

**ExLibris**  
Part of **Clarivate**

**IGOLU**  
*International Group of Ex Libris Users*

# RapidILL Product Update

**Mike Richins**

**Director of Product Management, RapidILL**

# Agenda



RapidILL and our community:  
A look back over the past year

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New developments and features

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Key initiatives and collaborations

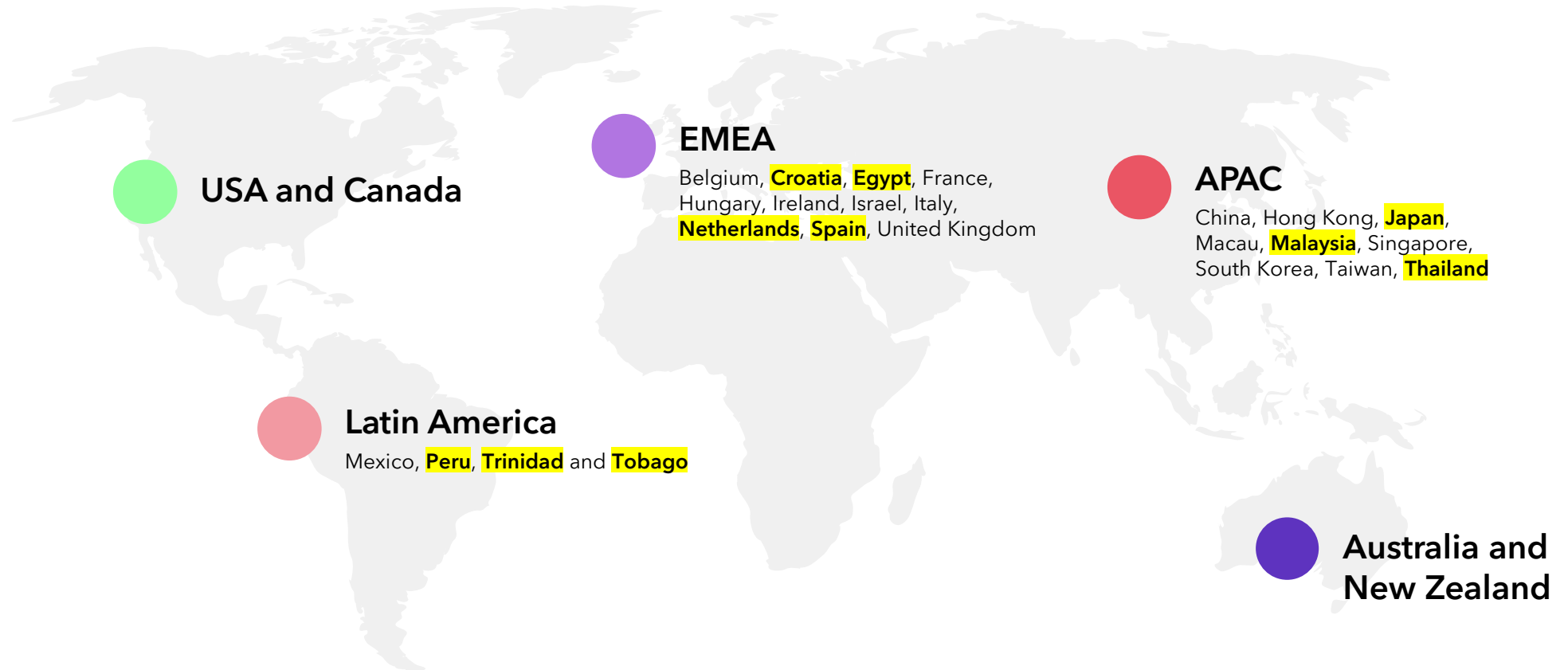
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Q & A

