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Evolution of the ILL service at the University of Liège: Moving forward with RapidILL

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Agenda

- 1) About us
- 2) Simplification of the ILL backend of our ILL service
- 3) Moving forward with RapidILL
- 4) Future plans

About us



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

- One library
 - 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



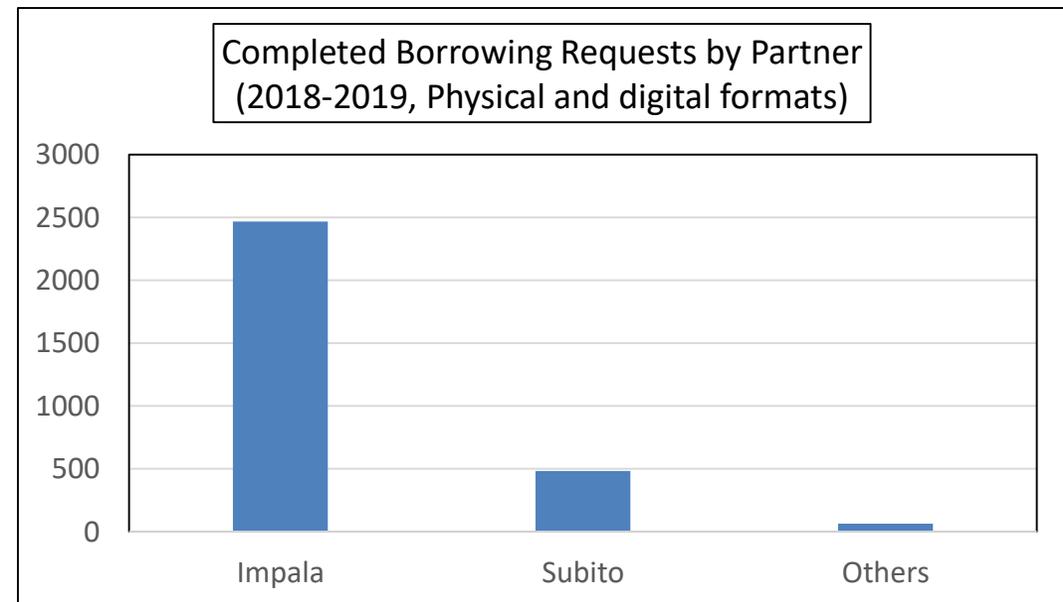
ILL partners at ULiège Library (until 2020)

➤ **Impala**

- Developed by the University of Antwerp (1990)
- Adopted in 1992 as the national ILL document ordering system
- For all kinds of libraries (university, research, public, gov, corporate..)
- More than 600 affiliated libraries
- Clearing house for cost accounting

More info: *Corthouts et al (2011)*

➤ **Subito**



Simplification of the backend of our ILL service

Team and workflows



Prior to go live with Alma

- 8 libraries
 - 15 operators
- } manage ILL services
- Interlibrary Loan service was processed using an in-house solution developed with APIs (not in Aleph)



Alma Go-Live - step 1

- Go live in February 2015: reduction of the numbers of libraries and operators actively involved in ILL supply

- **5 libraries**

- **10 operators**

(no FTE!)

