RapidILL Product Update

Mike Richins – Director of Product Management, RapidILL

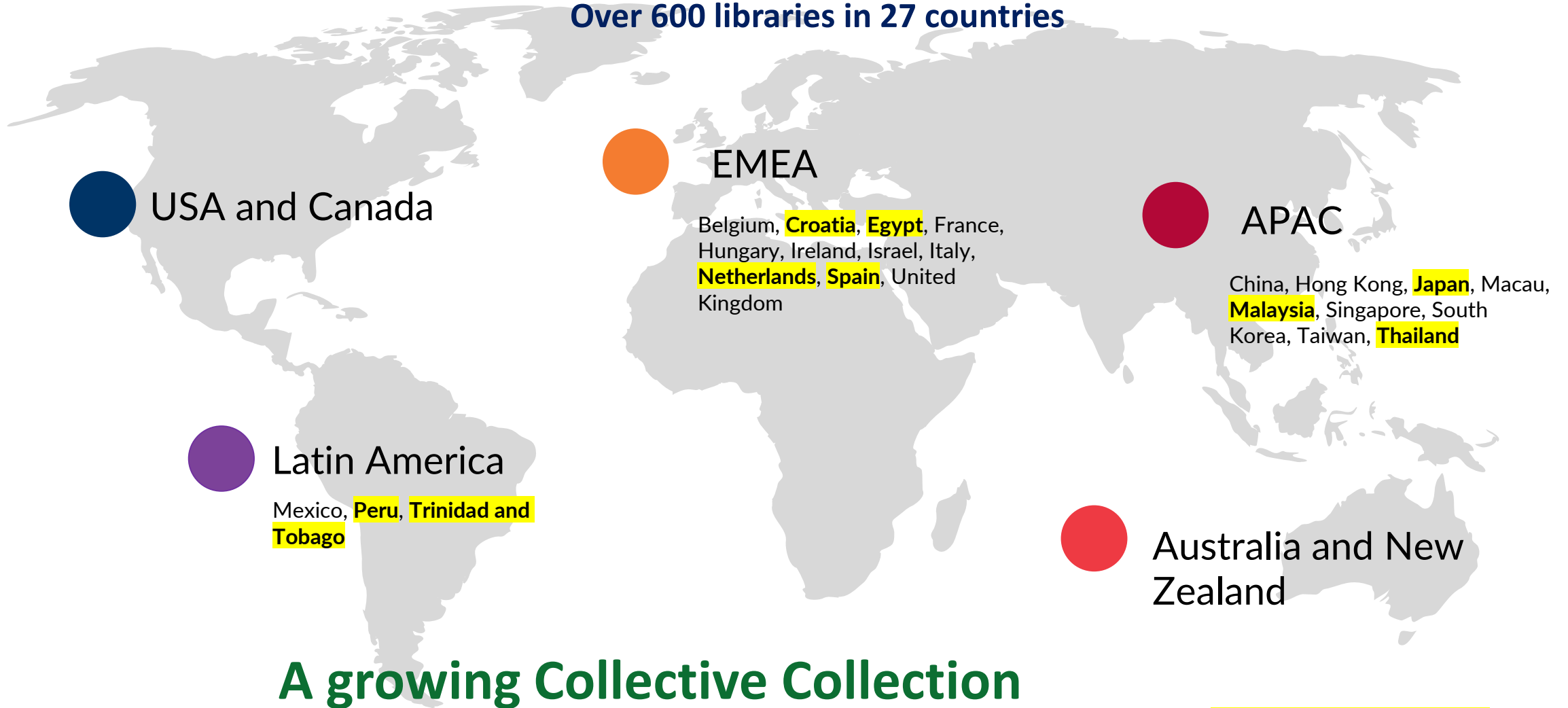# Agenda

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

ELUNA
Ex Libris Users of North America

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The RapidILL Global Community

Over 600 libraries in 27 countries

USA and Canada

EMEA

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

APAC

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

Latin America

Mexico, Peru, Trinidad and Tobago

Australia and New Zealand

A growing Collective Collection

*new countries highlighted

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Improving resource sharing through efficiencies

RAPID MONTHLY STATISTICS

System Averages April-2023

Borrowing Requests	Percent of Requests Filled	Average Filled Turn Around Time (Hours)
153,956	97%	9.89

- An increasingly rich and deep collective collection
- Match rate and a <10-hour average turnaround time
- Increased 24/7 coverage