# The RapidILL Global Community

Over 600 libraries in 27 countries



A Growing Collective Collection

# Improving Resource Sharing Through Efficiencies

## RAPID MONTHLY STATISTICS

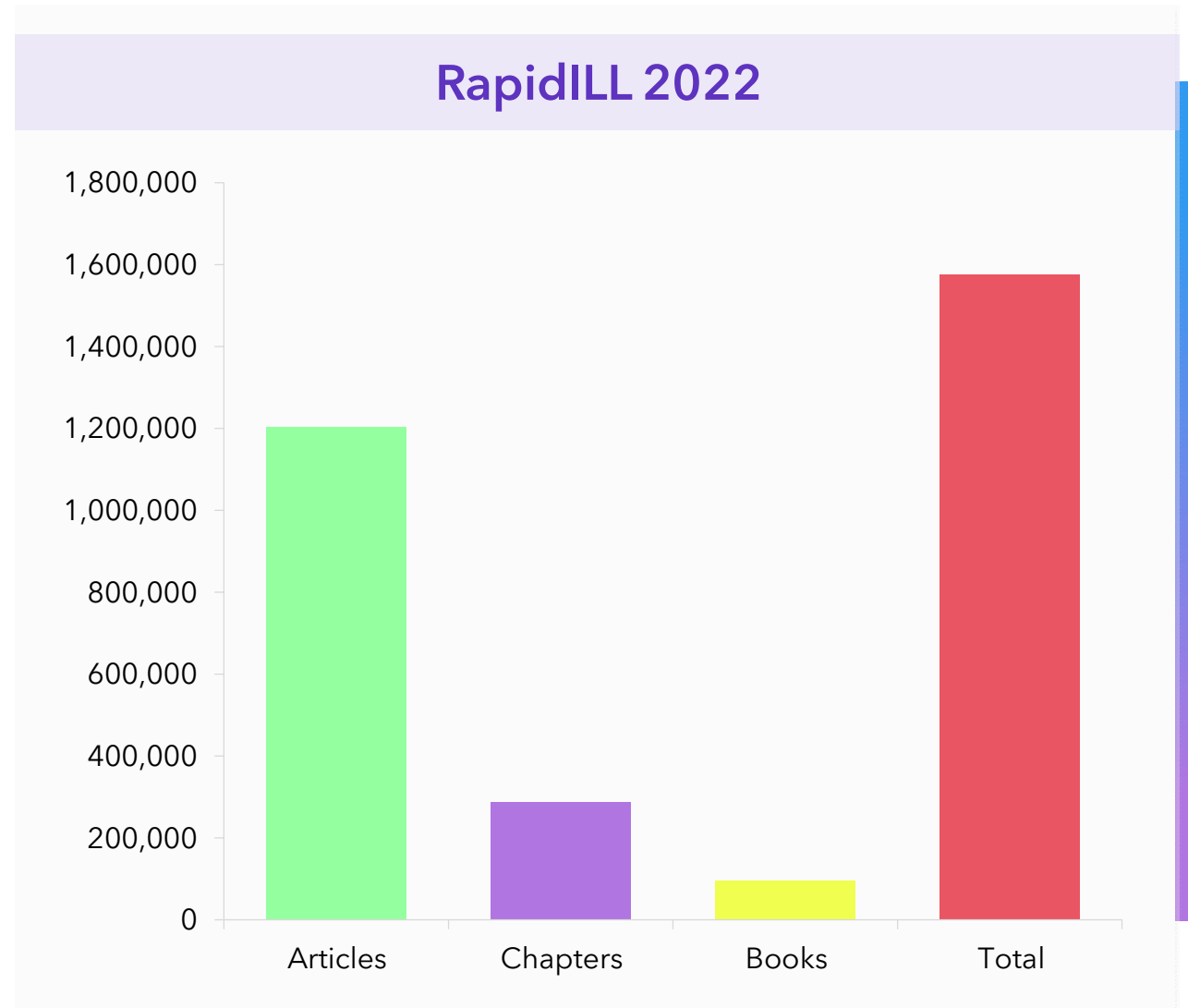
### System Averages April-2023

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
- Over 900,000 requests in first 6 months 2023