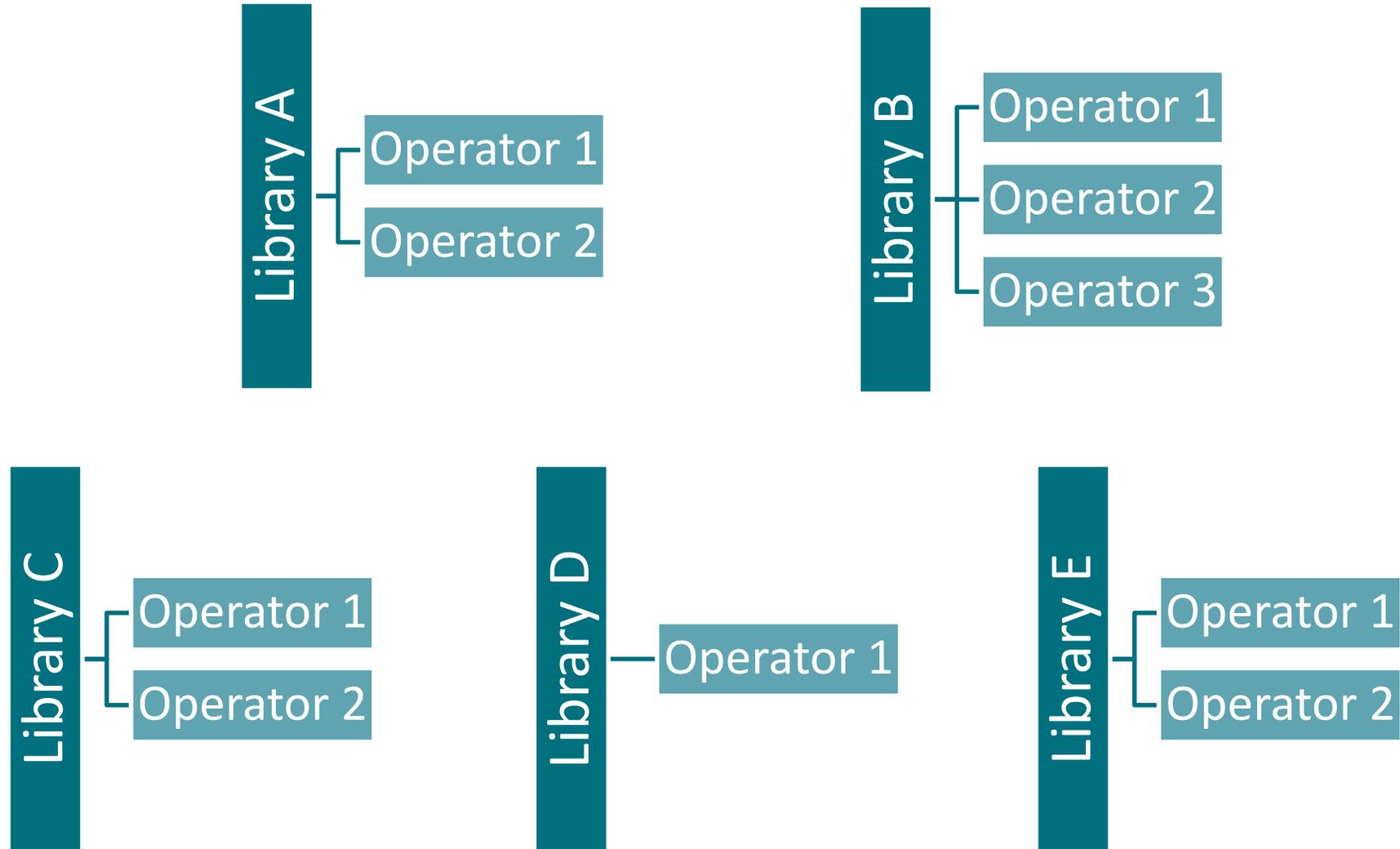


manage ILL services

- More simplification and standardization
- No negative impact noticed on service quality
- Large freedom in organization for each ILL service
- Service still strongly relying on the library type (STM vs HSS)



Organization





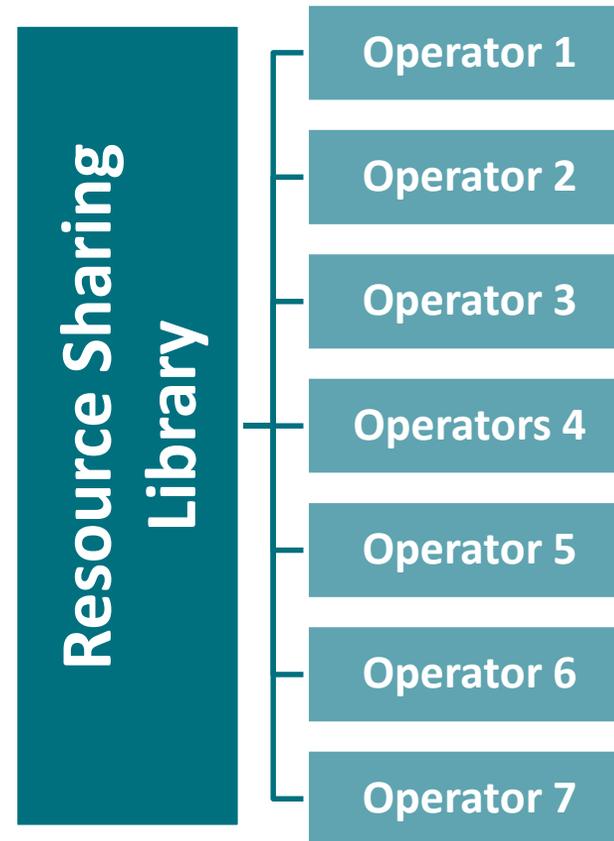
Post Alma Go-Live - step 2 - To one unique RS Library

