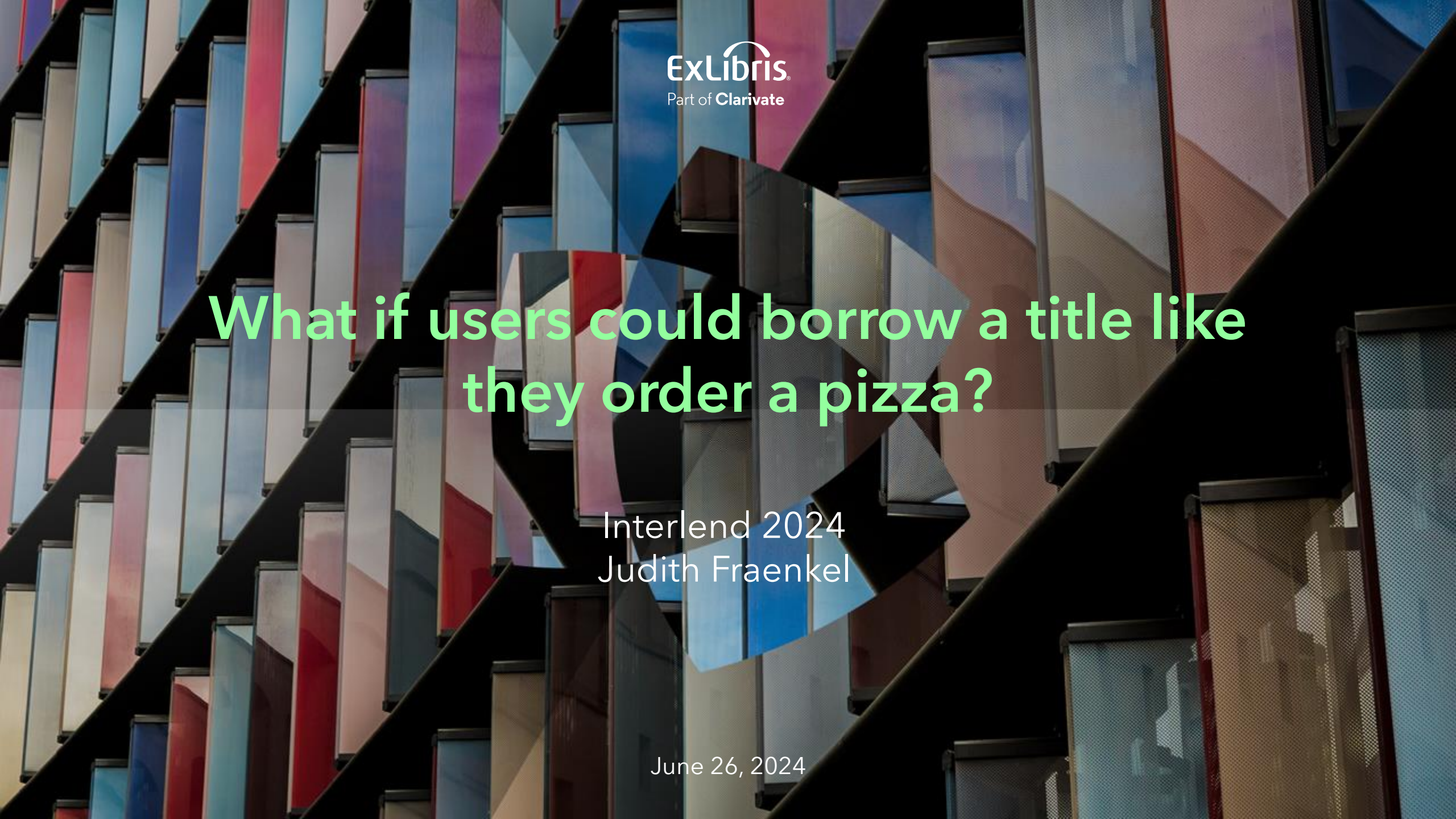


What if users could borrow a title like they order a pizza?

Interlend 2024
Judith Fraenkel

June 26, 2024

What does it take to order a pizza?

ExLibris
Part of Clarivate

REW

“We need help offering a better user experience!”