# 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*



# 20 Million Reasons to Celebrate – RapidILL

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

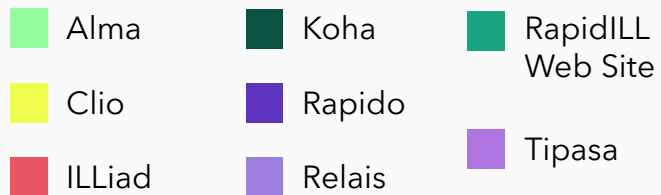
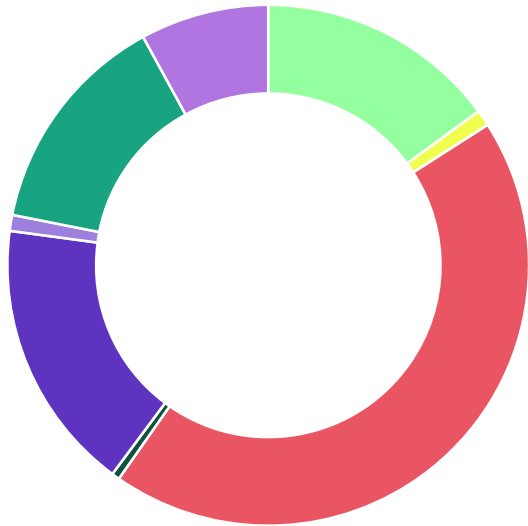
*The Weinberg Memorial Library of The University of Scranton is honored to be the lending library that fulfilled the 20 millionth RapidILL request. We are pleased to be a part of this integral service for the benefit of library users across the RapidILL network. We look forward to continued collaboration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

*- Kevin Kocur  
Interlibrary Loan Coordinator*

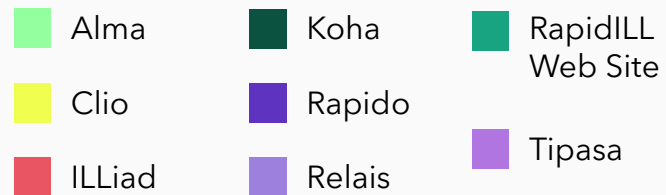
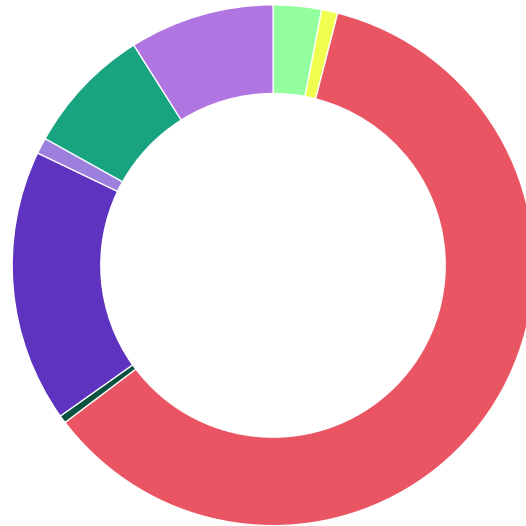
*- Melisa Gallo  
ILL and Collections Assistant University of Scranton*

