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RapidILL experience sharing: The SMU libraries story

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RapidILL Experience Sharing

The SMU Libraries Story

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Senior Manager, User Access Services



Quick facts

University

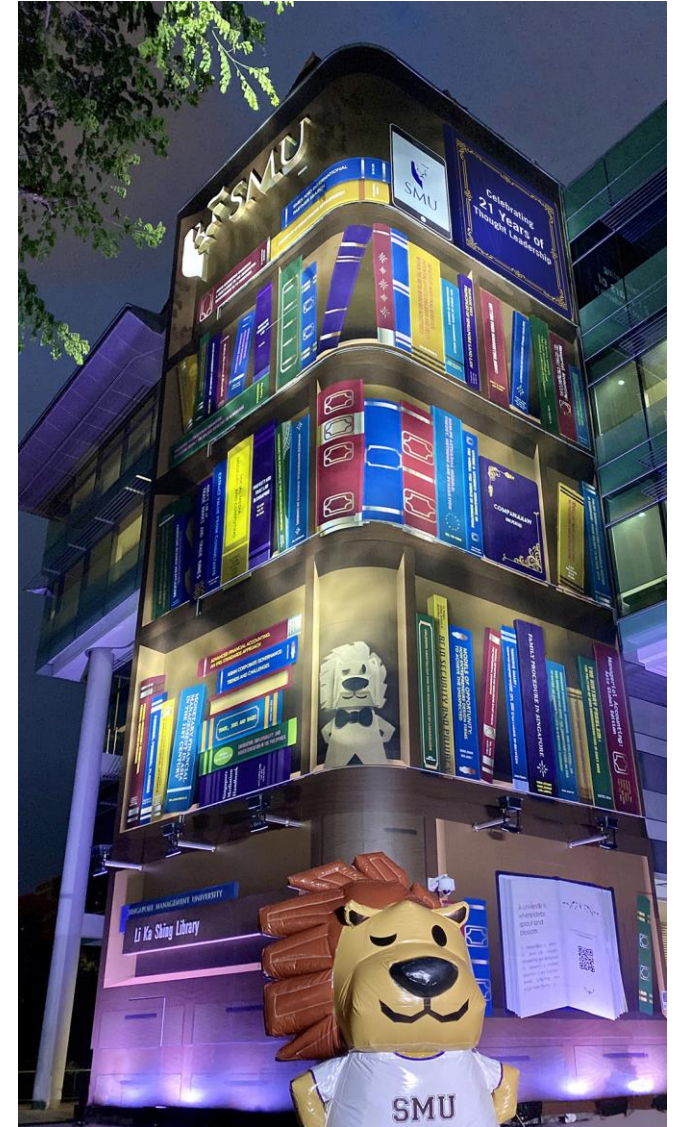
- Established in 2000
- 6 schools (Business, Law, Social Science, IT, Accountancy, Economics)
- 9,000 students and 350 faculty members

Library

- 2 Libraries, centralised processing
- 21 professional librarians and 16 para-professionals

