RapidILL Product Conversation

Katie Birch | Senior Director, Product Management

Agenda

Community Updates

Development Highlights

Roadmap

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Community Updates

A Global Community

A growing community in 36 countries

Canada and USA 1
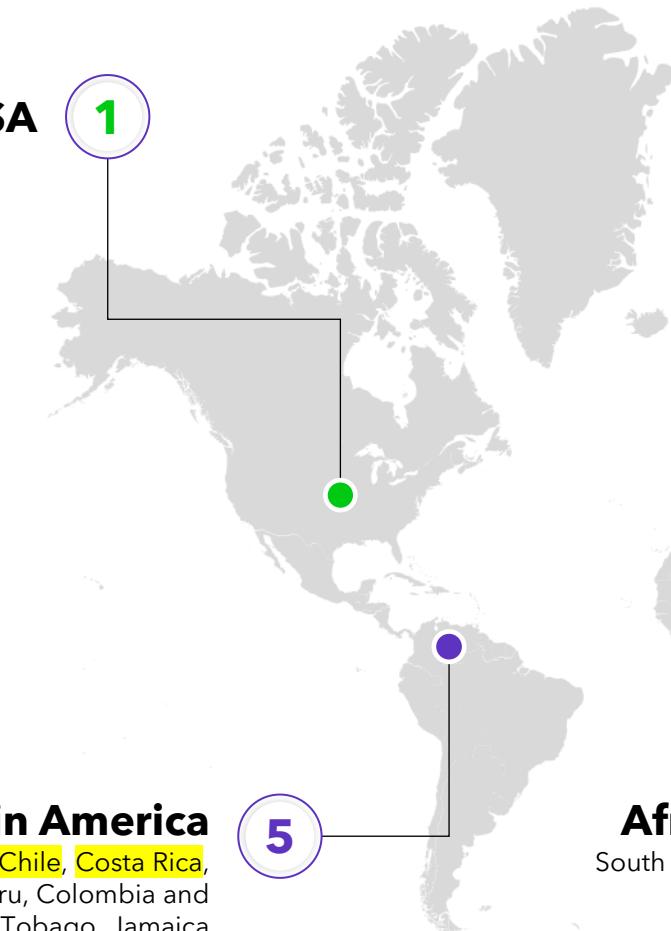
EMEA 2
Austria, Bahrain, Belgium, Croatia, Egypt, France, Hungary, Ireland, Israel, Italy, Netherlands, Spain, Sweden, United Kingdom
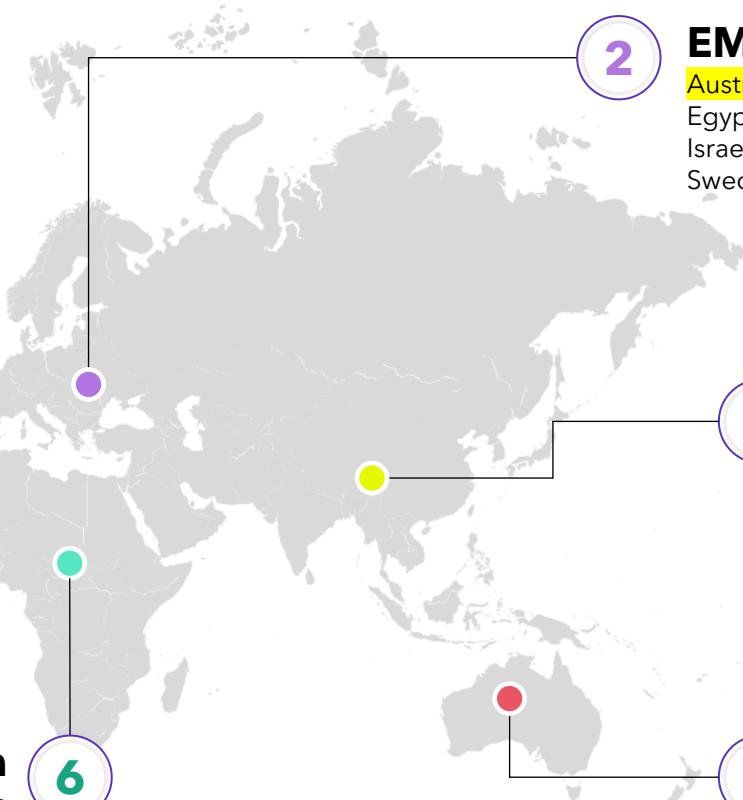
APAC 3
China, Hong Kong, Indonesia, Japan, Macau, Malaysia, Singapore, South Republic of Korea, Taiwan, Thailand

