

RapidILL at Dickinson

Problem

Due to the high cost of journal subscriptions, we, like many academic libraries, rely on Interlibrary Loan Services to supplement our library collection. Despite implementing numerous approaches for expediting patron requests, we still could not keep up with the number of requests coming into the ILL office.

As a result we were intrigued when we heard about RapidILL, a document delivery system currently comprised of 120 member libraries which provides speedy access to journal articles.

Methodology

Once we decided to move forward with RapidILL, we asked our consortia for startup funds and they agreed to support our new venture. In June of 2008 we installed the rapid software of staff computers, upgraded scanners to accommodate the new demand for electronic delivery, sent holdings to the Rapid administrator, and attended training. By July 1 we had incorporated RapidILL into the daily workflow in the ILL office.

Results

The implementation was flawless and staff quickly adapted to the new process. However, as we were a hosted ILLiad library we were not initially able to set up unmediated borrowing for the RapidILL service. In reviewing the most recent release of ILLiad software though we found that the Atlas Company had developed a Rapid Manager for ILLiad. By contacting Atlas we were able to have this installed and now RapidILL requests are processed without mediation.

We started the service July of 2008 and so far it is working extremely well for us. Over 50% of our patron's article requests are filled through RapidILL all delivered to our patrons within 24 hours of submitting the request.

Turnaround Time for Articles from submission of request to receipt:

Before Implementing RapidILL

Fall 2006 - 5.25 days

Fall 2007 - 4.92 days

Since implementing RapidILL

Fall 2008 - 2.75 days

For more information, please contact:

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