United by *RapidILL*

Sharing Content and Building Community in UKI Libraries

Special EPUG-UKI Edition

Inter-Library Loans Coordinator

BIRMINGHAM CITY
University

Leading a small, central Inter-Library Loans team, I have 8 years' hands on experience running an effective interlending service. We use RapidILL integrated with Alma Resource Sharing.

Speaker:
Kip A. Darling
Resource Sharing Practitioner

RapidILL Working Group Coordinator (outgoing)

IGeLU

Formed in January 2024 and made up of volunteers passionate about enhancing the product to meet user needs, the IGeLU RapidILL Working Group serves as a vital link between the user community and Clarivate | Ex Libris. New Coordinator: Dr Lynne Porat, Oct 2025-

About RapidILL

- Created by Colorado State University following a disastrous flood affecting their main library facility in 1997.

- Originally developed by ILL staff as a speedy document supply solution.

- Consists of groups of libraries (pods) subscribed to P2P sharing without additional transactional fees.

- Features include automatic processing, routing, and load-levelling to ensure fast, efficient service.

- Acquired in 2019. Now part of the Clarivate | Ex Libris suite of products.
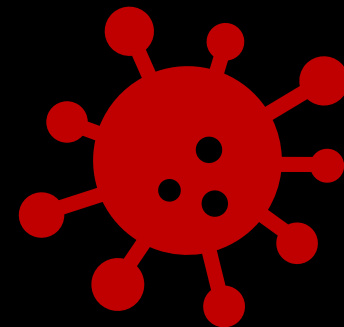
The UKI RapidILL Story
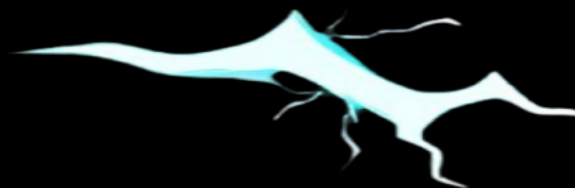
Crisis to Community, from the Pandemic to the Present...
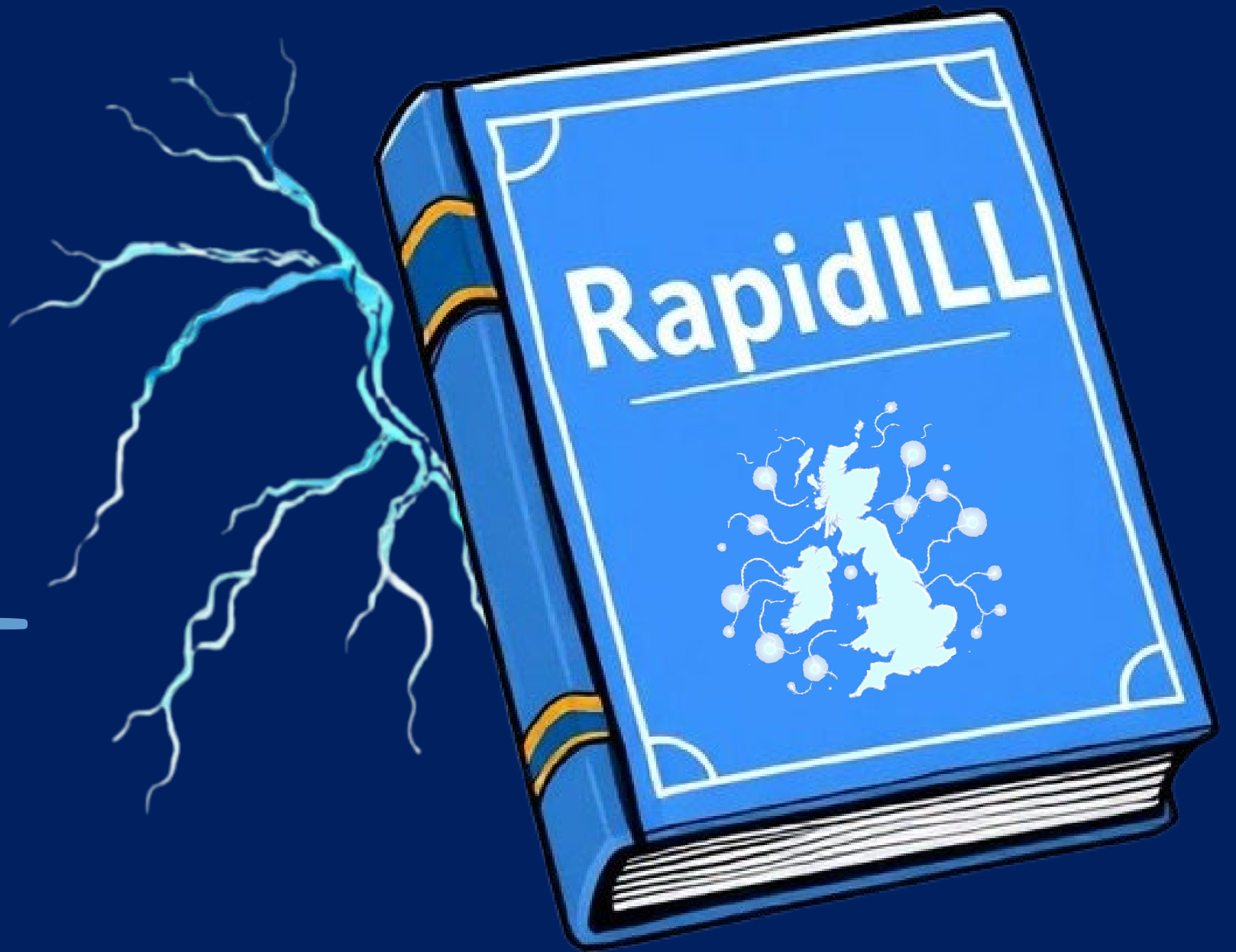
APRIL 2020: RapidILL to the Rescue

