RapidILL at the University of Liège, an experience feedback after some months

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LIÈGE université
Library

LIÈGE université

A multisite university in Wallonia

3 CITIES
4 CAMPUSES

- Liège town-centre
- Liège Sart Tilman
- Gembloux Agro-Bio Tech
- Arlon Campus Environment

11 Faculties

▶ Philosophy and Letters

▶ Medicine *in association with Liège University Hospital*

▶ Psychology, Speech Therapy and Education Sciences

▶ Gembloux Agro-Bio Tech

▶ Law, Political science & Criminology

▶ Applied sciences

▶ HEC Liège, Management School

▶ Architecture

▶ Sciences

▶ Veterinary medicine *in association with Liège University Veterinary Clinic*

▶ Social Sciences

One of the broadest selection of courses in Belgium

37 BACHELOR'S *degree courses*

207 MASTER'S *degree courses*

65 *Specialised* MASTER'S *degree courses*

24,520 STUDENTS

2,120 DOCTORAL STUDENTS

1,400 TEACHERS

University of Liège Library

▶ 3 main libraries
- composed of 16 branches
- spread on 4 campuses in 3 cities

▶ Staff: ca 110 people

▶ ILL:
- Staff 1 FTE (6 operators)
- Coordinator: 0,1 FTE

From a trial at the beginning of the Covid19 crisis…

▶ Proposal from Ex Libris to integrate the Covid19 Pod to test RapidILL
  – For borrowing requests for electronic journal articles or book chapters

▶ Advantages:
  – Discovery of a service "at the right time"
  – Covid-19: Positive responses to users' requests when
    • Our library branches were closed
    • Our usual partners no longer offered ILL services

▶ Results:
  – Approximately 200 requests satisfied from April 23 to August 31
  – 95% of the requests submitted to RapidILL (positive matching) were satisfied
  – Delivery time: from a few hours to a few days (WE)

… to a subscription to RapidILL

▶ Subscription from Sept 2020

▶ ULiège has integrated the following pods:
  – Academic Pod E (Very High or High research activity universities*)
  – Academic Pod I (Doctoral/Research universities*)
  – Academic Pod M (Large Master's degree granting institutions*)
  – Cosmo Pod (open to all institutions subscribing to RapidILL)

▶ No French-speaking pod at this time
  – Really necessary?

▶ Other interesting RapidILL members for us:
  – Belgian universities: UGhent, KU Leuven, Free Univ of Brussels
  – Université Clermont Auvergne
  – Swiss partners: BCU Lausanne, SLSP (< Rapido)

* According to the *Carnegie Classification of Institutions of Higher Education*

Why has ULiège decided to subscribe to RapidILL?

1) Integration of RapidILL with Alma

   – Avoids encoding and tracking our requests in the Belgian ILL platform (Impala) or the German platform (Subito)

2) Several steps of the workflow can be made automatic

   – In Alma, the RapidILL partner can be automatically assigned to an article or chapter request in digital format

   – Sending a borrowing request from Alma to RapidILL can be automatic

   – If the request is accepted and processed in RapidILL, the file can directly be emailed to the requester (without the intervention of an operator)

Why has ULiège decided to subscribe to RapidILL?

3) Lower costs?
    – Annual subscription to RapidILL <--> On-demand fees for Impala and Subito
    – Consequence: reduction (or even suppression) of ILL charges to our users?

4) To compensate the cancellation of a subscription?

5) Positive feedback from ILL staff following the test

Configuration

▶ **Configuring the RapidILL partner**

▶ **Borrowing requests:**
- Define a rule so that the RapidILL partner is automatically assigned to each borrowing request in digital format
- When it cannot be fulfilled by a RapidILL partner, RS operators proceed manually and check if an Impala or Subito partner can fulfill.