- At the beginning of 2018:
 - Reorganization and centralization of the interlibrary loan service
 - Use of the default Resource Sharing Library in Alma (only used for resource sharing)

 - **1 Resource Sharing Library**
 - **7 operators**
(no FTE)
- } **manage ILL services**
- Again, more simplification and standardization
 - Not always (easily) accepted by all ILL operators...



New organization



RS Library has a physical address, but

- Operators take it in turns to do the ILL tasks (shared calendar)
- They do it in the library where they usually work
- Only some hours ILL task per week



Experienced advantages of one RS Library

- Automatic allocation of the Resource Sharing Library to all users
- Reduction in the number of transits of physical documents for borrowing requests
- More collaboration between ILL operators
- More fluency in ILL delivery
- Harmonization of the practices between RS operators

More info: Prosmans & Renaville (2018)

We do think that this experience and backend simplification have been useful when joining the RapidILL community.

Moving forward with RapidILL



Key pain point...

- Working with Impala (and Subito) = **duplicate data entry**
 1. Impala
 2. Alma
- No possible integration between Impala and Alma!

→ **Huge need for simplification**

- RapidILL as an opportunity...



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 physically closed (only remote services)
 - 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 (week-ends)



... 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: UGent, 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
 - Enabled at ULiège
- If the request is accepted and processed in RapidILL, the file can directly be emailed to the requester (without the intervention of an operator)
 - Not yet enabled at ULiège



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) Way to compensate the cancellation of a subscription?

5) Positive feedback from ILL staff after the trial



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, ILL 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)



