Building Bridges: 20 Years of RapidILL Community in Action

20

**RapidILL Working Group
Open Meeting**

Monday, September 15, 2025
4:25 PM–4:55 PM CEST

Room 13

Presenter: Kip A. Darling

IGeLU RapidILL WG Coordinator

ILL Coordinator, Birmingham City University

20th Conference
IGeLU 2025
Siena 15–18th September

United by RapidILL

"Buonasera a tutte e a tutti"

"Good afternoon, everyone!"

A warm welcome to those here in Siena and online around the world - to celebrate not just **20 years of IGeLU** conferences, but the enduring power of interlending, specifically **RapidILL** to connect us across continents and cultures, and to foster **community** and collaboration.

History of RapidILL: From Crisis…

- **1997:** Spring Creek flood destroys Colorado State University's Morgan Library serials collection
- **1997-2001:** Emergency service established with 4 peer libraries for next-day article delivery
- **2001:** Expanded to two-way "Rapid" borrowing system
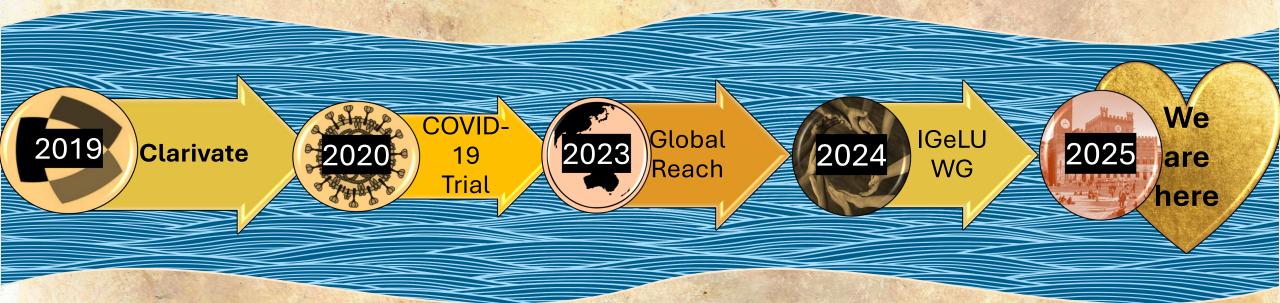- **2001+:** CSU invests $750K to enhance software for broader participation

1997 — Spring Creek Flood

2005 — RapidILL launch

2013-14 — Books

2018 — Bedrock

- **2005**: Service launch
- **2013**: Book chapters added
- **2014**: Returnable items pilot
- **2018**: Bedrock development

… to Global Community

With each connection made, our RapidILL community grows stronger.

2025

- 850+ institutions
- 36 countries
- Average TAT is now only 9.5 hours
- **25 million+** RapidILL requests total!

2019 → **Clarivate** → **2020** → **COVID-19 Trial** → **2023** → **Global Reach** → **2024** → **IGeLU WG** → **2025** → **We are here**

- **2019**: Clarivate acquisition
- **2020**: COVID-19 free borrowing offer
- **2023**: Rapid global expansion
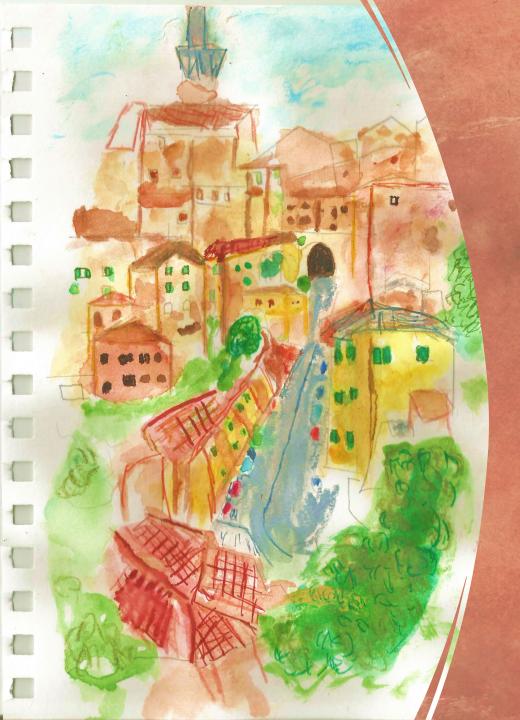- **2024**: IGeLU RapidILL working group formed

RapidILL Working Group 2025

Connecting the RapidILL Community:

✓ Global user advocacy & representation
✓ Enhancement coordination & Ideas
✓ Conversations with Clarivate
✓ Community education & support
✓ Roadmap monitoring

Team:

