



RapidILL Product Update

Katie Birch, VP Resource Sharing Solutions



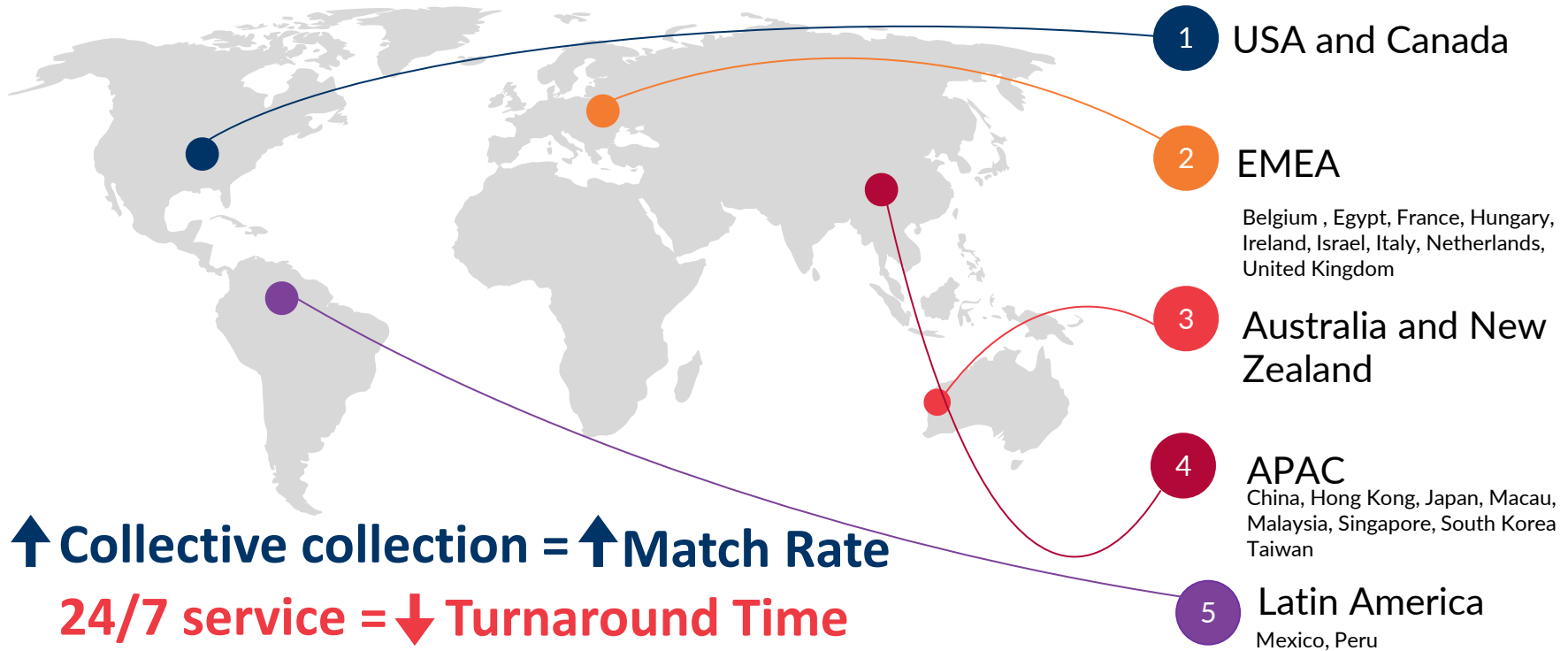
Agenda

- 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



↑ Collective collection = ↑ Match Rate

24/7 service = ↓ Turnaround Time

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

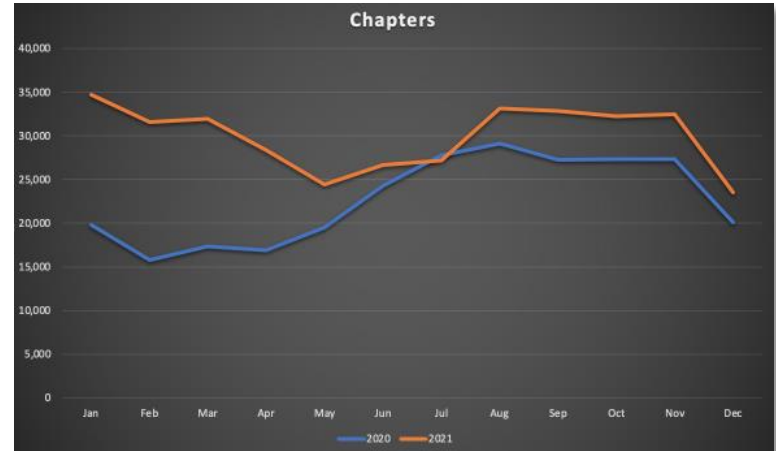
- An increasingly rich and deep collective collection
- Improved match rate and improved turnaround time
- Better 24/7 coverage
- The dynamic routing algorithm works even better with added community members and new time zones