Latin America 5
Argentina, Chile, Costa Rica, Mexico, Peru, Colombia and Trinidad and Tobago, Jamaica

Africa 6
South Africa
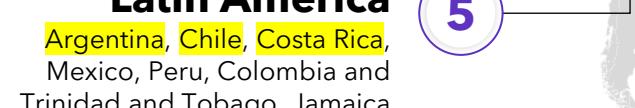
Australia and New Zealand 4

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2024 in Numbers
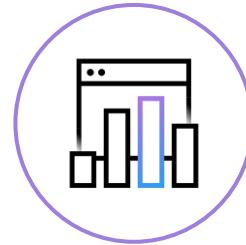
Total Requests

1.9 Million

- 8% increase over 2023
- 1.3M articles
- 440K book chapter
- 135K books
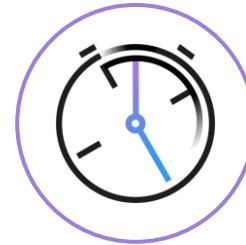
Turnaround Time

10.41 hours average
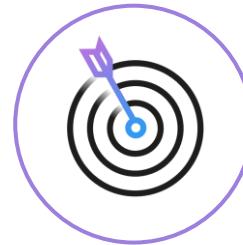
Fill Rate

Overall: 97.09%

Filled by first two lenders: 96%

Ukraine Initiative Update

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

49 Ukraine libraries are registered to borrow from the community

4,300 article and chapter requests have been fulfilled through the initiative to date

> The Ukrainian Catholic University Library received access to the RapidILL system in August 2022. We were pleasantly surprised by how fast and smoothly the system works. Our students and faculty received scans of articles and book chapters from a wide variety of libraries around the world from North America, Western Europe, and even the Near East. This is an incredible opportunity for us to go beyond the limitations of our library's paper collection and provide access to the latest publications to our academic community. We would like to thank all those involved in its operation. We appreciate your support in these difficult times for Ukraine."

Sincerely, with gratitude,
Ivanna Papa
Head Librarian
Ukrainian Catholic University Library