• Kip (Birmingham City University)
• Jane (Newcastle University)
• Sara (University of Auckland)
• Karen (La Trobe University)
• Lynne (University of Haifa)
• Bronwen (Cardiff University/WHELF+)
• *Mike (Alumnus, University of Birmingham)*
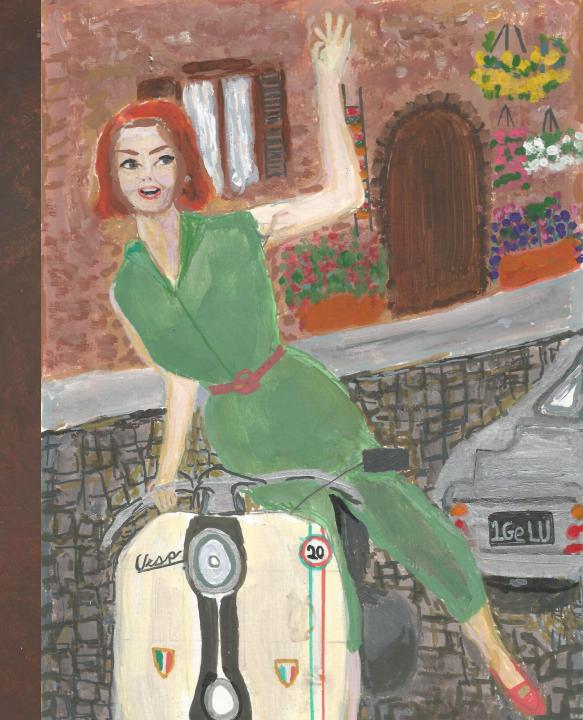
Our 2025 Community Efforts

- **Enhancement Cycle**
  - CERV 2025 coordination and idea generation

- **Knowledge Creation**
  - RapidILL Analytics Webinar

- **Outeach Activities**
  - Conferences and knowledge sharing days

- **Conference planning**
  - Reviewing proposals for IGeLU 2025

- **Collaboration**
  - Working with Clarivate; ELUNA; OCUL and across IGeLU working groups

CERV 2025

Community Enhancement Requests and Voting

- Thanks to Jane and Sara, our 2025 Enhancement Coordinators.
- Collaborative effort: Both RapidILL and Rapido Working Groups across IGeLU and ELUNA.
- 61 votable suggestions filtered.
- Contributed to community communications, documentation and discussions around timeline and voting rounds.

Remember, the ideas you submit and vote on can lead to real world RapidILL enhancements!

Our ideas in the CERV 2025 vote

- In total, working group members contributed 6 of the votable ideas, which attracted a combined 2574 votes (10.78% of all votes cast).

- Ideas were generated by listening to the community and from our resource sharing practitioner work.

- After round one voting and initial pointing by Clarivate, 2 ideas made it through to round two voting. These ideas were generated by Lynne and Karen.
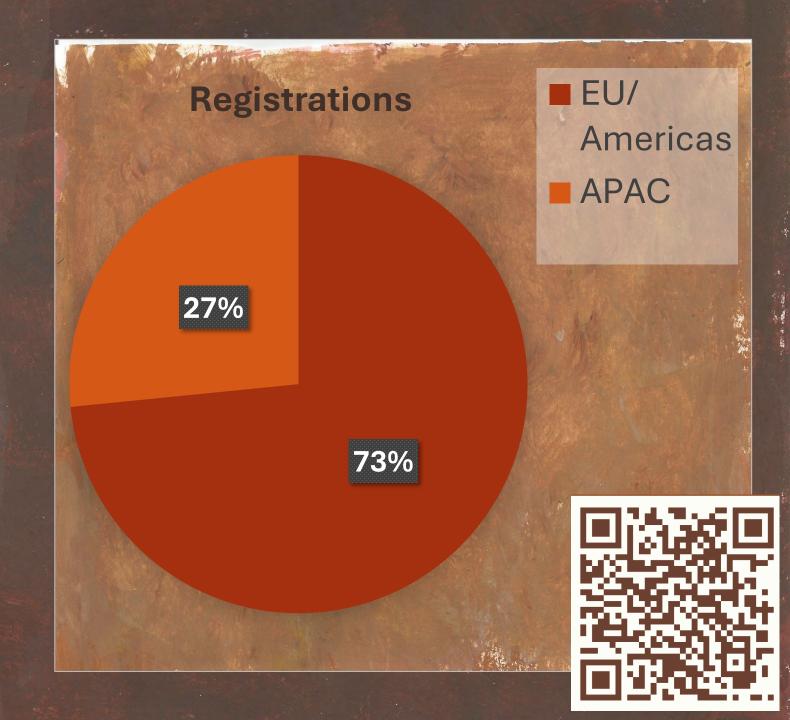
Details	Votes
The automatic transfer of Patron Notes on Borrowing requests to the Lending library	684
RapidILL Resend time period reduction	436

Community Knowledge Sharing: Alma Analytics for RapidILL users

- **237 registrations** from around the globe

- Collaboration: Lynne + Yoel Kortick (Clarivate) + Bronwen, Sara + Analytics CoP

