



For librarians challenged by tighter budgets, Kip Darling, Library Supervisor specializing in library systems and interlibrary loans at BCU, uncovers how a more automated resource-sharing strategy activated a virtuous cycle at the Library.

"Among the many compliments we receive from [students], the one we hear the most is 'Thanks for supplying so quickly."

Kip Darling, Library Supervisor, Birmingham City University





RapidILL has been a real game changer for Birmingham City University's Library & Learning Resources department, helping us to 'Go Go Go' and meet our customers' Inter-Library Loan needs while saving money, time and increasing our network exponentially. Let me explain:

### Go farther!

We have been delighted to interact with a selection of over 600 libraries around the world, from those in neighbouring cities to those over 11,000 miles away. Thanks to RapidILL we have been able to 'go farther' than ever before without taking additional steps. With the time saved, we've been able to focus on providing effective lending services, sharing our resources with the library community and building new partnerships.

### Go faster!

We were amazed to see our average turnaround time for articles and chapters reduce from several days to just 7 hours on average. Thanks to a fully integrated, automated RapidILL workflow, we can now 'go faster' than we ever dreamed possible! Our staff took to the new system like ducks to water, and our customers are happier than ever. Among the many compliments we receive from customers, the one we hear the most is "Thanks for supplying so quickly."

## Go cheaper!

We were astonished to see the average price of documents drop by 85% in the first year of our subscription, when compared with what we paid our previous supplier. So thanks to RapidILL, we have been able to 'go cheaper' too, enabling us to reinvest the savings from our ILL service in building up our own library collections.

If you haven't subscribed yet, what are you waiting for? 'Go Go Go' and do it now! You can thank us later.



Kip Darling, Library Supervisor – Inter-Library Loans, Library Systems & Resource Administration, Birmingham City University.



### **About Birmingham City University:**

With over 26,900 students from around 100 countries, Birmingham City University is a large and diverse university set in the heart of Birmingham with a focus on practice-based learning.

Its "Customer Service Excellence Award" accredited library service provides access to over 62 million resources, over 800 study spaces across four library sites, and support from dedicated library staff for the whole community.

Through education and research, and the roles its graduates go on to play in the world, BCU support individuals to transform their lives and to play a part in transforming society.



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



**85**% decrease in resource-sharing expenses



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



Implement Kip's "Go Go Go" resource-sharing strategy. Invest the savings back into your library.

Try RapidILL out today

# What's the difference between RapidILL and Rapido?

Ex Libris unifies its resource-sharing community under Rapido.

Rapido offers the automation capabilities of RapidILL, while making it easier for patrons to borrow titles.



Gain time and budget back to invest in your library. Rapido integrates the RapidILL technology with your ILS to connect you to libraries worldwide. It automatically processes interlibrary loan requests from patrons.



#### Give more independence to your users.

They can borrow physical and digital titles on the library's interface in two clicks. Rapido gets rid of the interlibrary loan forms.



#### About Ex Libris, Part of Clarivate

Ex Libris, part of Clarivate, 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.