COVID-19 Pod launches - FREE to all:
"**Powerful alone. Better together**."

"With many libraries closed and physical resources no longer accessible, electronic alternatives have become even more important. The RapidILL community of libraries has stepped up to help their colleagues by making their electronic resources more widely and quickly available."

"We are members of the RapidILL community, and they've just set up a free Pod open to non-RapidILL members." **- Helen Hall, University of Liverpool**

Many UK Libraries take up the trial. The spark becomes a flame.

OCT 2020 RLUK RapidILL Webinar

RapidILL at Liverpool University: 9-Month Review

Liverpool's Phil Sykes and Helen Hall demonstrate:

- System functionality and practical use

- Service improvements: faster delivery and increased efficiency

- Potential for UKI Research Libraries to reduce dependency on expensive publisher deals

- Event Link*: https://www.rluk.ac.uk/event/rapidill-webinar/*

2021: Recognising a Pioneer

Helen Hall wins NAG Award for Excellence
First UKI institution to launch RapidILL

"I have always loved the sense of goodwill in Interlibrary Loan with ILL colleagues going the extra mile to help each other out... The UK Pod goes from strength to strength, and I am thrilled that my colleagues are finding RapidILL as revolutionary as we do at Liverpool."

- 50% cost reduction at Liverpool
- UK Pod creation enables national sharing
- Helen's Webinar 'tour' inspires sector transformation

"Her work allowed the establishment of a new invigorated spirit of collaboration... making it possible to substantially mitigate the effect of a journal Big Deal cancellation"

2021: From Survival to Strategy

Cambridge University inspired by University of Liverpool's 'Plan B' during Elsevier Negotiations...
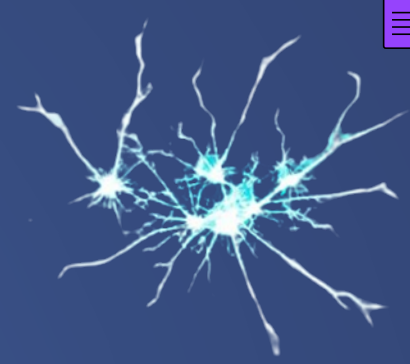
"We are implementing RapidILL, a document delivery service that enables quick turnaround times... The negotiations therefore offer the opportunity to bring our document delivery services up to date for this and any future negotiations." **- Michael Williams, Head of Collection Development, Cambridge**

RapidILL becomes foundation for:
Enhanced access solutions | Seamless user experience | Future-ready document delivery

DECEMBER 2021: RapidILL in Koha

University of Hertfordshire Case Study *David Peacock, Knowledge & Technology Manager presents on:*

Performance Metrics:

- 12-hour average turnaround time

- 80% of requests via RapidILL

- 95% fulfilment rate

Key Innovation: Custom Koha integration enabling unmediated workflow with real-time verification

"It's a lot easier and our users have placed a lot more interlibrary loans with us"

- **Watch the full presentation:** https://www.youtube.com/watch?v=XvBSgdX4_2o

2022: VALIDATION & POWER

NHS England publishes a market review and options appraisal for resource sharing with RapidILL at the top of the list for document supply solutions.
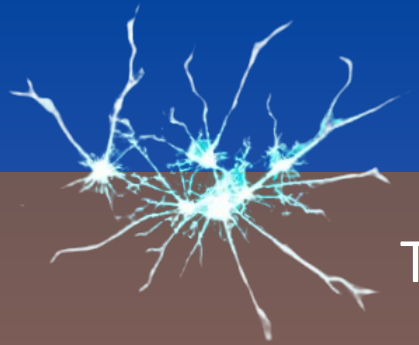
RapidILL as resilient infrastructure

The **N8 Consortium** of research-intensive Northern universities produces a strategy case study demonstrating the power of RapidILL in combination with UNSUB to fight back against journal publisher price hikes.