2020 to 2021: A story in numbers

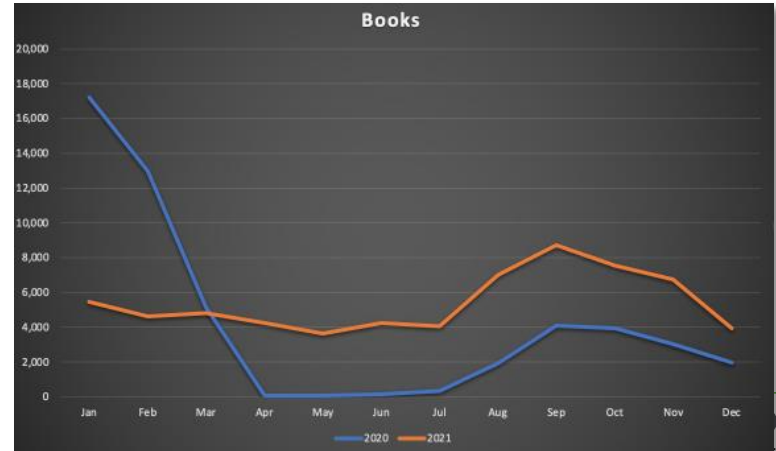
Articles



Chapters



Books

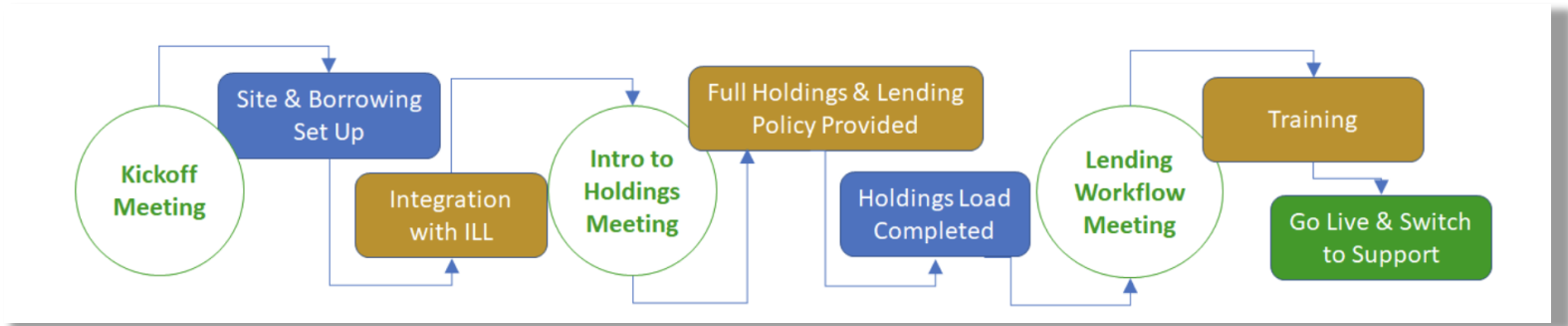


Areas of focus and trends

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

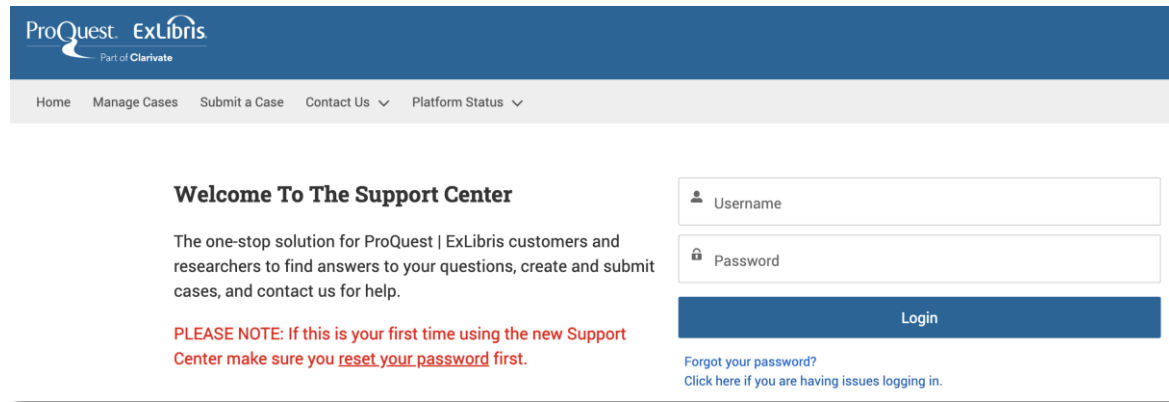
Implementation update

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



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 dark 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 password field 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 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.

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.

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.

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)"/>			

[Save](#) [Cancel](#)

[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*.

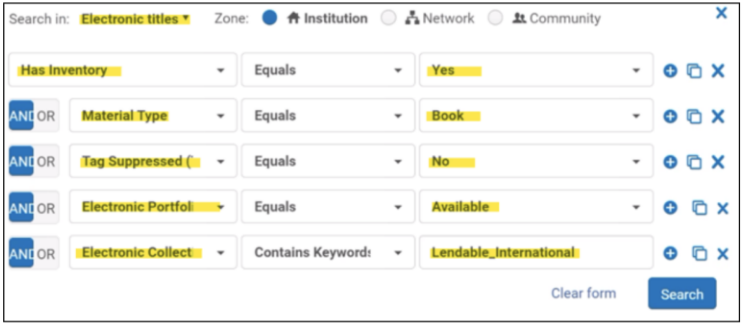
Step 3: Upload the completed mapping file.