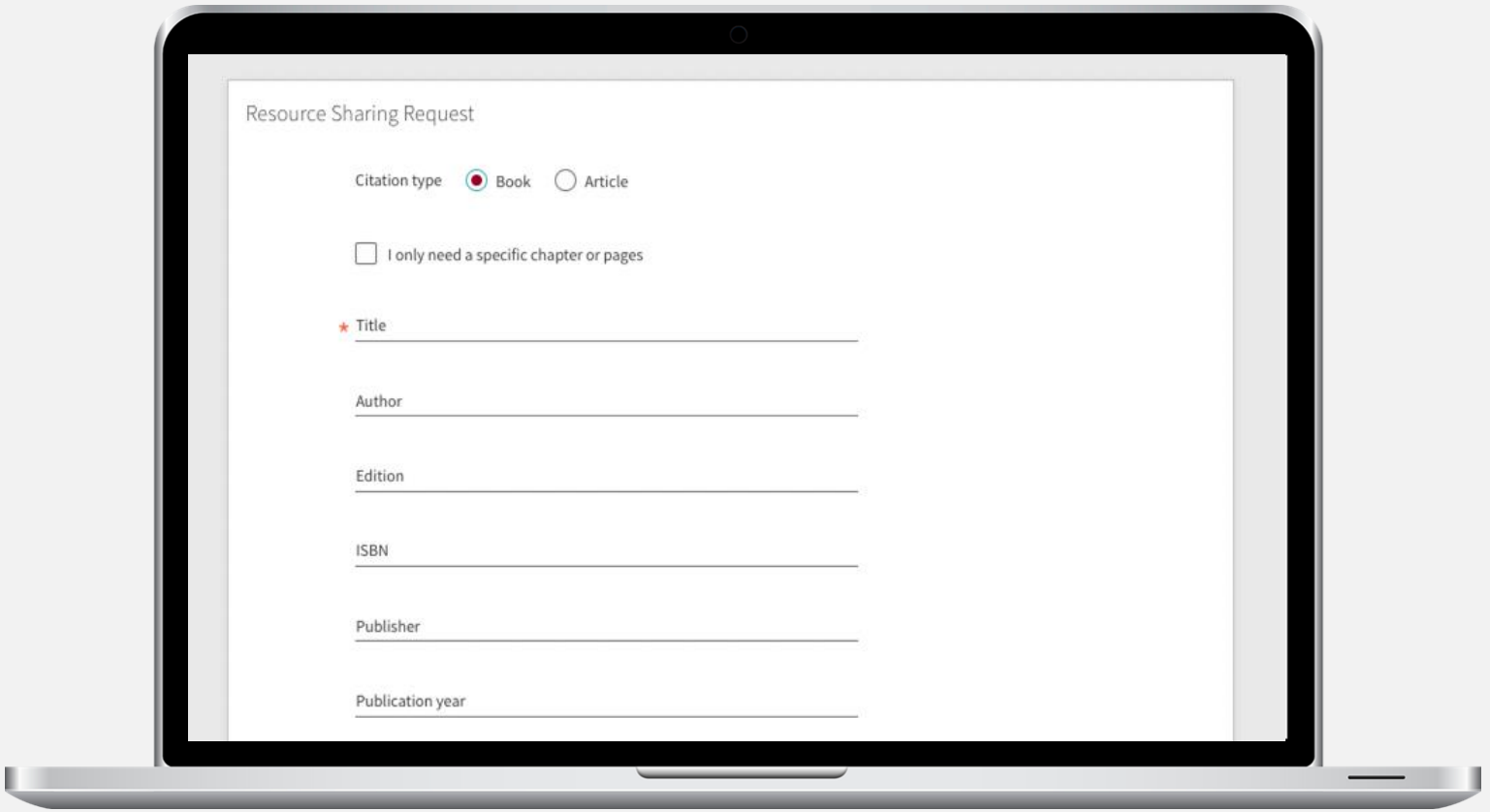
Why?

Frustrating for students

- Navigate 2-3 different interfaces to place a request
- No info on item availability or delivery time

Time-consuming for staff

- Copy-paste request fields into different systems
- Manually look for and send titles to patrons



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And Rapido was born!

An interlibrary loan system that **integrates with the ILS** to let users place ILL requests directly in their library's discovery interface

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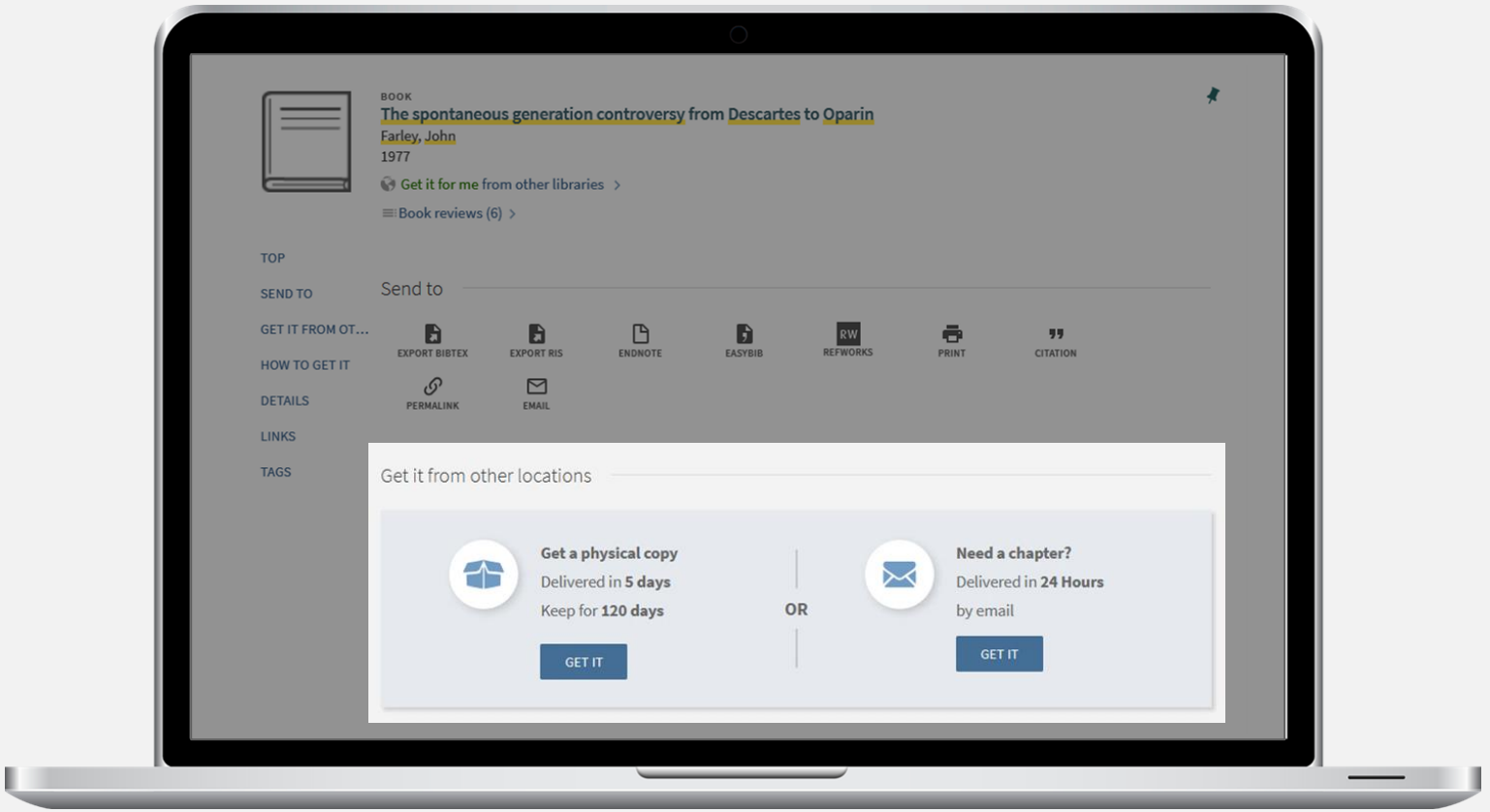
Make borrowing a title as easy as ordering a pizza