2022: Rethinking Document Supply at Cardiff

Systems Librarian Bronwen Blatchford, Cardiff University presents on
RapidILL Implementation Benefits:

- Self-ownership verified by RapidILL (not ILL staff)

- Direct-to-borrower delivery enables out-of-hours fulfillment

- Staff time freed up for complex requests

Performance Improvements (2021 vs 2022):

- Average supply time: **4.97 days → 2.54 days** (49% faster)

- RapidILL requests: **2.21 days average** (86.4% of all digital requests)

+ Alma integration configuration guidance generously shared!

Full presentation: https://igelu.org/wp-content/uploads/2022/10/WHELF-peer-to-peer-interlending-and-implementing-RapidILL.pdf
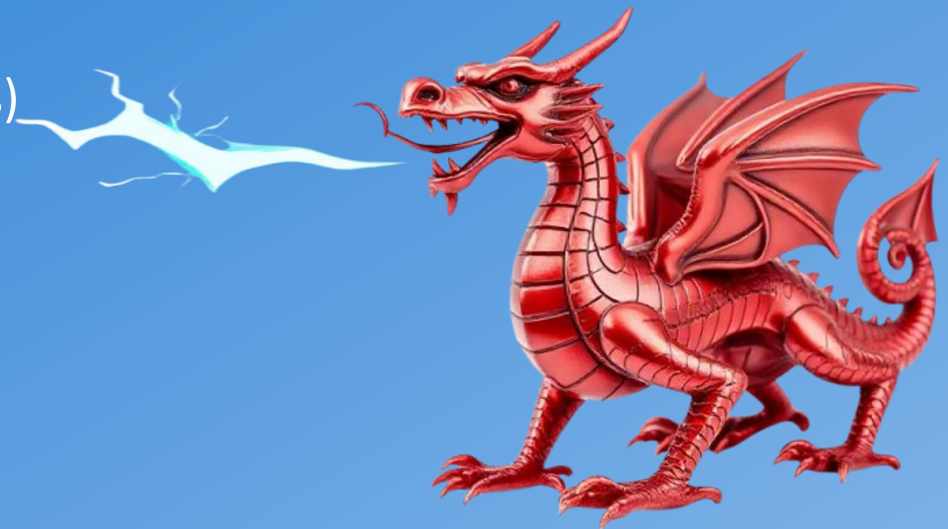
2022: Continuous Community Sharing
Forum for Interlending: Interlend 2022

RapidILL Workflows

(Carl Jones, **University of Edinburgh**)

- Carl shares his team's experience joining RapidILL as part of the N8+ test group

- Demonstrates their integrated Alma workflow (with plans to adopt a fully automated workflow)

- Even without full automation, a turnaround time of 13.5 hours (average) is achieved

- Fulfilment jumps from 52. 6% pre-RapidILL to 93% with RapidILL!

RapidILL and WorldShare

(Alison Dyer, **University of East Anglia**)

- UEA upgrades WorldShare (OCLC) by adding RapidILL to achieve "A faster, more efficient service with less barriers for users"

- Implementing RapidILL helps safeguard against rising journal costs.

- End to end automation provides 24/7 access for library users

- Alison notes the staff time costs saved.

"RapidILL has already achieved a lot to bring ILL communities together and, hopefully, we can build on that in the future.."
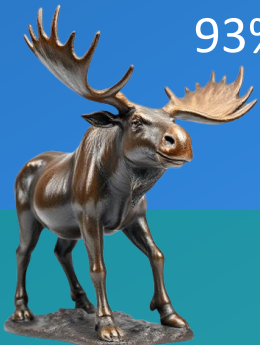
2023: Lightning Strikes
RapidILL UKI Community News Stories

"April 15, 2023: **University of Huddersfield** increase User Satisfaction with lightning-fast ILL turnaround times"

"RapidILL decreased our turnaround time from days to hours.
- *Was 2-5 days*
- *Now around 9 hours.*

That's absolutely brilliant."

- Chris Beevers, Customer Services Librarian

"July 5, 2023: **Birmingham City University** cuts 85 percent of annual resource sharing expenses and invests the savings back into the collection."

"RapidILL has been a real game changer for Birmingham City University, helping us "Go Go Go" and meet customers' needs while saving money, time, and increasing our network exponentially."

- Kip A. Darling, ILL Coordinator

2023: Lightning Strikes Twice
More RapidILL UKI Community Stories

July 7 2023: The University of East Anglia Library reduces monthly interlending fees

"With one annual subscription fee, rather than having to reconcile individual transaction payments, RapidILL helps us manage our interlending budget more easily as well as saving staff time."

- Alli Carroll, Electronic Services Manager

July 21 2023: Manchester Metropolitan University unlocks unlimited borrowing capacity

"RapidILL not only optimises staff time through its automated workflow, but our users can now expect to receive their urgent research articles and chapters in 24 hours or less."

- Will Grady, Collections Services Librarian

2023: Community Sharing Continues

Go Go Go
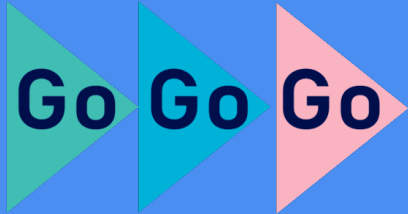
'How RapidILL activated a virtuous cycle at **Birmingham City University'**, Clarivate UKI resource sharing meeting, Sep 20, 2023.