[Upload Files](#)

<u>BranchName</u>	<u>Lendable Status</u>
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]")	 <p>The screenshot shows a search interface with the following elements:</p> <ul style="list-style-type: none">Search in: Electronic titles (dropdown)Zone: <input checked="" type="radio"/> Institution <input type="radio"/> Network <input type="radio"/> CommunityCriteria 1: Has Inventory (dropdown) Equals Yes (dropdown)Criteria 2: Material Type (dropdown) Equals Book (dropdown)Criteria 3: Tag Suppressed (dropdown) Equals No (dropdown)Criteria 4: Electronic Portfolio (dropdown) Equals Available (dropdown)Criteria 5: Electronic Collect (dropdown) Contains Keyword: Lendable_International (dropdown)Buttons: Clear form, Search

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



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 63k requests
- 96% fill rate
- Average TAT less than one hour
- March 2022 filled 6,082 requests
- Currently over 300 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		INTARCHIVMain Library	09/16/2021 05:41 PM
Received via RapidX		INTARCHIVMain Library	09/16/2021 05:50 PM
Sending via RapidX		INTARCHIVMain Library	09/16/2021 05:50 PM
Filled via RapidX		INTARCHIVMain 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
- 40 Ukrainian libraries have registered
- Several hundred requests processed

ExLibris
RapidILL

RapidILL

Supporting Ukrainian libraries

Ex Libris, a Clarivate company, is launching a new initiative to support Ukraine in these difficult times. Ex Libris will be offering all Ukrainian libraries free use of the RapidILL interlibrary loan system in order to help support the academic community in Ukraine.

RapidILL will provide Ukrainian libraries with fast and easy access to the collections of a global community numbering more than 500 libraries.

Free usage of Rapid **previously helped many libraries function during COVID** as we launched a similar initiative. With many libraries and students unable to reach their buildings; RapidILL allowed librarians and students to access materials remotely.

By completing this form, you agree to comply with the relevant copyright laws and/or guidelines applicable to interlibrary loans.

Free RapidILL registration

First Name Last Name

Country/Region
Ukraine

Email

Phone number

Job Title Institution

Are you an existing Ex Libris Customer?
 Yes
 No

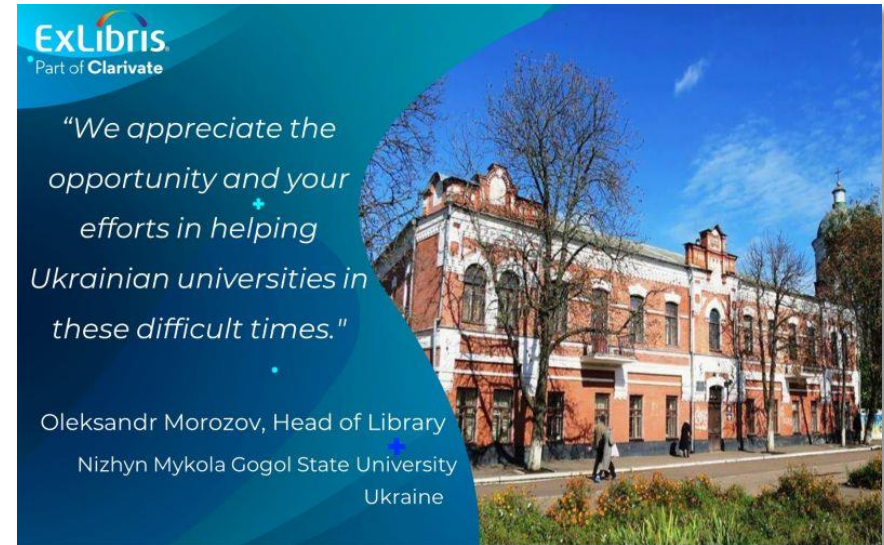
Dear Mike!

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



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

The screenshot displays 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 shows 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 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.

Inter-Library Loan

Search

Go Live

Home

Members

New Post

Latest

Topics

- Welcome to ILL online
- ILL News 1
- Conference Announcements 15
- Conference Content 4
- Products and Tools 1
- Policy
- Copyright
- Professional Development

Vendor Spotlight

+ Join a space

Links

The International ILL Toolkit

summer steele 3 days ago

Posted in Conference Announcements

Share

Due Date Extended: Call for Programming for Northwest ILL & Resource Sharing 2022 Virtual Conference

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Like Comment 0 comments

Judith Fraenkel ADMIN 4 days ago

Posted in Products and Tools

Share

Spring is here and also a new release, check our highlights for Rapido!

Trending Posts

- Spring is here and also a new release, check our highlights for Rapido! Judith Fraenkel
- Due Date Extended: Call for Programming for Northwest ILL & Resource Sharing 2022 Virtual Conference summer steele



Where to find additional information:

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

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

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

Thank you!

