

# Rapido 2023 Release Notes

## Search for what you need

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## Issues to Note

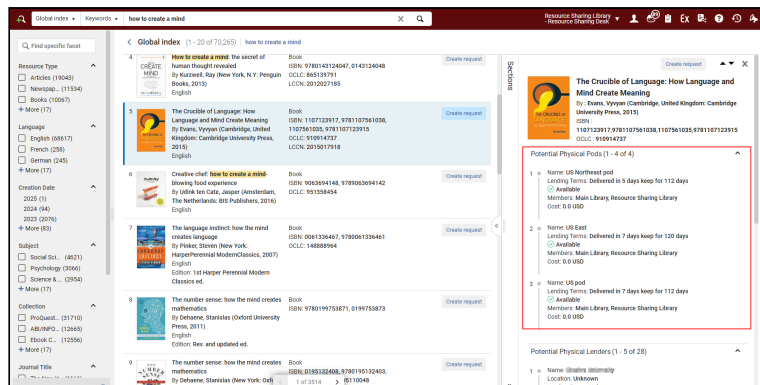
- We improved performance for Rapido offers.

## Main Features

### View Physical Pod Information from GTI Results

December 2023 Rapido All 

When searching the Global index, or using the **Enrich from Global Index** action, Potential Physical Pod information is now viewable in the right pane. Each record displays which pod holds the resource from the pods you are part of.



Potential Physical Pod details from a GTI search

For more information, see [Searching and Creating Requests from the Global Title Index](#).

# Net Lender - Price Fields

## December 2023 Rapido

The Resource Sharing Borrowing/Lending Request form now includes the following **Request Costs** fields:

- Service Level Fee
- Page Overage Fee
- Base Fee
- Copyright Fee

### Note

These fields are primarily used by lending institutions that apply costs. Rapido pods are commonly reciprocal and are not associated with costs.

The screenshot shows the 'Resource Sharing Borrowing Request' form. The 'Request Costs' section is expanded, showing several input fields for costs in USD. The fields are: Fund, Shipping Cost, Patron Request Cost, Service Level Fee, Page Overage Fee, Lost/Damaged Item Fee, Base Fee, and Copyright Fee. The Service Level Fee, Page Overage Fee, Base Fee, and Copyright Fee fields are highlighted with red boxes.

### Request Costs Fields

These cost fields are controlled by the **Base fee page limit (Configuration > Fulfillment > Resource Sharing > Shipping Cost Lender Rules)** parameter.

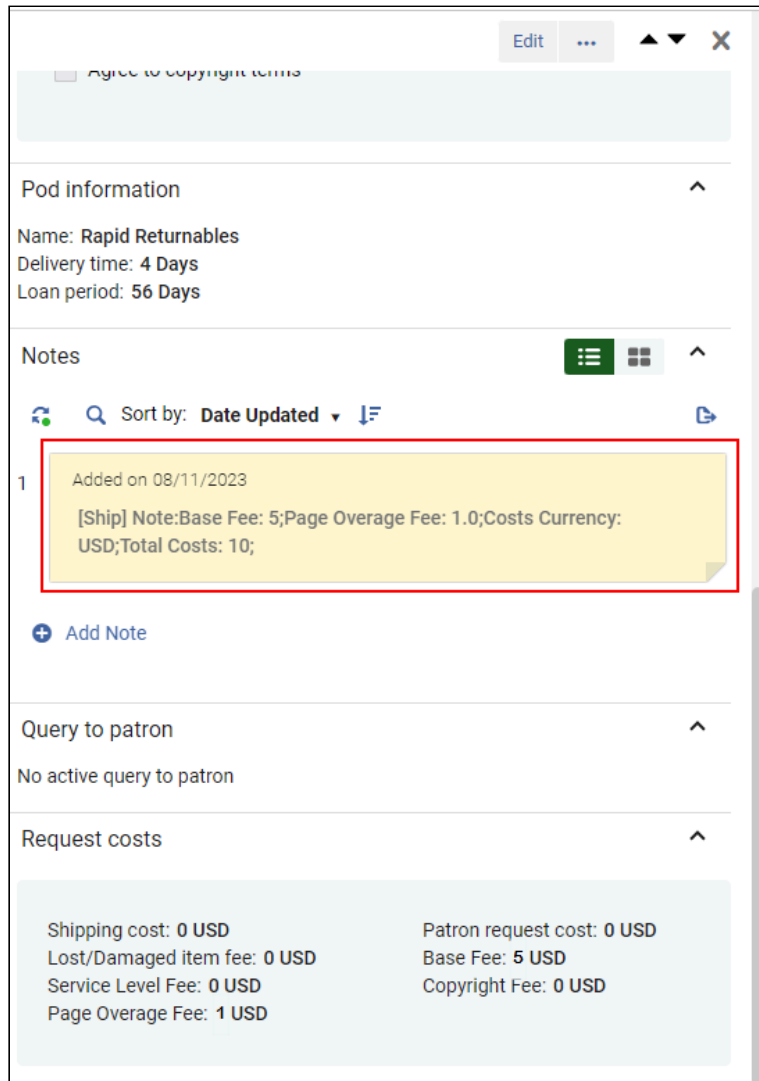
For example, if the total amount of pages permitted at the **Base Fee** rate is 10, and the total number of pages requested is 20 (calculated from the **Pages** field on the Borrowing request or the **Start page** to **End page**), and the **Base fee page limit** value is 10, and the Page Overage Fee is 1, then the patron cost is 10 (the total pages requested minus the **Base fee page limit** value) plus the sum of the amounts configured for the **Shipping Cost**, **Service Level Fee**, or **Base Fee**. In the example below, the total patron cost is 15.

The screenshot shows the 'Shipping Cost - Lender Rules' configuration form. The 'Input Parameters' section shows a rule with the name 'Base fee page limit', the operator 'Greater than', and the value '10'. The 'Output Parameters' section shows the following values: Shipping Cost 0.00 USD, Service Level Fee 0.00 USD, Base Fee 5.00 USD, and Page Overage Fee (per page) 1.00 USD.