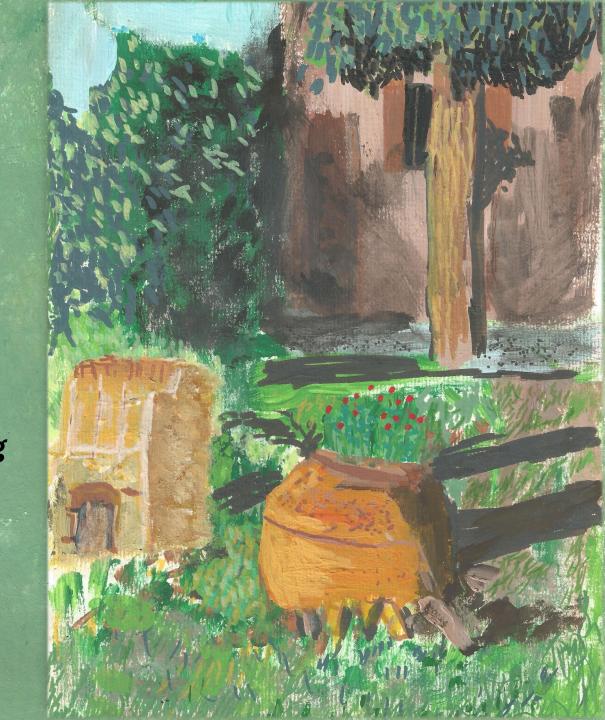- **Real impact**: Reports delivered in July 2025 Alma release

Recognition: Celebrating Lynne's outstanding community contribution

Registrations

- EU/Americas
- APAC

27%

73%

Community Gatherings

- Karen represented the WG on the IGeLU 2025 planning sub-committee, reviewing **65** proposals. She especially valued those aligned with the theme of *community*.

- At ANZREG's virtual wrap-up (Nov 2024), Karen shared insights from **IGeLU 2024** as a planning member and online attendee.

- Kip presented ***"United by RapidILL: Sharing Content and Building Community in UK Libraries"*** at Clarivate's UKI Resource Sharing Day (June 2025).

- Bronwen showcased WHELF+ and Rapid at EPUG UKI and Interlend 2025, championing community-driven knowledge sharing.

The Future

Strengthening Community Partnerships

- Building on successful CERV collaboration with Rapido and ELUNA working groups

- Ongoing cross-community accessibility advocacy (ELUNA, OCUL partnerships)

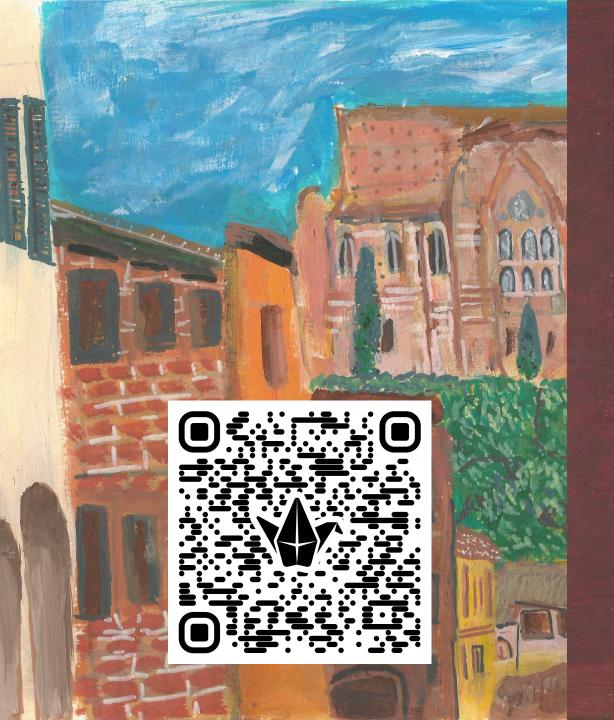- Widening participation from underrepresented regions

Expanding Community Knowledge

- Future training ideas: "Did you know?" series, video tutorials, functionality guides

- Ongoing regional knowledge sharing

Community-Driven Development

- Your input shapes RapidILL (recent OA list discussions, auto-expiry feedback)

- CERV Enhancement idea development and implementation feedback

Activity One: Community Challenges

Question:

"Do you have any current issues with RapidILL at your institution?"

Please also let us know how you use RapidILL:

- RapidILL webpage (not integrated)
- Integrated with Alma
- Included with Rapido
- Other integration (please specify)

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Activity Two: Community Training Needs

Question:

"What RapidILL related training topics would be most helpful for your institution?"

Please also let us know your preferred format:

- Webinar

- Short video

- PDF Guide

- Something else (please specify)

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"Thank you"

"Grazie Mille"