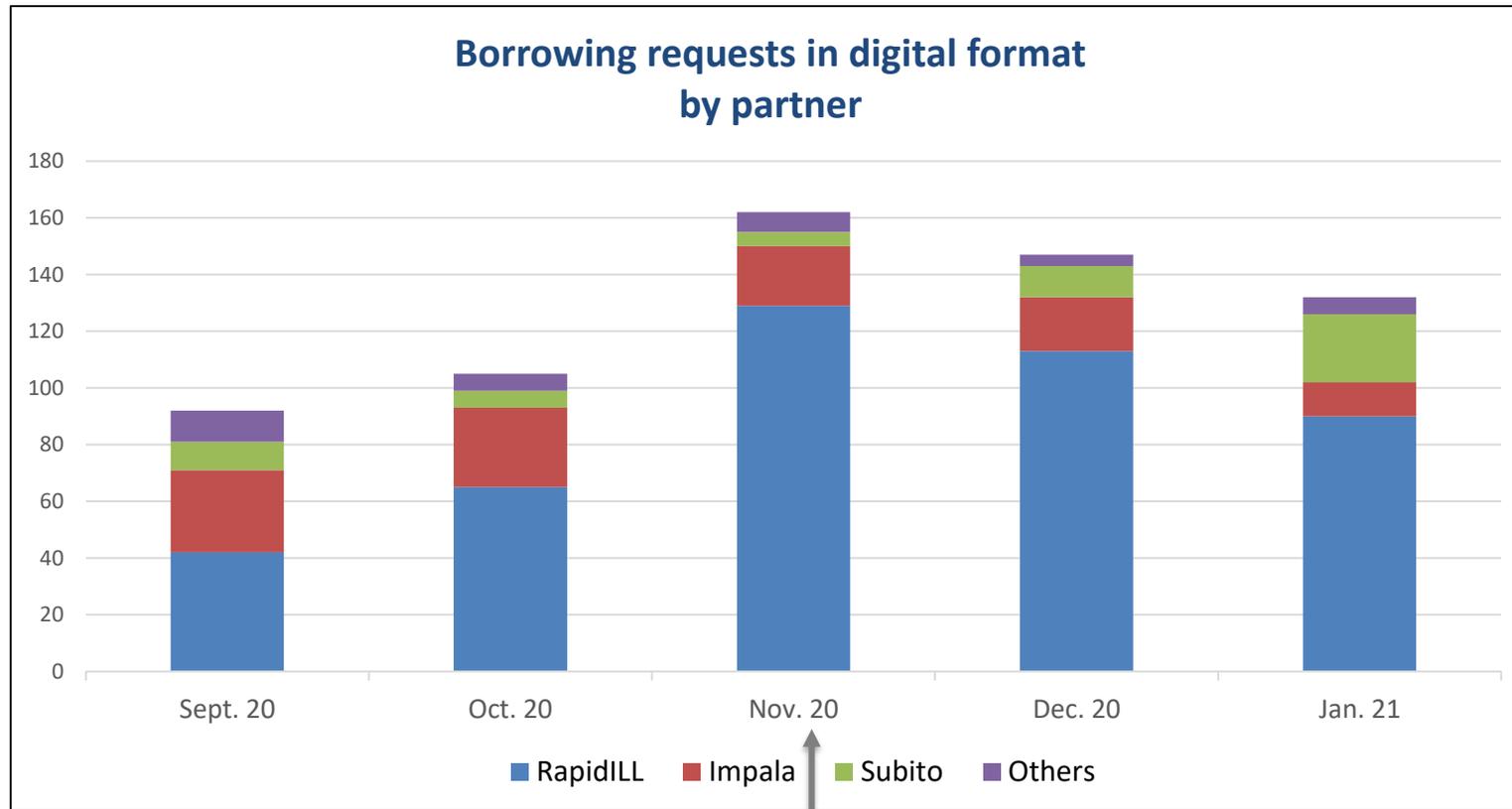
Borrowing requests - Statistics

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	1,747	1,520	178	87%	94%	10%	4%	11	14
October	210	195	9	93%	95%	4%	3%	9	12
September	109	96	7	88%	95%	6%	4%	14	13
August	189	160	26	85%	94%	14%	4%	9	13
July	126	110	14	87%	95%	11%	3%	9	13
June	115	111	2	97%	95%	2%	3%	10	12
May	214	196	13	92%	95%	6%	3%	9	13
April	283	248	19	88%	95%	7%	3%	11	13
March	232	212	15	92%	95%	6%	4%	10	13
February	116	106	10	94%	95%	9%	4%	16	15
January	153	90	63	59%	93%	41%	5%	14	17
Calendar 2020	557	539	36	97%	93%	6%	5%	11	13