## Shipping Cost - Lender Rules

The **Base fee page limit** rule only applies if the total requested pages exceed the configured **Value**.

When the costs are applied, a note is added to the borrowing request right pane indicating the costs and the costs are displayed in the **Request costs** section of the right pane.



The screenshot displays a user interface for a borrowing request. At the top, there is a header with 'Edit', a menu icon, and a close icon. Below this is a section for 'Pod information' with details: Name: Rapid Returnables, Delivery time: 4 Days, and Loan period: 56 Days. The 'Notes' section is expanded, showing a single note added on 08/11/2023. The note text is: '[Ship] Note:Base Fee: 5;Page Overage Fee: 1.0;Costs Currency: USD;Total Costs: 10;'. Below the notes is an 'Add Note' button. The 'Request costs' section is also expanded, showing a table of costs:

Shipping cost: 0 USD	Patron request cost: 0 USD
Lost/Damaged item fee: 0 USD	Base Fee: 5 USD
Service Level Fee: 0 USD	Copyright Fee: 0 USD
Page Overage Fee: 1 USD	

### Right pane Note and Request costs

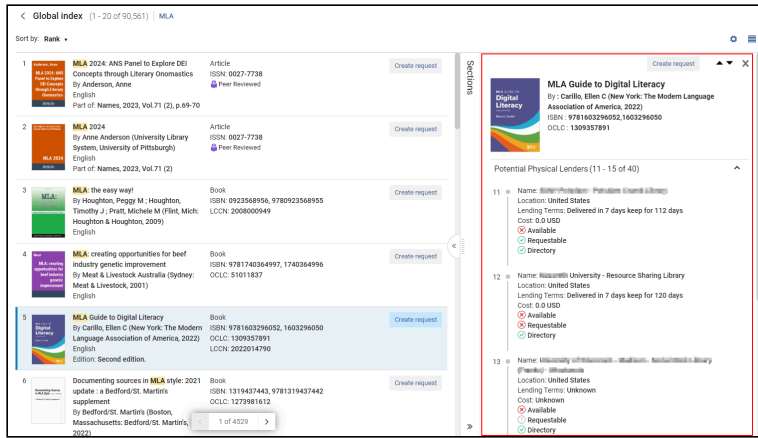
For more information, see [Configuring Shipping Cost Lender Rules](#) and [Applying Shipping Costs](#).

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## View Holdings Information from GTI Results

### November 2023 Rapido

To enable you to edit and send a request based on lender information, the potential lender information is available on the right side pane when viewing results from the Global index search and the **Enrich from Global Index** action.



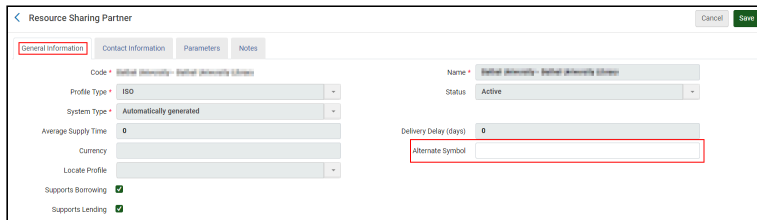
## Potential lender pod terms

For more information, see [Searching and Creating Requests from the Global Title Index](#).

## Alternative Institution Symbol

### November 2023 Rapido

To better manage partner information, you can now include an **Alternate Symbol** on the **General Information** tab (**Fulfillment > Resource Sharing > Partners**) for a Resource Sharing Partner.



## Resource Sharing Partner Alternate Symbol

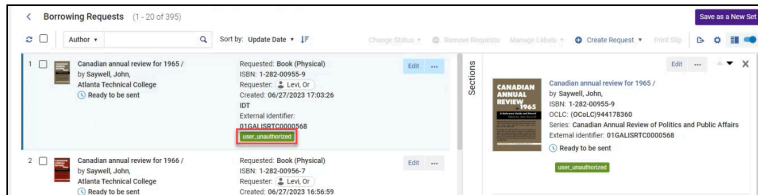
This symbol can also be outputted on the Ful Incoming Slip Letter, Resource Sharing Shipping Slip Letter, and Resource Sharing Return Slip Letter.

For more information, see [Configuring Rapido Letters](#).

## Mediate Self Registered User Requests

### August 2023 Rapido

You can now mediate by requests created by self registered users. When the mediation rule **User Authorized for Resource Sharing** (**Configuration > Resource Sharing > Rapido Rules > Borrowing Mediation Rules**) is set to **No**, the first request created by self registered users receives is stopped for mediation. As with other mediation rules, labels can be applied to create the relevant set to make your workflows more efficient.



## Mediation label

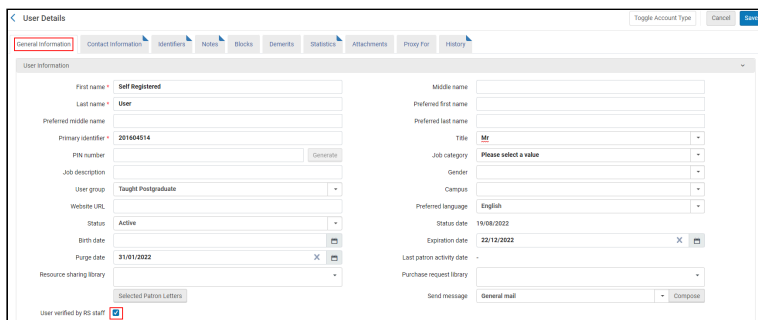
To enable any specific self registered user to send a request without the request being stopped for mediation, from the User Details **General Information** tab, check the **User verified by RS staff** checkbox. Future requests from this self registered user will not be stopped for mediation.

## Note

By default, the **User verified by RS staff** checkbox is checked for regular users.

## Note

Any requests placed prior to checking the **User verified by RS staff** checkbox must be sent manually.