2022 Numbers

- 1.6 million total requests
- 10% increase over 2021
- <10-hour avg TAT
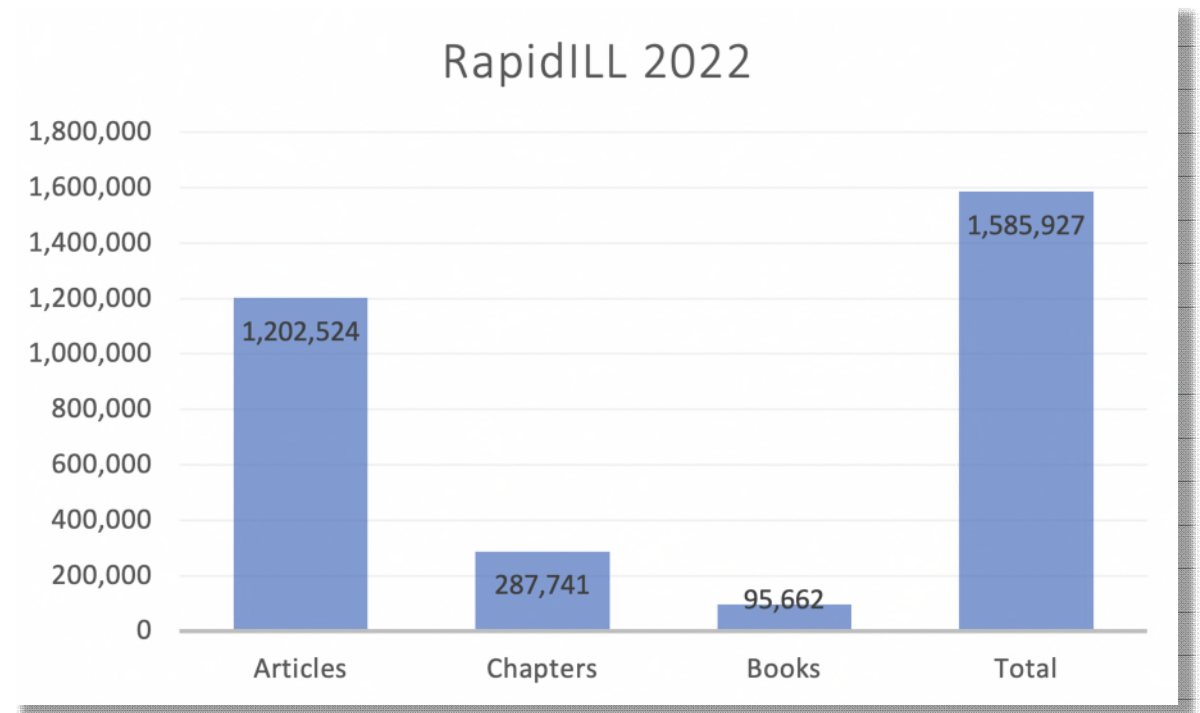
RapidILL 2022

20 Million Reasons to Celebrate – RapidILL

## The 20 millionth RapidILL request was processed on December 12, 2022!

"RapidILL has connected our users with materials faster than ever before and we are so proud to be part of the 20 millionth request."

Jenny Watson
Head, Storage and Delivery
University of Oklahoma

"The Weinberg Memorial Library of The University of Scranton is honored to be the lending library that fulfilled the 20 millionth RapidILL request. We are pleased to be a part of this integral service for the benefit of library users across the RapidILL network. We look forward to continued collaboration with other libraries."

Kevin Kocur, Interlibrary Loan Coordinator
Melisa Gallo, ILL and Collections Assistant
University of Scranton