How?

One interface for users

- Discover and borrow materials on the same interface
- Borrowing services available 24/7



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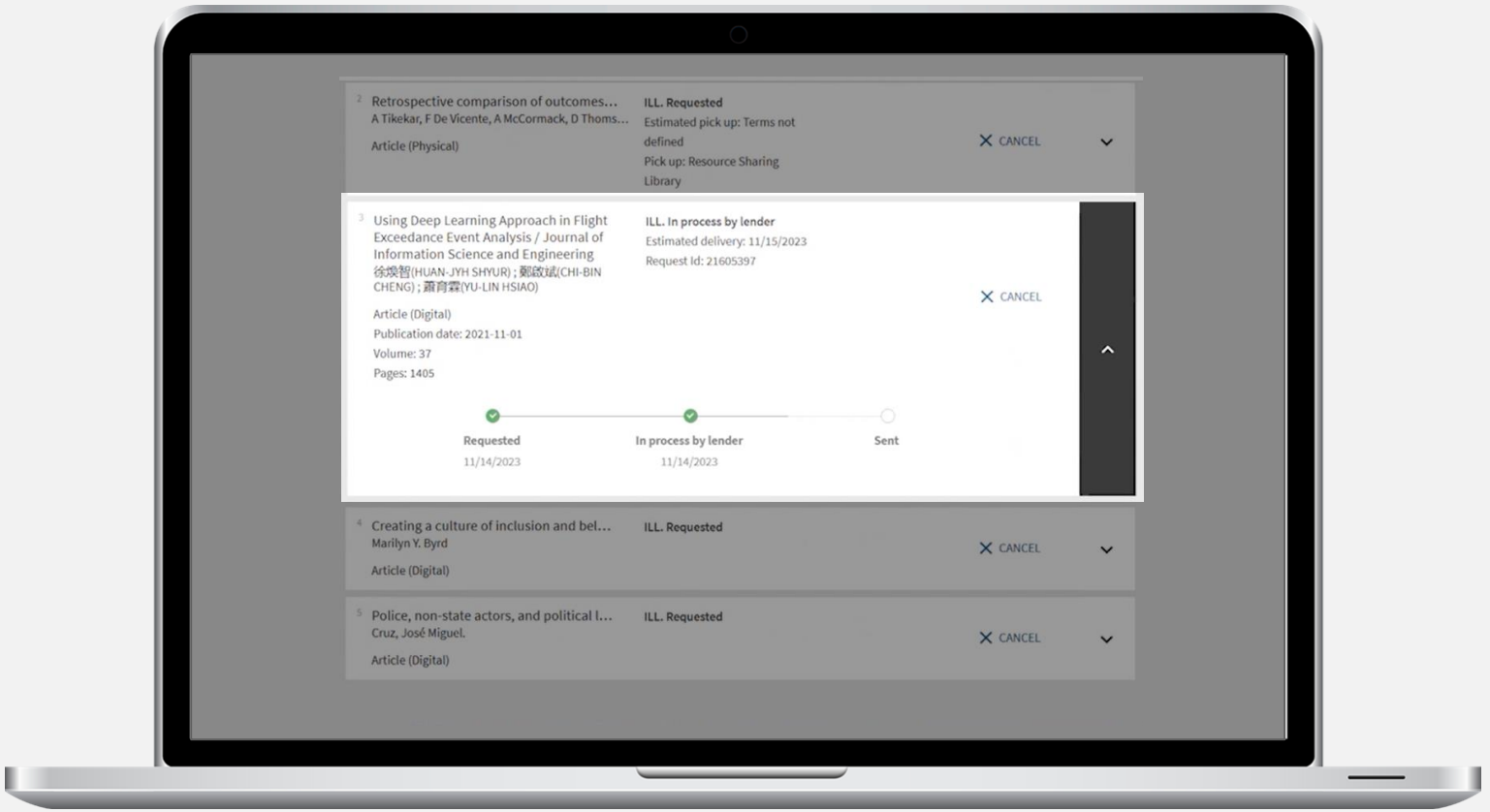
Make borrowing a title as easy as ordering a pizza

