

WHELF+ peer-to-peer interlending and implementing RapidILL

A photograph of three students sitting on a grassy lawn in front of a large, ornate building with many windows and arches. The students are smiling and appear to be in conversation. The building is a classic university structure with multiple stories and decorative elements.

Rethinking document supply at Cardiff University
Bronwen Blatchford, Systems Librarian

Library set up

- Multi-site library: 10 CU libraries plus Special Collections & Archives and 21 NHS Wales Libraries
- Dedicated ILL team to support borrowing and lending
- Recently started closer working between document supply teams

Systems set up

- We use Alma, Primo VE and Leganto with one instance of Alma but separate Primo VE views for Cardiff University and the NHS Wales libraries.
- Part of WHELF+ Interlending so use ISO functionality as well as RapidILL and email-type partners

History

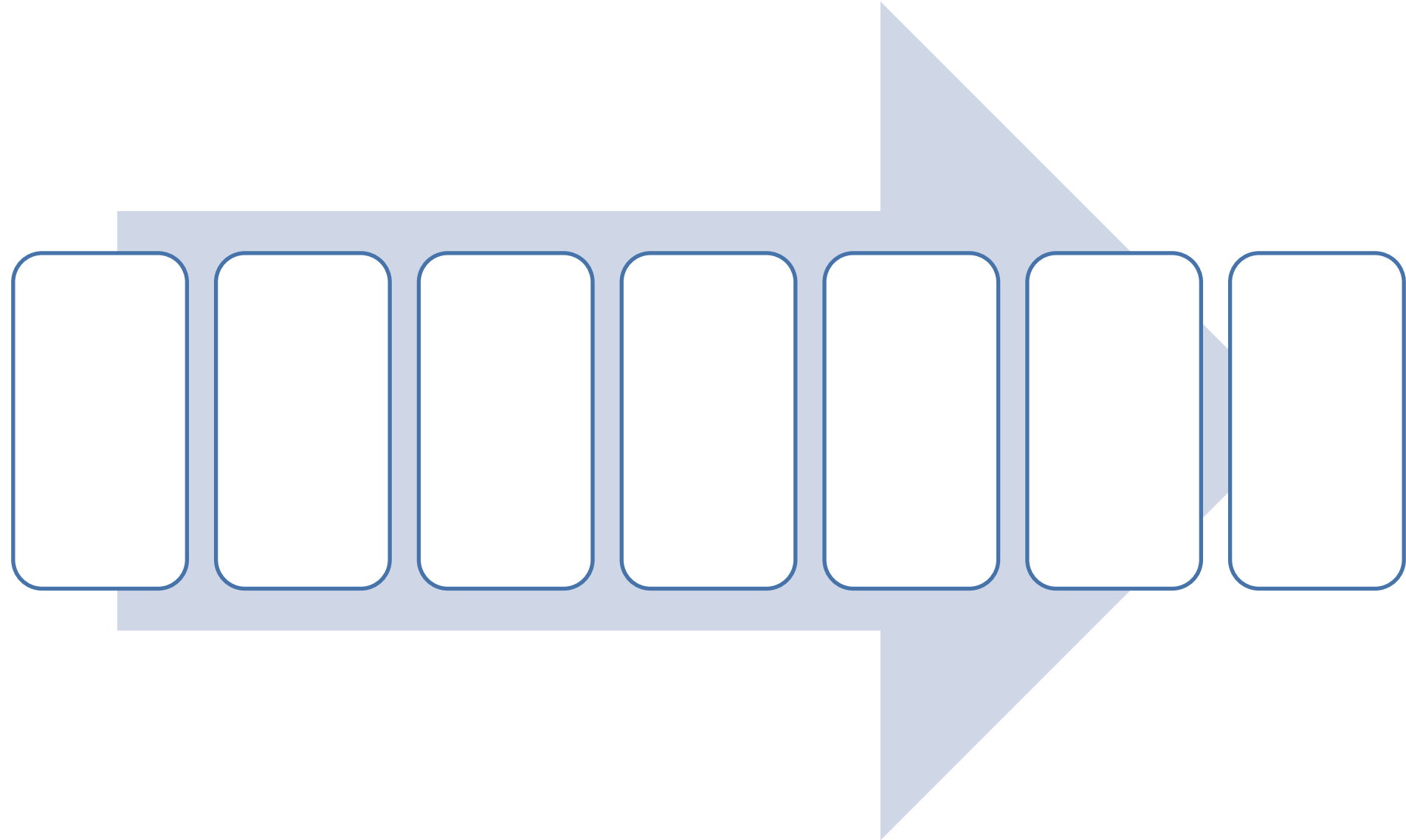
- Long history of collaborative working in WHELF
- Shared procurement of LMS
- Implementation of Alma across WHELF made joint ILL scheme possible
- Underpinning principles: deliver benefits; equitable; flexible
- Pilot from January 2018 to May 2019 produced cost savings, delivery times comparable to the BL, and strengthened the ILL community in Wales HE
- Tweaks to address equability and clarified copyright issues
- Business as usual from 2020