## Authorize user for resource sharing requesting

For more information, see [Mediation Rules](#).

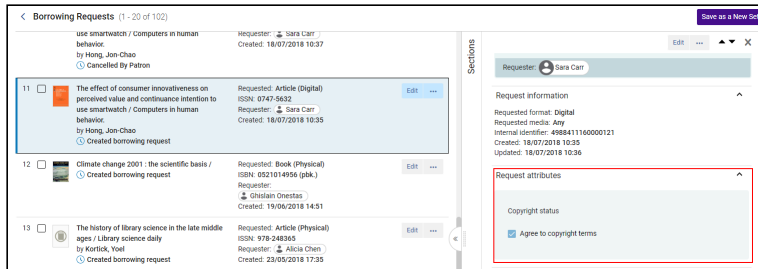
## Copyright Information on the Right Pane

### August 2023 Rapido

To enable library staff to work more efficiently, when the parameter **rs\_borrower\_copyright\_management** (**Configuration > Fulfillment > General > Other Settings**) is set to **true** (default **false**), copyright information for requests is now available and manageable from the right pane in addition to the **Edit** pane of a request.

## Note

The copyright information can only be edited for requests that have not yet been sent.



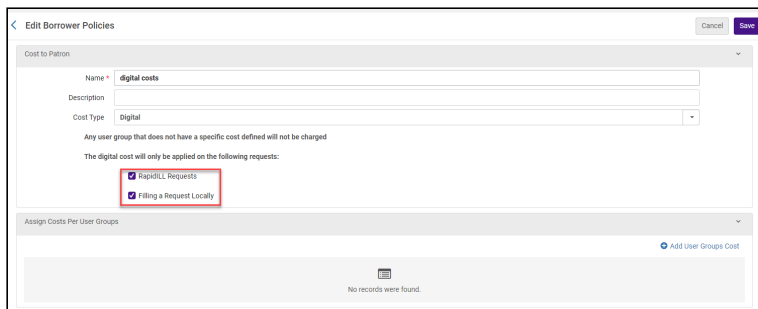
## Copyright status on the right pane

For more information, see [Mediating Based on Copyright Status](#).

## Patron Receive Cost on Right Pane

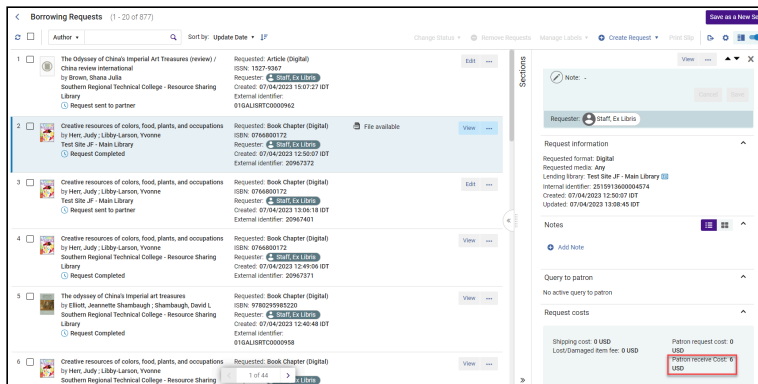
### August 2023 Rapido

You can now define costs applied to borrowing requests fulfilled using the **Fill locally** action. Add multiple digital costs using the **Add Cost to Patron** link on the **Borrowing Policies** tab (**Configuration > Resource Sharing > Configuration > Members**).



## Cost to Patron settings

When both the **RapidLL Requests** and **Filing a Request Locally** checkboxes are checked (unchecked by default), the **Patron receive cost** is viewable from the right pane and the **Edit** menu.



## Borrowing task list - Patron receive Cost

Request Attributes	
Title	Creative resources of colors, food, plants, and occupations
Requester	Staff, Ex Libris
Internal Identifier	251591360004574
Labels	-
Owner	Resource Sharing Library
Partner	Test Site JF - Main Library
Request Status	Request Completed
External Identifier	20967372
Requested Format	Digital
Supplied Format	Digital
Date Needed By	-
Delivery Location	Alternative address
Alternative Address	Use different email
Email Address	rapido.mail@ombiel.com
Requested Pickup Location	No Campus: Resource Sharing Library
For Reading Room Use Only	No
Willing to Pay	No
Agree to Copyright terms	Yes
Needs patron information	No
Maximum Fee	-
Level of Service	-
Request Note	-

Request Costs	
Fund	-
Shipping Cost	0.00 USD
Lost/Damaged Item Fee	-
Patron Request Cost	-
Patron Receive Cost	6.00 USD

### Edit pane - Patron receive Cost

## Automatically Create Hybrid Pods Containing Rapido and Alma

### July 2023 Rapido

Previously, when configuring hybrid pods, the lender-only partners required separate configurations, partners, and TOU to handle lender-only requests. This flow is now automated so that Rapido members no longer need to create a partner.

When a borrowing request is sent to the lender, we now check the Community Zone to see if the borrowing requester is already part of a Rapido pod. If the borrowing requester is not currently part of a Rapido pod, the borrowing requester is automatically added to the Resource Sharing Partner List so that the lender can receive the request and the Rapido Lending Policy terms are applied to the request.

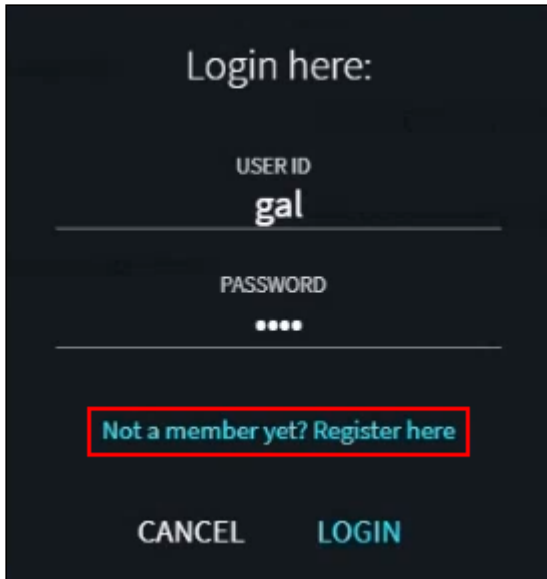
For more information, see [Hybrid Pods](#).