"RapidILL helps you:
▶ **Go Farther** ▶ **Go Faster** ▶ **Go Cheaper**
than ever before"
– Kip A. Darling, ILL Coordinator

"I'm impressed by how seamlessly RapidILL integrates with Alma, making it a very low maintenance but high-value solution."

- Laura Percival, Systems, Access & Discovery Manager

'Our Road to RapidILL – Progress and Potholes - September 26, 2023 (**London School of Economics,** Free NAG Event)

"The Acquisitions team at **LSE** implemented RapidILL in 2020, as part of a larger project to combine interlending and purchase requests into one service. The event described the process of setting up RapidILL... how to make the most of the product and how it complements other services and processes, problems encountered, and the impact and value it represents."

- Jo Adams-Lingwood, Assistant Librarian

https://nag.org.uk/event/road/

2024: Further thoughts from FIL

Sep 4, 2024

One Form to Rule Them All.... Update

"We started getting compliments (particularly from lecturers) about how simple and fast the new service was. We automated it so article requests with sufficient information would be shunted into RapidILL without ILL staff intervention and supplied direct to the user at any time of the day or night. For these requests we effectively have a 24/7 service."

- Judith Walton, Collections Coordinator (ILL), Durham University

https://forumforinterlending.org.uk/one-form-to-rule-them-all-update/
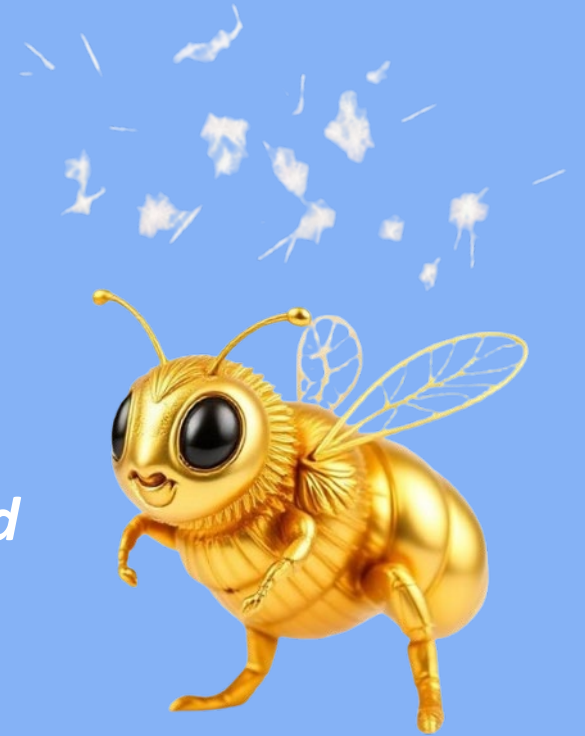
2025: EPUG UKI Conference Sharing
University of Leeds case study: WHELF+ and RapidILL

Beth Parry, Senior Operations Manager presented on a *tiered Workflow model that includes RapidILL:*

- **WHELF+** Consortium used for books and other available content

- **RapidILL** used for articles & chapters beyond WHELF+

- Staff mediated ILL used for specialist requests

RapidILL handles 28% of total ILL volume at Leeds

- Demonstrates the value of WHELF+ within a clever tiered workflow: each service tier handles the most suitable content.

- Smart design maximises the strengths of both regional and international networks.

Watch the full presentation: [starts 23:08]
https://www.youtube.com/watch?v=oTwUwWJ51Zs

Community Reflections

"What struck me when we went through RapidILL implementation in 2021 was how helpful colleagues from already established libraries were. Special thanks to Helen Hall (University of Liverpool) and Helen Faulds (University of St Andrews), who patiently answered questions. I'll never forget those kind and generous moments of information sharing as we rushed to set up our system for the go live date. Alongside support from Clarivate | Ex Libris, help from our community was indispensable."
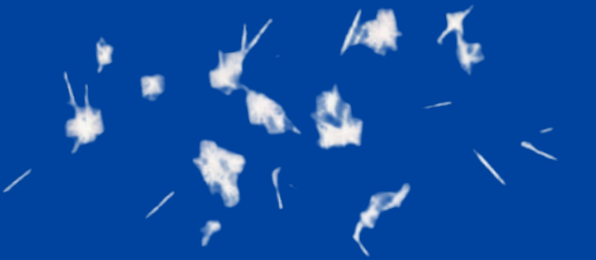– Kip A. Darling, Birmingham City University

"We don't really know where we'd be without Rapid! And I definitely echo your comments on the support we've had from UK libraries already using Rapid during our setup."
– Kenny Whyte, University of York

Community Reflections

"I first came across RapidILL when we were in COVID lockdown...I'm hugely grateful to all the international libraries that supplied to us while the UK was in chaos.