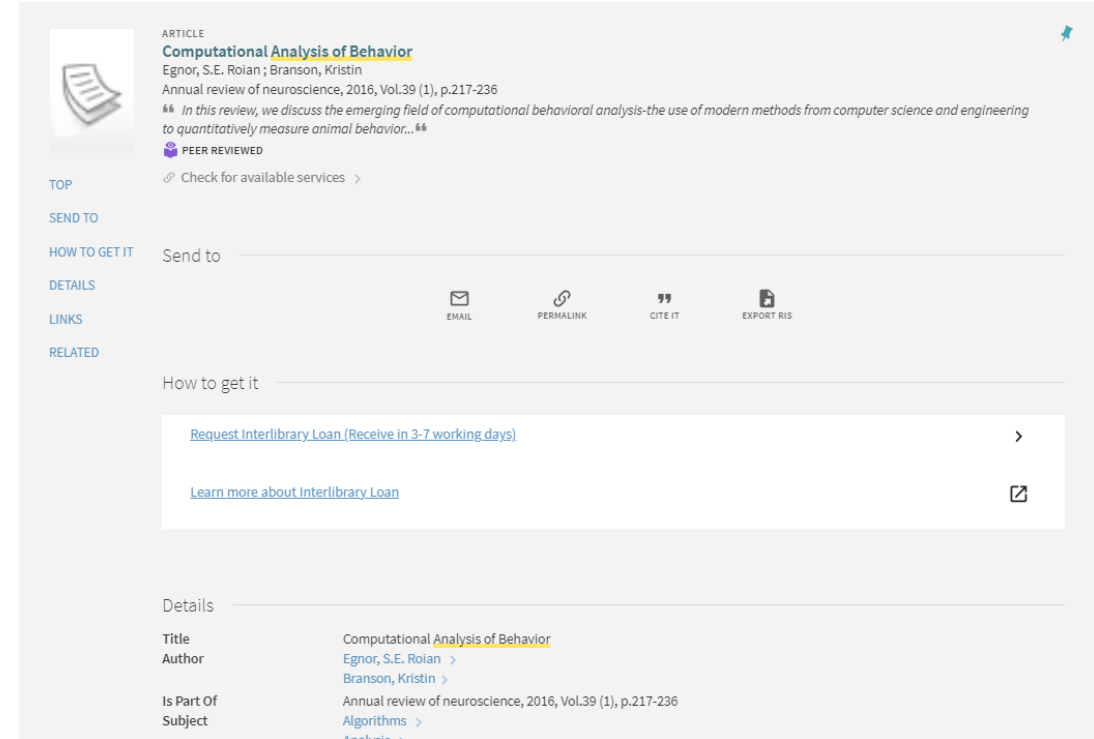
Collection

- 70,000 Books, 480,000 e-Books
- 180 Databases, 85,000 e-Journals



Background

- We provide Interlibrary Loans (ILL) and Document Delivery Services (DDS) to support the teaching, learning and research needs of our users
- Request made via online form or Library search / Google Scholar -> Integration within user's workflow
- Reciprocal arrangement with partner libraries – to borrow from them, and to lend to them upon request.
- Examples of partners libraries: Parliament Library, Supreme Court Library, Attorney-General Chambers Library



ARTICLE
Computational Analysis of Behavior
Egnor, S.E. Roian ; Branson, Kristin
Annual review of neuroscience, 2016, Vol.39 (1), p.217-236
** In this review, we discuss the emerging field of computational behavioral analysis-the use of modern methods from computer science and engineering to quantitatively measure animal behavior...**
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[Learn more about Interlibrary Loan](#) ☑

Details _____

Title Computational Analysis of Behavior
Author Egnor, S.E. Roian >
Branson, Kristin >
Is Part Of Annual review of neuroscience, 2016, Vol.39 (1), p.217-236
Subject Algorithms >
Analysis >

Periodic review of ILL/DDS service

Objective: To examine service gaps and identify improvement in work processes

The following reviews were completed over the period of 2018 – 2020

- ILLDDS Services review
- ILLDDS Policy review and System review
- ILLDDS System implementation



>>> Implemented in Sep 2021





Why RapidILL ?

- Cloud-based solution → low-maintenance
- Cost effective solution → Subscription based
- Integration with Library Management System (Alma)
- Highly automated workflows – Time and cost savings
- Support from Ex-Libris (Clarivate)

Implementing RapidILL

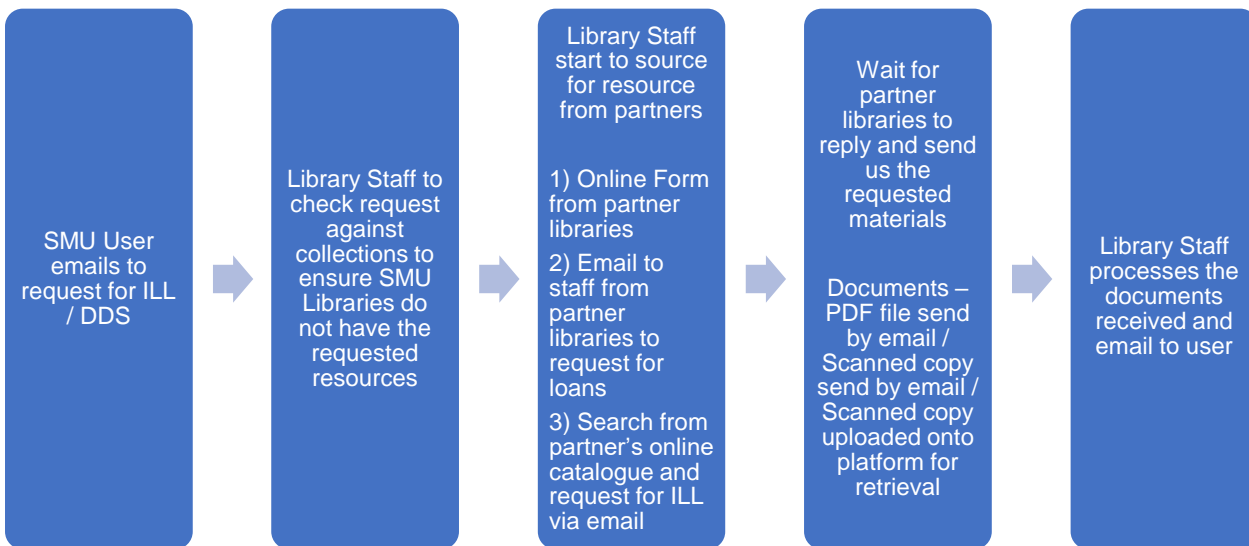
- System configuration - Library profile
- Matching to a Rapid pod
- Upload library holdings file
- Workflow setup and testing
- Training for staff

Implementation timeline of 6 months from the date project was approved.