How are libraries using RapidILL?
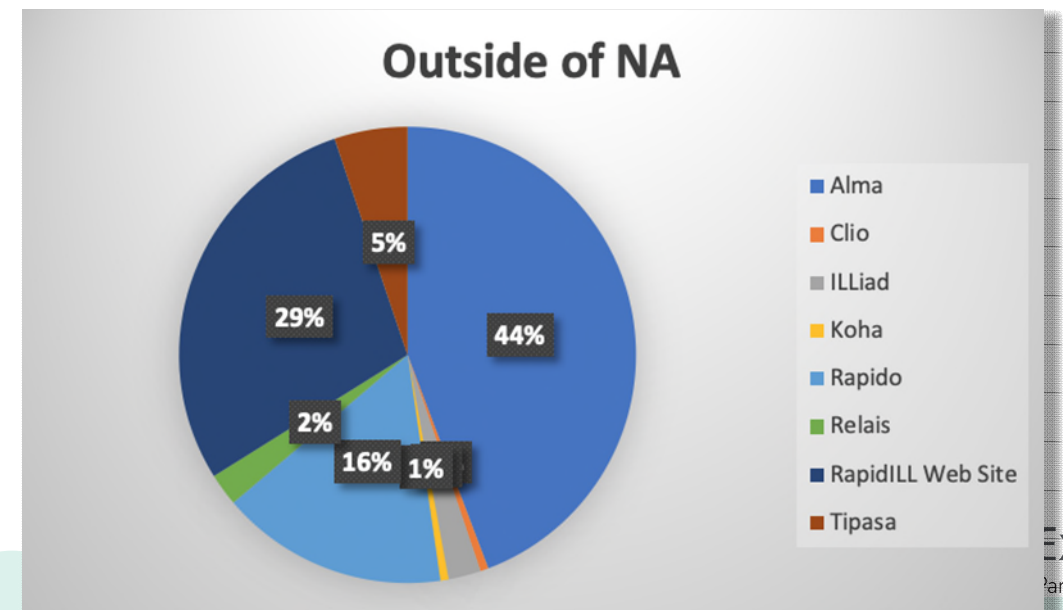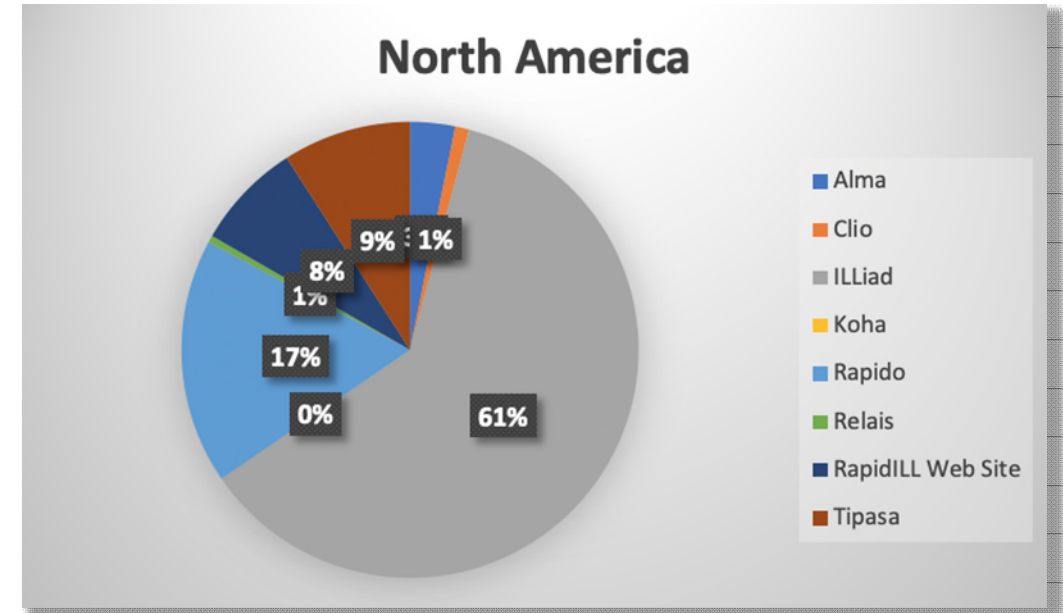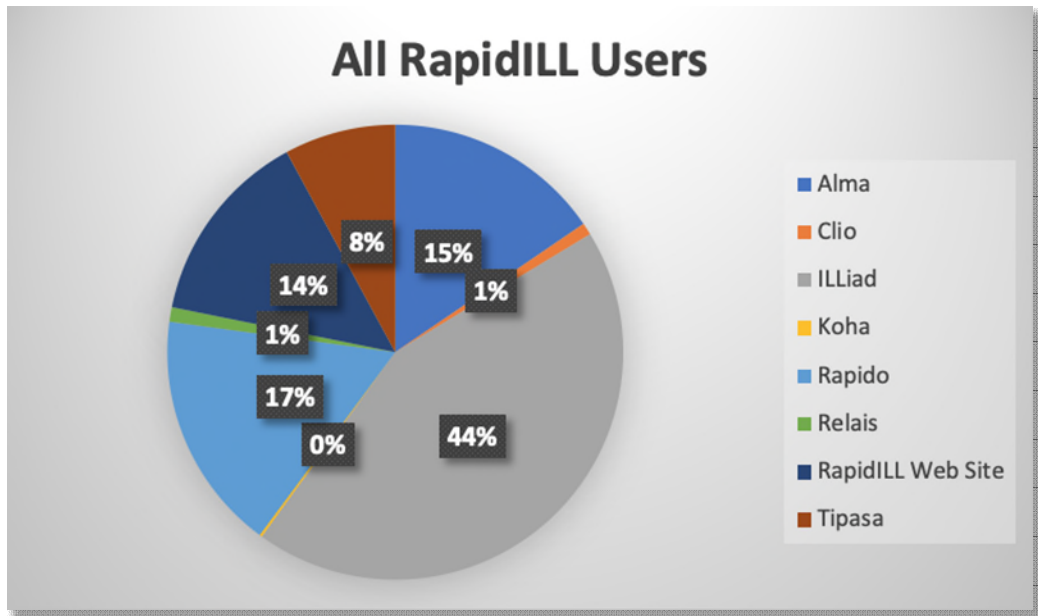
Implementation and Support