How?

One interface for users

- Discover and borrow materials on the same interface
- Borrowing services available 24/7
- Choose their preferred option and track delivery



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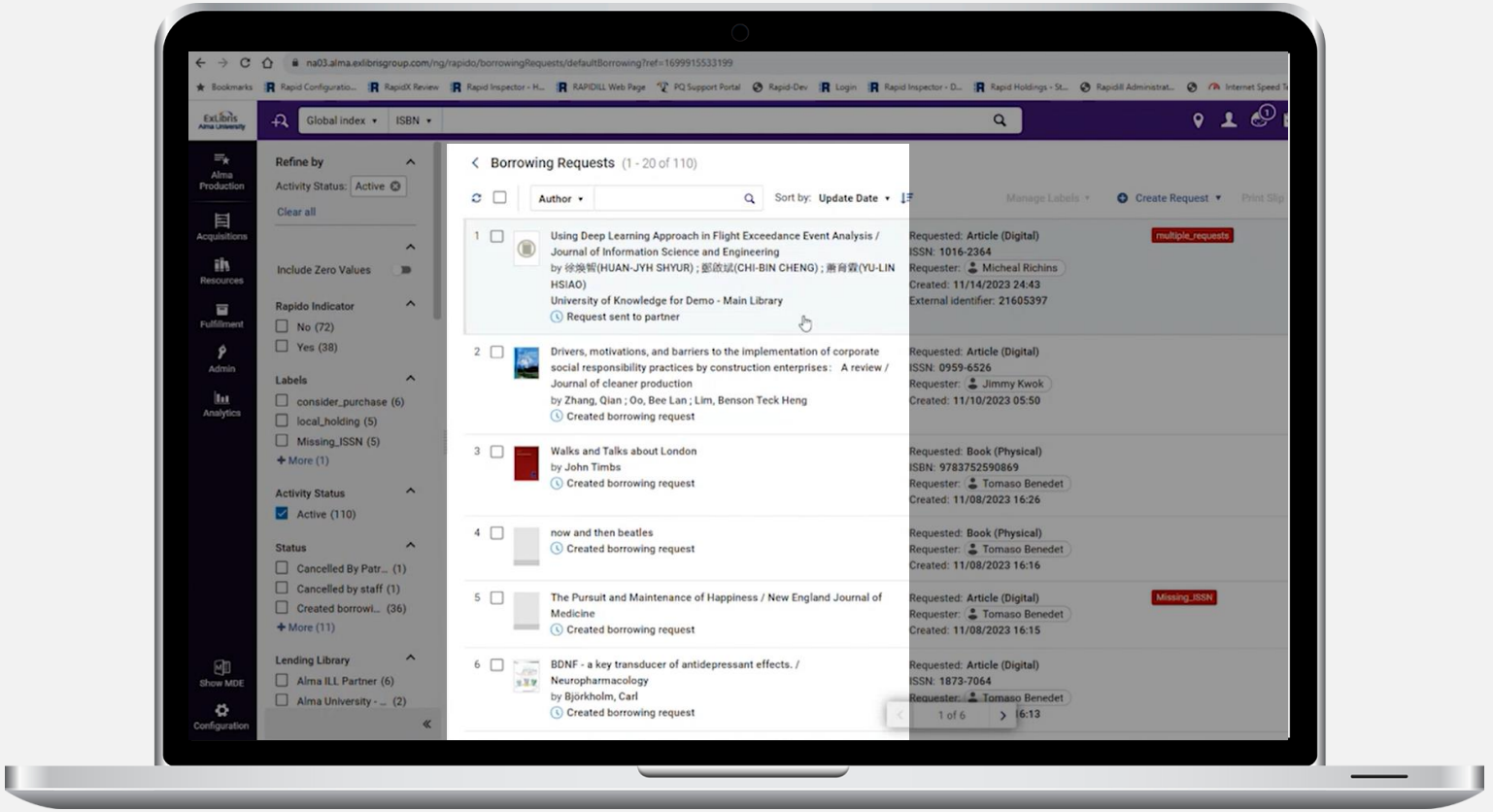
Make borrowing a title as easy as ordering a pizza

How?

