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Reflections and
Insights for UKI
Resource Sharing



From RapidILL to the Ecosystem

Yesterday

RapidILL and the community

Today

The bigger picture

Ecosystem

How systems connect globally





The Volunteer Layer

Invisible Work of Volunteers:

- 8 hours pre-conference meetings
- 6 sessions moderated
- Community infrastructure





Clarivate's Strategic Direction



Customer Care Transformation

Rapido milestones

- 1 M requests filled
- 85 % in-network
- Fulfilment

Developments:

- eBook lending
- BL integration
- Hybrid Pods
- ReShare



Privacy Matters

Importance of Patron Privacy

"If it's hard and not interesting, people won't protect their own privacy." – Lori Hilterbrand

Small settings = big impact





The Alma Ecosystem



Alma as the Backbone:

- 2,700 institutions worldwide
- Escalate issues via *Performance & Stability* case type
- Community enhancements
→ real features



RapidILL Working Group Achievements

Recognizing Contributions:

- 237 trained in Analytics
- July 2025 Alma release includes reports
- 2,574 votes in CERV 2025 (11%)
- #2 idea: Patron Notes transfer
- Collaboration across continents





The Human Network



Architecture & Affection

Conversations that connect the ecosystem



Key Takeaways for UKI Libraries

Actionable Insights:

- ① System interdependence
- ② Clear escalation process
- ③ Privacy by default
- ④ Rapido roadmap awareness
- ⑤ Practitioner voices shape tools





Thanks for listening

“Our systems form a network –
but it’s the people who make it an ecosystem.”



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RapidILL WG