RapidILL Product Update

Katie Birch, VP Resource Sharing Solutions
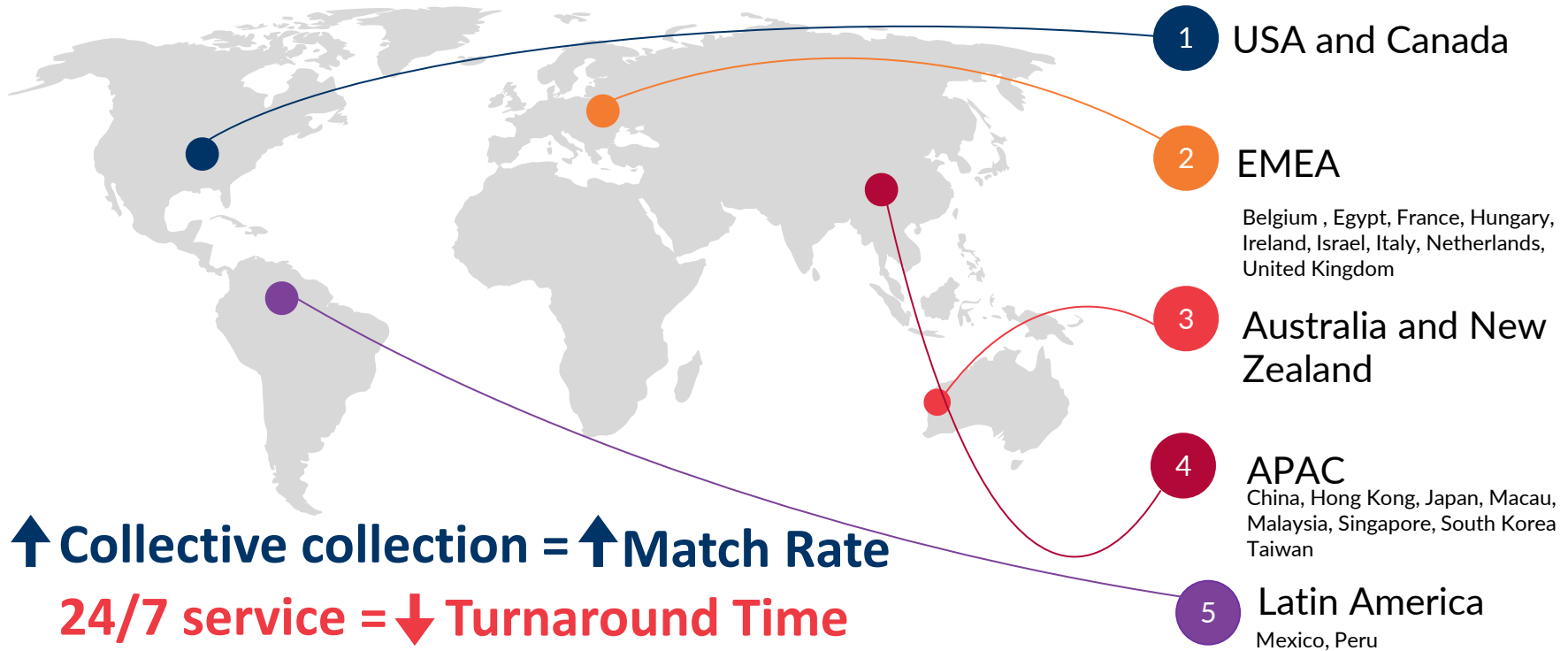
Agenda

- 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 580 community members worldwide and growing

1 USA and Canada

2 EMEA

Belgium , Egypt, France, Hungary, Ireland, Israel, Italy, Netherlands, United Kingdom

3 Australia and New Zealand

4 APAC

China, Hong Kong, Japan, Macau, Malaysia, Singapore, South Korea Taiwan

5 Latin America

Mexico, Peru

⬆**Collective collection =** ⬆**Match Rate**

24/7 service = ⬇**Turnaround Time**

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A global community focused on providing excellent service

RAPID MONTHLY STATISTICS

System Averages August-2022

| Borrowing Requests	Percent of Requests Filled	Average Filled Turn Around Time (Hours)
118,789	97%	10.3