One system for staff

- Manage all ILL requests **in one system**
- Receive requests with pre-populated forms
- No need to manually find a lender



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Making borrowing as easy as ordering a pizza

Adapt to new habits

Patrons access any material on the discovery interface

Meet users' deadlines

Libraries fulfill digital requests in less than 10 hours

Help staff work smarter

Staff manage all requests through one interface

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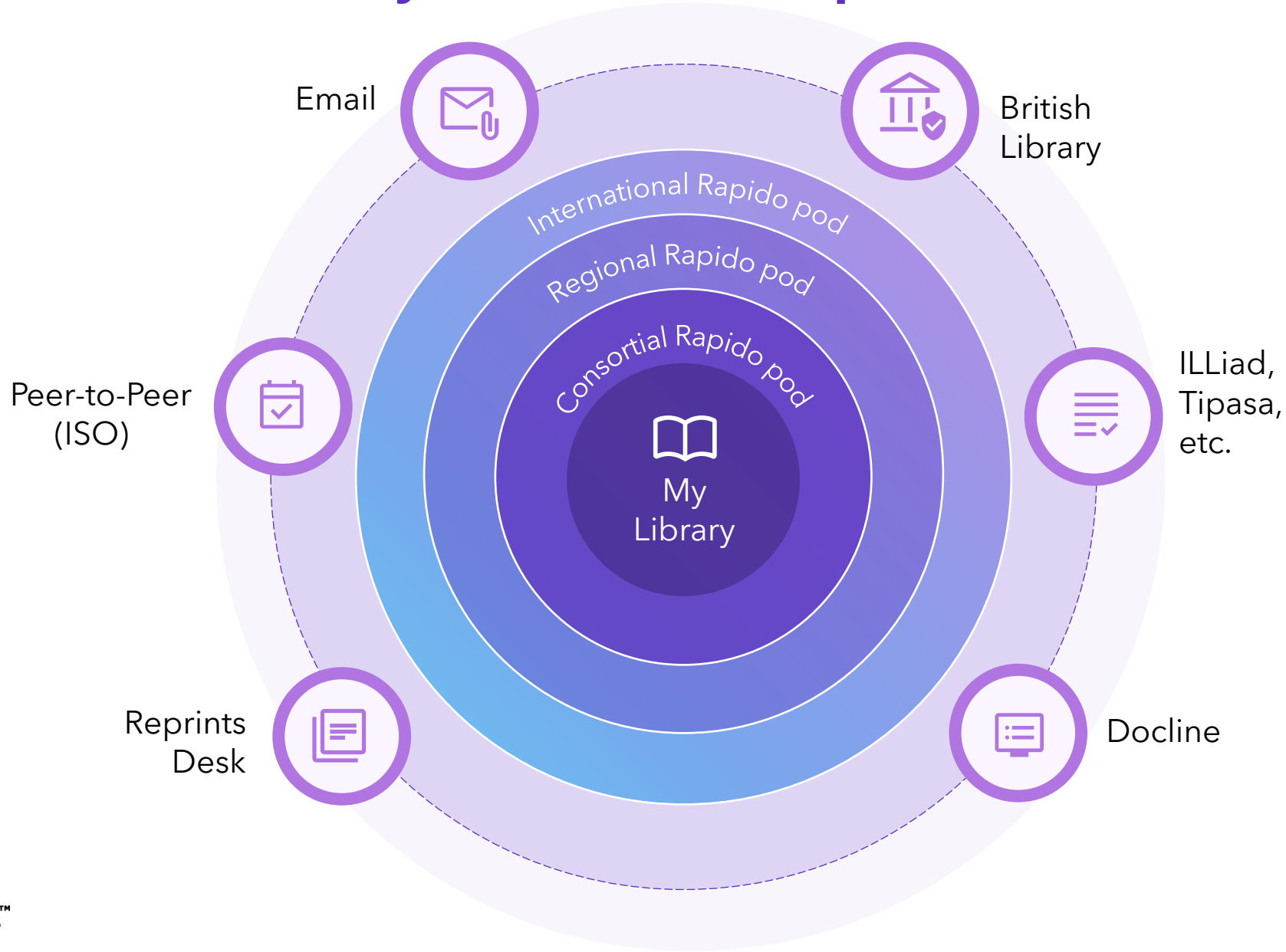
Share resources with your favourite partners



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The resource sharing community