# How are Libraries Using RapidILL?

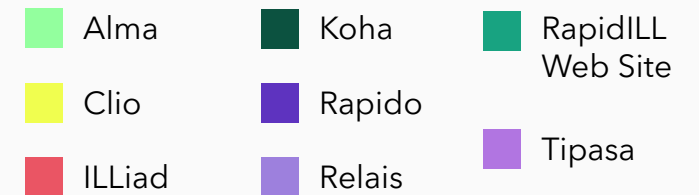
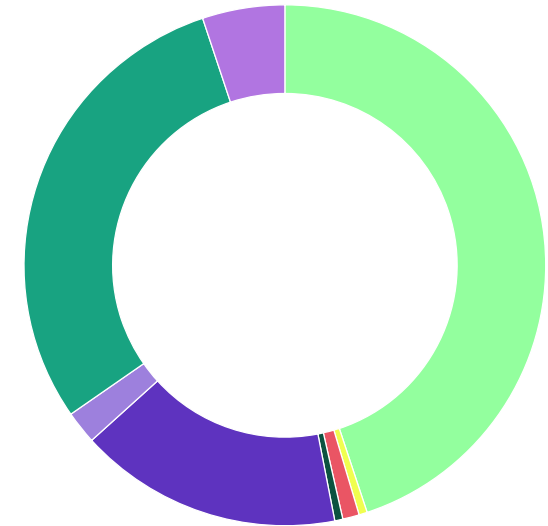
## All RapidILL Users



