

Harvard Library

Smart & Efficient
Interlibrary Loan with
RapidILL



HARVARD
LIBRARY

We asked Leila Smith, Associate Director of Collections Management and Resource Sharing Operations at Harvard Library, a few questions about RapidILL.



“We have significantly reduced the amount of staff mediation needed for borrowing fulfillment.”

Leila Smith, Associate Director of Collections Management and Resource Sharing Operations, Harvard Library



What challenges or needs did you face that led you to look for a solution like RapidILL?

For traditional interlibrary loan, we wanted an easier way to distribute requests to our branch libraries. Because we are in a centralized environment in a large organization, there were no easier methods for staff at each library to be able to print their own requests; each morning staff would need to create PDFs of pull slips and email them to the libraries. We also appreciate the simple process of paying an annual subscription and not having to deal with transactional costs.

Describe your selection process and what criteria you were looking for. Why did you decide to go with RapidILL?

For our Scan&Deliver service, we wanted to reduce cancellations of requests that could be filled internally and elsewhere, eliminating the need for patrons to have to resubmit requests. Additionally, we wanted a means for requests to go between all Harvard Libraries without having to look up different call numbers at each library. Having a Harvard Pod, in addition to the other Pods, allows for much more seamless requesting.

What results have you seen since implementing RapidILL? What processes does this solution enhance, and how much does it reduce the cost and time to complete these particular processes?

We have significantly reduced the amount of staff mediation needed for borrowing fulfillment. Since requests move on automatically between branches and libraries, we no longer have to look up where else to submit the request. Implementing the branch setup for Scan&Deliver within Harvard reduced the staff mediation by 4 hours each day.

The simplified printing process for branch libraries further reduced staff time by an hour each day, as we no longer need to create PDFs and email them to the branch libraries.

What would you tell others who might be considering our product? Would you recommend RapidILL to your peers? Why?

The subscription fee is more than made up for by the reduced staff times and fast response by lending libraries.

How would you describe your relationship with the RapidILL team?

We love working with the team – everyone is responsive to questions and they are always looking for solutions to our complex setup.



About Ex Libris

Ex Libris, a ProQuest company, is a leading global provider of cloud-based solutions that enable institutions and their users to create, manage, and share knowledge. In close collaboration with its customers and the broader community, Ex Libris develops solutions that increase library productivity, maximize the impact of research activities, enhance teaching and learning, and drive student mobile engagement. Ex Libris serves over 7,500 customers in 90 countries. For more information, see our [website](#) and join us on [LinkedIn](#), [YouTube](#), [Facebook](#), and [Twitter](#).