Fill rate:
Physical items: **87%**
Digital items: **92%**

2023 requests fulfilled:
2.6 million

Filled by 1st lender: **96%**

~1,500 active libraries:
Rapido, RapidILL, Alma RS

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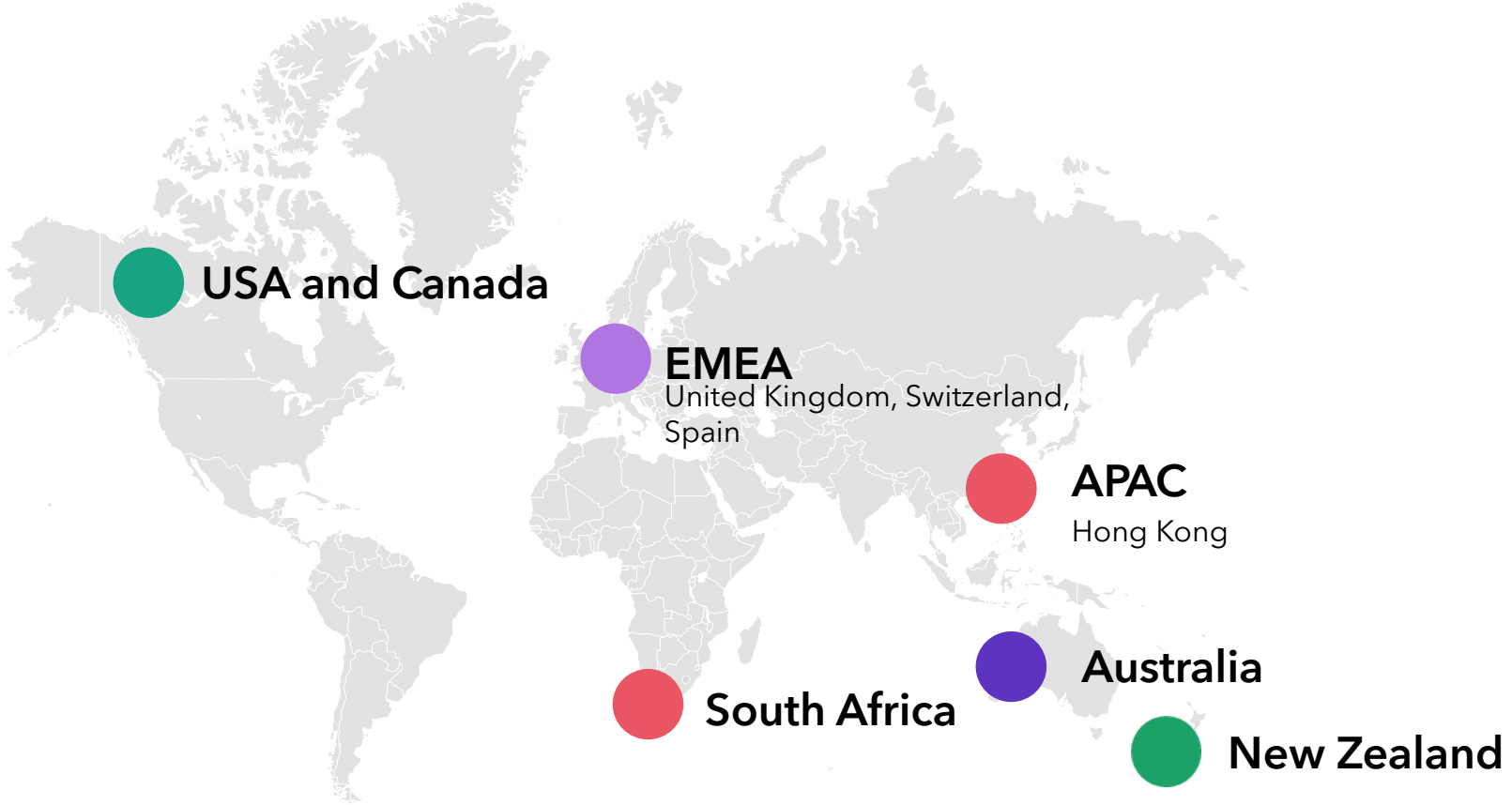
The Rapido global community

132 Live Libraries



A growing collective collection

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UK and Ireland Alma Community: Resource Sharing Landscape

Facts and Figures

~98 Alma in the UK and Ireland

Of those

Institutions use Alma Resource Sharing

Use RapidILL

6 use Rapido

243K borrowing requests placed in the last year across the UK resource sharing network