RapidILL is supplying a large proportion of our requests and I'm confident that it will for years to come ... as first port of call for article supply.

Joining showed us that reciprocal lending is nothing to be afraid of... Our students appreciate the speed of supply of items via RapidILL. It has streamlined the process and made article supply to other libraries a doddle."

- Judith Walton, Durham University

Community Reflections

"At Glasgow Caledonian University we benefited hugely from the generosity of colleagues. In particular, Helen Hall at Liverpool — her insights made a real difference.

I'd also like to mention Bronwen Blatchford at Cardiff, whose direct and honest advice was hugely appreciated and helped us navigate key decisions with clarity and confidence.

Resource sharing in academic libraries seems to be one of those rare areas where we're genuinely great at sharing our homework."

- Roana Mourad, Glasgow Caledonian University

Flashback…
2021-2024

422,723
Total UK RapidILL Borrowing requests

"Around 75% of UK borrowing requests are filled by lenders outside of UKI"
- Mike Richins | Director of Product Management, Resource Sharing

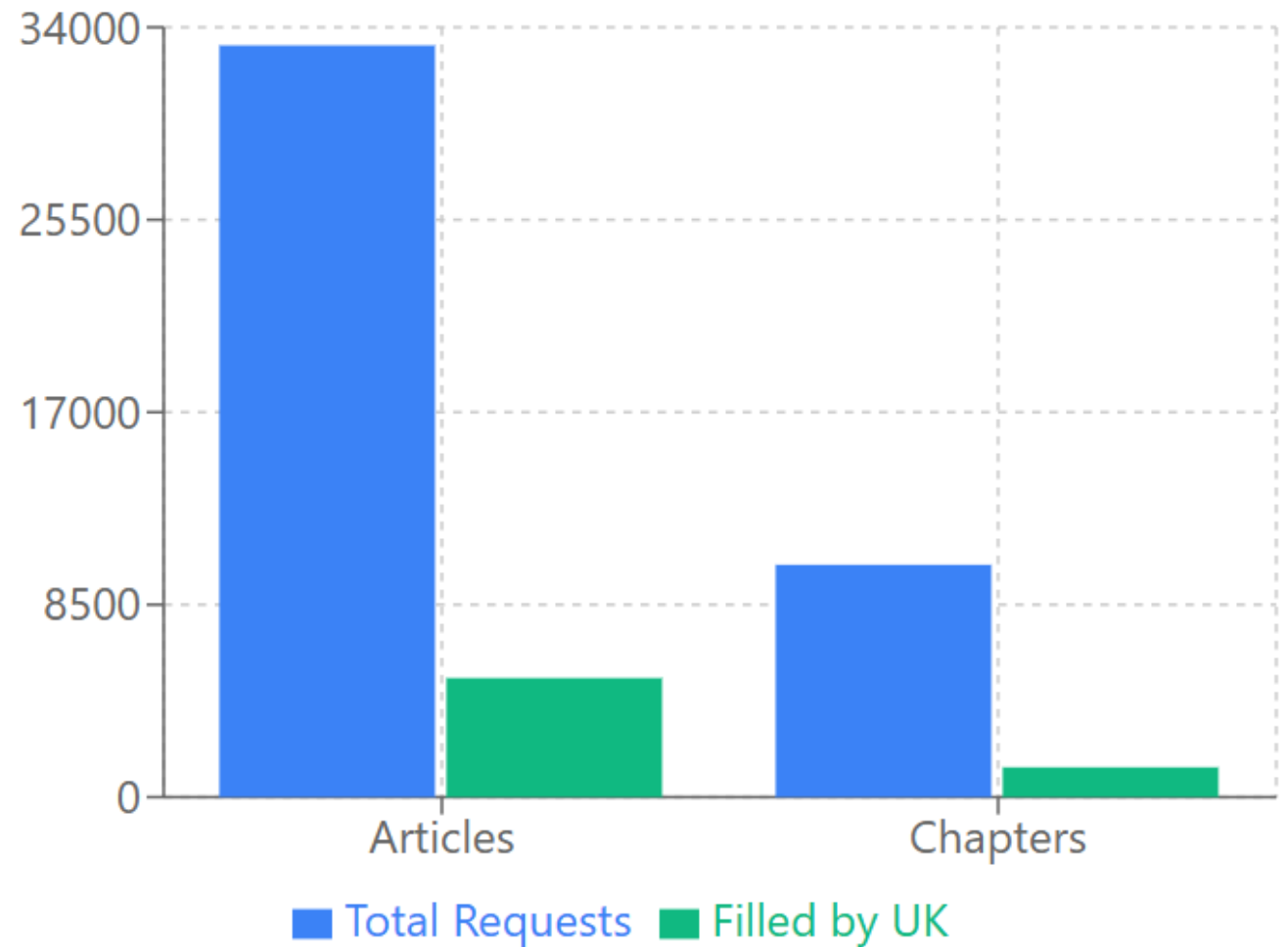## 104,310
Filled by UKI Community

24.7%

2021: Early Dependence

Total Requests
43,458

Filled by UKI
6,574

15.1% 🙄
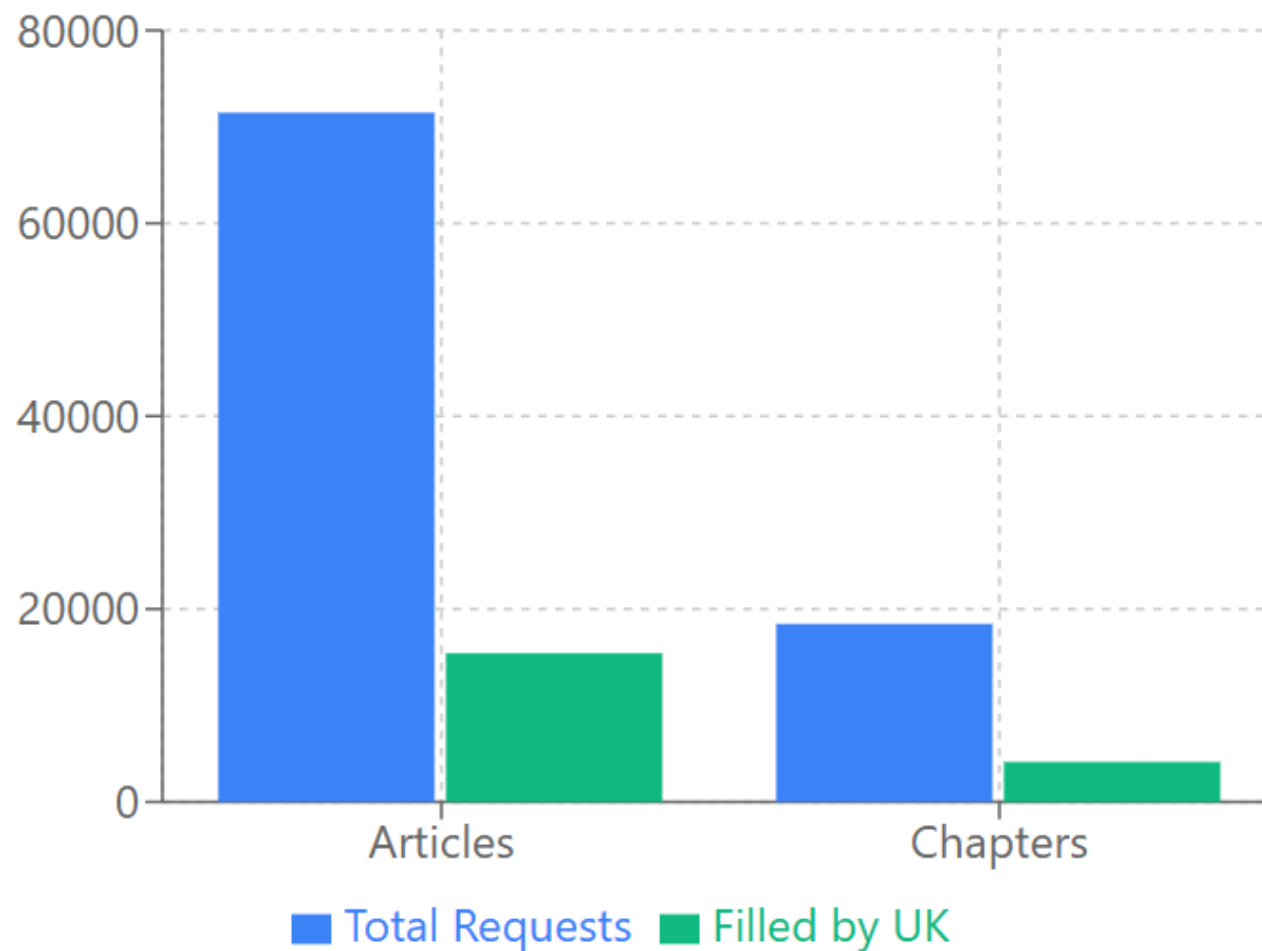
Articles vs Chapters Breakdown

Total Requests | Filled by UK

2022: Gaining Momentum

Total Requests
89,927

Filled by UKI
19,560

21.8% 😎

Articles vs Chapters Breakdown

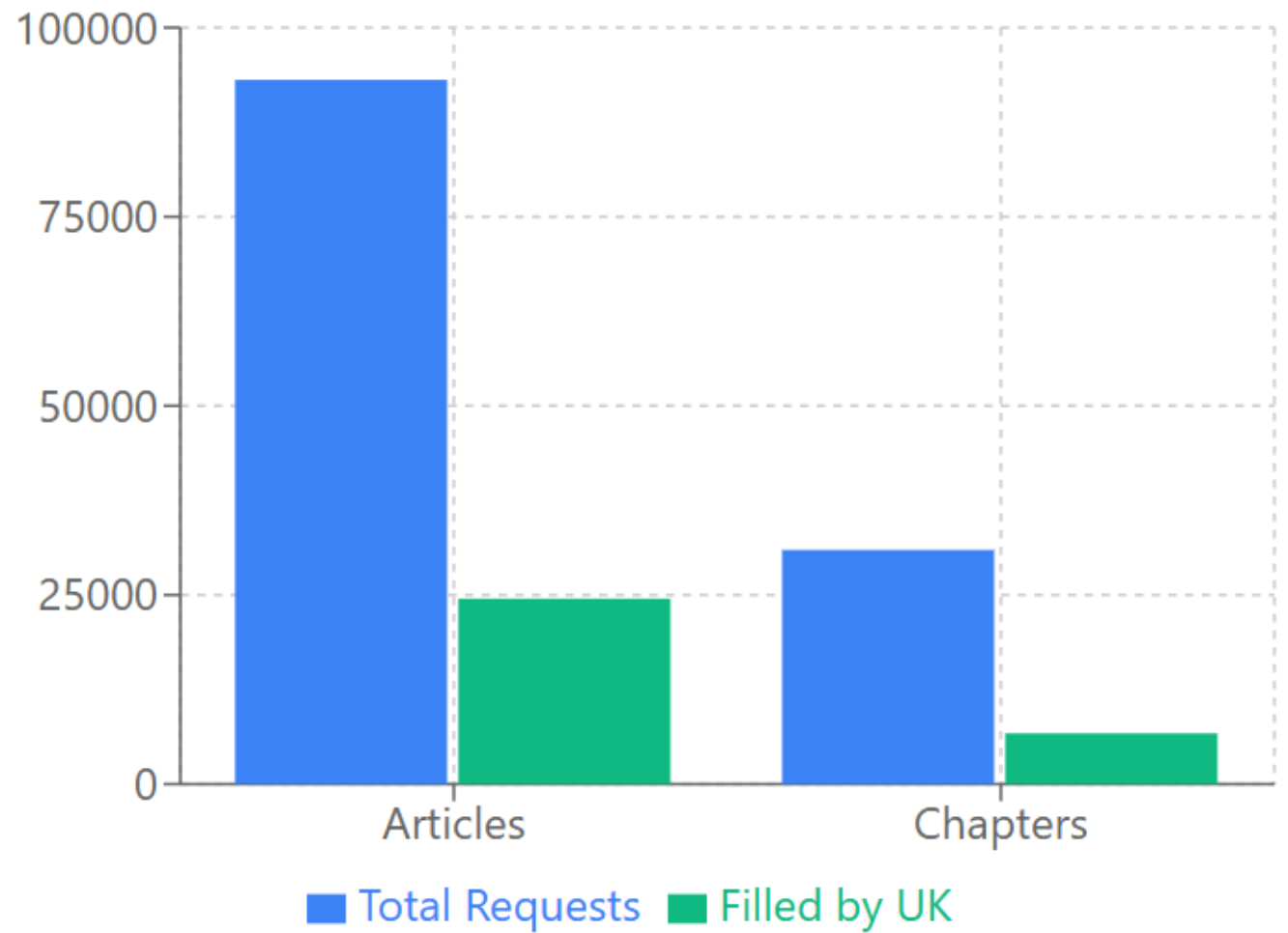Legend: ■ Total Requests ■ Filled by UK

2023: Building Community

Total Requests
124,042

Filled by UKI
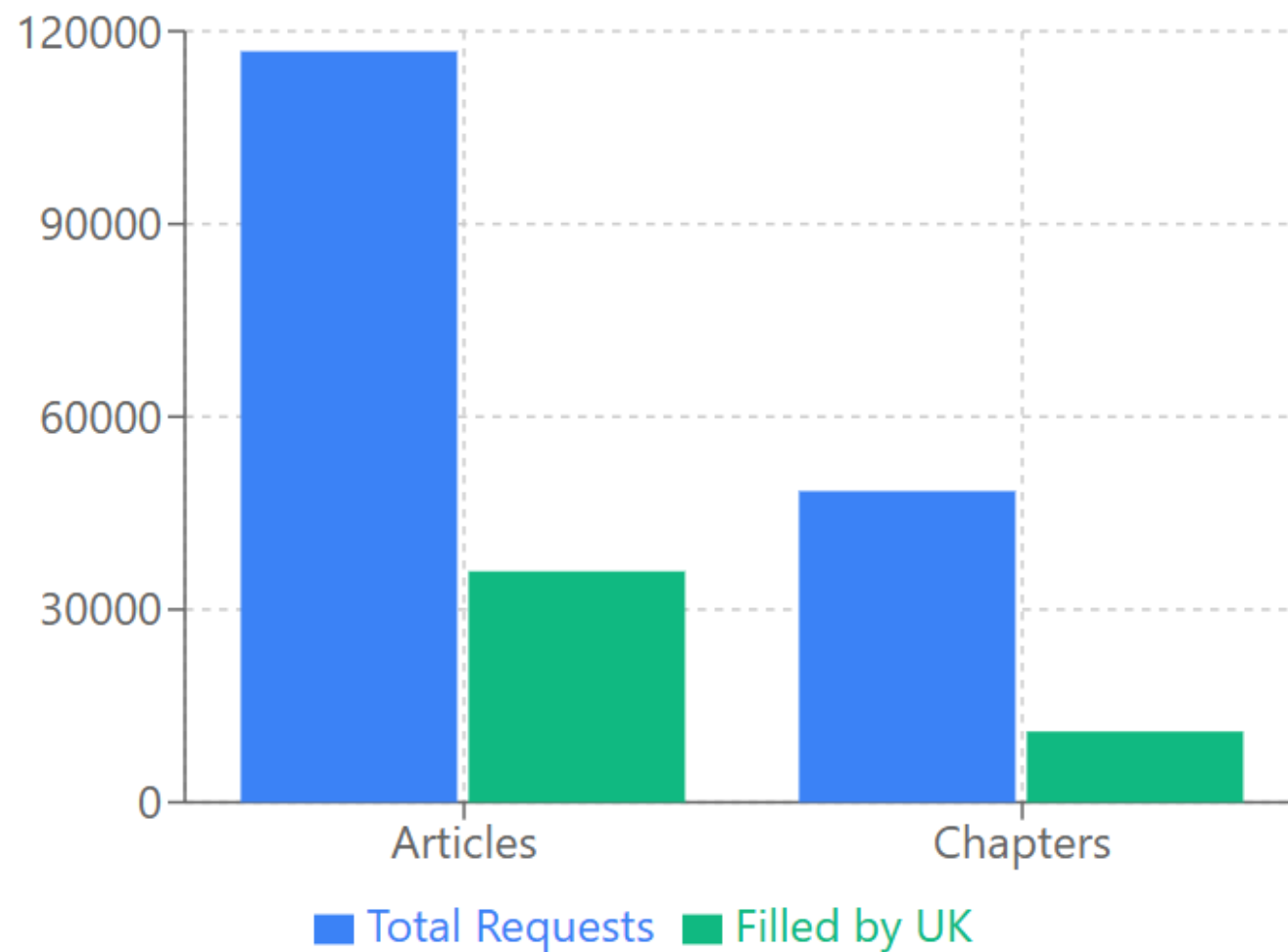31,222

25.2% 😍

Articles vs Chapters Breakdown

2024: Growing Together

Total Requests
165,296

Filled by UKI
46,954

28.4% 😇

Articles vs Chapters Breakdown

2025: What comes next for *RapidILL*?

"The big project we have coming up is Defining Work Week permanently

- The goal here is to allow libraries to better define when they receive most of their lending requests.
- This will reduce the time requests are pending at lenders waiting for fulfilment leading to faster turnaround times.
