
Roadmap Theme User Centric: Staff Efficiencies



The vision for Rapido is it being a user centric resource sharing solution. It is a transformational user service focused on ease and speed for staff and end users. Rapido centers personalized streamlined workflows for resource sharing professionals. Flexible and customizable workflows give staff the choice of how to spend their time and what to mediate.

Automated processes allows Rapido to handle a bulk of request volume. Giving staff their time back.

Sets

All borrowing and lending requests are accessed through the Resource Sharing Request Task Lists. Utilize a variety of facets and facet combinations to create sets that organize requests to support staff workflows. Saving a selection of facets as a set support staff in identifying daily tasks such as reviewing mediated requests, overdue requests, requests awaiting digitization, requests to download and deliver, or any of the other important resource sharing tasks. Created and out of the box sets can be private to the creator, or they can be made public for other staff to decide to use, or they can be made automatically activated for all resource sharing staff to use.

Resource Sharing Library - Resource Sharing Desk

Resource Sharing Requests

Borrowing **Lending**

All active lending requests 103

^ New

Download and Deliver	1
Digitize and Deliver	39
To ship: Awaiting Pullslip Printing	0
locate failed	34

Show more

^ In Process

Resend Needed	0
To ship: In stacks searching	17
Item Shipped And Not Received	9
Returned by partner more than 30 days ago	2

Show more

^ Closed

Labels

Labels can be applied manually as routine workflow actions, created anew on the fly, or assigned automatically by both copyright and mediation rules. Labels are an available facet within set creation to include labels in supporting organization of requests and workflows. Labels and label history are also reportable parameters in Rapido analytics.

Refine by: Active Status: Active, Labels: approved, ESN Missing

Borrowing Requests (1 - 20 of 22)

Sort by: Update Date

Request: Book (Physical), Requester: Staff, Ex Libris, Created: 13/Apr/2023 23:40:10 EDT, Assigned to: Tarkenton, Over

Labels: approved

With Manual approval

Mediation Rules

Borrowing mediation rules can be configured and used for managing borrowing requests with actionable options such as stop requests for staff mediation, automatically apply labels, support fulfillment of filling locally owned items, or automatically cancelling requests. Configure mediation rules on a variety of input parameters like user group, request format, labels, years since publication date, partner, etc, with various operators. Customize the mediation rules to automatically apply a label to indicate to staff which rule has been activated or why a request has been stopped for mediation. After staff have completed necessary actions, they can apply another label to release the request from mediation. Rapido is optimized with automation yet supports libraries implementing mediation as needed.

Borrowing Mediation Setup Cancel Save

Borrowing Mediation Rule Editor

Name * **Consider purchase**

Description

Created By Staff, Ex Libris Created On 26/Jan/2021

Updated By Staff, Ex Libris Updated On 23/Mar/2022

Input Parameters

Name	Operator	Value	
1 Requested Format	=	Physical	...
2 Labels	Not In List	not-for-purchase	...
3 Years Since Publication Date	Less than	5	...

Output Parameters

Labels **review_for_purchase** Action

Alerts

Enabling alerts are a means to personalize and optimize lending and borrowing workflows. Configuration choices include enabling and disabling alerts. Alerts are visible and be removed on the request view. Additionally, alerts are another facet available in set creation and searching to organize workflows that need alert to a particular action or additional information.

Refine by

Activity Status: Active

Alerts: Digitization Request In Process

Clear all

< Lending Requests (1 - 20 of 25)

ANTH-RACIST SOCIAL WORK : INTERNATIONAL PERSPECTIVES, ED BY GURNAM SINGH. Requested: Book (Physical) Created: 18/Jan/2021 13:32:53 IST External Identifier: TEST14431443 # Physical Assigned to Staff, Ex Libris

Alerts (3)

Edit

Alerts

Digitization Request Cancelled

Are you sure you want to delete the alerts?

Digitization Request In Process

Remove Alerts

Rapido Parameters and Messages

Customized and default messages that staff experience in their workflows and Rapido parameters are further configuration choices within Rapido to optimize and personalize staff experiences with Rapido.