- Professional services has added staff around the globe to ensure successful onboarding of new community members
- Ongoing refinement and streamlining implementation projects

- The RapidILL support team continuing to increase their knowledge and expertise around workflows, holdings processes and the various systems that have a RapidILL integration
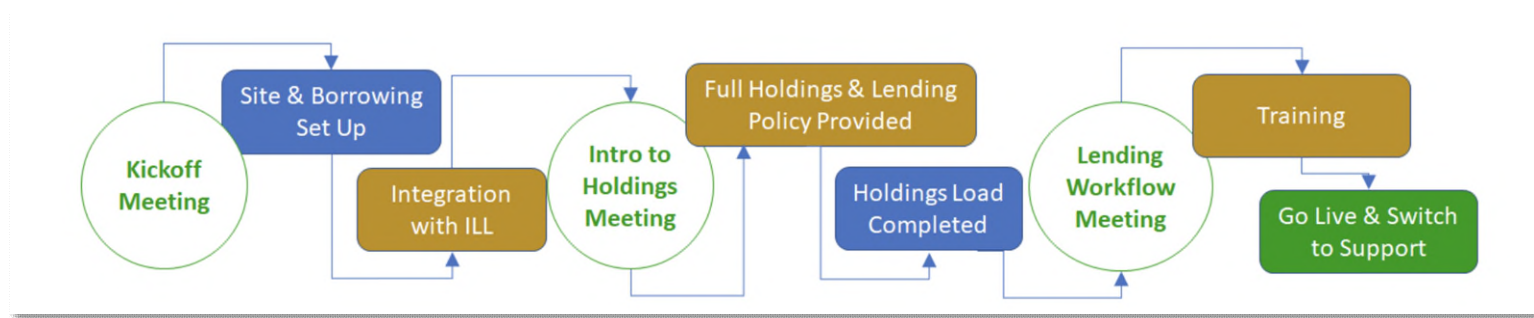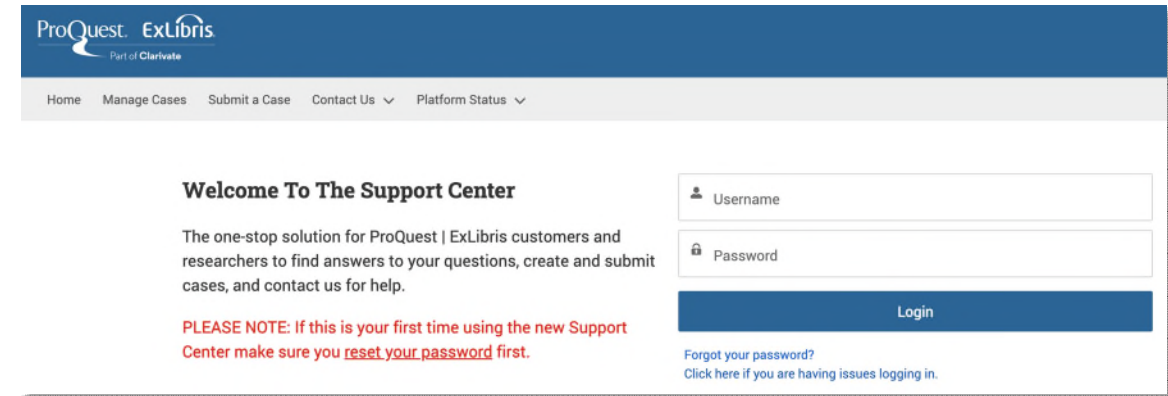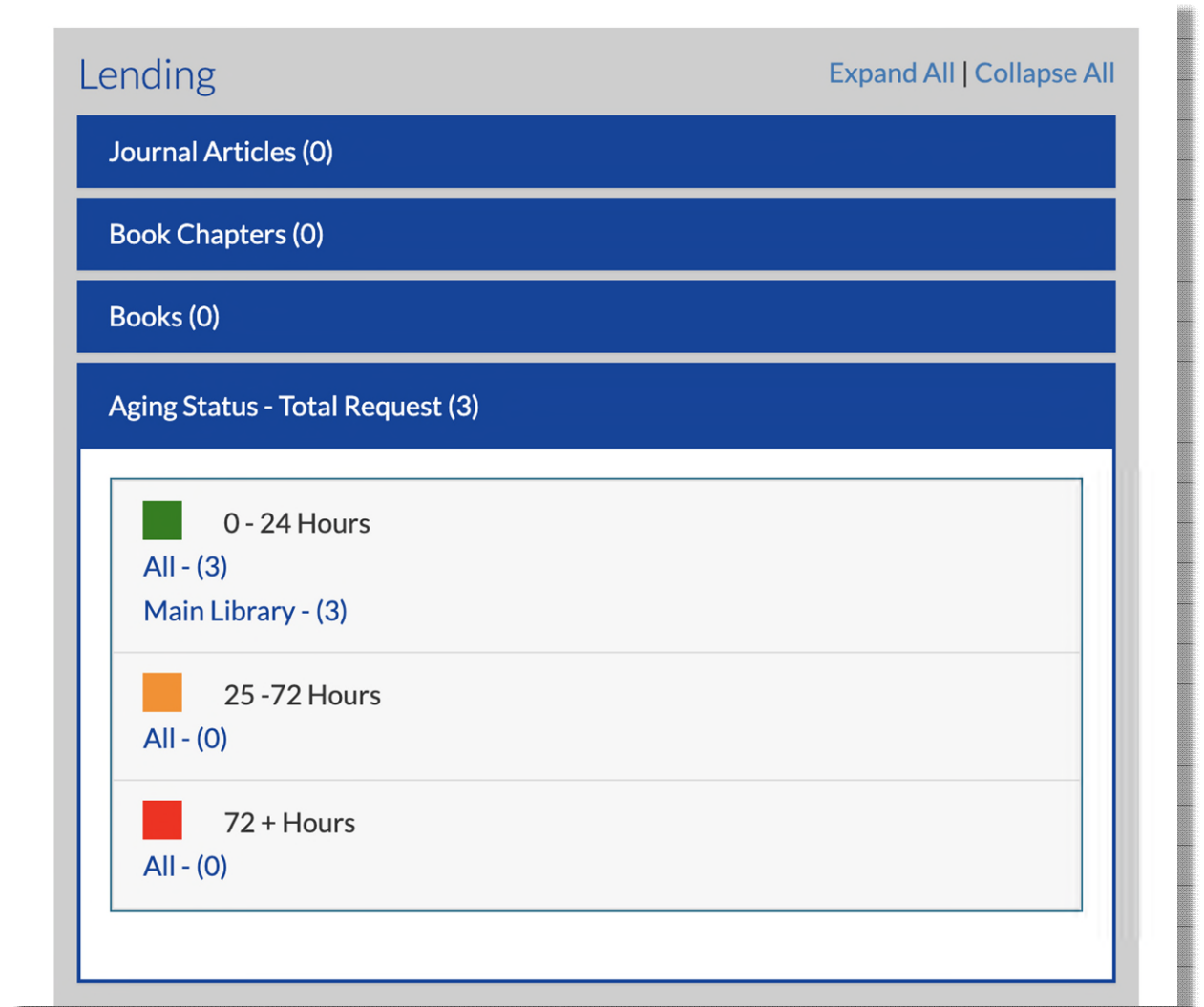
New Developments and Features

