BIRMINGHAM CITY
University

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#I AM BCU

Walsall

Sandwell

Birmingham

Solihull

With around 29,000 students from 100 countries, Birmingham City University is a large and diverse place to study.

We put £270 million into the regional economy and support thousands of jobs in the area.

We put students at the heart of everything we do, giving them the best opportunities for future success.

ABOUT US

Library & Learning Resources

Library and Learning Resources

Access Resources Anywhere, Anytime

The Library is at the heart of Birmingham City University on four campus locations: Curzon, Mary Seacole, the School of Art and the School of Jewellery.

We aim to inspire student achievement, staff productivity and well-being by providing information resources to support the academic and business objectives of the University.

Our 'Customer Service Excellence Award' accredited service provides access to 62 million resources, over 800 study spaces, and expert guidance for the entire BCU community.

OUR LIBRARIES

Inter-Library Loans

BIRMINGHAM CITY University

Helping customers to ▶Go ▶Go ▶Go

beyond library collections

#RESOURCE SHARING @BCU

Centralised ILL service managed from City Centre, Curzon Library

- 1 Supervisor | 2.5 Assistants | help with scanning, circulation etc.

- **Borrowing:** 4 faculties | 18 Schools

   RapidILL | British Library scheme | WorldCat | Health networks

- **One-off purchases**: Booksellers | PQDT |Research Solutions

- **Lending:** RapidILL | British Library scheme | Health networks.

- Our holdings: RapidILL | Jisc Library Hub | Encore21 | NULJ | INC

Our free trial of RapidILL

COVID-19 | April – July, 2020

- Picture the scene. March, 2020. Lockdown.
- ILL suppliers are hard to come by, or failing to deliver.
- A new solution is needed fast!

▶ ▶ ▶ Enter **RAPID** ILL

- April, 2020 Ex Libris offers non-RapidILL members a free trial:

> " The RapidILL community has stepped up to help by making electronic resources more widely and quickly available, in an effort to expand collaboration in this time of need."

- BCU gratefully accepts the offer. We join the COVID-19 pod on a borrowing only basis, and Immediately benefit from the easy to use system. No training needed.

In just 3 months...

410 requests filled!

➢ **92% success rate!**

➢ **10 hour turnaround!**

➢ **Zero cost!**

All during lockdown!

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Feeding back and paying forward

- Following the free trial, feedback was shared with RapidILL admin, to say thank you, and also senior library colleagues, who took a keen interest.

- A case was put together to invest in RapidILL, alongside our 2021 ILS project to change our main library systems provider to Ex Libris, part of Clarivate.

The proposal focused on the three main benefits of RapidILL
► Go Farther ► Go Faster ► Go Cheaper

"Thanks for sharing a brilliant service, and for the generous help of all the lending libraries. RapidILL was a lifesaver during lockdown. I was swamped with work before, but RapidILL made things much more manageable. I think this would be a great tool to invest in."

Kip Darling | Supervisor | Inter-Library Loans

Go Go Go!

▶ Go Farther

Measure our global reach, i.e. where are our partner libraries based. How far did we go to meet demand?

▶ Go Faster

Measure the speed of fulfillment, i.e. what is the average turnaround time for fulfilled requests?

▶ Go Cheaper

Measure the cost savings made, i.e. by calculating the average cost per document supplied.

▶ Go **Farther**

Part of an international Community of **+600 libraries**

We have borrowed and supplied documents from partner libraries based between **0 to 11,345 miles away**

We can now readily **Go Farther** than our usual UK partner pool, including countries we have rarely or never traded with before. All without the worry of overcoming language barriers and complex payment processes

Thanks to RapidILL We have access to a **global collection** of resources at our fingertips.

Go Faster

2021-2022

From several days' turnaround time to **7 hours** on average

Thanks to a fully integrated, automated RapidILL workflow, we can now 'go faster' than we ever dreamed possible!

24 hour response rate, Mon-Fri, at no extra cost. Requests may even be filled before the next working day thanks to partners in different time zones. Wow!

"I am really grateful for this, and that it was possible so quickly. I am on my self-appointed reading week, so the timing is perfect." Customer | PGDip Education | Leadership in Learning

Other suppliers took over 5 days on average to deliver document requests in the same period. For urgent requests, this simply isn't fast enough for our customers. **RapidILL is a clear winner!**

Go Cheaper

In **2021-22**, with intensive use of RapidILL throughout the university's financial year, we witnessed some incredible cost per use savings.