▶ **Lending requests:**
- Export of electronic and print holdings to RapidILL: creation of sets and publication profiles (OAI)
  - Selection of Electronic Collections (mostly journal articles and book chapters)
  - Physical items that can be requested for a lending request (-> digitization of chapters)
- Rota algorithm working fine (unfortunately no priority for electronic materials)
- Respect of licenses for electronic materials (national delivery *vs* international delivery)
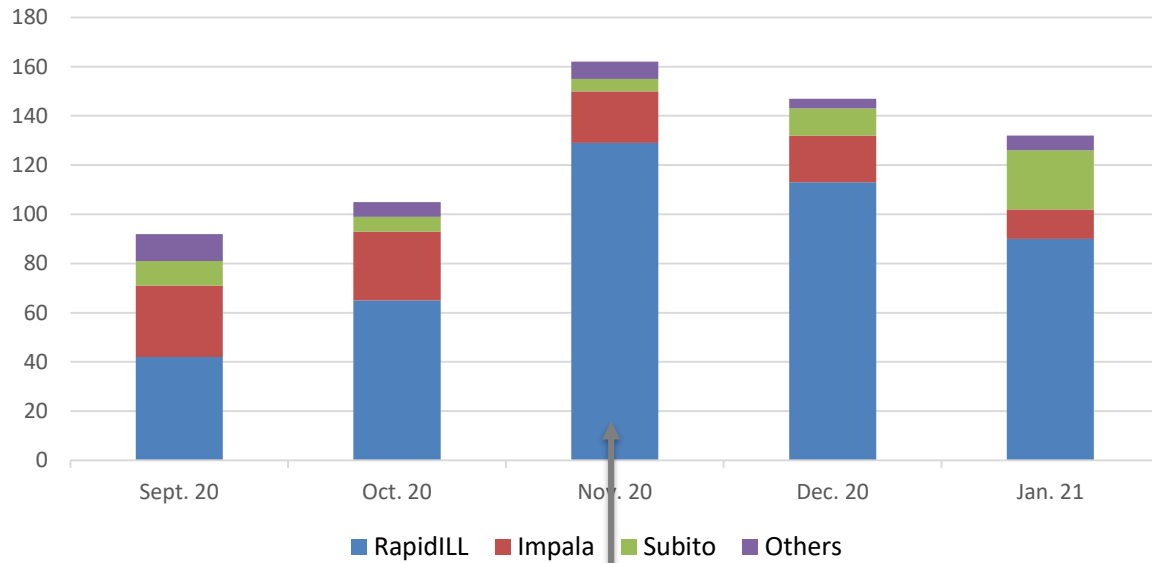
Borrowing requests - Statistics

Many canceled requested in Jan related to a single journal that no RapidILL partner could provide.

Year	Borrowing Requests	Borrowing Filled	Borrowing Unfilled	% Filled	System Avg % Filled	% Unfilled	System Avg % Unfilled	Avg Filled TAT (Hours)	System Avg Filled TAT (Hours)
Calendar 2021	**153**	**89**	**61**	**58%**	**93%**	**40%**	**4%**	**13**	**15**
January	153	89	61	58%	93%	40%	4%	13	15
Calendar 2020	**557**	**539**	**36**	**97%**	**94%**	**6%**	**5%**	**11**	**13**
December	118	113	6	97%	94%	5%	5%	10	14
November	131	129	6	98%	95%	5%	3%	11	13
October	66	65	3	98%	95%	5%	3%	13	13
September	44	42	2	95%	94%	5%	4%	10	14
August	33	29	3	91%	93%	9%	6%	9	15
July	62	60	10	97%	93%	16%	6%	13	14
June	15	14	2	93%	93%	13%	5%	7	13
May	74	74	4	100%	93%	5%	6%	8	13
April	14	13	0	100%	92%	0%	7%	12	12

Borrowing requests - Statistics

Borrowing requests in digital format by partner

Borrowing requests in digital format (Nov. 2020 - Jan. 2021)