## Self Registration for Net Lenders

### July 2023 Rapido

For organizations or institutions that do not have a resource sharing solution and you still want to be able to lend to those organizations/institutions, such as government agencies, museums, non-profits, and independent researchers, you can now lend resources to those patrons by creating a user account for those patrons to create resource sharing requests.

When configured, the **Not a member yet? Register here** link appears on the login form enabling self registration.



#### Self Registration link

From the Self Registration form, you can register as an **Individual** or as an **Organization**. When registering as an Organization, the form also includes the **Company Name**, **Primary Contact First Name**, **Primary Contact Last Name**, and **Primary Contact Email** fields.

After successfully creating a new user, you are redirected to the login popup screen to log in and the user is added to the Find and Manage Users list ([Admin > User Management > Manage Users](#)).

For more information, see [Enabling Self Registration for Net Lenders](#).

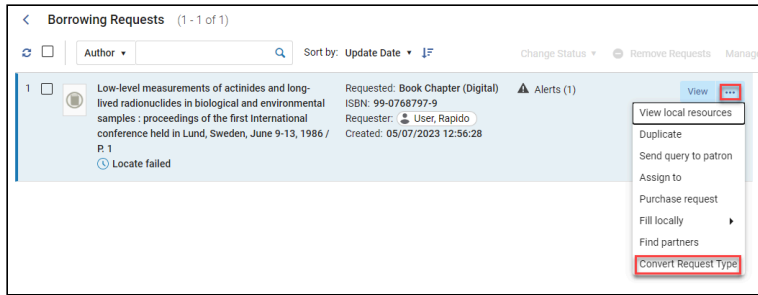
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## Convert Borrowing Request Type

### June 2023 Rapido

It is now possible to convert a request type placed by a user by using the **Convert Request Type** action from the available actions for the request. This action is available for the following statuses:

- Request created
- Ready to send
- Locate failed
- Rejected
- Resubmit
- Expired
- Recalled
- Pending approval
- Reject
- Bad citation
- Local holding

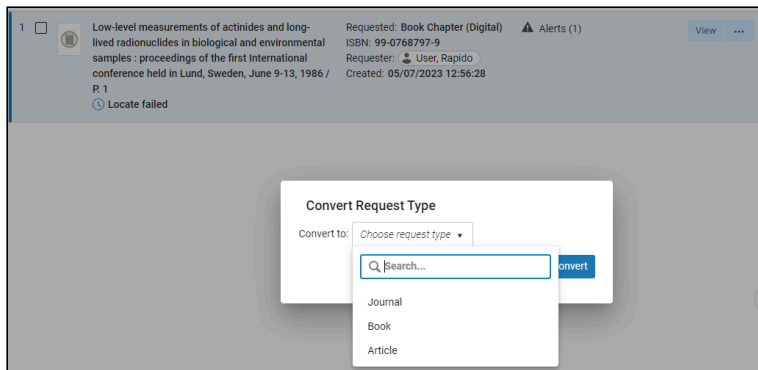


### Convert Request Type action

Once this action is selected, you can select the type of request to convert to and add the required information (such as pages or chapter numbers when converting to a book chapter).

### Note

The option to convert to Journal is only available if the customer parameter **rapido\_show\_physical\_journal\_offer** ([Configuration > Resource Sharing > General > Other Settings](#)) is enabled.



### Convert Request Type options

Once converted, the Request type change is logged in the History and the lending request partner is recalculated.

For more information, see [Converting a Borrowing Request Type](#).

## Borrowing Task List — Print Slip in Bulk

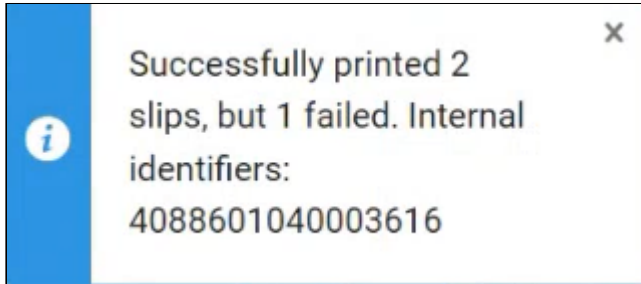
### June 2023 Rapido SF: 06664338

The **Print Slip** bulk action enables the library staff to reprint received or returned slips in bulk. When multiple borrowing requests are selected, selecting **Print Slip** reprints all the slips.



## Print Slip

For requests that were not received, no print slip is printed. For requests that were received but not yet returned, the Resource Sharing Receive Slip Letter is printed. For requests that were returned, the Resource Sharing Return Slip Letter is printed. When multiple items are selected, all slips that were received/returned are printed, and a message appears indicating which slips were printed successfully, and which slips could not be printed.



## Print Slips statuses

For more information, see [Printing Slips in Bulk](#).

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## Resources Digitization Form for Type: Dissertation

### June 2023 Rapido

You can now request a section from a digital dissertation rather than requesting the complete resource. When the resource type is **Dissertation**, the Request Digital Version form includes the **From Page** and **To Page** fields.

A screenshot of the "Request Digital Version" form. The form has a title "Request Digital Version" and several input fields. The "From Page" and "To Page" fields are highlighted with a red rectangular box. The fields are: "Email" (with a dropdown menu showing "rapido.mail@ombiel.com"), "Chapter Title", "Chapter Author", "Chapter Number" and "Volume" (two separate input fields), "From Page" and "To Page" (two separate input fields, highlighted with a red box), and "Note".

## Request Digital Version form

For more information, see [Dissertation Requests](#).

