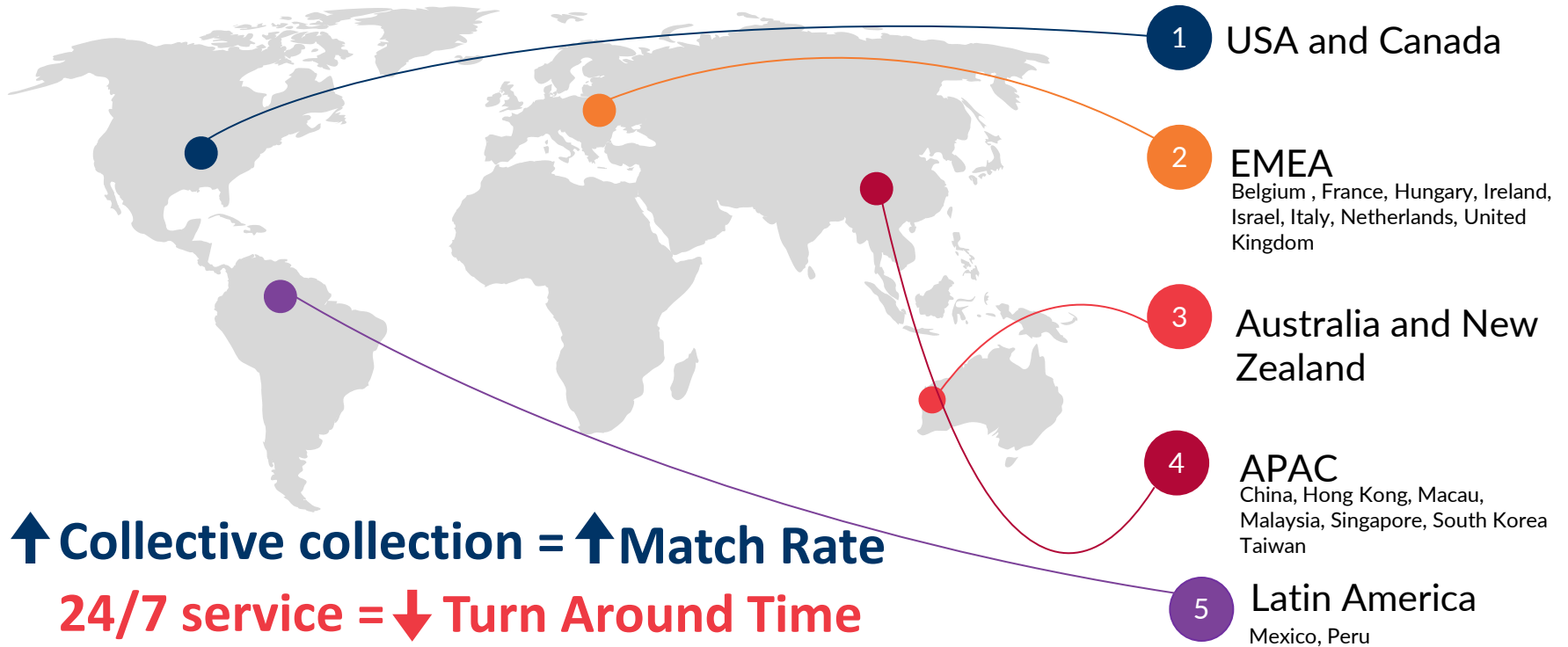
Agenda

- RapidILL and community – a look back over the past year
- New developments and features
- Key initiatives and collaborations
- Q&A



Sharing resources across the world

RapidILL consists of over 550 community members worldwide and growing



↑ Collective collection = ↑ Match Rate

24/7 service = ↓ Turn Around Time

A global community focused on providing excellent service

RAPID MONTHLY STATISTICS

System Averages March-2022

Borrowing Requests	Percent of Requests Filled	Average Filled Turn Around Time (Hours)
149,807	97%	9.77