WHELF+ Interlending





RapidILL at Cardiff University: timeline



Add RapidILL as a partner

< Resource Sharing Partner

Cancel

Save

RapidILL >

General Information

Contact Information

Parameters

Notes

URL *

Password *

Requesting Branch Name *

Default Library Owner *

Close request when exported

Username *

Requesting Rapid Code *

Rota template and assignment rule

Create a rota template with RapidILL as the only partner and put that template at the top of the list

Rota Assignment Rules List

Institution Rules List

Filter : All ▾

	Enabled	Move Up	Move Down	Rule Name	Description
1	<input checked="" type="checkbox"/>		▾	RapidILL	First in list. RapidILL requests sent automatically for all bar NHS Staff user group.
2	<input checked="" type="checkbox"/>	▲	▾	WHELP-ROTA	First rota to send requests to - these are the net borrowers
3	<input checked="" type="checkbox"/>	▲	▾	WHELP-LOW	2nd rota to send requests to - these are the net lenders
4	<input checked="" type="checkbox"/>	▲		DUMMY	If no match found in WHELP-LOW or WHELP-ROTA, request will go to Dummy library, ready to be moved to BL or another UK library

Sending borrowing request rule

Send automatically if partner = RapidILL

< Sending Borrowing Request Rules

Sending Borrowing Request Rules

Name RapidILL - CU user groups

Description Send automatically to CU user groups

Created By Blatchford, Bronwen **Created On** 10/02/2022


Updated By Blatchford, Bronwen **Updated On** 10/02/2022

Input Parameters

Name	Operator	Value
1 Partner	In List	RapidILL

Output Parameters

Send Request True



Other settings: important!

Other Settings Parameters

Parameter	Default Value	Description
rs_keep_rejected_request_active	Borrowing	Keep rejected resource sharing requests active as a borrowing request to keep it open if it is rejected by RapidILL
borrower_document_delivery_maximum_views	2	The maximum number of times patrons are able to access the link for RapidILL document delivery.
borrower_document_delivery_send_automatically	true	Whether the email to the patron is sent automatically when a document is received on the borrower side.
document_delivery_cleanup_days	Default: 30 Maximum: 90	The number of days after which the digital file is deleted.

Document Delivery Notification Letter

Letter Preview

Send Example by Email

Send

Language

English



Notification Item Letter

18/07/2022

Blatchford, Bronwen

BlatchfordB1@cardiff.ac.uk

A23278745

The following item you requested is ready for download **(it will be available for 30 days)**:

Title: Business models in the business-to-business and business-to-consumer worlds – what can each world learn from the other? (44WHELFCAR0088897)

Cardiff University username & password (Staff & Students) [click here](#).

Library barcode & password (Community & NHS members) [click here](#).