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



Borrowing requests - Statistics

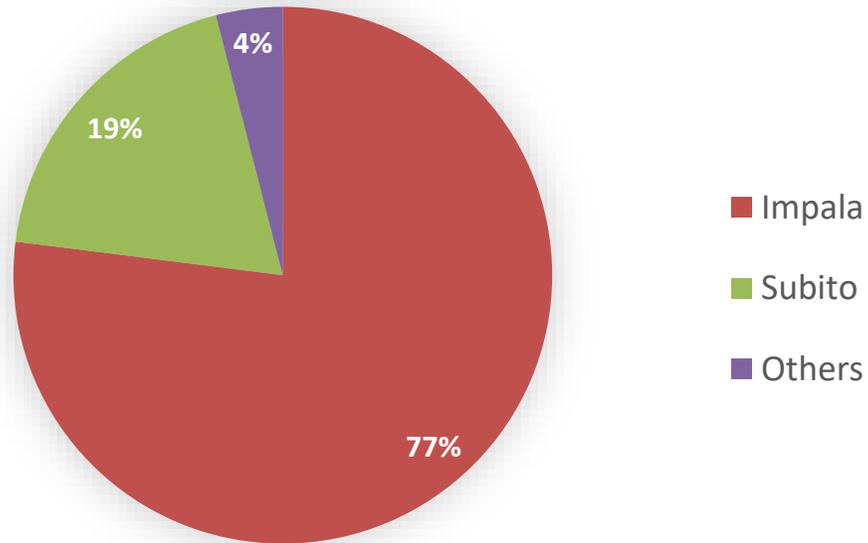


From Nov 2020, RapidILL became the automatically assigned ILL partner in Alma

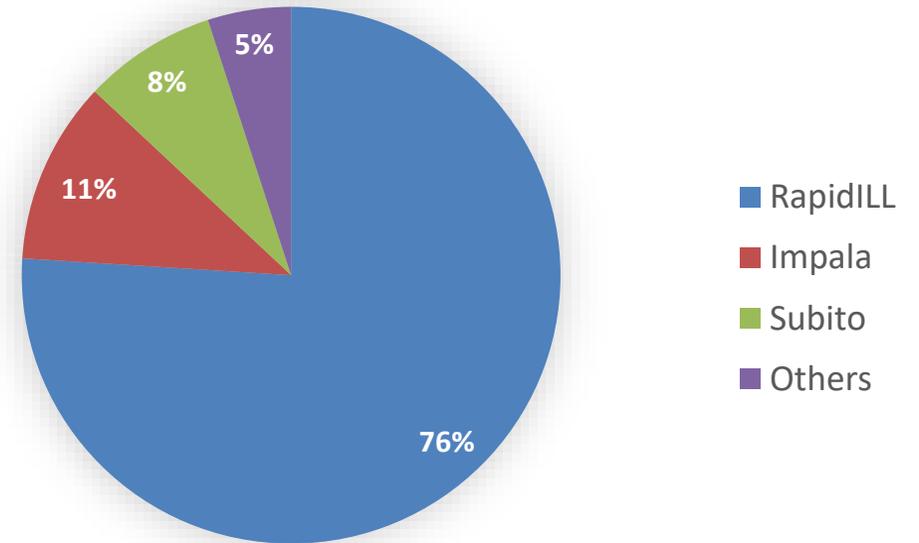


Borrowing requests - Statistics

**Borrowing requests in digital format
(Nov. 2018 - Oct. 2019)**



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



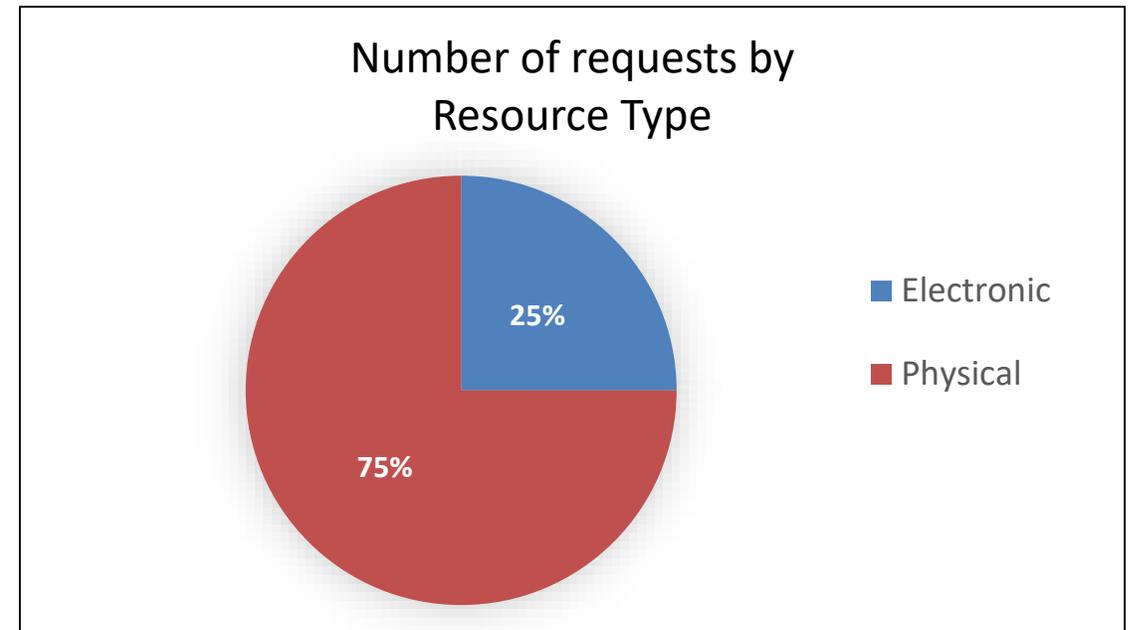
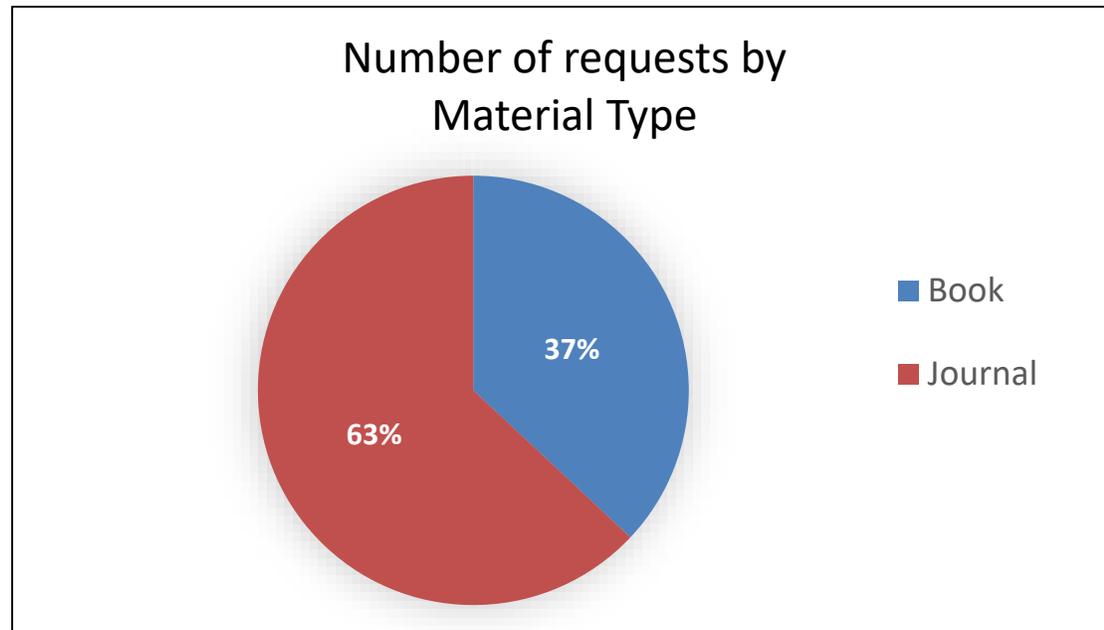


Lending requests - Statistics

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	2139	1562	562	73%	71%	26%	27%	16	9
October	184	140	51	76%	73%	28%	24%	13	8
September	202	141	58	70%	72%	29%	26%	15	8
August	128	103	23	80%	71%	18%	27%	15	9
July	190	123	70	65%	71%	37%	27%	15	9
June	223	158	63	71%	74%	28%	26%	20	9
May	175	129	49	74%	71%	28%	26%	18	9
April	175	119	54	68%	72%	31%	27%	19	9
March	298	223	82	75%	72%	28%	28%	17	9
February	244	193	47	79%	69%	19%	29%	16	10
January	320	233	65	73%	66%	20%	30%	15	11
Calendar 2020	154	119	31	77%	67%	20%	31%	13	10