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Development Highlights

Community-focused Enhancements

Routing prioritization to electronic formats

Built with the community

Electronic version
81%

End-user request

Print version

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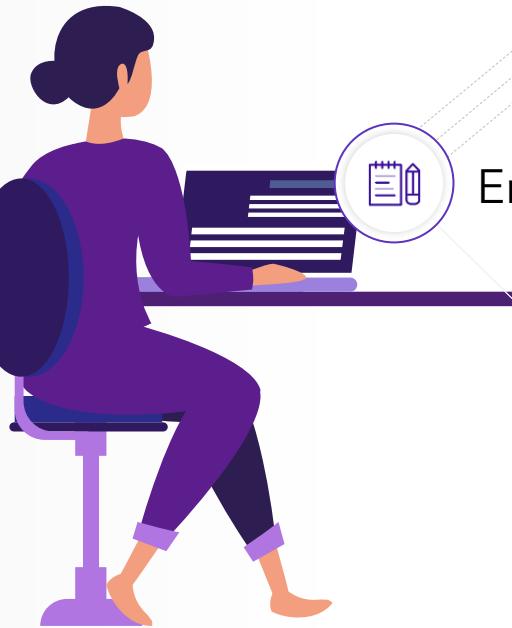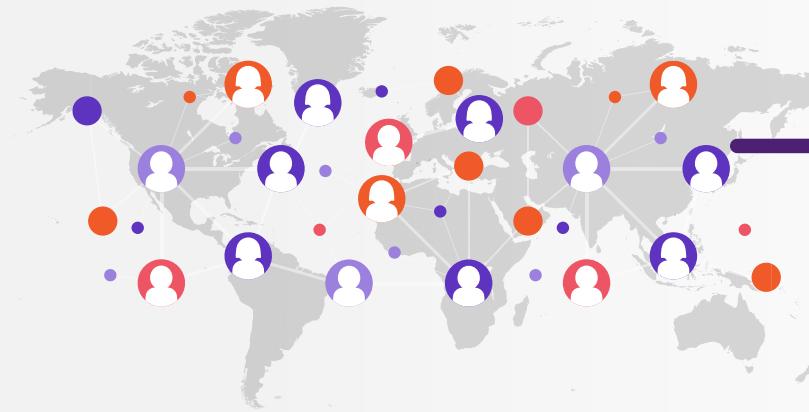
New Approach for Resource Open Access Through the CDI

Increase in OA matches via CDI over Unpaywall

Book chapter requests now being checked for OA sources!
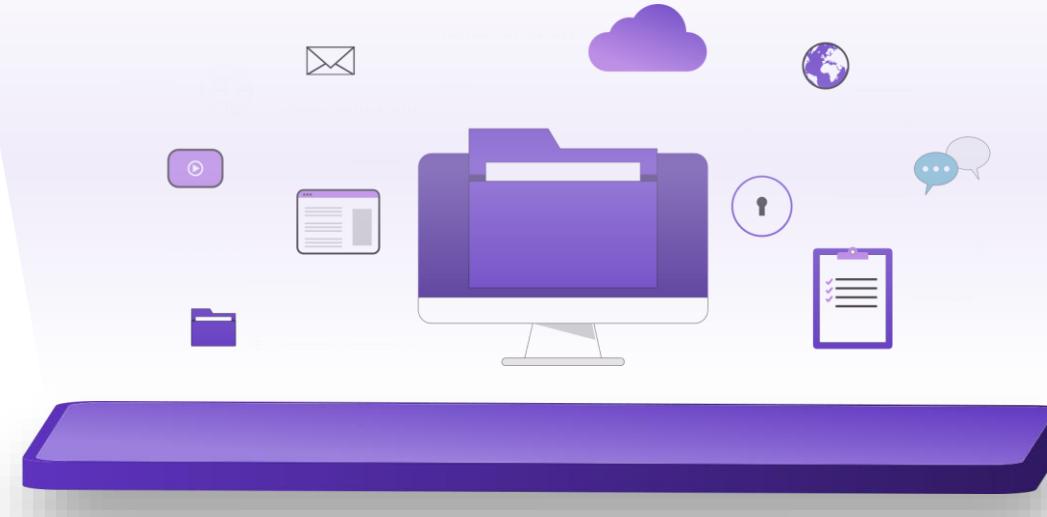
Increase in successfully filled request from OA results

From 2% to 2.6%

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CERV Enhancement #8530: Prevent multiple requests from a same borrowing library within a short period of time

Copyright Settings

Copyright Statement
This statement will appear on the coverpage of all **lent** documents. Please write in English. If your ILL provides it's own cover page, this is not applicable.

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

☐ Lending Request Limits
These settings limit the number of requests received for a specific title from a specific
borrower, for a specified duration of time

Number of Requests:

5

Duration of Time (in hours):

72

☐ Watermark
The watermark will be seen behind the text on all pages of all **borrowed** documents.

☐ Footer
The footer will appear on the bottom of all pages of all **borrowed** documents.

☐ Add request ID to footer

☐ Convert to Image PDF
Convert all **borrowed** documents to Image PDF. WARNING: This may degrade the resolution of the document. Do not use unless required by law.