New Developments and Features

- Maximum aging time will be reduced from 96 hours to **72 hours**

- Requests will automatically age to a new lender at 72 hours (not including weekends)

New Developments and Features

- RapidX-produced cover pages now have the **Institution Title** field included for the borrower and lender

- We are working to add these to the queues on the RapidILL web page

Rapid #: -20540813

CROSS REF ID:	**1276008**
LENDER:	**INTARCHIVE (Internet Archive) :: Main Library**
BORROWER:	**COF (Colorado State University) :: Morgan Library**
TYPE:	Article CC:CCL
JOURNAL TITLE:	Radiology
USER JOURNAL TITLE:	Radiology
ARTICLE TITLE:	Fleischner Society: glossary of terms for thoracic imaging.
ARTICLE AUTHOR:	Hansell DM, Bankier AA, MacMahon H, McLoud TC, Mül
VOLUME:	246
ISSUE:	3
MONTH:	03
YEAR:	2008
PAGES:	697-722
ISSN:	0033-8419
OCLC #:	18195376

Processed by RapidX: 3/30/2023 1:30:32 PM

New Developments and Features

UI updates:

- Improved login page

- Lending Actions have been moved for easier and more accurate updating

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 updates: enhanced OAI for Alma

- **Now running weekly updates instead of monthly!**
- Possible through incremental updates — only update the data that has changed
- Reduces 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 Developments and Features

Infrastructure

- Improved 24/7 Hub integration
  - Downtime monitoring
  - Component level monitoring

Scaling

- Holdings index optimization
- Routing enhancements
- RapidX improvements

New! RapidILL Roadmap in the Knowledge Center

- A look at the year ahead

- Developed and updated in collaboration with the community

The RapidILL roadmap screenshot showing:

Overview

The RapidILL roadmap is presented to share the key RapidILL priorities and directions with the resource sharing community.