## North America



## Outside of NA



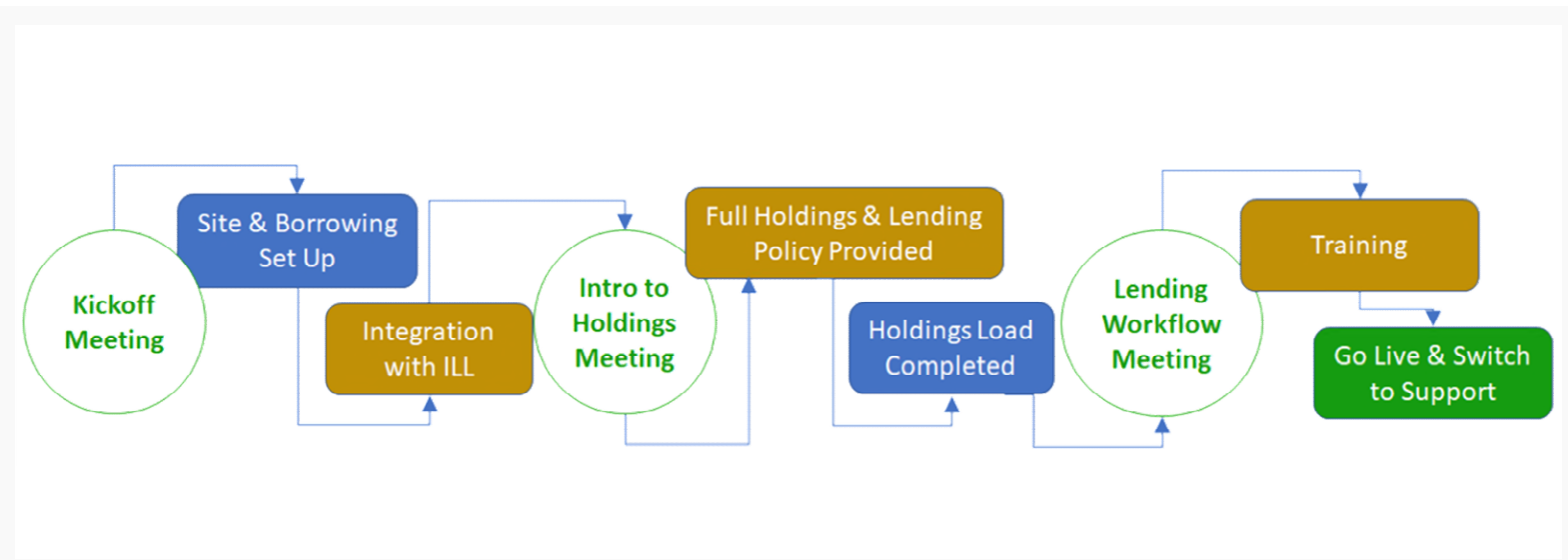




# Implementation and Support

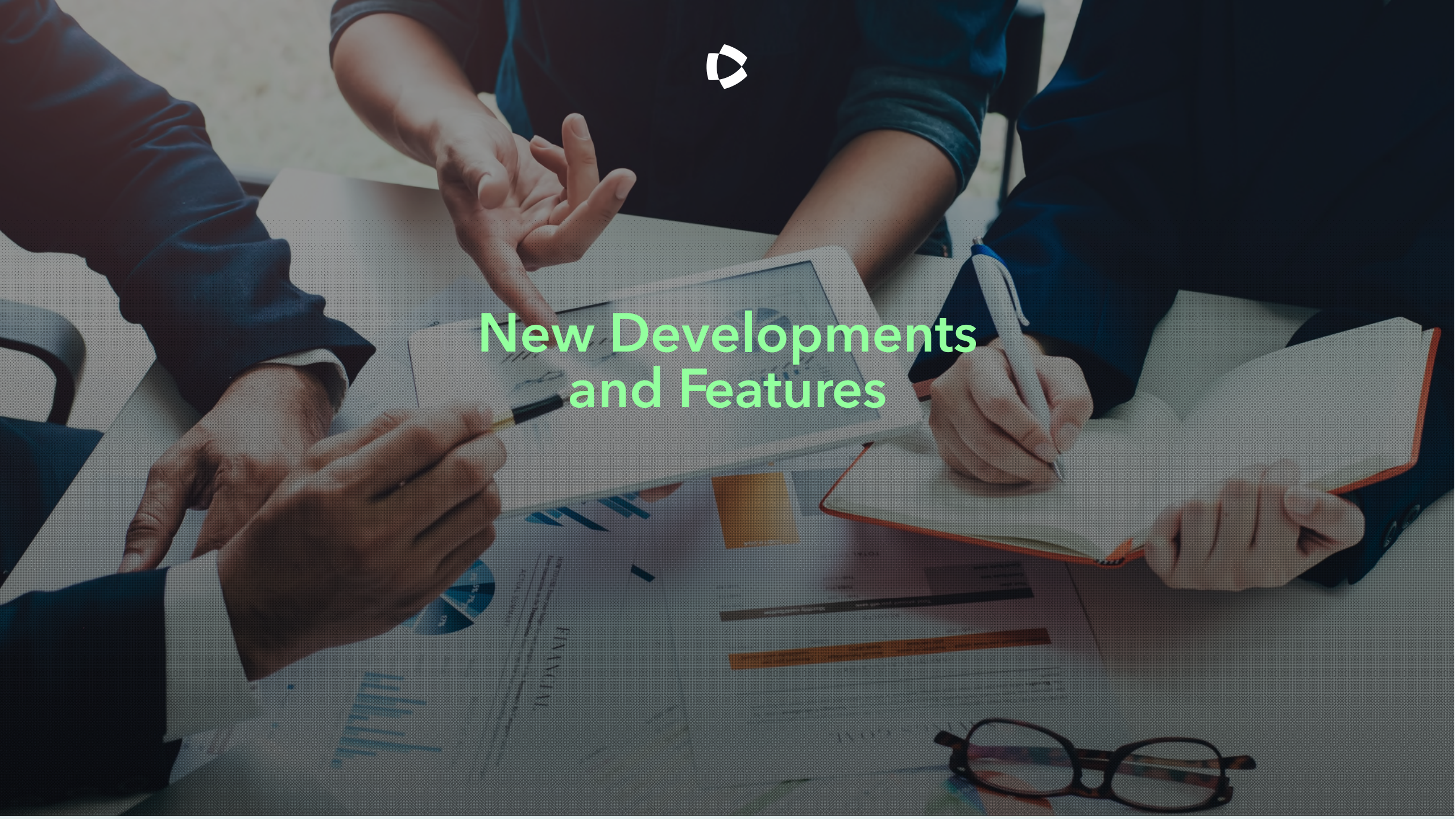
- Professional Services have added staff around the globe to ensure successful onboarding of new community members
- Ongoing refinement and streamlining implementation projects
- The RapidILL support team continues to increase their knowledge and expertise around workflows, holdings processes and the various systems that have a RapidILL integration