Example PDF

Save   Clear

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Improved Search Holdings

Search Results

Results limited to first 329 of 10000 found

Show [10 ▾] entries   Filter Results: [_____]

Rapid Code ⇅	Branch Name ⇅	ISSN ⇅	OCLC # ⇅	Year ⇅	Volume ⇅	Call # ⇅	Location ⇅	Title	Lendability ⇩
RAPIDUNIV	Health Sciences Library		44724199	1827-1829		https://na02.primo.exlibrisgro...	African American Newspapers	Freedoms journal	Lendable International
RAPIDUNIV	Main Library	0839-296X		1990-2024		https://na02.primo.exlibrisgro...	Westlaw Law School	Edmonton Journal	Lendable International
RAPIDUNIV	Main Library	0014-8008	19069962	2001-2004	125-128	https://na02.primo.exlibrisgro...	OCLC Business and Industry	Farm journal	Lendable International
RAPIDUNIV	Main Library	0014-8008	19069962	1995-2008		https://na02.primo.exlibrisgro...	ProQuest Central	Farm journal	Lendable International
RAPIDUNIV	Main Library	0014-8008	19069962	1977-2024		https://na02.primo.exlibrisgro...	Westlaw Law School	Farm journal	Lendable International
RAPIDUNIV	Main Library	0014-8008	19069962	2002-2024		https://na02.primo.exlibrisgro...	Gale Cengage Business ASAP	Farm journal	Lendable International

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Automated Resends

- RapidILL will now automatically alert the lender if they have not provided a file for a request updated to Filled

- Minimizes the need for borrowers to monitor for this scenario

- Reduces request turnaround time

Re-Fill   Unfill   Move   Bad Citation

1   Odyssey
Rapid #: -22340521   odyssey.rapid.exlibrisgroup.com/ILL

Status	Rapid Code	Branch Name	Start Date
New	ILLUNIV	Main Library	04/01/2024 12:24 PM
... note: only the last 3 transactions are shown below. view details			
New Resend	ILLUNIV	Main Library	04/02/2024 06:04 AM
Resend Notes: Request filled with no file sent, reassign to lender			
Pending	RAPIDUNIV Main Library		04/02/2024 06:04 AM
Batch Not Printed	RAPIDUNIV Main Library		04/02/2024 04:07 PM

60 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.

2 comments · Other

Roadmap

Ability to Define Work Week/Lending Hours

RapidILL

94 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.

Lynne Porat shared this idea · Jun 10, 2021
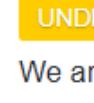
UNDER REVIEW · **Mike Richins** (Admin, Ex Libris) responded · Feb 14, 2024

We are investigating how we can develop/support this functionality, thanks!

AI Investigations: Brainstorming and Fast POCs!

Coverage Statements

- **Goal: Improve current processes to match requests to holdings**

- Use AI to normalize coverage statements, account for variety of languages

- Improve the accuracy when sending requests to potential lenders, in turn improving fill rates and turnaround times

PDF: Quality Assurance

- **Goal: Check lender-provided PDF files for errors**

- AI will check the request metadata against the PDF of an article

- Alert lender that file is potentially problematic

- Enhance turnaround time and staff efficiency

Open Access Verification

- **Goal: Ensure that open access is supplying the correct content**

- AI will check to ensure that the content is a suitable version

- AI can identify if the actual article is behind a url on the page accessed

Coverage Statement Proof of Concept Final Results

Plan to revisit later to see if updated AI can provide better results

Decision to not move forward with AI at this time

- Current logic is solid based on this testing
- We found areas where the current logic can be improved!
- AI ran into issues:
  - Parsing some years and volumes
  - Hallucinating years and volumes
  - Different results from the same prompt
- Costs to develop and maintain

	Current Years	Current Vols	AI Years	AI Vols
Success	94	65	85	79
Fail (hallucinated)	1	0	2	5
Fail (missed)	5	35	13	16

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RapidILL Analytics in Alma

New RapidILL Dashboard in the July Alma Release

- Community interest led by the RapidILL Product Working Group
- Initial goal was for an informational webinar on RapidILL statistics in Analytics
- New reports developed to support the community
- Reduce the need to access the Rapid Web Page Statistics

2025 Roadmap Webinar Series - Alma Analytics for RapidILL users (EU and Americas)

Register for webinar

If you want to attend, register now. When your registration is approved, you'll receive an invitation to join the webinar.