- An increasingly rich and deep collective collection

- Improved match rate and improved turnaround time

- Better 24/7 coverage

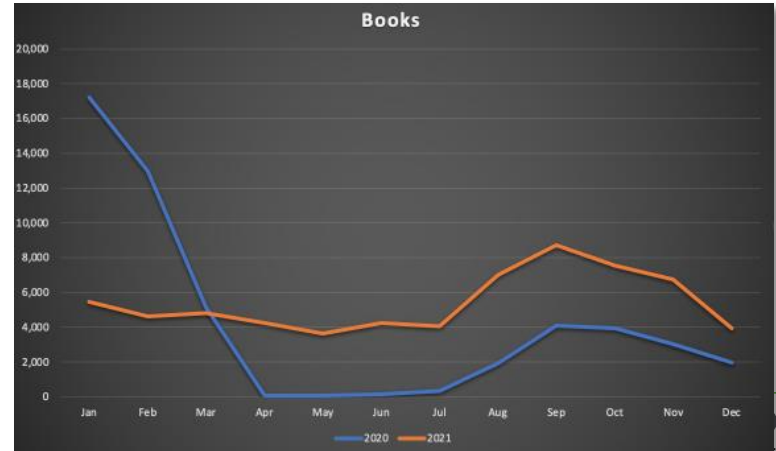- The dynamic routing algorithm works even better with added community members and new time zones

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2020 to 2021: A story in numbers
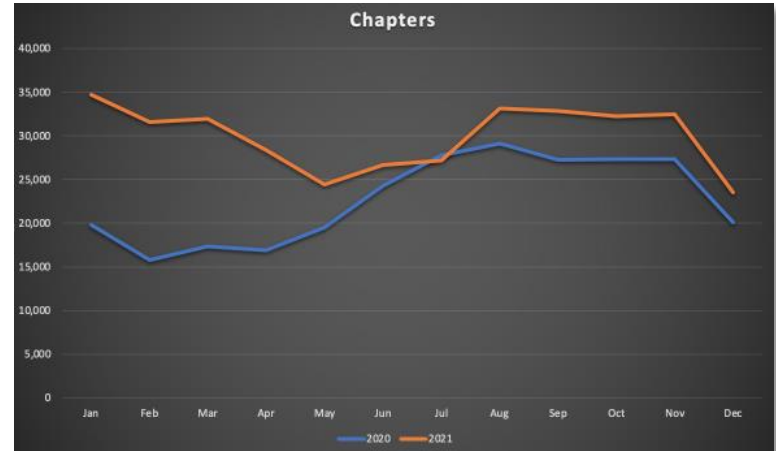
Areas of focus and trends

- Increased article request volume
- Sustained book chapter request volume
  - All new community members are adding the book chapter service
- Electronic resources are still a focus, most members have resumed print scanning
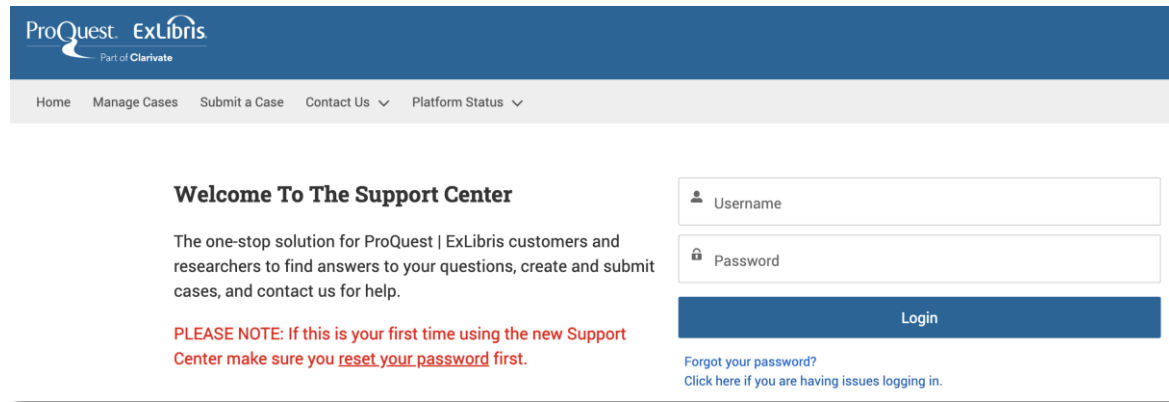 - 63 libraries are electronic-only