Our roadmap is developed and updated in collaboration with the RapidILL membership through engagement via the product working group, listserv, Idea Exchange, support portal, and other channels where we exchange ideas and receive feedback.

The growth and success of RapidILL as a global resource sharing interlibrary loan service is directly due to the involvement of the membership. Our roadmap and developments align with RapidILL's focus on being user centric, supporting a rich and varied ecosystem of libraries and collections, and providing sustainability to meet the needs of our communities well into the future.

The RapidILL roadmap gives a view of the year ahead for the RapidILL community.

- Reduced turnaround time through enhanced routing efficiencies and prioritization of electronic holdings over print

Electronic holdings should take priority over physical holdings

159 votes

Currently, the format is not a parameter of the algorithm used to select the most appropriate partner. Electronic holdings should take priority over physical holdings: this would avoid institutions to digitize print materials (operations that take time and human resources) while others may have an electronic version that can more easily and quickly be provided.

Reducing turnaround times

72 votes

Since each lending library can hold a request for 4 working days, sometimes files are received after a long time (for example: if there are many libraries and each one takes 4 days to Unfill, before one library eventually fills it).
A solution to this could be to treat requests with only one match differently than requests with many matches, e.g., reduce the holding time for requests to 2 days when more than 1 library holds the item.

- Lending Off through Alma
- Ability to configure a defined work week (e.g. Sundays through Thursdays)

Defining Work Week permanently

76 votes

It should be possible to define our work week permanently, and not via Lending Off every week. For example, our work week is Sundays-Thursdays 8:00-17:00 (not Monday-Fridays). Also, it should be possible to define Lending Off via Alma, and not just via the Rapid interface.

2023 Roadmap

- Improvements to the RapidX service to better handle Filled requests where the lender fails to provide a file
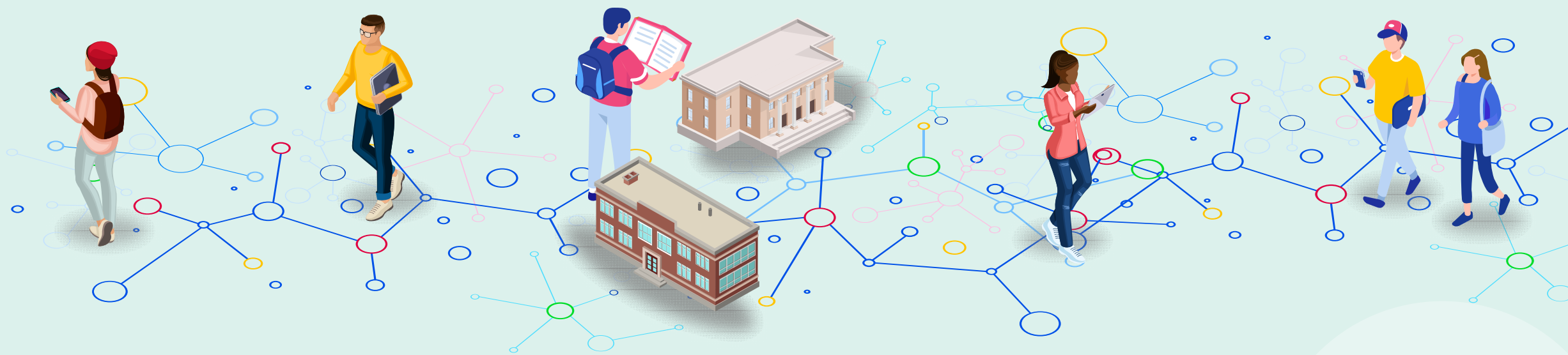

updating Lending requests to Filled without sending the file

54 votes

Vote

Sometimes libraries update Lending requests to Filled, but do not actually send the file via RapidX or any other way.
There should be a way to indicate that the file was not actually sent to the Borrowing library.

