



University of
Nottingham

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A large, high-resolution image of the Earth as seen from space, showing the curvature of the planet and the blue oceans. The image is framed by a thin white border.

Rapidly changing the way we work

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Where we started from

8 Libraries across 5 campuses

2 ILL teams STEM & Arts based in 2 different libraries

ILLs is part of Customer Services – each ILL team member had that as only a small part of their role

Everything went initially to BL

Moved to Alma in Easter 2019 – stopped charging for ILLs within set quotas



What changed during Covid

- Library locked down from March '20 to July '20
- LAs on furlough
- No access to physical resources so all digital
- BL and all other libraries were closed for physical – some provided digital access and BL could supply from Born Digital
- Spent much time searching online for resources
- Offered the chance to join the Rapid ILL Covid Pod – free access to a limited number of Rapid partners
- We applied to Rapid for 368 items 93% of which were supplied



Feedback and decision to join RapidILL

- Cost Analysis
- Staff efficiencies
- Improved user experience (UX)
- Improved access to overseas resources
- Approval Process / Funding bid
- New management structure – ILL focus – move towards single team



Preparing for change – how the team works now

- We operate as a single virtual ILL Team
- Single email (5 originally)
- More use of technology
- O365 SharePoint
- Live Teams communication – Chat / Call / screen sharing
- O365 Shifts to co-ordinate work patterns
- Training – Rapid borrowing and lending



The present

- All seems to be working
- There have been a few hiccups, but nothing too serious
- We applied to Rapid for 565 items 95% of which were supplied
- We supply scans from both our physical & electronic collections
- China and Malaysia campuses have also joined
- Releasing CS staff time due to increased automation

For the future

- N8+ Consortium Rapid Pod
- Unsure how Rapid Lending will impact on staff workload



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A background image of Earth from space, showing the planet's curvature and city lights at night. A white rectangular box is superimposed over the center of the image, containing the text 'Breakout rooms'.

Breakout rooms