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

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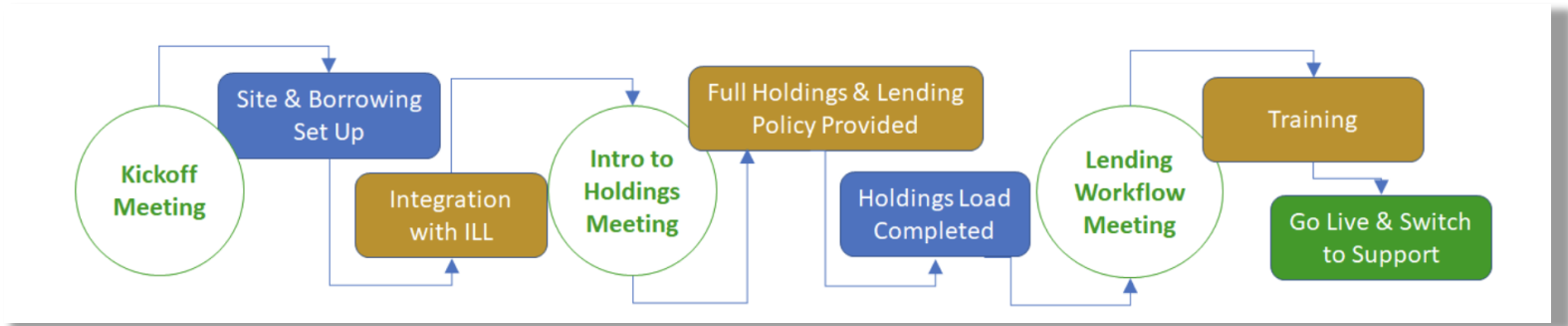
Support update

- 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

Copyright and cover page settings

- Customize your RapidX cover page 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 coverpage of all **lent** documents. Please write in English. If your ILL provides it's own cover page, this is not applicable.

This material may be protected by copyright law (Title 17 U.S. Code)

☐ **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.

| × GeneralILL: rapidill@exlibris.com | × |

☑ 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**.

| × GeneralILL: rapidill@exlibris.com | × |

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

Save   Clear

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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

Mon Apr 11, 2022 4:00 PM

Back On

Mon Apr 11, 2022 9:00 PM

Duration

5 hours

Turn off lending of:
☑ Electronic
☑ Print Scans

Note

(optional)

Save   Cancel

Previous Lending Off Times

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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

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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]")	Search in: Electronic titles ▾ Zone: ● 🏠 Institution ○ ⛁ Network ○ 👥 Community ✕ Has Inventory ▾	Equals ▾	Yes ▾ ⊕ ⧉ ✕ AND OR Material Type ▾	Equals ▾	Book ▾ ⊕ ⧉ ✕ AND OR Tag Suppressed (▾	Equals ▾	No ▾ ⊕ ⧉ ✕ AND OR Electronic Portfoli ▾	Equals ▾	Available ▾ ⊕ ⧉ ✕ AND OR Electronic Collect ▾	Contains Keyword: ▾	Lendable_International ⊕ ⧉ ✕ Clear form **Search**

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New integrations

Rapido Go-Live

- The first Rapido libraries went live 2021
- 50 live
- 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

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 63k requests

- 96% fill rate

- Average TAT less than one hour

- March 2022 filled 6,082 requests

- Currently over 300 libraries setup with access

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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
- 40 Ukrainian libraries have registered
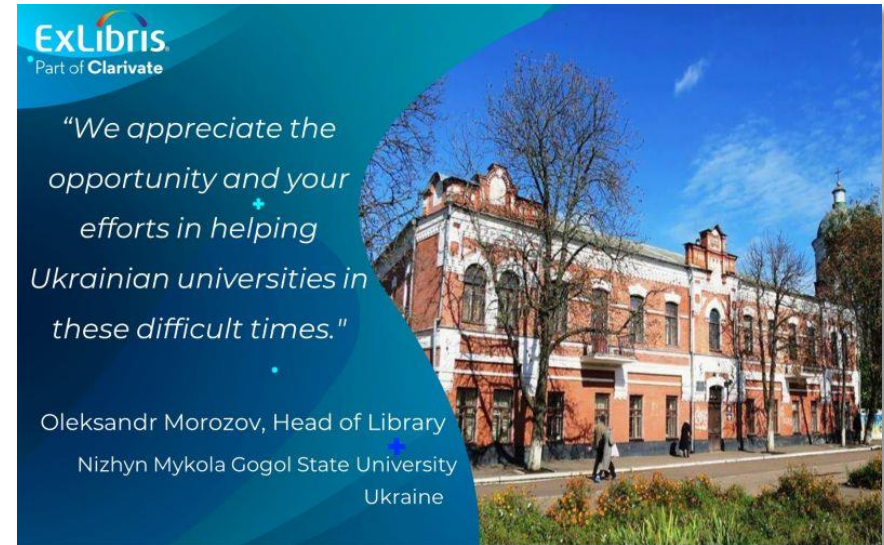- Several hundred requests processed

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

"We appreciate the opportunity and your efforts in helping Ukrainian universities in these difficult times."

Oleksandr Morozov, Head of Library
Nizhyn Mykola Gogol State University
Ukraine

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

Where to find additional information:

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

https://knowledge.exlibrisgroup.com/RapidILL

https://exlibrisusers.org/listinfo/rapidill

IGELU Conference
12th –15th September 2022

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Thank you!

IGELU Conference
12th –15th September 2022

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