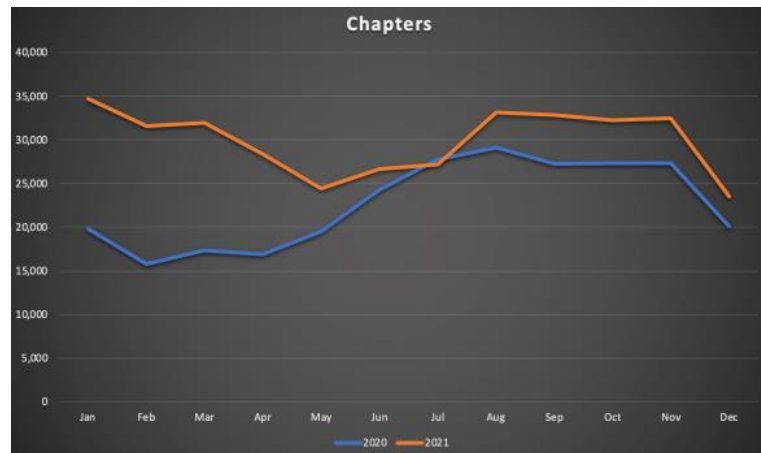
- An increasingly rich and deep collective collection
- Improved match rate and improved turnaround time
- Better 24/7 coverage
- The dynamic routing algorithm works even better with added community members and new time zones

2020 to 2021: A story in numbers

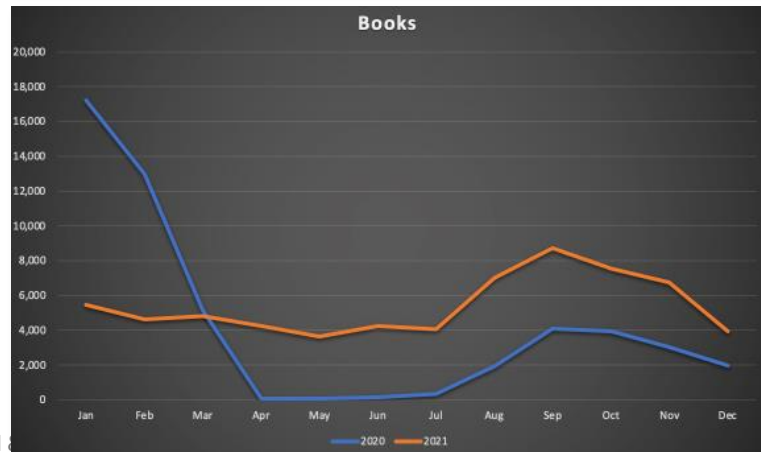
Articles



Chapters



Books

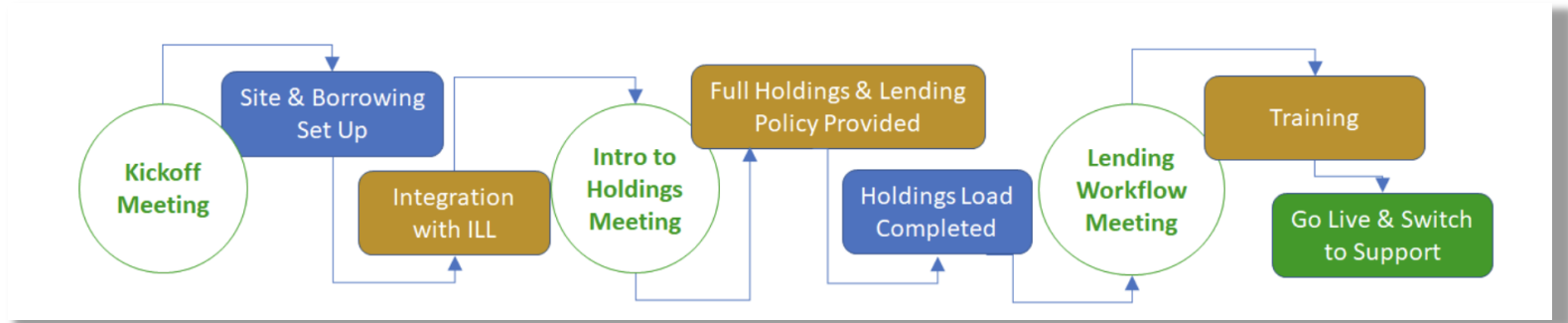


Areas of focus and trends

- Increased article request volume
- Sustained book chapter request volume
 - All new community members are adding the book chapter service
- Gradual increase of loans
 - Most RapidR users are using the new feature set available with ILLiad 9.1+ (variable due dates, additional request states, renewal support)
- Electronic resources are still a focus, most members have resumed print scanning
 - 64 libraries are electronic-only