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## Physical Journal Title Requests

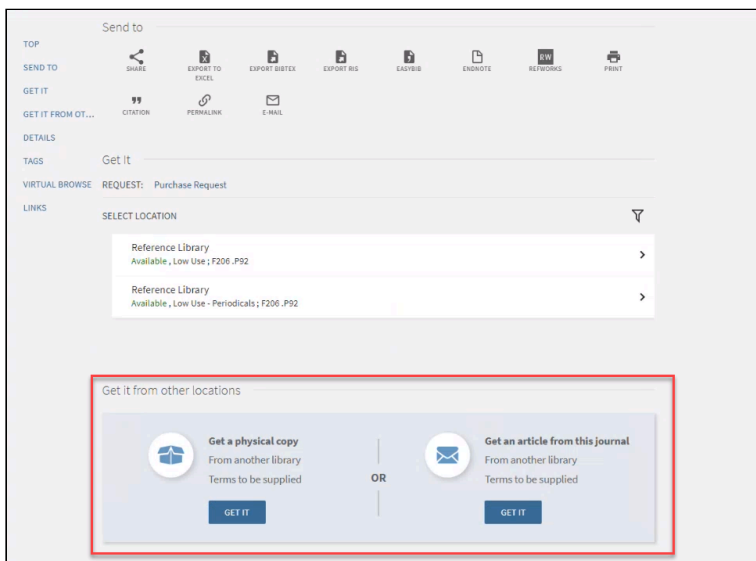
### June 2023 Rapido

Rapido now includes the ability to request a physical journal copy in addition to a digital journal article. When the display logic rules (**Configuration > Fulfillment > Display Logic Rules**) are set to show the journal tile, and the parameter **rapido\_show\_physical\_journal\_offer** (**Configuration > Resource Sharing > General > Other Settings**) is set to `true` (default `false`), both the **Get a physical copy** tile and the **Get an article from this journal** tile appear when requesting a journal (previously, only the digital tile for the article was displayed).

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#### Note

If a lender does not enable the **rapido\_show\_physical\_journal\_offer** parameter, borrowing requests will not be sent to that lender. For lenders who do want to lend journals, after enabling the **rapido\_show\_physical\_journal\_offer** parameter, they also need to add journals to their list of participating items.



#### Journal tiles

If the Display Logic Rule is set to hide the journal (physical) tile, both the journal and article tiles are hidden, and the **Resource sharing is only allowed under specific terms and conditions** message appears instead.



#### Hidden tiles

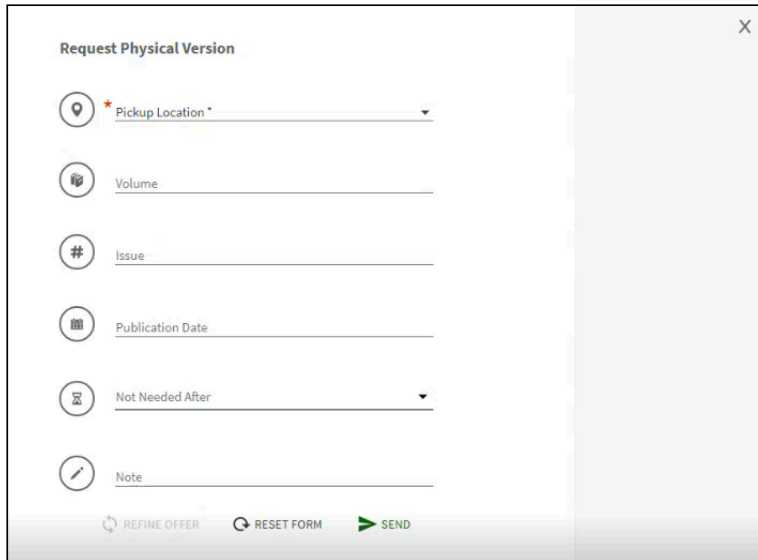
Selecting **GET IT** on the physical request tile opens the Request Physical Version form which includes the **Volume**, **Issue**, and **Publication Date** fields.

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#### Note

The request must include either the **Volume**, **Issue**, or **Publication Date**.

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**Request Physical Version**

Pickup Location \*

Volume

Issue

Publication Date

Not Needed After

Note

REFINE OFFER   RESET FORM   SEND

### Request Physical Version form

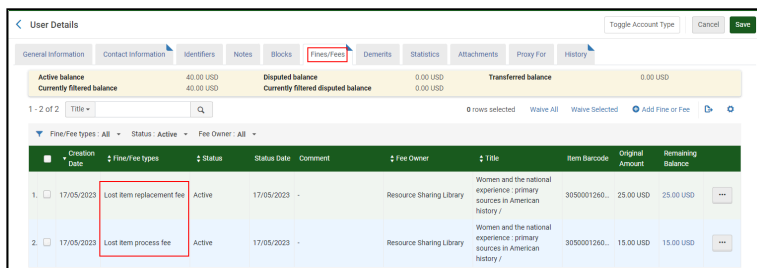
For more information, see [Journal Requests](#).

## Borrowing Side — Automatic Lost Fees

### June 2023 Rapido SF: 06599423 06670024

This feature enables the borrowing library to charge patrons a fee for losing an item, even if the lending library does not charge a fee. This fee can be removed if the item is returned or marked found.

When the parameter **rs\_use\_tou\_for\_lost\_item** ([Configuration > Resource Sharing > General > Other Settings](#)) is set to `true` (default `false`), a **Lost Item Fine** is automatically added to the patron's account in addition to the **Lost Item Replacement Fee** when an item is marked as lost or when the number of lost profile days have passed, based on the borrowing library's settings in the library loan Terms of Use (TOU) ([Configuration > Fulfillment > Physical Fulfillment > Terms of Use and Policies](#)).