The screenshot shows the ProQuest ExLibris Support Center login page. At the top, the ProQuest ExLibris logo is displayed, with 'Part of Clarivate' underneath. A navigation bar contains links for Home, Manage Cases, Submit a Case, Contact Us, and Platform Status. The main heading is 'Welcome To The Support Center', followed by a sub-heading: '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.' Below this is a red 'PLEASE NOTE' message: 'PLEASE NOTE: If this is your first time using the new Support Center make sure you [reset your password](#) first.' To the right, there is a login form with fields for 'Username' and 'Password', and a blue 'Login' button. Below the button are links for 'Forgot your password?' and 'Click here if you are having issues logging in.'





# New Developments and Features





## New Developments and Features

- Maximum aging time reduced from 96 hours to 72 hours
- Requests automatically age to a new lender at 72 hours (not including weekends)

### Lending

[Expand All](#) | [Collapse All](#)

Journal Articles (0)

Book Chapters (0)

Books (0)

Aging Status - Total Request (3)

■ 0 - 24 Hours

All - (3)

Main Library - (3)

■ 25 - 72 Hours

All - (0)

■ 72 + Hours

All - (0)



## New Developments and Features

- RapidX-produced cover pages now have the Institution Title field included for the borrower and lender
- RapidILL web page queues also have the Institution Title field

### **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, Müll  
**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

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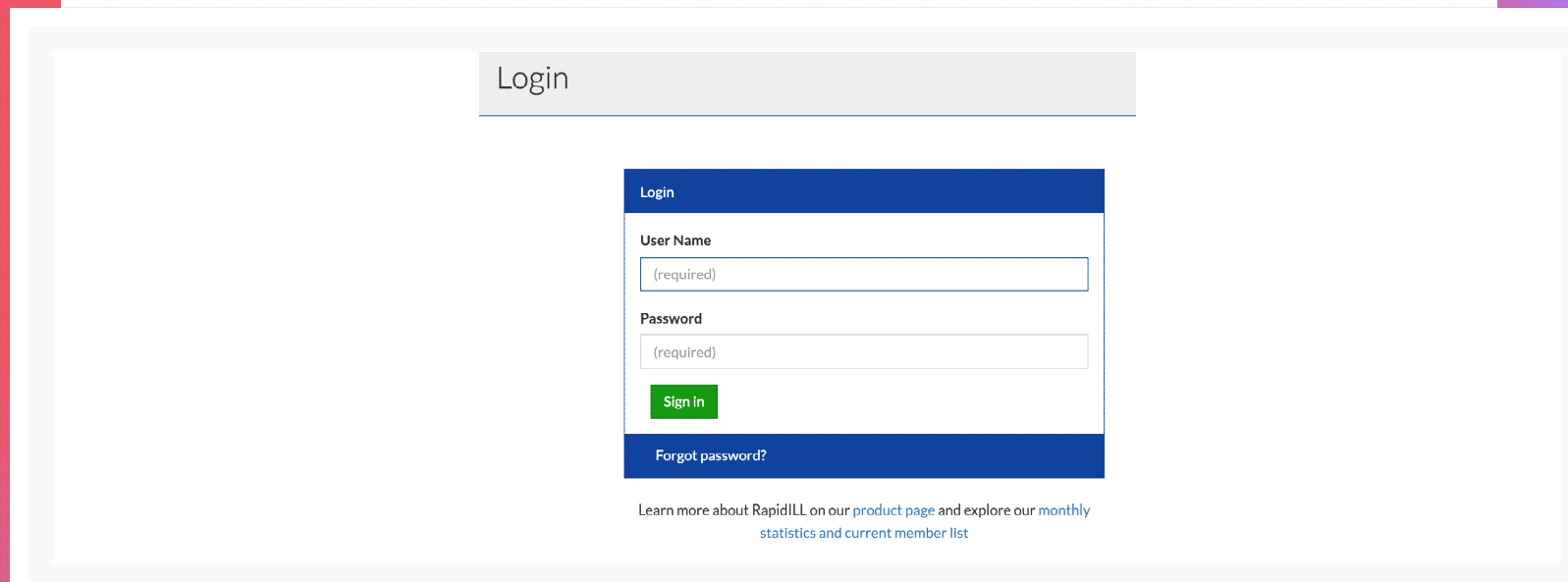
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# New Developments and Features