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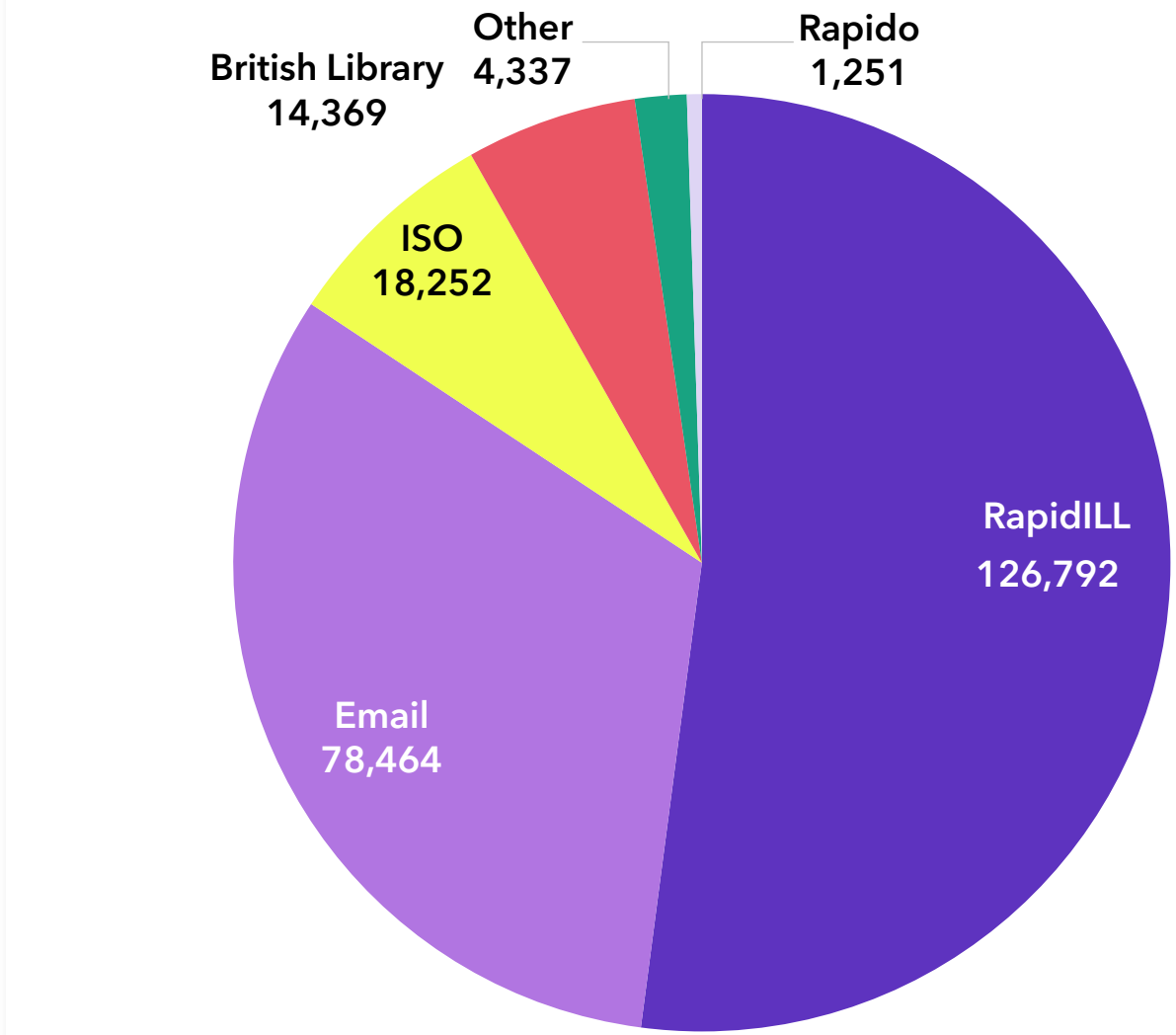
UKI: Borrowing Requests: Methods of Requesting

Snapshot:

243k in last 365 days



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Breaking barriers: eBook ILL

The digital library, the library with no walls, is changing the way in which we think about resource sharing. Time and distance are no longer barriers

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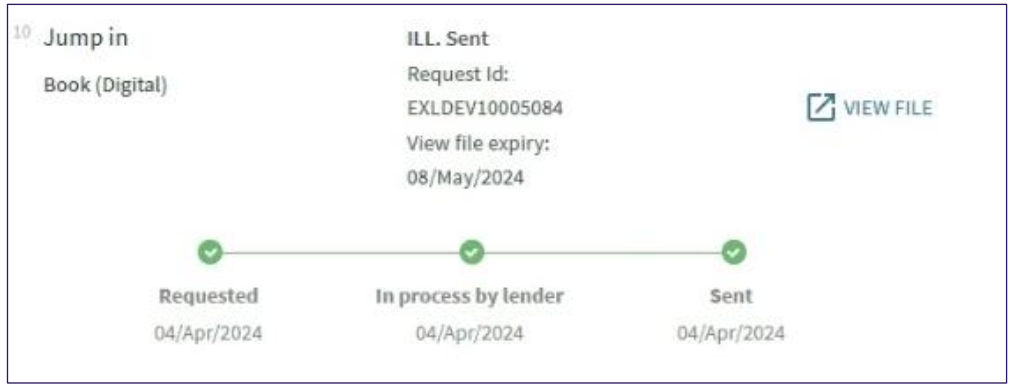
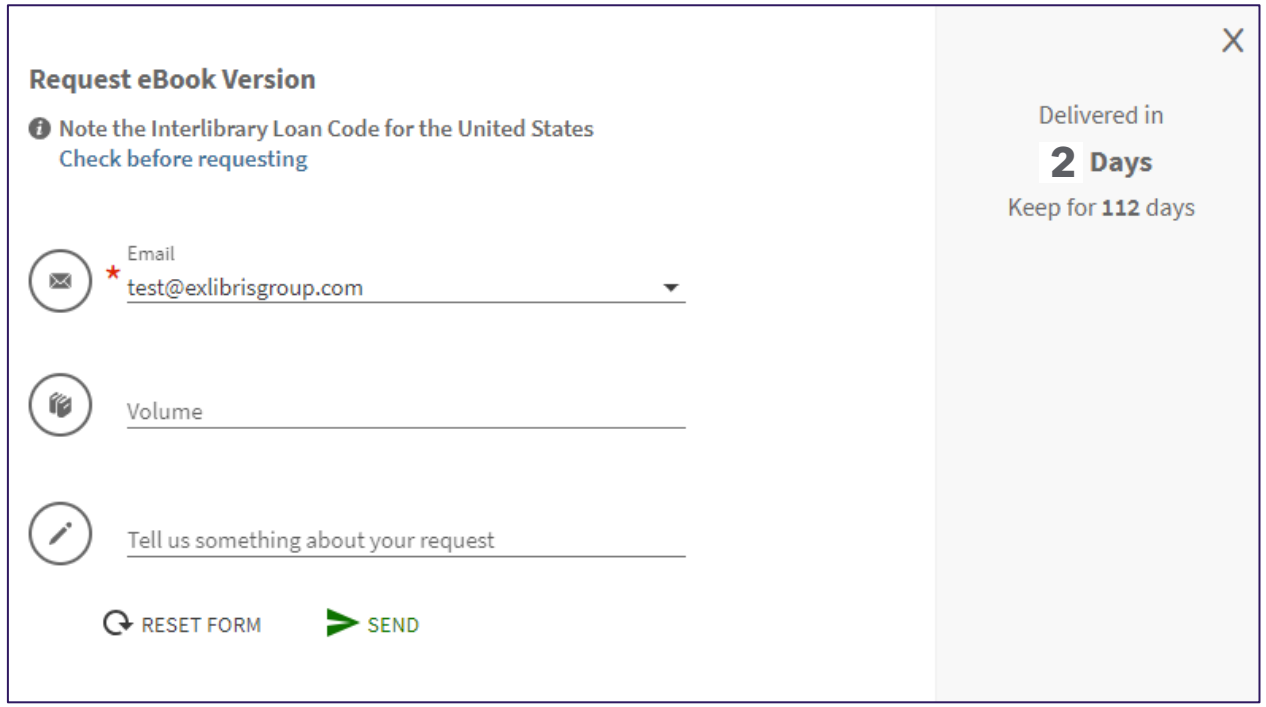
E-book lending