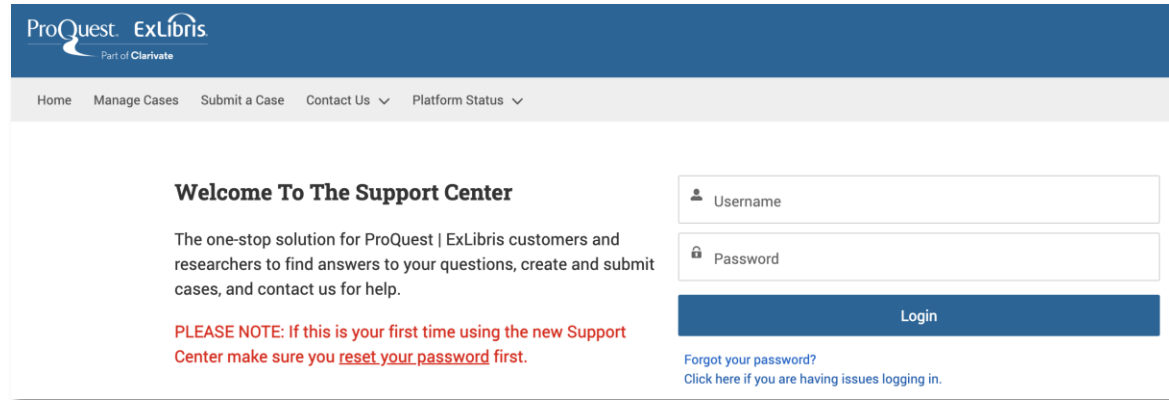
Implementation update

- Professional Services is managing all implementation projects
- Structured approach leading to a successful Go Live
- Expertise and assistance around workflow configuration and providing holdings



Support update

- RapidILL support is now fully managed through the PQ/Ex Libris Support Center
- Case tracking, history, unified support experience across products
- Additional resources to maintain RapidILL's high level of support



The screenshot shows the ProQuest ExLibris Support Center login page. At the top, there is a blue header with the ProQuest ExLibris logo and the text "Part of Clarivate". Below the header is a navigation bar with links for Home, Manage Cases, Submit a Case, Contact Us (with a dropdown arrow), and Platform Status (with a dropdown arrow). The main content area is white and features a "Welcome To The Support Center" heading. Below the heading is a paragraph: "The one-stop solution for ProQuest | ExLibris customers and researchers to find answers to your questions, create and submit cases, and contact us for help." To the right of this text is a login form with two input fields: "Username" and "Password". Below the fields is a blue "Login" button. Underneath the login button are two links: "Forgot your password?" and "Click here if you are having issues logging in." A red "PLEASE NOTE" message is positioned to the left of the login form, stating: "PLEASE NOTE: If this is your first time using the new Support Center make sure you [reset your password](#) first."

Copyright and coveragepage settings

- Customize your RapidX coveragepage copyright statement via the RapidILL web page
- Additional Borrowing options include adding a watermark, footer, and convert to Image PDF

Copyright Settings

Copyright Statement

This statement will appear on the coveragepage of all **lent** documents. Please write in English. If your ILL provides it's own cover page, this is not applicable.

 Watermark
The watermark will be seen behind the text on all pages of all **borrowed** documents.

 Footer
The footer will appear on the bottom of all pages of all **borrowed** documents.

 Add request ID to footer
 Convert to Image PDF
Convert all **borrowed** documents to Image PDF. WARNING: This may degrade the resolution of the document. Do not use unless required by law.

[Example PDF](#) [Save](#) [Clear](#)

Borrowing and Lending request email notifications

- Designed for RapidILL web page users
- Receive notifications for filled borrowing and/or new lending requests

Notifications

Borrowing Requests

Recipients will receive an email notification each time a borrowing request has been **filled** or returned with a **bad citation** note.

Lending Requests

Recipients will receive an email notification each time there is a **new lending request**, or if a lending request has been **canceled** or **resent**.

*If your email is not listed, please add it to Associated Contacts above.

Lending Off Times enhancement

- Set lending offline based on request format
- Electronic (files from ejournal/ebook collections), print scans, and returnables

Add New Time

Off	Back On	Duration	Turn off lending of:
<input type="text" value="Mon Apr 11, 2022 4:00 PM"/>	<input type="text" value="Mon Apr 11, 2022 9:00 PM"/>	5 hours	<input checked="" type="checkbox"/> Electronic
Note			<input checked="" type="checkbox"/> Print Scans
<input type="text" value="(optional)"/>			

[Previous Lending Off Times](#)

Holdings updates: holdings mapping file

- Now can be managed as a self-serve through the RapidILL web page
- Mostly relevant for libraries that upload files to the web page but don't include lendable status

Holdings Upload

Welcome, Rapid University

Read more about the holdings process [here](#) or contact [Support](#) with any questions.