## 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 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

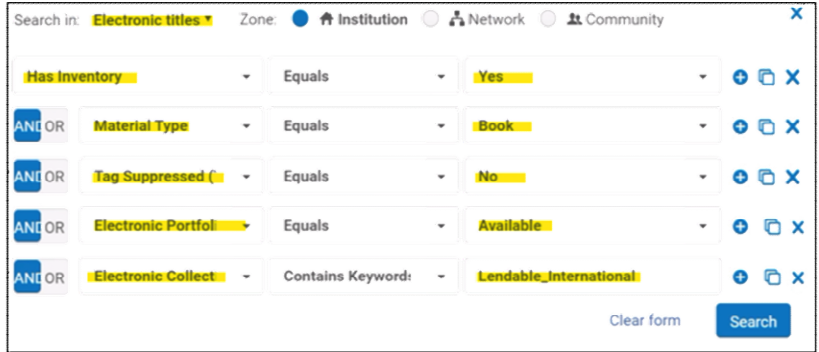
<u>BranchName</u>	<u>Lendable Status</u>
Main Branch	LendableInternational
Main Branch	Lendable Status
Main Branch	LendableCountry
Main Branch	LendableInternational
Main Branch	LocalOnly
Main Branch	NoAccess



# Holdings Updates: Enhanced OAI for Alma

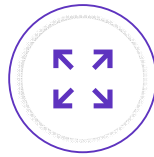
- Now running weekly updates instead of monthly!
- Possible through incremental updates – only update the data that has changed
- Reduces processing time appx 75%
- Individual institution updates reduced by up to 95%+

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]")	 <p>The screenshot shows a search interface with the following criteria:</p> <ul style="list-style-type: none"><li>Search in: <b>Electronic titles</b> Zone: <input checked="" type="radio"/> Institution <input type="radio"/> Network <input type="radio"/> Community</li><li><b>Has Inventory</b> Equals <b>Yes</b></li><li><b>AND/OR</b> <b>Material Type</b> Equals <b>Book</b></li><li><b>AND/OR</b> <b>Tag Suppressed (Title)</b> Equals <b>No</b></li><li><b>AND/OR</b> <b>Electronic Portfolio</b> Equals <b>Available</b></li><li><b>AND/OR</b> <b>Electronic Collection</b> Contains Keyword: <b>Lendable_International</b></li></ul> <p>Buttons: Clear form, Search</p>



## 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 screenshot shows a web page titled "Overview" within the RapidILL Knowledge Center. The page has a grey header with a "< Back" button on the left and the "RapidILL" logo on the right. Below the header is a breadcrumb trail: "Home » RapidILL » Product Materials » Roadmaps and Themes » Overview". The main heading "Overview" is in a large, blue font. To the right of the heading are icons for RSS, email, print, and share. Below the heading is a sub-breadcrumb: "« Roadmaps and Themes | Roadmap Theme User Centric: User Experience »" and a "+ Table of contents" button. The main content area contains three paragraphs of text. The first paragraph states that the RapidILL roadmap is presented to share key priorities and directions with the resource sharing community. The second paragraph explains that the 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. The third paragraph notes that the growth and success of RapidILL as a global resource sharing interlibrary loan service is directly due to the involvement of the membership, and that the 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 final paragraph states that the RapidILL roadmap gives a view of the year ahead for the RapidILL community.