Thursday, June 26, 2025 8:00 AM - 9:00 AM
(UTC-06:00) Mountain Time (US & Canada)

Register

Host
PQ Training EMEA
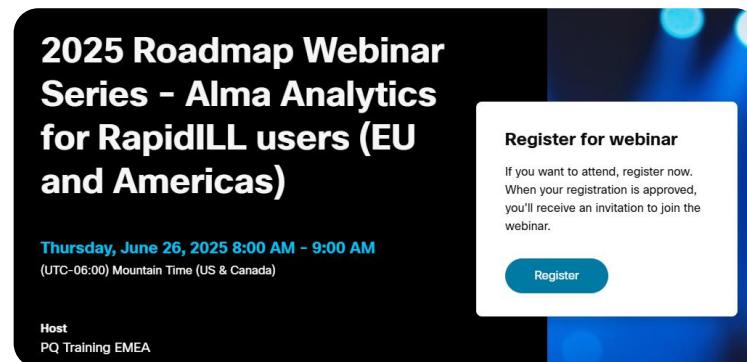
Report
RapidILL **Borrowing** Requests in previous month with Turnaround Time – overall
RapidILL **Borrowing** Requests in previous month with Turnaround Time – per each lending institution
RapidILL **Borrowing** Requests in previous month with Turnaround Time – per each request
RapidILL **Borrowing** Requests Unfilled in previous month
RapidILL **Borrowing** Requests filled in previous month – only the number
RapidILL **Borrowing** Requests Unfilled in previous month – only the number

Internet Archive

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 88,086 requests in 2024
- 91% fill rate
- Average turnaround time less than one hour
- April 2024 processed 9,519 requests
- Currently 455 libraries setup with access

INTERNET ARCHIVE

1   RapidX Upload

Rapid #: -24528405

Status	Rapid Code	Branch Name	Start Date
New		Main Library	05/01/2025 01:53 PM
Pending		INTARCHIVEMain Library	05/01/2025 01:53 PM
Received via RapidX	INTARCHIVEMain Library		05/01/2025 02:00 PM
Sending via RapidX	INTARCHIVEMain Library		05/01/2025 02:00 PM
Filled via RapidX	INTARCHIVEMain Library		05/01/2025 02:00 PM

CALL #: https://archive.org/details/pub_journal-of-jewish-studies

LOCATION: INTARCHIVE (Internet Archive) :: Main Library :: Oxford Centre for Hebrew and Jewish Studies

RAPIDX DOCUMENT: View Document

REQUEST TYPE: Article CC:CCL

JOURNAL TITLE: Journal of Jewish studies

Access the Internet Archive collections with RapidILL
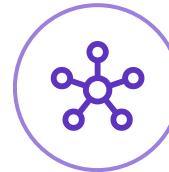
RapidILL members now have an option to include the **Internet Archive as a potential supplier** for their borrowing requests!