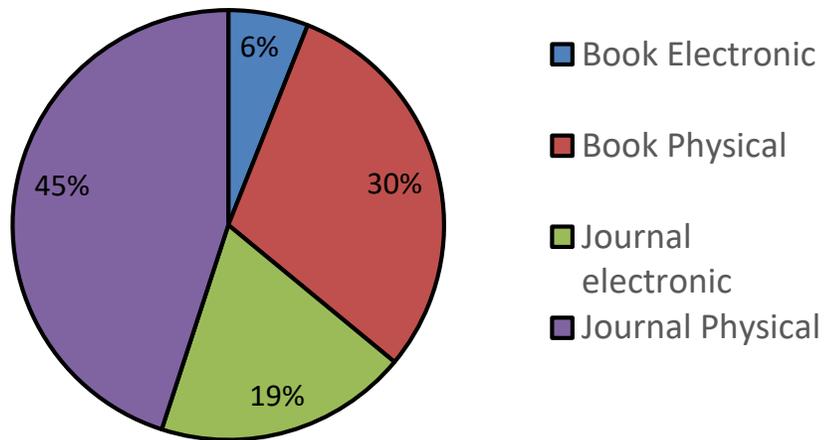
Lending requests - Statistics



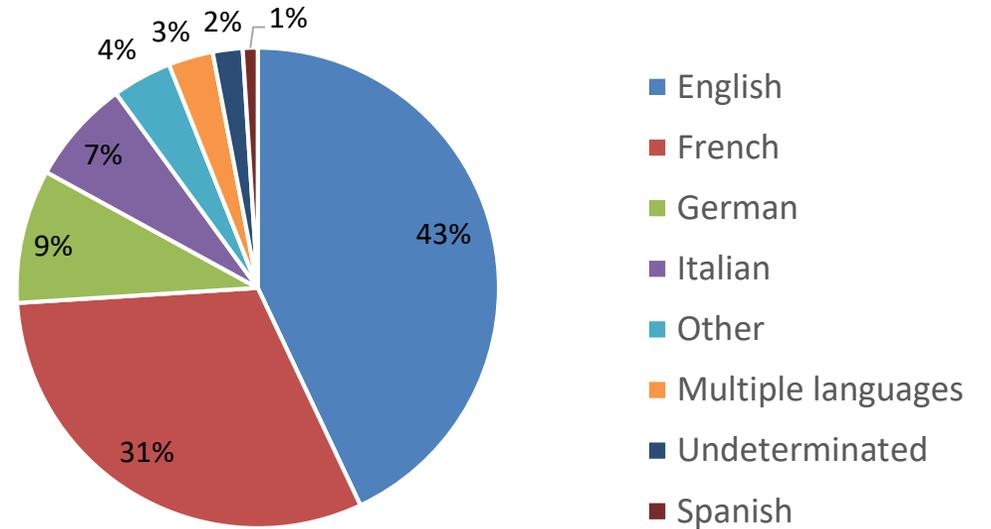


Lending requests - Statistics

Number of Requests by Material type and Resource Type



Requested materials by language





What we like (as a Borrower)...

- Integration with Alma
 - Easy to implement
 - No need for ILL staff to work in both Alma and RapidILL
 - We only connect to RapidILL for tracking or statistics purposes
- Quick supply of requested materials
- Known annual cost
 - Higher borrowing usage has no financial impact



What we like (as a Borrower)...

- Growth of Rapido (in Alma) is beneficial to the RapidILL community
 - The Rapido community also participates in RapidILL, so any time another library joins Rapido, they will be a partner library through RapidILL.
 - And when RapidILL libraries decide to add Rapido (with Alma), they will still continue to participate in RapidILL.
- Worldwide community
 - No need to be an Alma customer either 😊
 - Internet Archive as a supplier



Internet Archive Pod

- Internet Archive offers access to 2 million books and thousands of periodical titles. As lending partner, Internet Archive fulfills requests, usually within an hour.
- In April 2021, Internet Archive contacted RapidILL customers asking us to add our library as a pilot member of the new Internet Archive Pod.