Upload File

File Type Holdings Mapping

Mapping is a process to update collection information in bulk, including: lendable status, branch name and location name.

This process should only be done **after** new holdings have been uploaded successfully. Before downloading a list of collections below, verify your holdings have been indexed using the [Holding Status](#) page. This can take up to 24 hours after upload.

Step 1: Download a list of your collections.
[Download collections](#)

Step 2: **Lendable status mapping (block/lend):** Map one of the following lendable status to each of the collections under the column *Lendable Status*: localonly, lendablecountry, lendableinternational
Branch mapping: Map the correct branch to each collection under the column *Branch*.
Location name mapping: Map the location name you would like to see on lending slip under the column *Lending Name*.

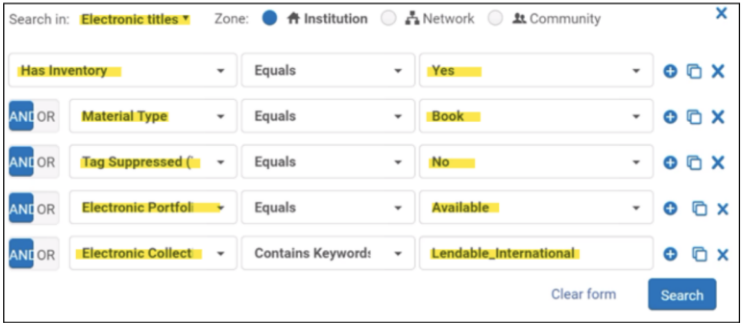
Step 3: Upload the completed mapping file.

[Upload Files](#)

BranchName	Lendable Status
Main Branch	LendableInternational
Main Branch	Lendable Status
Main Branch	LendableCountry
Main Branch	LendableInternational
Main Branch	LocalOnly
Main Branch	NoAccess

Holdings updates: enhanced OAI for Alma

- Improved efficiencies – goal to update more frequently than monthly
- Now running incremental updates — only update the data that has changed
- Reduces monthly processing time appx 75%
- Individual institution updates reduced by up to 95%+

Conditions Sets for Electronic Titles		
Set	Criteria	Example Screenshot
Electronic Books	Electronic Titles where (Has inventory equals "Yes" AND Material Type equals "Book" AND Tag Suppressed (Title) equals "No" AND Availability (Electronic Portfolio) equals "Available" AND Internal Description (electronic collection) contains keywords "[keywords]")	

New integrations

Rapido Go-Live

- The first Rapido libraries went live 2021
- Full integration and support for borrowing/lending with the RapidILL community



Integration with Koha

- Koha fully supports RapidILL workflows
- One library using in production



Open Access through RapidILL

Our “Easy Lending” process automates delivery of OA sources


- OA is checked first when requests are placed
- Files are delivered automatically to borrowers via the normal delivery method
- Filled by lender “OPEN”

Recent updates:

- Currently using Unpaywall data
- Previously OA was sourced from other providers (DOAJ, Pubmed)
- Around 2.5% of all requests are filled via OA



1 **Rapid #: -18758464**

ACTIONS 

Note: If you have problems opening or viewing this article, please know that you can access it full-text online by using the URL in the Call Number field via a web browser.

Status	Rapid Code	Branch Name	Start Date
New		Main Library	03/07/2022 07:19 AM
Unmediated Pending	OPEN	Open Access (Unpaywall)	03/07/2022 07:24 AM
Sending via RapidX	OPEN	Open Access (Unpaywall)	03/07/2022 07:24 AM
Filled via RapidX	OPEN	Open Access (Unpaywall)	03/07/2022 07:25 AM

CALL #: <http://arxiv.org/pdf/1801.03386>
OA Status: green
Publisher: Institute of Mathematical Statistics

LOCATION: **OPEN :: Open Access (Unpaywall) :: Institute of Mathematical Statistics**

RAPIDX DOCUMENT: [View Document](#)

REQUEST TYPE: Article CC:CCG

JOURNAL TITLE: Annales de l'I.H.P. Probabilités et statistiques

Internet Archive update

The Internet Archive is an American digital library with the stated mission of "universal access to all knowledge"

- Access to their collections through library resource sharing
- Collections include print journals, microform and monographs
- Fill article and book chapter requests through RapidILL