- Accessibility
- RapidILL web page UI improvements

Update on RapidILL partnerships

Linda Hall Library

The Linda Hall Library is one of the world's foremost independent research libraries devoted to science, engineering, and technology

- RapidILL participant for over 10 years
- Rich collection of over 2 million items
- Fulfill article requests

How do I work with them?:

- Last resort supplier
- Discounted fee of $9 for Rapid members
- Integrated into your existing workflows

Current protein & peptide science.	2014	15
Materialprüfung.	2013	55
Zhurnal neorganicheskoĭ khimii.	1981	26
Chemical engineering journal.	2020	
		13
		49

1

Rapid #: -20524415

Alma
odyssey.rapid.exlibrisgroup.com

Status	Rapid Code	Branch Name	Start Date
New		McIntyre Library	03/28/2023 08:45 AM
Pending	LHL	Main Library	03/28/2023 08:48 AM
Batch Not Printed	LHL	Main Library	03/28/2023 11:22 AM
Batch Printed	LHL	Main Library	03/28/2023 11:22 AM
Download to RapidX	LHL	Main Library	03/28/2023 03:53 PM
Received via RapidX	LHL	Main Library	03/28/2023 03:54 PM
Filled via RapidX	LHL	Main Library	03/28/2023 03:54 PM

CALL #: Cryogenics.
LOCATION: LHL :: Main Library :: LHL LCSER

RAPIDX DOCUMENT: View Document

REQUEST TYPE: Article CC:CCL

JOURNAL TITLE: Cryogenics.

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Reprints Desk – Research Solutions

Research Solutions is a pioneer in providing seamless access to scientific content

On-demand, 24/7 retrieval services for single articles from more than 40,000 publications or 400,000 book chapters from leading publishers

- Fulfill article and chapter requests
- Participating in Rapid for nearly 10 years

How do I work with them?:

- Last resort supplier
- Transactional fee plus copyright
- Integrates into your Rapid workflows
- Requests are usually filled within 2 hours

RapidX Upload

1 **Rapid #: -20568355**

Status	Rapid Code	Branch Name	Start Date
New		Main Library	04/05/2023 12:49 AM
Pending	REPRINTS	Main Library	04/05/2023 12:50 AM
Pending Export	REPRINTS	Main Library	04/05/2023 12:53 AM
Order ID: 9659885 (Reprints Desk)			
Filled (rolled back)	REPRINTS	Main Library	04/05/2023 01:08 AM
Filled via RapidX	REPRINTS	Main Library	04/05/2023 01:09 AM

CALL #: Default
LOCATION: **REPRINTS :: Main Library :: Default**
RAPIDX DOCUMENT: View Document
REQUEST TYPE: Article CC:CCG

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Internet Archive update

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

- Lending-only member participating as part of the Boston Library Consortium

- Collections include print journals, microform and monographs

- Fill article and book chapters for no charge through RapidILL

Recent numbers:

- Processed 71,045 requests during 2022

- 94% fill rate

- Average TAT less than one hour

- March 2023 managed 8,383 requests

- Currently 284 libraries setup with access

RapidX Upload

1
Rapid #: -20540813

Status	Rapid Code	Branch Name	Start Date
New	COF	Morgan Library	03/30/2023 12:21 PM
Pending	INTARCHIVE	Main Library	03/30/2023 12:22 PM
Received via RapidX	INTARCHIVE	Main Library	03/30/2023 12:30 PM
Sending via RapidX	INTARCHIVE	Main Library	03/30/2023 12:30 PM
Filled via RapidX	INTARCHIVE	Main Library	03/30/2023 12:30 PM

CALL #:

LOCATION: https://archive.org/details/pub_radiology
INTARCHIVE :: Main Library :: Radiological Society of North America

RAPIDX DOCUMENT: View Document

REQUEST TYPE: Article CC:CCL

JOURNAL TITLE: Radiology

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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 within minutes

- Filled by lender "OPEN"

Recent updates:

- Currently using Unpaywall data

- 25,086 Filled requests during 2022

- Around 2% of all requests are filled via OA

Rapid #: -20553283

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	04/03/2023 02:35 AM
Unmediated Pending	OPEN	Open Access (Unpaywall)	04/03/2023 02:36 AM
Sending via RapidX	OPEN	Open Access (Unpaywall)	04/03/2023 02:36 AM
Filled via RapidX	OPEN	Open Access (Unpaywall)	04/03/2023 02:37 AM

CALL #:
https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4176441
OA Status: green
Publisher: Oxford University Press (OUP)

LOCATION:
OPEN :: Open Access (Unpaywall) :: Oxford University Press (OUP)

RAPIDX DOCUMENT: View Document

REQUEST TYPE: Article CC:CCL

JOURNAL TITLE: The Plant cell

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Initiatives and key collaborations

Ukraine initiative update

Launched one year ago, March 2022
- Ukraine libraries are setup with full borrowing access to RapidILL
- All pods plus Internet Archive

47 Ukraine libraries have registered to date!

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 Nizhyn Mykola Gogol State University received access to the RapidILL system in March 2022. The resource turned out to be very useful for the university's academic community. With just a few clicks in the online system, our academics can order virtually any scientific publication (articles, book chapters) from the world's leading publishers. Orders are processed extremely quickly and with high quality. It is now much easier to obtain resources, which were not accessible for us earlier. We would like to thank the developers of the system and all those involved in its operation. We appreciate the opportunity and your efforts in helping Ukrainian universities in these difficult times."