If you are unable to open your document, please email cardiffill@cardiff.ac.uk

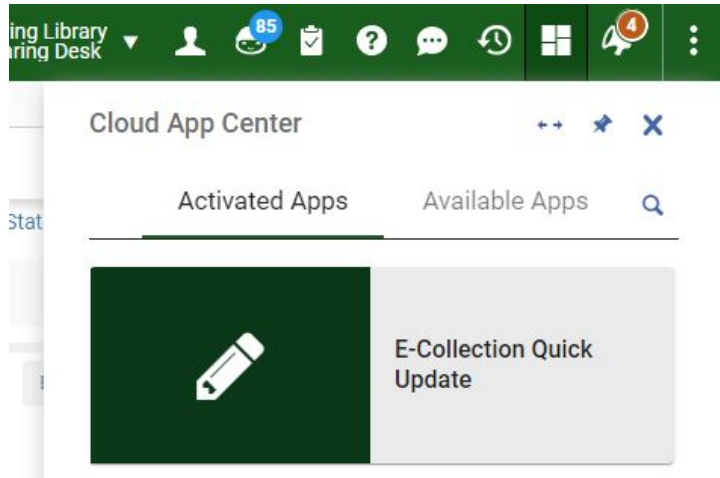
Thanks

Cardiff University and NHS Wales Libraries

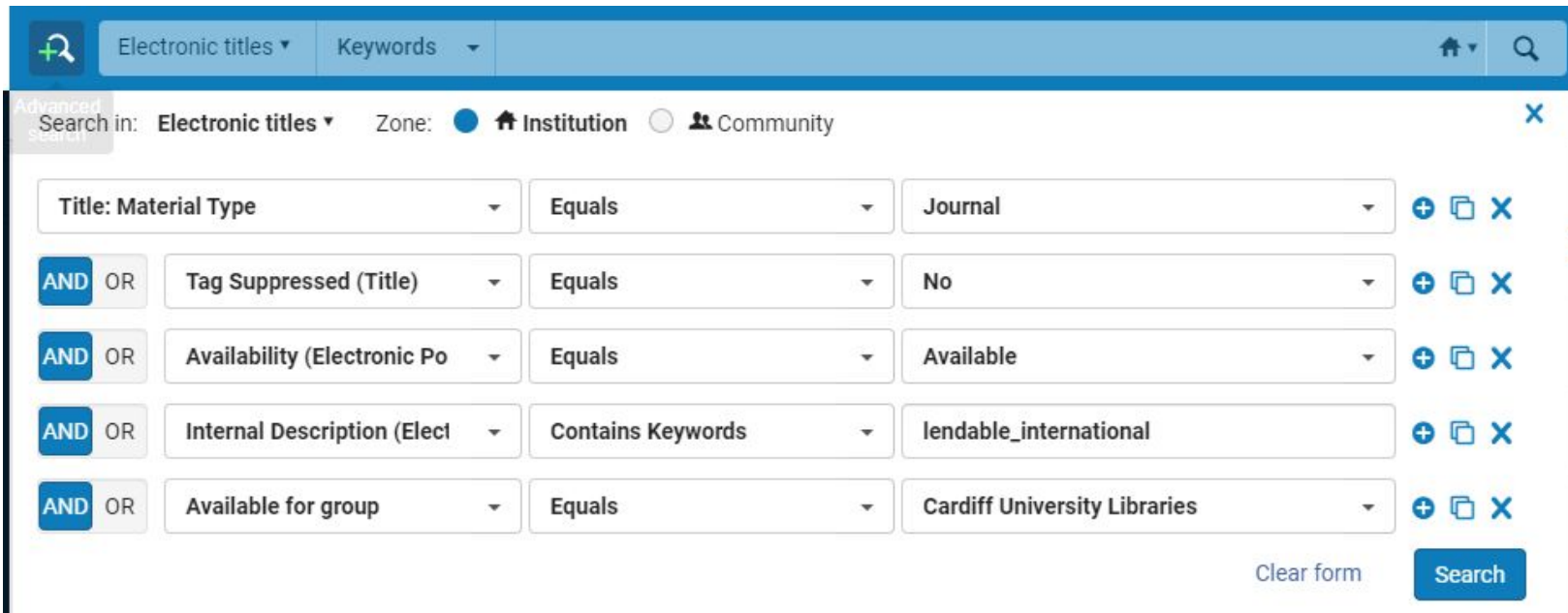
Steps

1. Create OAI integration profile
2. Define sets – print all local only to start
3. Create publishing profiles

Defining sets



Liaised with e-resources librarian to work out which collections can't be lent then used cloud app to add internal description – 20 at a time