User Details

General Information   Contact Information   Identifiers   Notes   Blocks   **Fines/Fees**   Dements   Statistics   Attachments   Priority For   History

Active balance 40.00 USD   Disputed balance 0.00 USD   Transferred balance 0.00 USD  
 Currently filtered balance 40.00 USD   Currently filtered disputed balance 0.00 USD

1 - 2 of 2   Title   0 rows selected   Waive All   Waive Selected   Add Fine or Fee

Creation Date	Fine/Fee Types	Status	Status Date	Comment	Fee Owner	Title	Item Barcode	Original Amount	Remaining Balance
17/05/2023	Lost item replacement fee	Active	17/05/2023	-	Resource Sharing Library	Women and the national experience: primary sources in American history	3050001260	25.00 USD	25.00 USD
17/05/2023	Lost item process fee	Active	17/05/2023	-	Resource Sharing Library	Women and the national experience: primary sources in American history	3050001260	15.00 USD	15.00 USD

### Patron Lost item fines and fees

Additionally, the Lost Item Bill letter is emailed to the patron notifying them of the fees they owe.

**Lost Item Bill** 17/05/2023

This is to inform you that the item with the details below borrowed by you has been declared as Lost.

Lost Item: Women and the national experience : primary sources in American history /  
**Description :**  
 Author :Skinner, Ellen  
 Library :Alma University  
 Loan date :17/05/2023  
 Due date :08/09/2023  
 Barcode :30500011600255  
 Call Number :JK24 J410  
 You will be charged the following Fines and Fees:

Fee Type	Fee Amount	Note
Lost item replacement fee	25.00 USD	
Lost item process fee	15.00 USD	

Sincerely,  
 Access Services Department

**Lost Item Bill**

If the patron finds the lost item, when the borrower either selects **Found Item** is selected from the Patron Services or selects **Checked in** from the task list, the following messages appear indicating that the replacement fee will be refunded; however, if a lost item process fee is configured, then the active balance for the Lost item process fee remains.

- Could not determine the next action for the item. Please contact the fulfillment administrator to check the configuration of the item.
- Lost item check in:100.0 % of 25.00 USD replacement fee will be refunded
- Item that was lost has been checked in.

**Messages indicating item was found and refund amount**

User Details

General information | Contact information | Identifiers | Notes | Blocks | **Fines/Fees** | Dements | Statistics | Attachments | Proxy For | History

Active balance: 15.00 USD    Disputed balance: 0.00 USD    Transferred balance: 0.00 USD  
 Currently filtered balance: 15.00 USD    Currently filtered disputed balance: 0.00 USD

Creation Date	Fine/Fee Types	Status	Status Date	Comment	Fee Owner	Title	Item Barcode	Original Amount	Remaining Balance
17/05/2023	Lost item process fee	Active	17/05/2023	-	Resource Sharing Library	Women and the national experience : primary sources in American history /	-	15.00 USD	15.00 USD

**Remaining fee**

The Lost Item Replacement Fee Refund letter is sent informing the patron that they are only responsible to pay the Lost item replacement fee.

**Lost Item Replacement Fee Refund** 17/05/2023

Dear SWFu 5m9uZXMs,

The following loaned item which has been previously declared as lost has been found

Title: Women and the national experience : primary sources in American history /  
**Loan Details:**  
 Author :Skinner, Ellen  
 Library :Alma University  
 Loan date :17/05/2023  
 Due date :13/07/2023  
 According to library policies, your account balance will be credited.  
 Below are the details of charges and credits due to this loan.

Fee Type	Fee Amount	Note
Credit	-25.00 USD	
Lost item process fee	15.00 USD	
Lost item replacement fee	25.00 USD	
<b>Total:</b>	<b>15.00 USD</b>	

Sincerely,  
 Access Services Department

## Lost Item Replacement Fee Refund

For more information, see [Lost Fees](#) and [Applying Lost Fees](#).

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## GTI/CDI Updated When Updated by Institution

### June 2023 Rapido

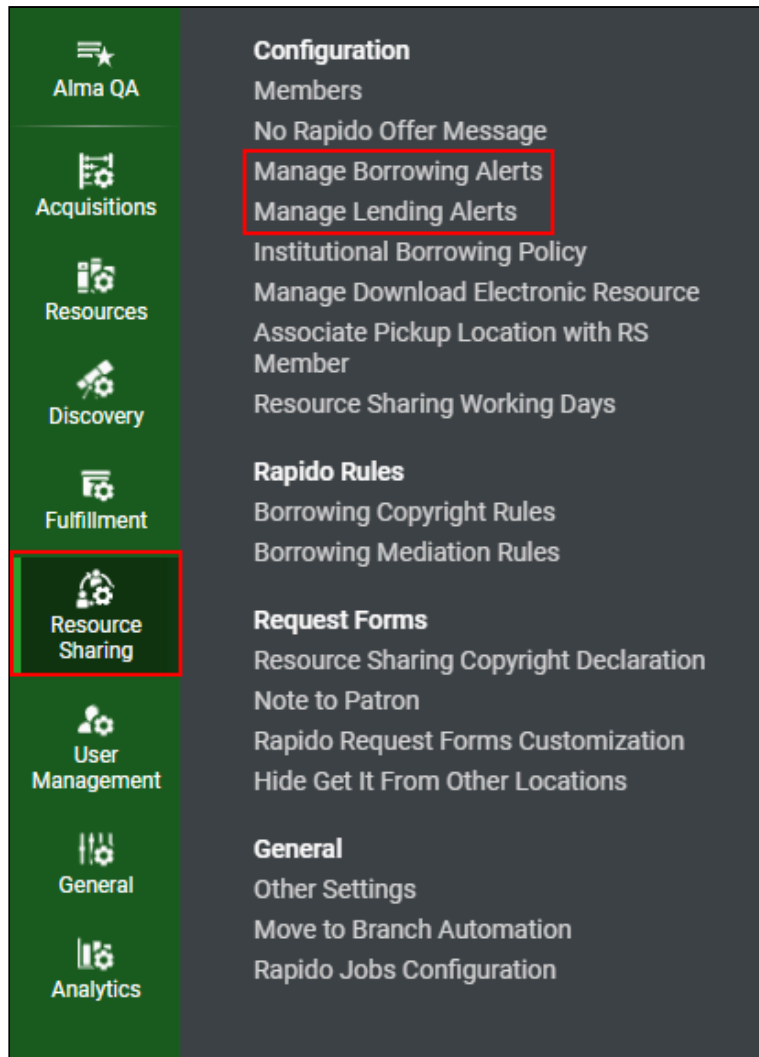
If any changes are made to a record (the quality score or the owning institution), the changes are now reflected in the CDI record.

