



RAPID *ILL*

Now part of **ExLibris**
A ProQuest Company

Sharing Resources to revolutionize ***Resource Sharing***

ExLibris
a ProQuest Company

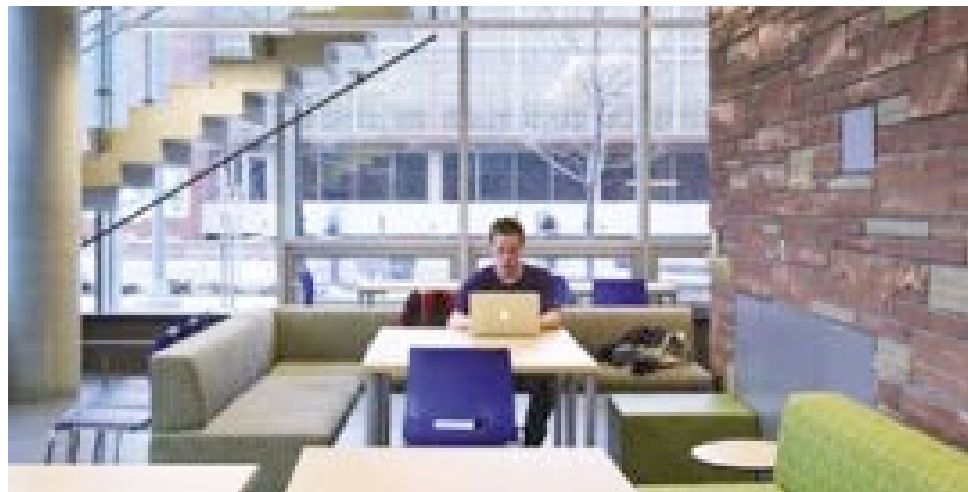
About RapidILL



Designed by library staff at the Colorado State University Libraries following a devastating flood in 1997



The goal was to quickly obtain material from partner libraries who agreed to a fast turnaround time for article requests



Today, More than 330 libraries participate in RapidILL worldwide.

What isn't working today

Existing systems for inter-library loans is labour intensive, hit-or-miss, and an unequal partnership.

Resulting in varying level of service to end users and longer delivery times



Why isn't this working today



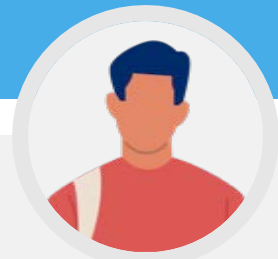
Borrowing library

- Validate local collections
- Search OA alternatives
- Check which library has this resource
- Compile a routing list
- Typical rejects from lenders for coverage



Lending library

- Can get many requests they can't fulfil
- If you are a "good" lender you tend to get too many requests
- Manually locate the items you need to fulfil



Patrons

- A typical delivery time can be 3+ days
- Gets an inconsistent experience every time
- Varying levels of quality for scanned material

RapidILL – a community centered product



Joining RapidILL requires that an institution join one of the existing "pods", which is a group of libraries agreeing to share resources with one another



RapidILL libraries commit to:

- Reciprocal lending
- Turnaround times under 24 hours
- electronic delivery of article and book chapter requests



Requests are routed through group members using a load balancing algorithm



Libraries achieving great results with RapidILL



Now part of **ExLibris**
A ProQuest Company



1.5 Million requests
for articles and book
chapters



95%
Fulfillment rate

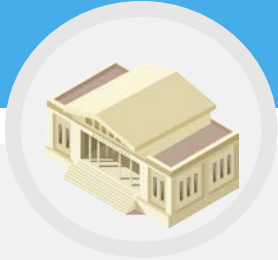


11.2 hours
average
turnaround time



Total 330 customers

RapidILL workflow – highly effective by design



Borrowing process

- To start borrowing on Rapid you simply need to:
 - Configure Rapid as a partner in Alma
 - Set Rapid partner as your first priority for electronic delivery (not a must but recommended)
 - Join the relevant Rapid pods – done by Rapid team
- When a request is created by your patron, Alma will send the request to Rapid automatically
 - If Rapid finds a match – request will start the Rapid process
 - If there is no match – it will be rejected by Rapid and will continue to your next in rota
 - If there is missing data in the request – it will be rejected and can be corrected by a librarian

Borrower side in Alma

1 Genome biology.

Article (BioMed Central Ltd 2007)

ISSN: 1474-760X

OCLC Number: 49210873

LCCN: 2002262017

MMS ID: 99259310900121

External identifier: 15507390

Internal Identifier: 4887513270000121

Request Status: Exported to third party

Partner: Rapid ILL

Requested Media: Any

Requester: Jane Brown

Pickup At: Resource Sharing Library

Requested Format: Digital

Creation

Resource Sharing Borrowing Requests (1 - 2 of 2)

Update

[Other details](#)

Cochrane Database of Systematic Reviews

Book By Glasscoe, Claire A;Quittner, Alexandra L; (2008)

OCLC Number: 43206752

Volume (book): 3

Pages: 1063-?