Copy publishing profiles

Publishing Profiles

Institution

Community

1 - 12 of 12

Description ▾

EXL profile for Rapid ILL

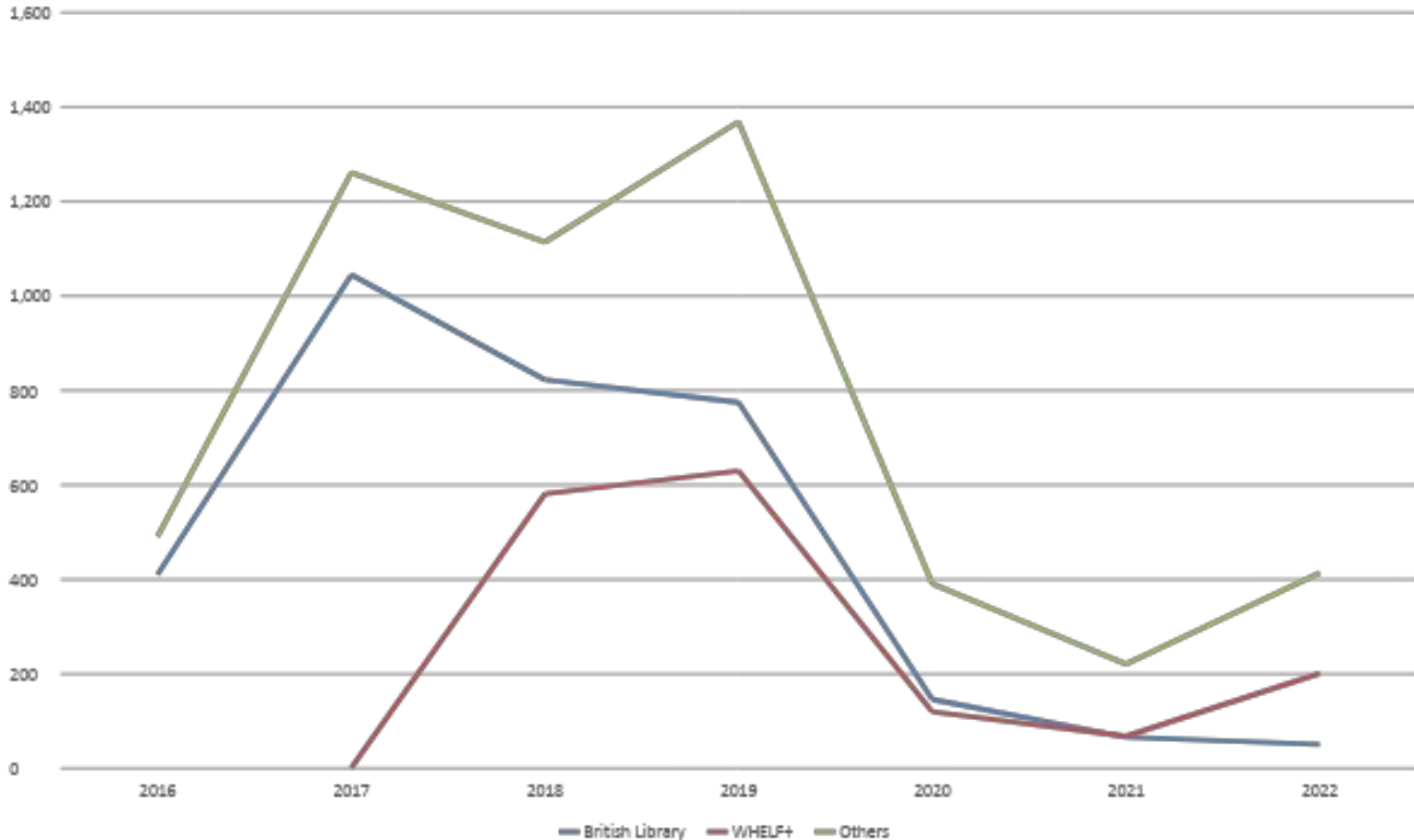


	▲ Name	◆ Description	◆ Contributed by
1	Rapid_Books_Electronic_LendableCountry	EXL profile for Rapid ILL	Alma University
2	Rapid_Books_Electronic_LendableInternati...	EXL profile for Rapid ILL	Alma University
3	Rapid_Books_Electronic_LocalOnly	EXL profile for Rapid ILL	Alma University
4	Rapid_Books_Print_LendableCountry	EXL profile for Rapid ILL	Alma University
5	Rapid_Books_Print_LendableInternational	EXL profile for Rapid ILL	Alma University
6	Rapid_Books_Print_LocalOnly	EXL profile for Rapid ILL	Alma University
7	Rapid_Journals_Electronic_LendableCountr...	EXL profile for Rapid ILL	Alma University
8	Rapid_Journals_Electronic_LendableIntern...	EXL profile for Rapid ILL	Alma University
9	Rapid_Journals_Electronic_LocalOnly	EXL profile for Rapid ILL	Alma University
10	Rapid_Journals_Print_LendableCountry	EXL profile for Rapid ILL	Alma University
11	Rapid_Journals_Print_LendableInternation...	EXL profile for Rapid ILL	Alma University
12	Rapid_Journals_Print_LocalOnly	EXL profile for Rapid ILL	Alma University