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## Borrowing Request Alerts

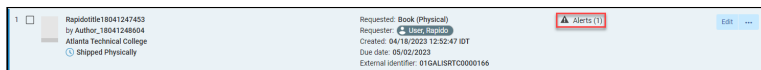
### May 2023 Rapido SF: 06432214

Rapido now includes the option to manage borrowing alerts. To better manage alerts, the **Configuration > Resource Sharing > Configuration > Manage Rapido Alerts** setting is now presented in two separate settings, **Manage Borrowing Alerts** and **Manage Lending Alerts**.

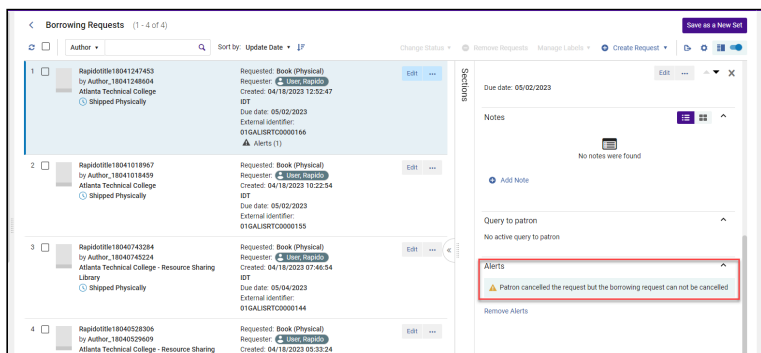


### Borrowings and Lending Alerts configurations

Previously, if a patron cancelled a request after the resource was shipped from the lender, the borrowing library did not receive an indication that the patron cancelled the request. Now, when **CANCELLED\_BY\_PATRON** ([Configuration > Resource Sharing > Configuration > Manage Borrowing Alerts](#)) is enabled (default), the borrowing library receives an alert if a patron cancels a request that has already been shipped by the lender.

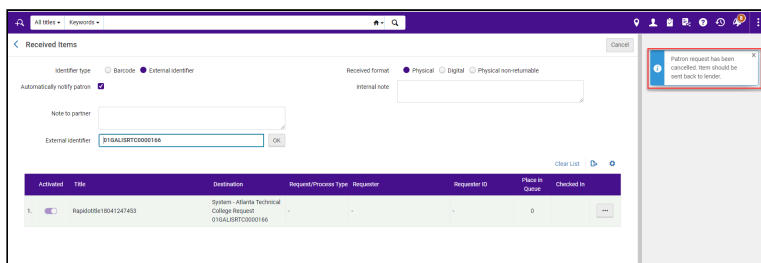


### Alert icon



### Alert

If the borrowing library receives the item, a message appears informing the borrower that the item should be sent back to the lender.



### Message to return item

For more information, see [Managing Borrowing Alerts](#) and [Managing Alerts](#).

## Unused Labels Automatically Removed from Task Lists

May 2023 Fulfillment - Resource Sharing SF: 06534721 06567866 06573581



### Idea Exchange

In order to clear unnecessary labels and make it easier to manage labels, labels that are not associated with a request, rule, or set are automatically deleted and are no longer available in the labels list.

## Mediate Based on ISBN/ISSN

### April 2023 Rapido

You can now upload a spreadsheet that contains a list of ISBNs/ISSNs that the institution would like to mediate in order to

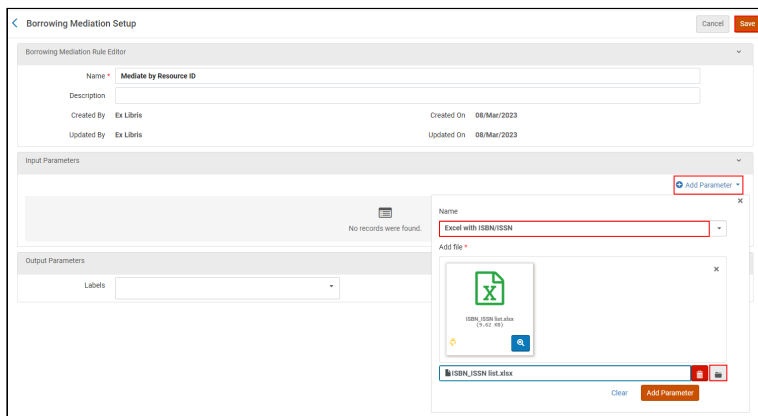
determine whether to allow borrowing resource sharing for the resources included in the file. This is done from the **Input Parameters (Configuration > Resource Sharing > Rapido Rules > Borrowing Mediation Rules)**, select **Add Parameter > Excel with ISBN/ISSN**. Select the folder icon



to upload an Excel file.

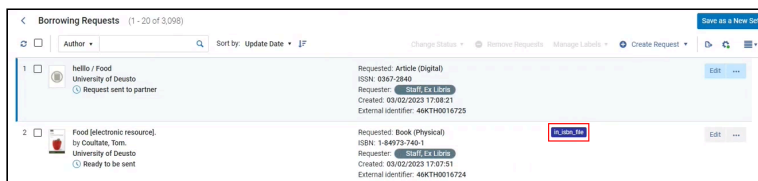
## Note

The Excel file can only contain one column.



## Excel with ISBN/ISSN Input Parameter

When a request is received that contains an ISBN/ISSN that is listed on the Excel file, the request is stopped for mediation and the label that you define in the mediation rule is added to the request.



## Request stopped for mediation

For more information, see [Mediation Rules](#) and [Borrowing Mediation Rules](#).