Request number since February 2021:

- Over 42k requests
- 96% fill rate
- Average TAT less than one hour
- March 2022 filled 8,082 requests
- Currently 252 libraries setup with access



1 **Rapid #: -17999964** **RapidX Upload**

ACTIONS 

Status	Rapid Code	Branch Name	Start Date
New	KRNMS	Main Library	09/16/2021 05:41 PM
Pending	INTARCHIVE	Main Library	09/16/2021 05:41 PM
Received via RapidX	INTARCHIVE	Main Library	09/16/2021 05:50 PM
Sending via RapidX	INTARCHIVE	Main Library	09/16/2021 05:50 PM
Filled via RapidX	INTARCHIVE	Main Library	09/16/2021 05:50 PM

CALL #: https://archive.org/details/pub_american-journal-of-orthopsy...

LOCATION: **INTARCHIVE :: Main Library :: American Psychological Association**

RAPIDX DOCUMENT: [View Document](#)

REQUEST TYPE: Article CC:CCL

JOURNAL TITLE: American journal of orthopsychiatry

Ukraine initiative



Launched on March 28

- Ukraine libraries are setup with full borrowing access to RapidILL for articles and chapters
- RapidILL members are automatically set to contribute

So far, 14 Ukraine libraries have registered:

- Dnipro State Medical University
- Vernadsky National Library of Ukraine
- Kharkiv National Medical University
- Kharkiv International Medical University
- Bogomolets National Medical University
- Odessa National Medical University
- I. Horbachevsky Ternopil National Medical Univ
- Zaporizhzhia State Medical University
- H.S. Inst of Phil Nat Acad of Sci of Ukraine
- Nizhyn Mykola Gogol State University
- Scientific Library of the National University of LES
- National Technical University of Ukraine
- Lviv National Medical University
- Ternopil Volodymyr Hnatiuk Nat Pedagogical Univ

Dear Mike!

I am sincerely grateful for the opportunity provided for the academic community of Kharkiv National Medical University to join the world's scientific resources to continue scientific activities in difficult times for Ukraine.

With best regards,

Iryna Kyrychok,

Director of the Scientific Library of Kharkiv National Medical University

The screenshot shows the 'Free RapidILL registration' form. It includes fields for First Name, Last Name, Country/Region (set to Ukraine), Email, Phone number, Job Title, and Institution. There are also radio buttons for 'Are you an existing Ex Libris Customer?' (Yes/No) and a disclaimer at the bottom: 'By completing this form, you agree to comply with the relevant copyright laws and/or guidelines applicable to interlibrary loans.'

RapidILL Product Working Group

- Represent user interests
- Help identify and facilitate enhancement requests
- Solicit information and feedback from the membership
- Coordinate conference sessions and other informational events

2021- review:

- Internet Archive
- Open Access
- New features
- Ukraine initiative

Resource sharing community platform - <https://ill.circle.so>

The screenshot shows the 'Inter-Library Loan' community platform interface. At the top, there is a search bar with the text 'Search' and a 'Go Live' button. The main navigation bar includes 'Home', 'Members', and 'New Post'. The left sidebar lists various topics such as 'Welcome to ILL online', 'ILL News', 'Conference Announcements', 'Conference Content', 'Products and Tools', 'Policy', 'Copyright', 'Professional Development', and 'Vendor Spotlight'. The main content area displays a post by 'summer steele' titled 'Due Date Extended: Call for Programming for Northwest ILL & Resource Sharing 2022 Virtual Conference'. The post text reads: 'Mark your calendars! The 21st annual Northwest Interlibrary Loan & Resource Sharing Conference will be ONLINE September 8th, 14th, and 16th, 2022, with virtual workshops on September 9th. JUST CONFIRMED! Bobbi Newman from the University of Iowa and the Network of the National Library of Medicine (NNLM) will be the 2022 NWILL keynote. She will be discussing topics from her forthcoming... See more'. Below the post, there are 'Like' and 'Comment' buttons, and a '0 comments' indicator. A second post by 'Judith Fraenkel' is partially visible, titled 'Spring is here and also a new release, check our highlights for Rapido!'. The right sidebar features a 'New Post' button and a 'Trending Posts' section.



Where to find additional information:



<https://exlibrisgroup.com/products/rapidill-interlibrary-loan>

<https://knowledge.exlibrisgroup.com/RapidILL>

<https://exlibrisusers.org/listinfo/rapidill>

Thank you!

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