From Nov 2020, RapidILL became the automatically assigned ILL partner in Alma
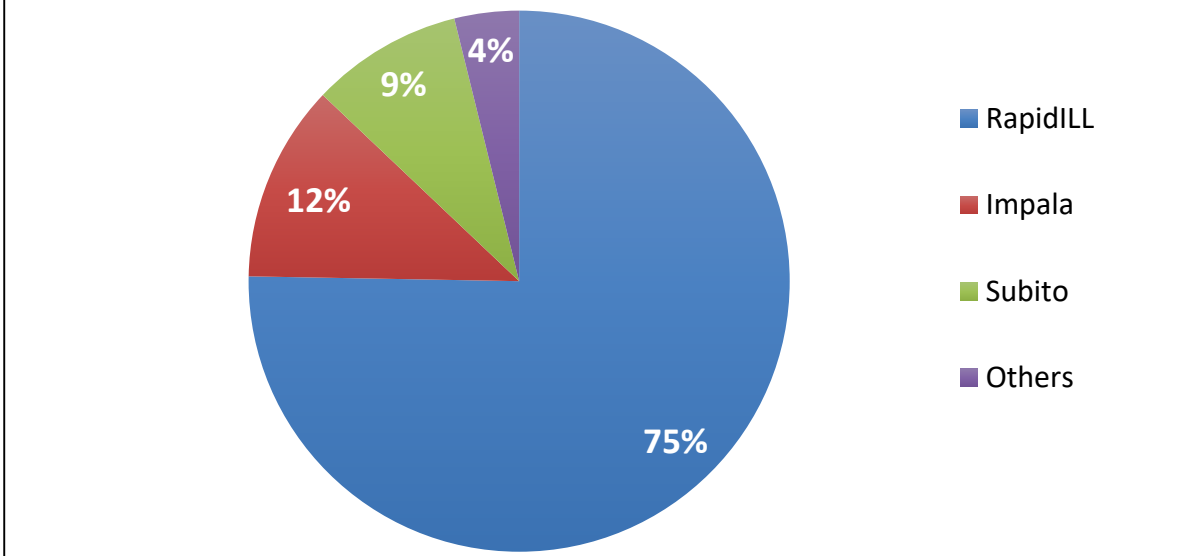