Best wishes,
Yevhen Plotnikov
Nizhyn Mykola Gogol State University

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?
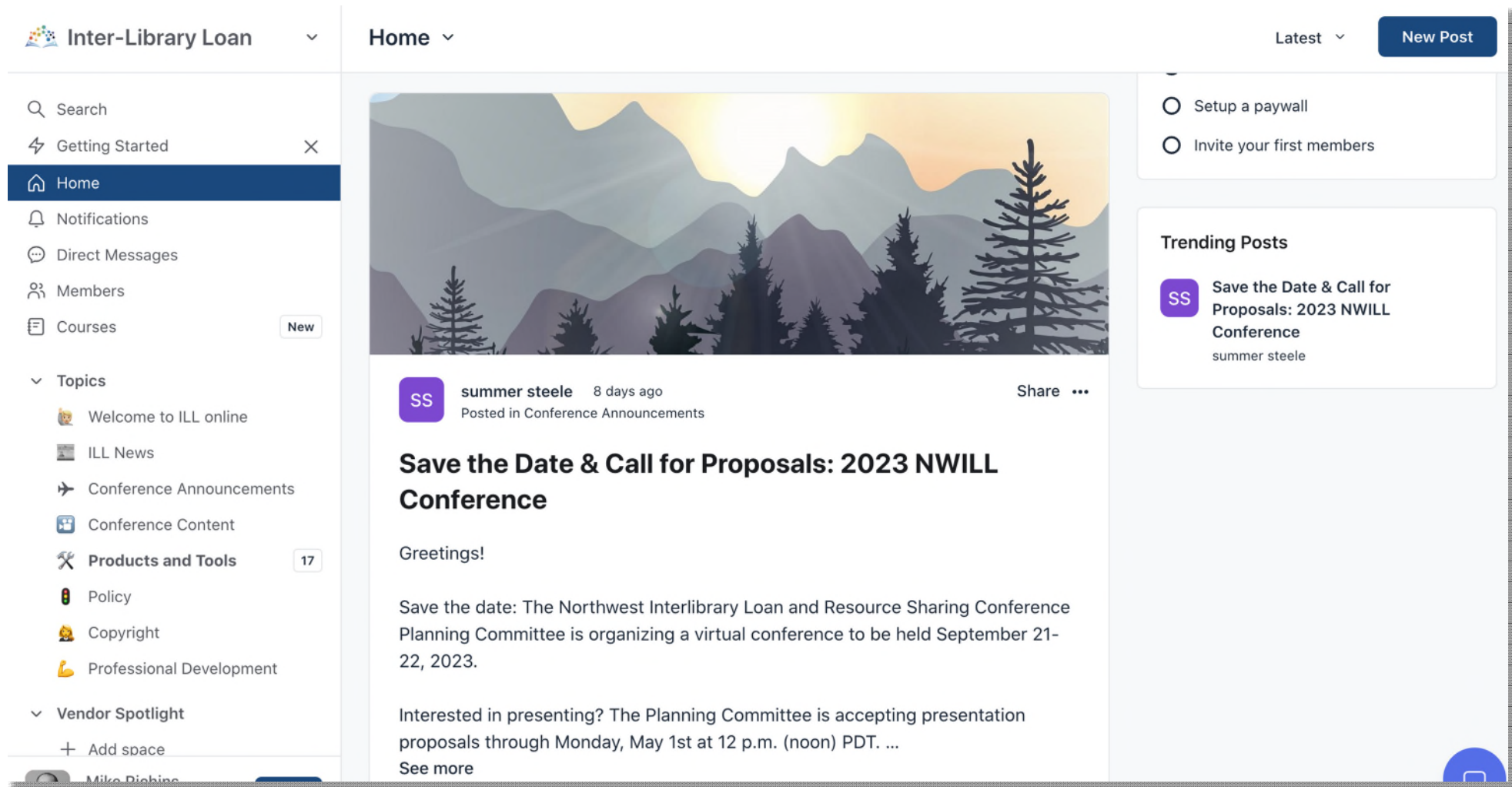○ Yes
○ No

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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

- NERS Enhancement coordination

2022- review:

- Ukraine initiative

- Open Access

- New features

- Integrations

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

Thank you!

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