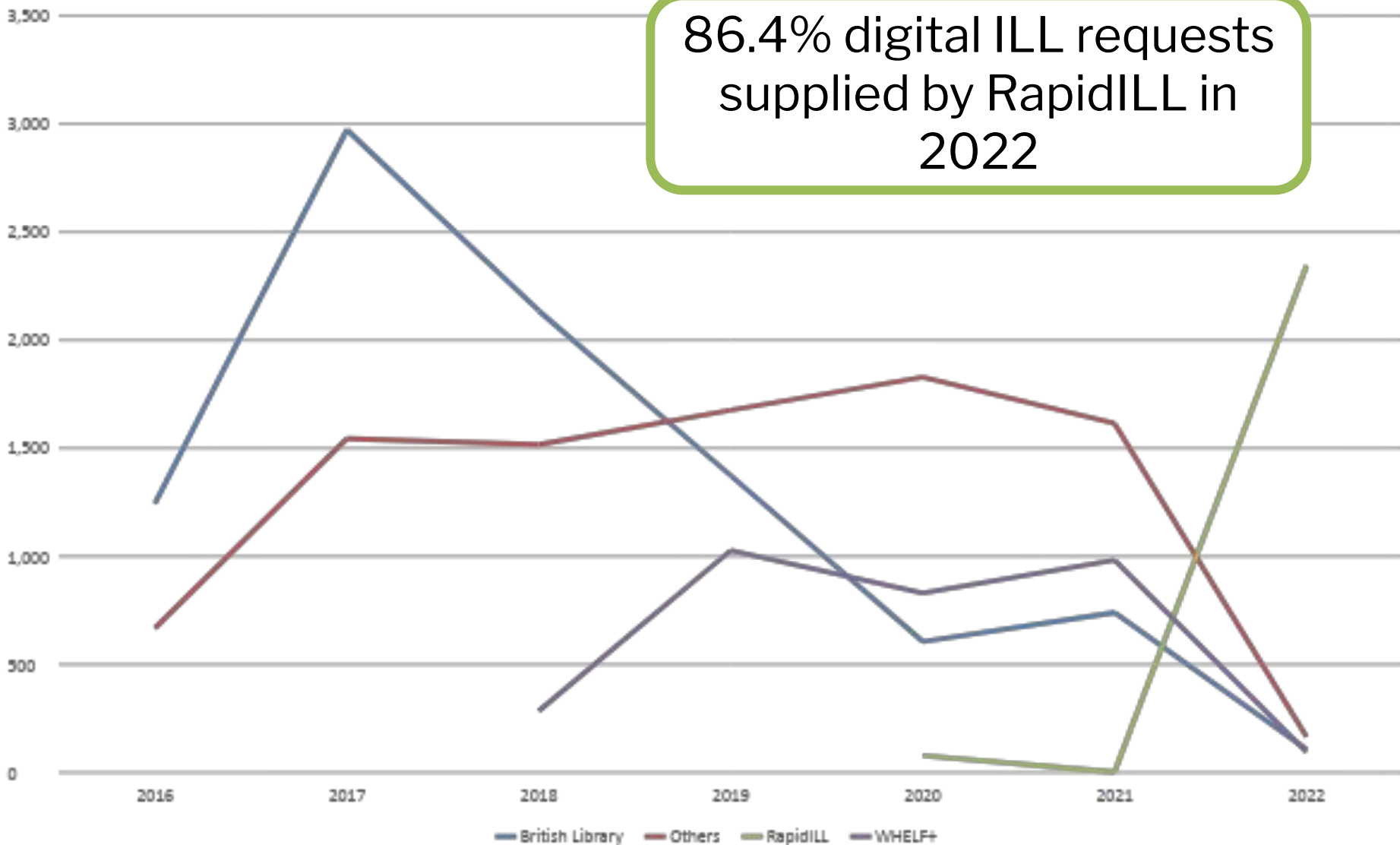
Queries and issues

- Need input from e-resources team to work out which are lendable/which have DRM
- After adding internal description, wait for re-indexing before creating sets
- Some supplied on RapidILL but show as Request sent to partner on Alma – occasional disconnection. Use Status Check on RapidILL interface
- Copyright statement added as Word document - not supported by RapidILL. Sending multiple files via Alma means files are zipped and need manual intervention on Rapid side
- Cardiff-specific issue where we have two SAML profiles but the email can only support one