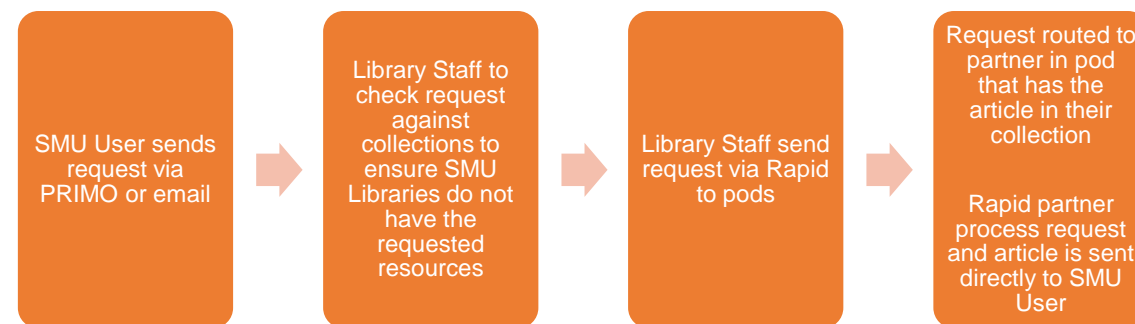


What have changed

Before RapidILL – Borrowing Request Process



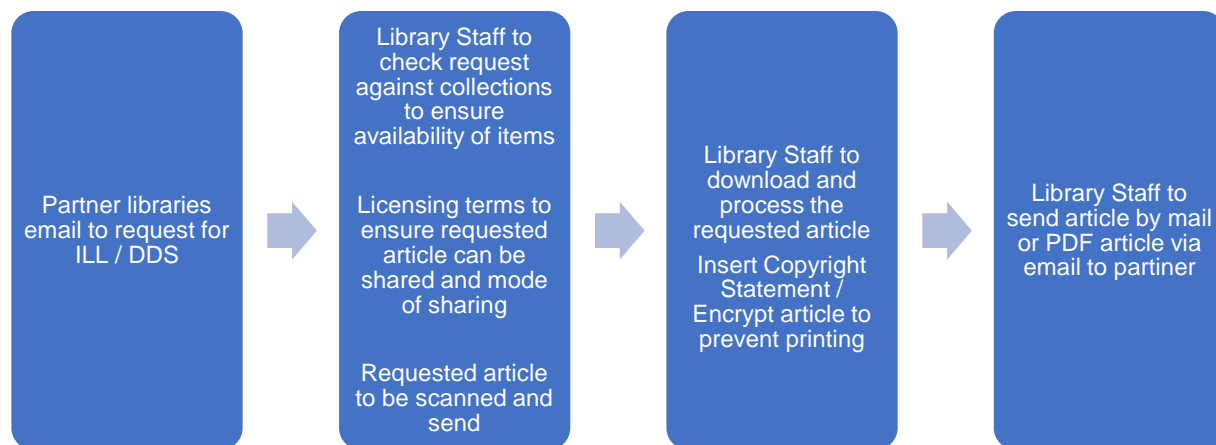
After RapidILL – Borrowing Request Process



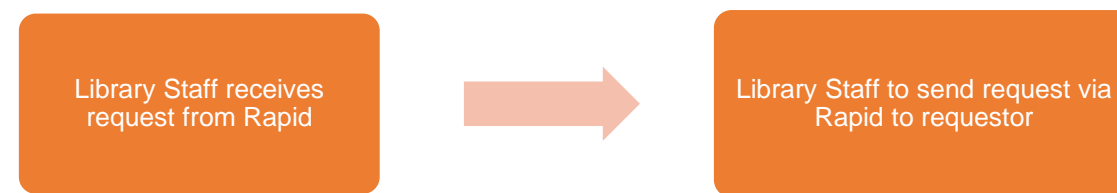
- Streamlined Process - Less complicated and confusing process to request for articles
- Reduced time spent on the sourcing, requesting and processing of articles
- Reduced time spent on administrative task – billing and invoicing between partners

What have changed

Before RapidILL – Lending Request Process



After RapidILL – Lending Request Process



- Streamlined Process – Processing time is shorten to assess and check each request received
- Reduced time spent on each request received
- Reduced administrative task – billing and invoicing

What has changed since using RapidILL?

Borrowing requests

- Seamless access to resources
 - Resources availability based on members in pod
- Turnaround time
 - No time zone restriction
- Secured delivery of requests
- Cost
 - Fixed cost due to subscription model to RapidILL

Lending requests

- Configuration of electronic resources availability, time saved to assess each request from requesting partners
- Increased in number of requests received fulfilled
- Secured delivery of requests



Thank you

Questions and Answer