# 2023 Roadmap



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

72

votes

Vote

## Reducing turnaround times

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.

159

votes

Vote

## Electronic holdings should take priority over physical holdings

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.



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

76

votes

Vote

## Defining Work Week permanently

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

54

votes

Vote

## updating Lending requests to Filled without sending the file

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 RapidLL 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



**LINDA HALL LIBRARY**  
SCIENCE • ENGINEERING • TECHNOLOGY

Current protein & peptide science.	2014	15
Materialprüfung.	2013	55
Zhurnal neorganicheskoi khimii.	1981	26
Chemical engineering journal.	2020	
International journal of embedded systems.	2020	13
Journal of the Association of Asphalt Paving Technologists.	2019	
Rastitel'nye resursy.	2013	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.

# 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 RapidILL for nearly 10 years



**RESEARCH SOLUTIONS  
REPRINTS DESK**

## 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

**1**

**Rapid #: -20568355**



## RapidX Upload

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: <a href="#">9659885</a> (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

# 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 289 libraries setup with access

1

## RapidX Upload

**Rapid #: -20540813**



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

**CALL #:**

[https://archive.org/details/pub\\_radiology](https://archive.org/details/pub_radiology)

**LOCATION:**

**INTARCHIVE :: Main Library :: Radiological Society of North America**

RAPIDX DOCUMENT:

[View Document](#)

REQUEST TYPE:

Article CC:CCL

JOURNAL TITLE:

Radiology

# 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





# Initiatives and Key Collaborations

# Ukraine Initiative Update



- Launched in March 2022
- Ukraine libraries are set up with full borrowing access to RapidILL
- All pods plus Internet Archive
- 49 Ukraine libraries have registered to date!

The screenshot shows the 'Free RapidILL registration' form. It includes fields for First Name, Last Name, Country/Region (set to Ukraine), Email, and Phone number. There are also fields for Job Title and Institution. A checkbox asks if the user is an existing Ex Libris Customer, with 'Yes' and 'No' radio button options. The form is part of a page titled 'Supporting Ukrainian libraries' with explanatory text about the initiative.

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

# RapidILL Product Working Group

- Represent user interests
- Help identify and facilitate enhancement requests
- Solicit information and feedback from members
- 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>

The screenshot displays the user interface of the Inter-Library Loan community platform. On the left is a navigation sidebar with the following items: 'Inter-Library Loan' (with a dropdown arrow), 'Search', 'Getting Started' (with an 'X' icon), 'Home' (highlighted in blue), 'Notifications', 'Direct Messages', 'Members', 'Courses' (with a 'New' badge), 'Topics' (expanded), and 'Vendor Spotlight'. The 'Topics' section includes: 'Welcome to ILL online', 'ILL News', 'Conference Announcements', 'Conference Content', 'Products and Tools' (with a '17' badge), 'Policy', 'Copyright', and 'Professional Development'. The 'Vendor Spotlight' section includes 'Add space' and a profile for 'Mike Dickins'. The main content area shows a post by 'summer steele' from 8 days ago, titled 'Save the Date & Call for Proposals: 2023 NWILL Conference'. The post text reads: 'Greetings! Save the date: The Northwest Interlibrary Loan and Resource Sharing Conference Planning Committee is organizing a virtual conference to be held September 21-22, 2023. Interested in presenting? The Planning Committee is accepting presentation proposals through Monday, May 1st at 12 p.m. (noon) PDT. ... See more'. On the right side, there are two panels: the top one contains 'Latest' (with a dropdown arrow) and a 'New Post' button, along with two options: 'Setup a payroll' and 'Invite your first members'; the bottom panel is titled 'Trending Posts' and features a post by 'summer steele' with the title 'Save the Date & Call for Proposals: 2023 NWILL Conference'.



## 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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