Compared to the average cost of documents supplied by other partners during this period, RapidILL documents cost GBP £8 less per document supplied. An **85% saving!**

Thanks to RapidILL, we have been able to **Go Cheaper** too, enabling us to reinvest the savings from our ILL service into building up our own library collections.

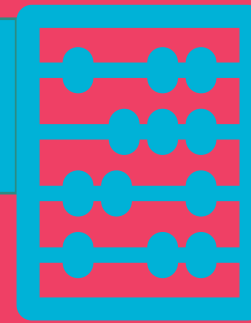**85%** saving on document supply cost per use

Key Dates

On the way to Go Go Go Live

- **Apr-Jul 2020:** Free trial during lockdown, using web based system for borrowing.

- **Aug 2020:** Annual Goal Setting includes RapidILL proposal

- **Jan 2021:** Gathering feedback from existing RapidILL members

- **Feb 2021**: Working on proposal (4 drafts) with SMT colleague

- **Mar-Apr 2021**: Approval process

- **May 2021**: Contract signed

- **Jun 2021**: Onboarding and implementation process

- **Jul 2021**: RapidILL Borrowing, integrated with Alma 'Go Live'

- **Aug 2021**: Holdings upload and low level Lending activated

- **Sep 2021**: Normal Lending activated, and officially live on RapidILL

Go Go Go Compare!

Our RapidILL story so far…

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Apr – Jul 2020	2021-22	2022-23
▶ 410 filled	▶ 5839 filled	▶ 4127 filled
▶ 92% success	▶ 96% success	▶ 96% success
▶ 10 hours	▶ 7 hours	▶ 8.5 hours
▶ £0.00 per use	▶ £1.37 per use	▶ £2.05 per use

RapidILL impact stories

BIRMINGHAM CITY
University

- In a recent survey of Researchers and academics at BCU, Inter-Library Loans was voted number one out of all library services important to research at the university.

#1

- Some of the anonymised feedback included:

- **"The Inter-Library Loans service is the biggest support so far"**

- **"Inter-Library Loans (are) very important to me, as many of the books and articles I need are not available via library search"**

"ILL is crucial to researchers."
Library staff |
Research Support

- Let's take a look at how RapidILL has helped us become No.1

RapidILL: Customer Compliments

BIRMINGHAM CITY University

"Thanks for much for getting that processed so swiftly"

Doctoral Researcher | School of English

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Supplied in under 2 hours by Towson University, Albert S. Cook Library, Maryland, USA

"Thanks for sending this! I like the new system particularly as it saves time!"

Academic Staff | Nursing and Midwifery

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Supplied in 4 hours by UVA, Claude Moore Health Sciences Library, VA, USA

"Thank you for providing the requested file so fast."

MBA Student | Birmingham City Business School

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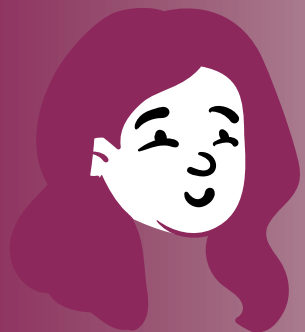Supplied in under an hour by University of Calgary, Alberta, Canada

"Thank you very much for sending this so quickly. Much appreciated."

Student | MSc Nursing

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Supplied in 6 hours by University of Wisconsin-Whitewater, WI, USA

"I didn't expect a reply on a Saturday! Thank you so much."

Academic Staff | Health and Community Care

Research Case Study

► Sarah is a **Research to PhD** candidate at Birmingham City University's **Royal Birmingham Conservatoire**

► Her research involves a comprehensive critical biography, combined with an analysis of methods.

► Sarah has used the Inter-Library Loans service to source documents for her research

► ► ► **RapidILL helped Sarah obtain key research documents in under 24 hours:**

► An article from Forum Italicum, supplied by University of Wisconsin, Whitewater

► An article from the New York Evangelist (1830-1902), digitised by Binghamton University, New York

► A chapter from **Nineteenth-Century Music Criticism**, supplied by Texas Tech University in just 2 hours!
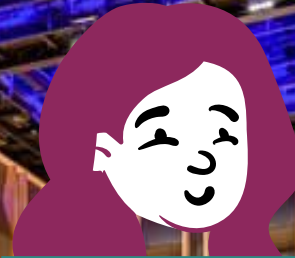
Making the most of RapidILL savings

RapidILL meets 96% of our document supply needs in hours, with no extra cost per use!

With all the staff time and money saved by RapidILL, incredible opportunities arise!