- The IGeLU RapidILL Working Group has helped with information/scoping of this functionality and will be involved with design review as we move forward."

- **Mike Richins** | Director, Product Management

IGeLU.org/
RapidILL-Working-Group/

IGeLU 2025, Siena: Celebrating 20 years of community

Building Bridges: 20 Years of RapidILL Community in Action

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

RapidILL Working Group open meeting
Sharing activities, gathering feedback
RapidILL Community story
- 1997-2004 – Crisis to solution
- 2005-2025 – 20 years of RapidILL

2025

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

RapidILL | Rapido CERV Cycle 2025

The annual CERV (Community Enhancement Request Voting) cycle gives you the opportunity to directly influence the future development of RapidILL.

2025 Voting outcome

- The top four are 48 points in total:

- RAENH-I-1284: Resource sharing form: Add logic to remove the Pickup location field for digital resource sharing requests (10 dev points)

- RAENH-I-1276: The automatic transfer of Patron Notes on Borrowing requests to the Lending library (8 dev points)

- RAENH-I-1266: Capability to refine Digital Article requests (10 dev points)

- RAENH-I-1273: Stop repeat requests from another library for an item if rejected for copyright compliance (20 dev points)

- RAENH-I-1269: Rapido API: possibility to extract the borrowing IZ/library and lending IZ/library for a request (based on the external request ID) (8 dev points)

Total 56 development points (out of 60) | 4 points to be carried forward

Alma Analytics for RapidILL Users
2025 Roadmap Webinar Series - 26 June 2025

New RapidILL Analytics Dashboard & Reports

A comprehensive analytics dashboard and report suite, developed with community input, launched in July 2025. These customizable reports work independently or alongside existing Resource Sharing analytics.

Content:

- **Dashboard overview and new report features**

- **Institution-specific customization options**

- **Creating additional RapidILL-focused reports**

Presenters:

- Yoel Kortick (Clarivate)

- Dr. Lynne Porat (University of Haifa | IGeLU RapidILL Working Group Coordinator (incoming)

Thanks for listening 😑

Any Questions?

Contact:

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