



Leveraging Rapido mediation rules for Copyright compliance to streamline ILL workflows

University of New England

Learn how the University of New England reduced manual handling of resource sharing requests by up to 50% with an interlibrary loan system that automates compliant requests using Copyright Mediation rules.

Up to 50%

decrease in staff time spent on ILL requests

Plans to open resource sharing

services to undergraduates



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"Thank you to the Clarivate team for leading and supporting the UNE Library's implementation of Rapido!"



What we struggled with

In implementing Rapido in 2023, the University of New England (UNE) Library saw an opportunity to save money, reduce manual handling, and decrease turnaround times for requests. Joining the Rapido community did not disappoint. We are thrilled with the savings and improved service.



The changes introduced

A key highlight has been applying Rapido's Copyright Mediation rules to check incoming requests for digital copies to ensure copyright compliance. By using mediation rules to flag requests for more than 10% of pages or when multiple requests have been received for the same resource, library staff only need to assess these requests, meaning that compliant requests are fully automated from start through request delivery.



The outcome

This has seen a close to 50% decrease in the staff hours spent in digital resource sharing requests. This time saving, in addition to lower resource sharing costs (no-fee-for-supply), means that the Library is able to explore opening resource-sharing services for digital copies to undergraduate students, extending the library's service delivery. We are also in the process of applying further customization to increase time savings for staff, with a goal of achieving 75%+ automation of requests.

The most rewarding outcome of implementing Rapido has been the feedback we have received from library patrons commenting on the fast turnaround. With service delivery improving, in some cases, from a 24-hour turnaround to a 2-hour turnaround, it is not surprising that our patrons are finding their improved resource sharing experience "spookily fast!"

→ [View "Rapido at UNE" infographic](#)