For Sarah, we were able to invest some of this saved time and money into:

► Digitising **a rare work**, now available to all via the Center for Research Libraries website.

►With New York Public Libraries, digitising **another rare work**, now available to all via NYPL Digital Collections.
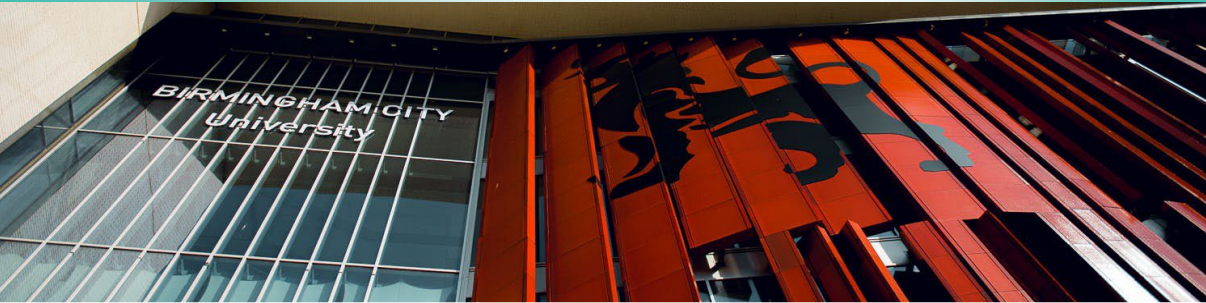
"Your help has made such a difference to me."

"I will now be able to show the complete development of his … philosophy with no missing links. I am so grateful!"

"Some of the work you have done for me borders on collaboration in that I ask you to FIND things - some of them really obscure! Like an archaeological dig! … You've never failed to find what I am searching for!"

Working together

We work together across our library teams to meet demand for RapidILL lending scans from physical stock retrieved from our four campus libraries. We appreciate the help!

Library	Team responsible
Curzon Library	Inter-Library Loans
Mary Seacole Library	Stock Management, City South
School of Art Library	Customer Services
School of Jewellery	Customer Services

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"**More than happy to collaborate across teams, and across the globe. Kip and his ILL colleagues provide a great service and are always a pleasure to work with.** "
Lee Jones | Supervisor | Digitisation & Copyright

Our **Digitisation and Copyright** team also help with scans requiring specialist equipment. Recently, Chris and Lee from the team worked with us to produce a chapter scan from an oversized book, '**Tom of Finland XXL**' for **California State University, Long Beach**.

It was a complicated scan, due to the size of the book. There were also lots of illustrations, and text in multiple languages. This was no trouble for the team, who did an amazing job!

RapidILL: Library staff speak

BIRMINGHAM CITY University

"RapidILL is an important example of how to ensure copyright concerns are addressed both quickly and efficiently. A degree of personal responsibility by the user is acknowledged, but not in too obtrusive a way, or at the detriment of delivery."
Library staff | Digitisation & Copyright

"RapidILL has made me more confident about cancelling underperforming journals, when considering renewals, because we can now get hold of articles very quickly on demand, as and when students and academics need them."
Vicky Wreghitt | Head of Collections Management & Engagement

"It really is RAPID, as it 'says on the tin'"
Library staff | Stock Management

I feel a lot happier than I used to re-directing users to ILL because of the speed of turn-around – often on the same day. So if I get an enquiry about access to a journal article which we don't subscribe to, ILL is now an excellent alternative.
Dr Graham Gamblin| Librarian | CME

"I'm impressed by how seamlessly RapidILL integrates with Alma, making it a very low maintenance but high-value solution."
Laura Percival | Librarian | Systems, Discovery & Access

"It's looking good …we don't get lots of students complaining they cannot open an article these days."
Sandy Price | Supervisor | Customer Services

How RapidILL activated a virtuous cycle at BCU

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Take aways before you ►Go ►Go ►Go

- **Birmingham City University is a great place to work and study, with a fab library service!**

- **The free RapidILL trial kept our service (and many others) alive during lockdown. Amazing!**

- **Once you've tried RapidILL, you'll want to subscribe, and the process is straightforward**

► RapidILL helps you ►Go Farther ►Go Faster ►Go Cheaper than ever before

- **RapidILL is a major benefit to researchers, by providing speedy delivery for most documents, and by freeing up resources to help with special requests**

- **Customers are delighted with RapidILL, and colleagues are impressed too!**

- **RapidILL helps you work together across teams in new and interesting ways**