ILLs supplied by partner type: physical

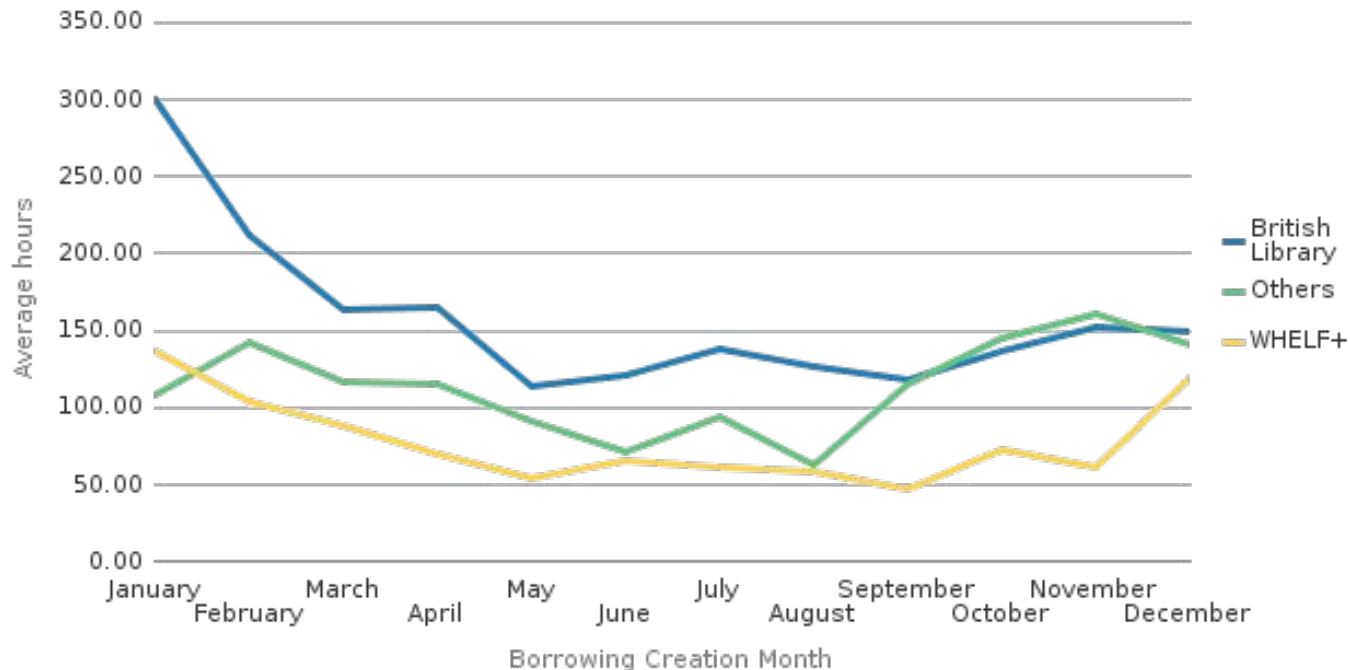


ILLs supplied by partner type: digital



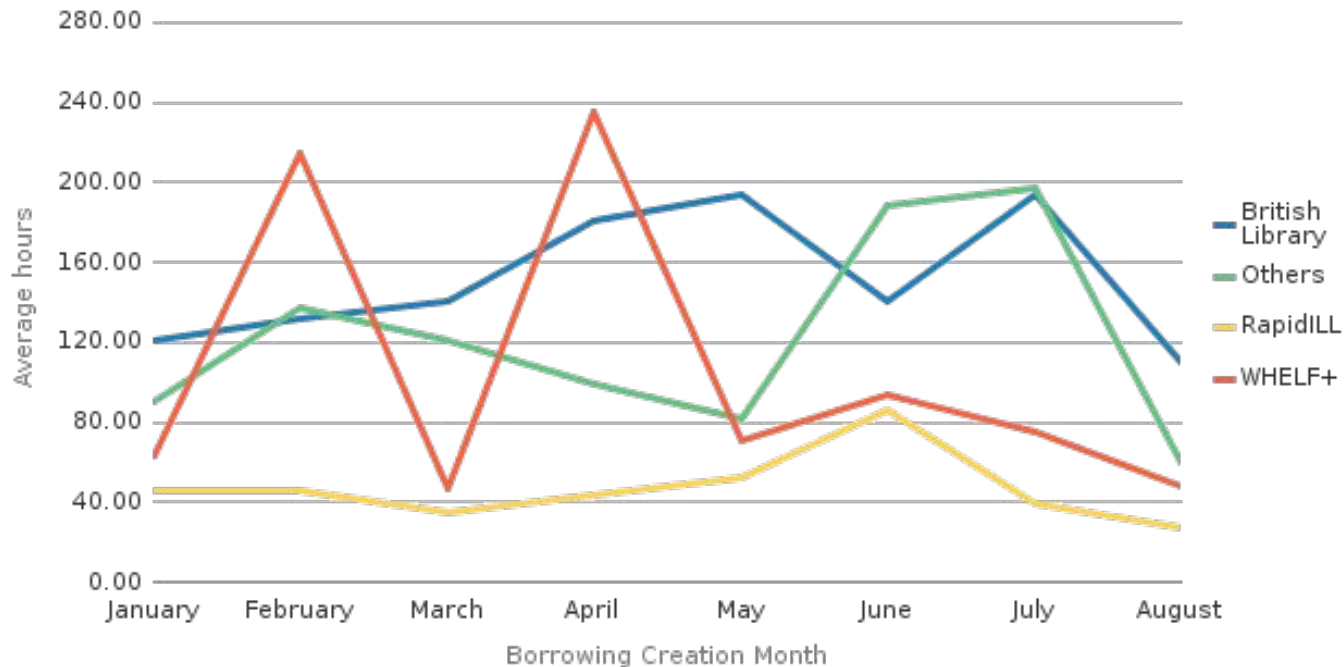
2021 average digital supply time

Profile Type	Number of requests	Average hours from request to arrival	Average days from request to arrival
British Library	740	171.04	7.13
Others	1,615	116.83	4.87
WHELF+	983	84.01	3.50
Grand Total	3,338	119.19	4.97



2022 average digital supply time

Profile Type	Number of requests	Average hours from request to arrival	Average days from request to arrival
British Library	107	146.31	6.09
Others	166	107.22	4.46
RapidILL	2,344	53.01	2.21
WHELF+	95	80.96	3.37
Grand Total	2,712	60.99	2.54



Re-thinking document delivery at Cardiff

Subscription model

- Back-up for Scan & Deliver in busy times
- Can use when items out on loan

Consistency of communication

- Opportunity to review emails and make consistent across services

Automatic sending

- Self-ownership check done by RapidILL rather than staff
- Direct to borrower – can be fulfilled out of office hours
- Improved supply times
- Shifts from borrowing to lending for bulk of requests and gives more time to work on hard-to-find borrowing requests (and appearing in academics' acknowledgment pages!)

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