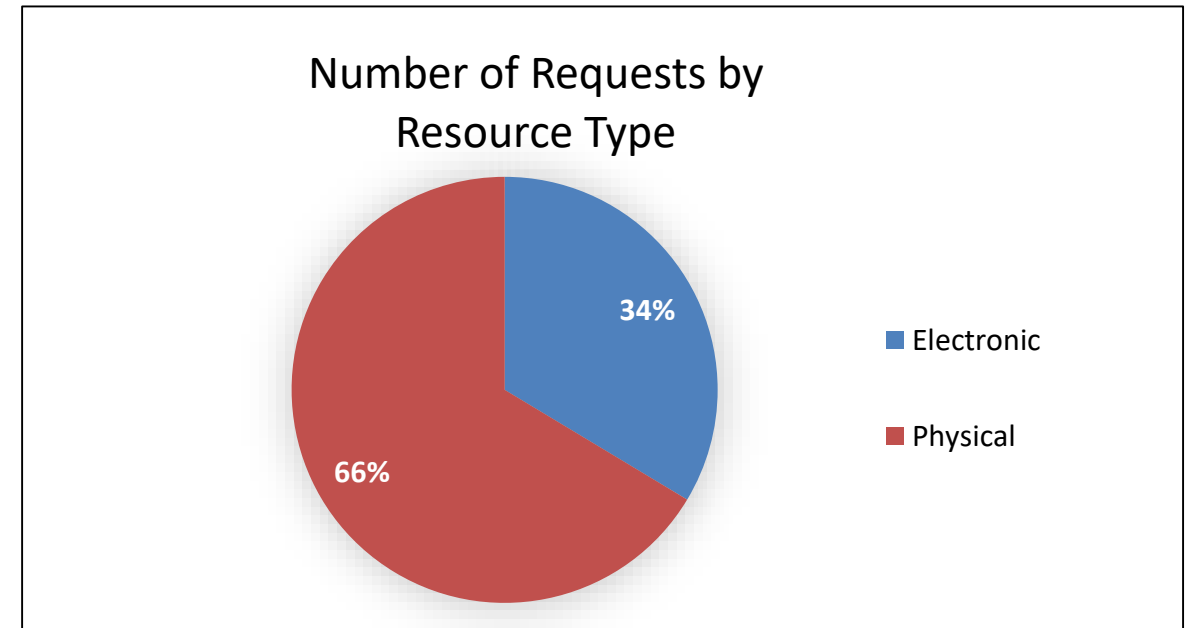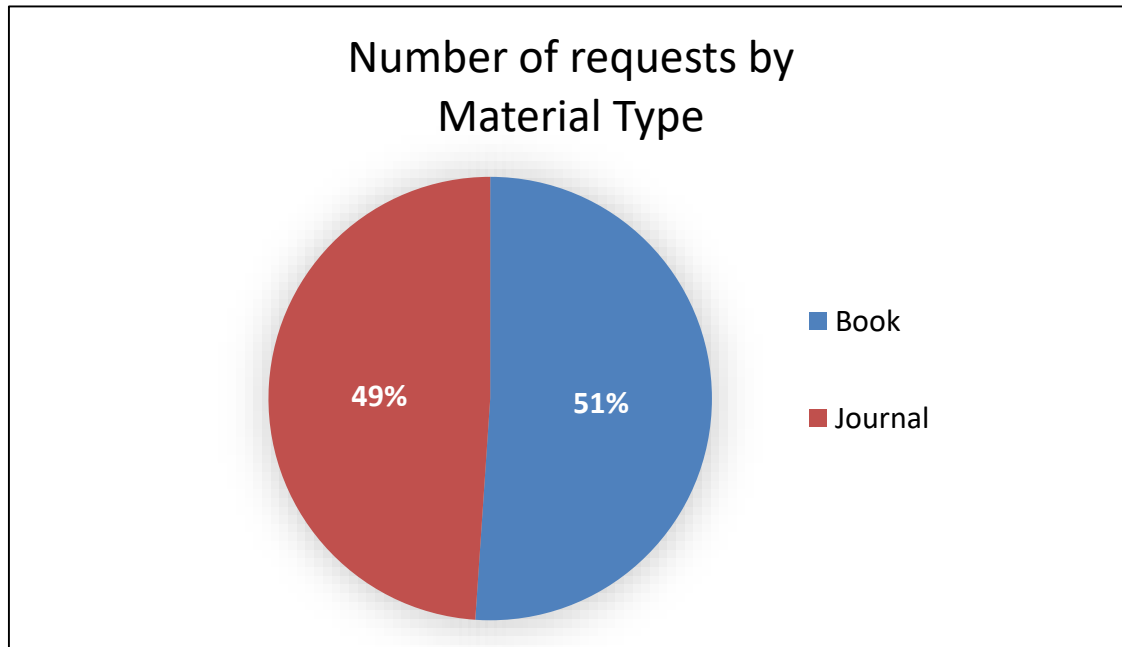
Lending requests - Statistics