Complete this form to learn more →

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Thank You

Katie Birch

katie.birch@clarivate.com
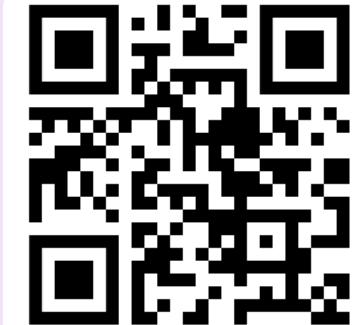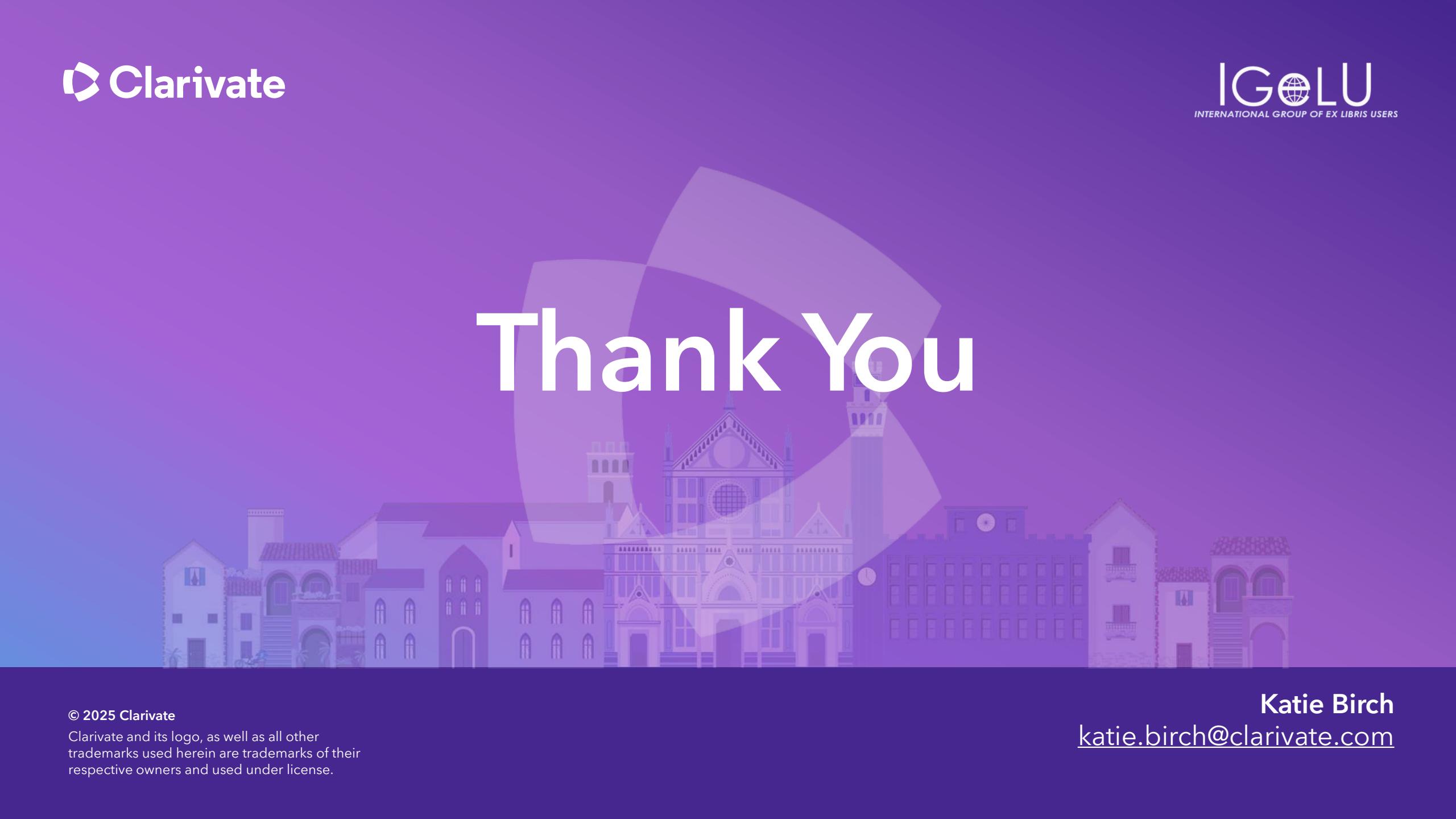
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Your feedback drives the next generation of valuable solutions

See real impact
The improvements you experience today are direct results of feedback from customers like you

Shape the future
Help us prioritize improvements that will continue to add value to your work