Series: -

[Other details](#)

Request Status: Rejected by partner

Requester: קוסמוסקיה, אקטרינה

Creation Date: 12/11/2019

Update Date: 12/11/2019

Requested Format: Digital

Level of Service: Social Welfare & Health Sciences | מדעי הרווחה | מדעי הבריאות

RapidILL Response: Unable to find matching Journal

Psychological interventions for people with cystic fibrosis and their families/The Cochrane database of systematic reviews

Article By Glasscoe, Claire A

ISSN: 1469-493X

OCLC Number: 43206752

Volume (article): 3

Pages: 1063-?

[Other details](#)

Request Status: Rejected by partner

Requester: קוסמוסקיה, אקטרינה

Creation Date: 12/11/2019

Update Date: 12/11/2019

Request with active notes

Requested Format: Digital

Level of Service: Social Welfare & Health Sciences | מדעי הרווחה | מדעי הבריאות

Integrating OA into the process

- As part of the automated flow, if an article request can be found in Rapid's OA repository, the request will be fulfilled immediately by Rapid
- Cuts on time to deliver and on potential copyright costs

RapidILL workflow – highly effective by design



Lending process

- To start lending on Rapid you need to:
 - Create an OAI process to get your holding with your lendability terms in Rapid.
Items can be
 - Restricted for local use only
 - Lendable in your country only
 - Lendable internationally
- When a request is sent to you as a lender :
 - You only get requests for items you own and can fill
 - To reduce staff time accessing : requests include call numbers and locations \ URLs for electronic
 - Load leveling makes sure you do not get too many requests

Lender side

Rapid Request Upload

Rapid Request Directions

1. Click the 'Choose File(s)' button below
2. Choose the file (*.tiff, *.tif, *.pdf, *.htm or *.html) you wish to upload. The file name must match the Rapid # of the request you wish to fill (e.g. 123456.pdf)
3. While this file is being uploaded you can upload another file. You may also choose multiple files at once by holding down the <Ctrl> key
4. Wait for all files to complete uploading before navigating away from this page

Choose File(s)

-15507390.pdf 535.9kB

Load scanned files via RapidX

Fulfilled request can be viewed using the hyperlink

Filled Rapid Requests

Show 10 entries Filter Results:


Rapid #	Filled	View Request
-15507390	12/2/2019 12:16:29 AM	http://rapidill.org/15507390

Showing 1 to 1 of 1 entries

First Previous

copyright statement added as cover letter

Processed by RapidX: 12/2/2019 12:15:17 AM

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

Rapid X – the bridge between lenders and borrowers

- Different libraries use different system for the delivery of articles to end users
- To bridge this gap – we developed RapidX
- A seamless process converting between delivery tools (Alma D, Odyssey, Article Exchange etc)

Handling copyright

- Copyright laws can be different in every country
- As a lender
 - Print articles can be always shared as a digital copy
 - Print books – 10% of a book or one chapter are considered fair use and can be shared
 - Electronic articles and books – depend on the terms with publishers
 - When you set your holdings in Rapid – you specify the collections you can, as well as you are willing, to share
- As a borrower, you agree to comply with copyright rules
 - According to rule of 5, adopted by many libraries, articles from the last 5 years and that are borrowed more than 5 times in a year are under copyright
 - Alma supports a special copyright rule that marks all articles you will need to pay copyright for

Potential cost savings



“What would you say to a library that is concerned about losing lending revenue when joining Rapid?”

- I would ask them how much they SPEND in document delivery fees? Do they actually collect more in IFM charges than they spend?
- I would ask them how long it takes them to get an article for a customer via traditional ILL?
- Do they like the idea of a service that treats every request as if it were a rush? I think that’s pretty cool.

“ nobody, not the largest libraries, can possibly own all the stuff their users will want and getting it quickly adds real value to the library.”

- Teresa Gibson Associate Librarian Head of Interlibrary Loan

Impact on borrowing staff



“Has Rapid impacted your borrowing staff?”

- We save an estimated 35-40 hours per week because we don't have to search each request in OCLC for potential suppliers.
- Part of that time savings is spent on other ILL tasks like verifying incomplete citations, and checking OCLC for missing ISSNs.
- With RapidILL less experienced staff are now able to do more of the work

“Despite its rather hefty start-up cost, the ongoing expense of RapidILL is more than made up for in IFM and invoiced charges; and through savings in staff time ”

- Teresa Roudenbush Resource Services

The RapidILL solution

Speed of fulfilment: Automatic field population (call #, location, URL) for requests has slashed the time staff spend on fulfillment.

Unmediated borrowing: Borrowing from collaborating libraries can be handled end-to-end, from request to delivery to the patron, without mediation - another massive time-saving automation.

Improved service: Patrons benefit from better service and more timely fulfillment.

Cost savings: Reduced turnaround times, extensive reciprocity, and expanded borrowing options reduce library costs, and save the institution far more than any revenue gained from charges imposed on lending.

Library collections get greater exposure: At the forefront of academic resource sharing, along with many of the world's largest libraries





Thank you!