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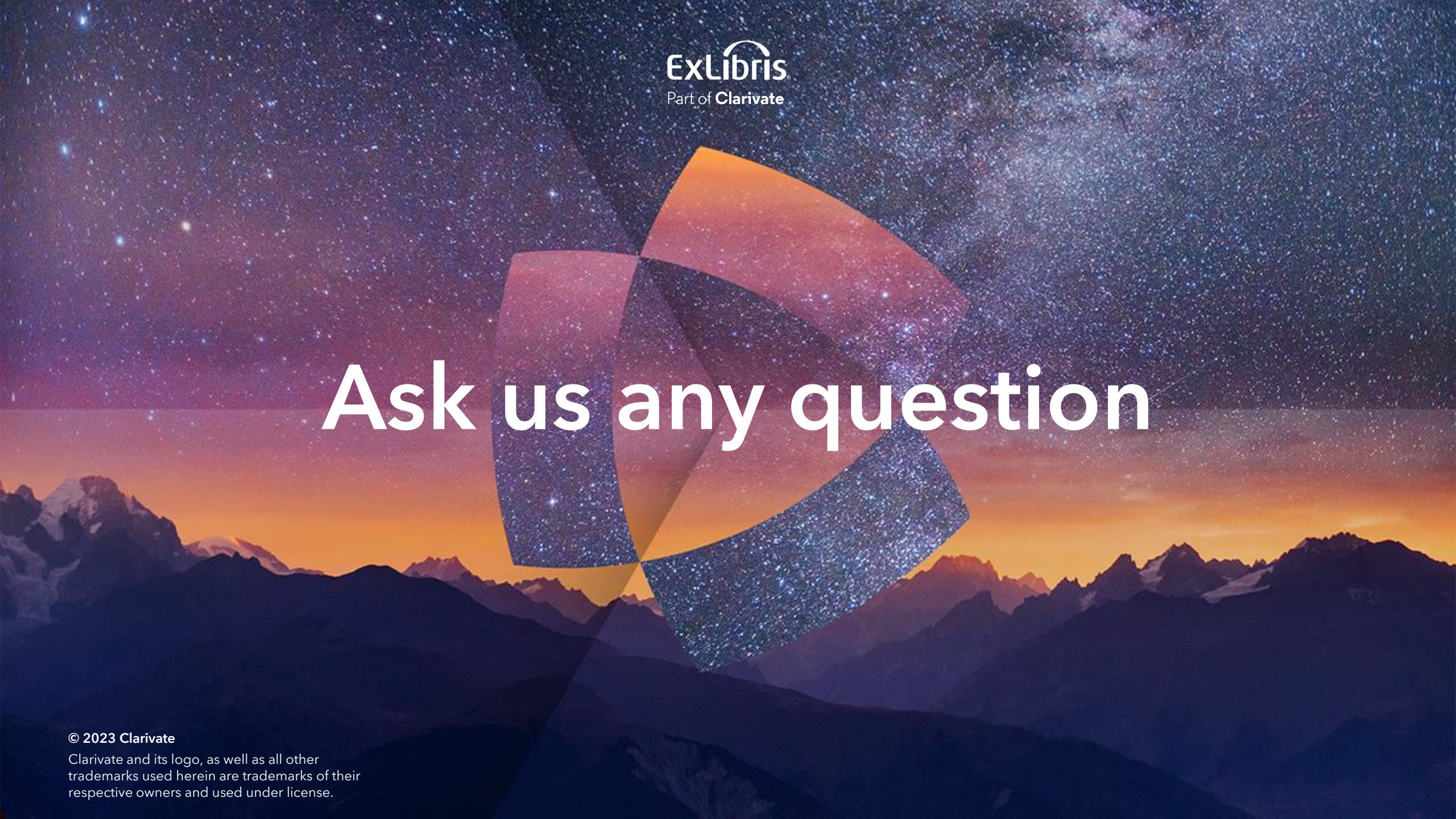

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