Year	Lending Requests	Lending Filled	Lending Unfilled	% Filled	System Avg % Filled	% Unfilled	System Avg % Unfilled	Avg Filled TAT (Hours)	System Avg Filled TAT (Hours)
Calendar 2021	**320**	**233**	**65**	**73%**	**64%**	**20%**	**30%**	**15**	**11**
January	320	233	65	73%	64%	20%	30%	15	12
Calendar 2020	**154**	**119**	**31**	**77%**	**67%**	**20%**	**31%**	**13**	**10**
December	124	95	27	77%	70%	22%	31%	15	11
November	30	24	4	80%	70%	13%	27%	6	10

Lending requests - Statistics

Number of requests by Material Type

- Book — 51%
- Journal — 49%

Number of Requests by Resource Type

- Electronic — 34%
- Physical — 66%

Lending requests - Statistics

Number of Requests by Material type and Resource Type

- Book - Electronic: 17%
- Book - Physical: 34%
- Journal - Electronic: 16%
- Journal - Physical: 33%
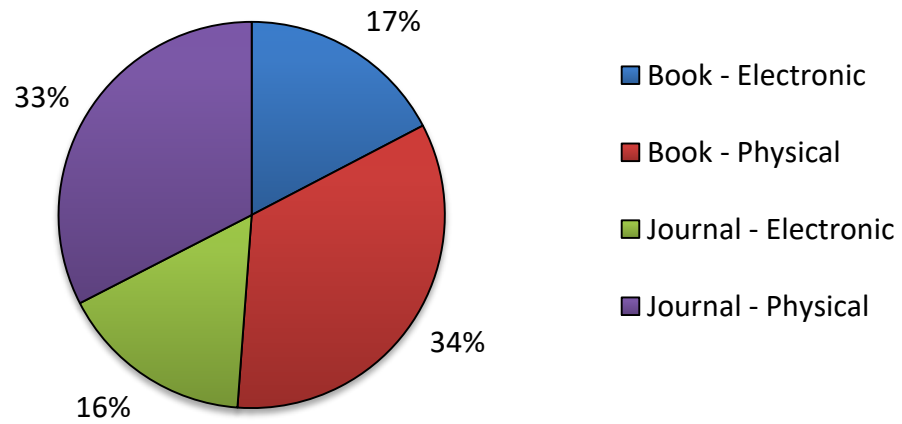
Requested materials by language

- eng: 50%
- fre: 24%
- ger: 4%
- ita: 4%
- mul: 3%
- spa: 1%
- und: 13%
- other: 1%
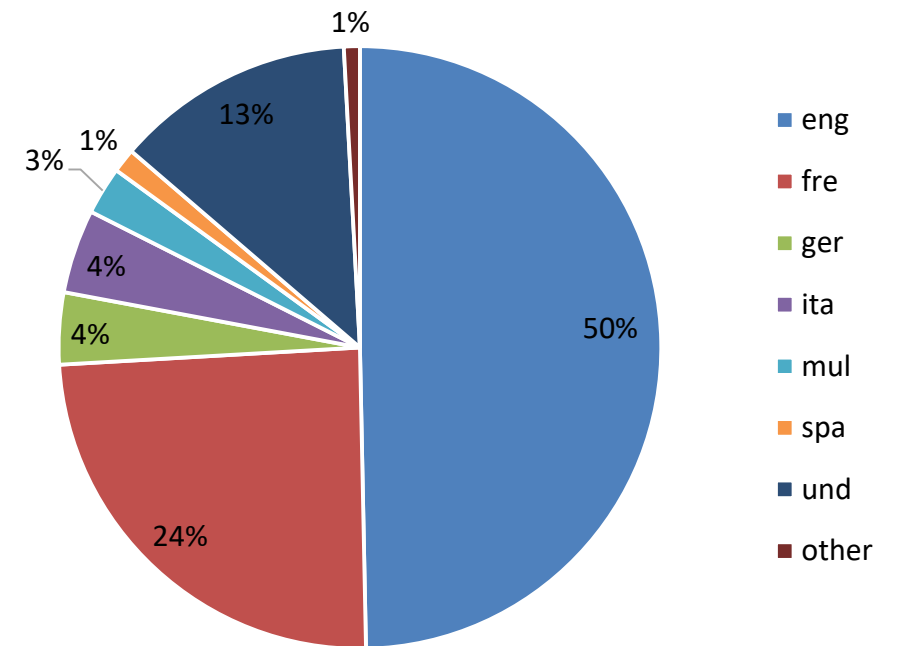
For the near future…

▶ Curious to see if our (French-language) collections will be of interest outside of Belgium (print journals, Cairn.info, OpenEdition…)

▶ Monitoring of the evolution of Rapido

▶ Continued use of Impala (physical supply)
  – RapidILL = additional partner (priority), but not exclusive

▶ P2P ILL project with a Belgian institution for physical supply

Thank you!

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