Internet Archive Pod

162 RapidILL Libraries Borrowing From Us

Adams State University	Dickinson College	Mansfield University	University of Mass. Dartmouth
Arizona State University	Drexel University	Marine Biological Lab/	University of Mass. Lowell
Bentley University	East Tennessee State University	Woods Hole Oceanographic	University of Massachusetts
Binghamton University	Ferris State University	Marist College	University of New Brunswick
Bloomsburg University	Flinders University	Michigan State University	University of New Hampshire
Boston College	Florida A&M University	Michigan Technological University	University of New Mexico
Boston Univ. Alumni Medical Library	Florida Gulf Coast University	Middlebury College	University of Notre Dame
Boston University	Florida State University	Millersville University	University of Oklahoma
Brandeis University	Frostburg State University	Missouri University of Science and Technology	University of Pennsylvania
Brown University	George Fox University Library	MIT (Massachusetts Inst. of Technology)	University of South Carolina
Calif State Univ., San Marcos	George Mason University	Mount Holyoke College	University of South Florida
California State Univ., East Bay	Georgia State University	Northeastern University	University of Southern California
California State University Fresno	Ghent University Library	Northern Arizona University	University of Texas at Arlington
California State University, Chico	Griffith University	Norwich University	University of Texas at Dallas
California State University, Sacramento	Harvard University	Occidental College	University of Utah
Central Washington University	Hong Kong Baptist University	Oklahoma State University	University of Vermont
City University of Hong Kong	Hong Kong Polytechnic University	Olivet Nazarene University	University of Waikato
Clemson University	Hong Kong Univ. of Science & Technology	Oregon State University	University of Wisconsin, Whitewater
College of William and Mary	Iowa State University	OU-Tulsa	UT MD Anderson Cancer Center
Colorado Mesa University	James Madison University	Pace Univ. - Mortola Library	Research Med Library
Colorado State University	Kansas State University	Pepperdine University	Utah State University
Columbia University	Kutztown University	University of Florida	Vassar College
Connecticut College	Lafayette College	University of Haifa	Villanova University
Cornell University	Le Moyne College	University of Hong Kong	Washington State University
CSIRO Library Services	Lehigh University	University of Idaho	Wayne State University
Dalhousie University	Lingnan University	University of Kansas	Weizmann Institute
Dartmouth College	Louisiana State University	University of Liege	Wellesley College
	Loyola University Chicago	University of Liverpool	Wesleyan University
		University of Mary Washington	West Virginia University
		University of Maryland Baltimore County	Whitworth University
		University of Mass. Boston	Williams College



Internet Archive Pod

- Between May and October 2021, out of our 853 requests fulfilled by RapidILL, 48 were fulfilled by Internet Archive (representing approximately 5.5% of our requests)

Lending Institution	Num of Requests
Tufts Univ, Hirsh Health Sciences Lib.	55
Internet Archive	48
Ghent University Library	25
Université Libre de Bruxelles	25
Olivet Nazarene University	21
Rowan University	21
Binghamton University	20
Univ.of MD Baltimore Health Sciences Library	18
KU Leuven LIBIS	17

Nice also to see that the 3 other Belgian RapidILL customers are in our top 10 suppliers (< local needs)



What we would like (as a Lender)...

- Available format should be part of the algorithm to select the most appropriate partner: **Priority for e-holdings**



RapidILL

110
votes

Vote

Electronic holdings should take priority over physical holdings

Currently, the format is not a parameter of the algorithm used to select the most appropriate partner. Electronic holdings should take priority over physical holdings: this would avoid institutions to digitize print materials (operations that take time and human resources) while others may have an electronic version that can more easily and quickly be provided.

If Partner A has an electronic access and Partner B has a physical holding (and things like time zones being equal), Partner A should receive the lending request in priority.

Future plans



Next steps



- Monitoring of the evolution of Rapido
- Borrowing requests: Automatic supply of patrons with requested materials (Emails automatically sent from Alma to requesters)
- Evaluation of the possibility of offering a free ILL service to our patrons
- Continued use of Impala
 - RapidILL = additional partner (priority), but not exclusive
 - ULB = priority partner for physical supply (Alma P2P with the Alma Resource Sharing Directory)



Alma P2P with Alma Resource Sharing Directory

- The directory is a central place with up-to-date information about resource sharing libraries in Alma. Libraries in the Alma Resource Sharing Directory are grouped into regional pods. In this way, they can easily create peer-to-peer relationship for physical supply.
- Since the beginning of October, our resource sharing library has been added to the Ex Libris Resource Sharing Directory.
- Free University of Brussels (ULB) Library and the European Commission Library are also in the Ex Libris Resource Sharing Directory. We hope to organize our first tests with the ULB in the coming weeks.



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Thank you!

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