## Refine Offer for Serial Resources

### April 2023 Rapido

We have enhanced the ability to locate serial holdings whether the resource is owned/available at the lending institution. At the point of discovery, the patron adds the **Volume** to a request, the **REFINE OFFER** button becomes enabled. The **REFINE OFFER** button is disabled by default. Selecting **REFINE OFFER** updates the offer terms and patron cost (when relevant).

Get it from other locations

**Request Physical Version**

Pickup Location  
Resource Sharing Library

Volume  
227

Not Needed After

Note

REFINE OFFER   RESET FORM   SEND

Delivered in  
**3 Days**  
Keep for 25 days

### Available terms after refining an offer

When an offer is not available the terms update to **Terms to be supplied**.

Get it from other locations

**Request Physical Version**

Pickup Location  
Resource Sharing Library

Volume  
1

Not Needed After

Note

REFINE OFFER   RESET FORM   SEND

Terms to be supplied

### No offer available

For more information, see [Serial Holdings](#).

## Ship Digitally Directly from Download Electronic Resource Screen

### March 2023 Rapido

Rapido now enables you to ship a digital request directly from the **Download Electronic Resource** screen. After downloading a digital request (**Lending Request > Download Electronic Resource** action), you can now use the **Ship item digitally** action to upload the electronic resource directly from the **Download Electronic Resource** screen. Additionally, more metadata is now available on this screen.

### Ship item digitally

The borrower then receives the **Notification Item Letter** with the resource attached or a link to download the resource.

For more information, see [Ship Items Digitally](#).

## Cancel Request Option for Mediation Rules

### March 2023 Rapido

The borrowing mediation rules (**Configuration > Resource Sharing > Rapido Rules > Borrowing Mediation Rules**) now includes a **Cancel Request** action which automatically cancels requests when the mediation rule applies to a request. For example, if a specified user group is not authorized to borrow a specific resource type or if a specific resource type is not available for lending.

When the **Cancel Request** rule applies to a request, the request status updates to **Cancelled by staff**, and the borrower receives the **Request Cancel Letter** with the **Cancellation reason** and **Cancellation note** specified in the rule.

### Mediation Cancel Request rule

#### Note

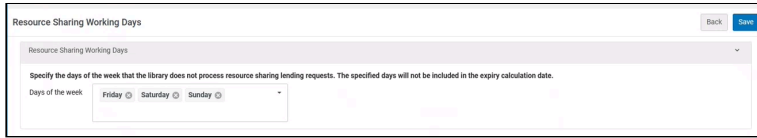
This will be available for Analytics in an upcoming release.

For more information, see [Available Mediation Actions](#).

## Exclude Non-Workdays Days from Expiry Period

### February 2023 Rapido

The **Expiry Time (days)** can either be defined on a partner or on a pod lending policy. A job runs that deletes unhandled expired requests. To prevent lending requests from expiring during non-workdays, Rapido now enables you to set days to exclude from the expiry period calculation ([Configuration > Resource Sharing > Configuration > Resource Sharing Working Days](#)).



The screenshot shows a web interface titled "Resource Sharing Working Days". It includes a "Back" button and a "Save" button. Below the title, there is a dropdown menu for "Resource Sharing Working Days". A note states: "Specify the days of the week that the library does not process resource sharing lending requests. The specified days will not be included in the expiry calculation date." Below this note, there is a "Days of the week" section with radio buttons for "Friday", "Saturday", and "Sunday".

### Resource Sharing Working Days configuration

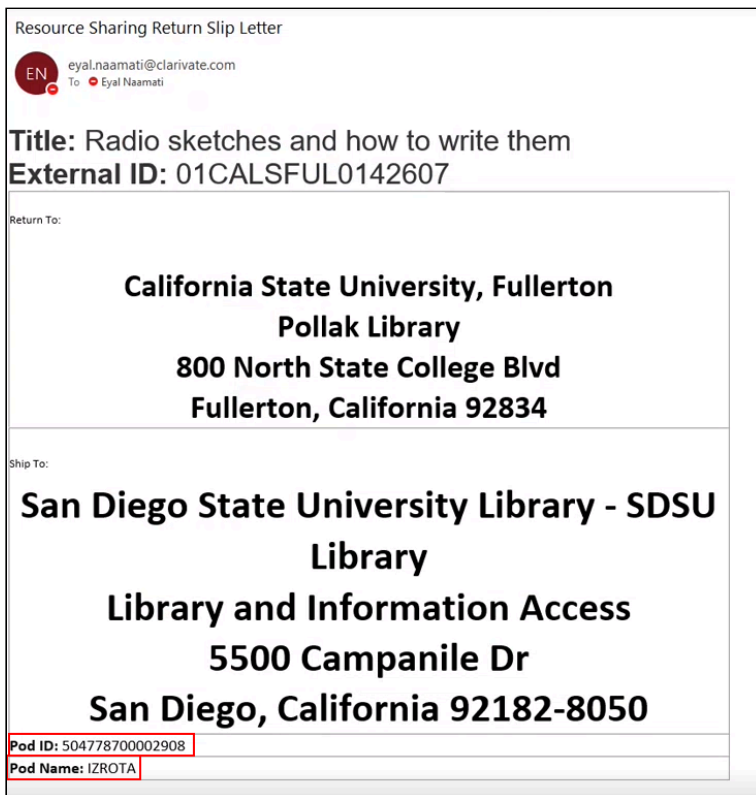
For more information, see [Excluding Non-Workdays Days from Expiry Period](#).

---

## Rapido Slips Pod Information

### February 2023 Rapido

The **Pod Name** and **Pod ID** can now be included on the Resource Sharing Shipping Slip Letter and Resource Sharing Return Slip Letter labels ([Configuration > General > Letters > Letters Configuration](#)). By default, these labels were not included on the letter **Template**.



The screenshot shows a "Resource Sharing Return Slip Letter" label. At the top left, there is a logo with "EN" and the email "eyal.naamati@clarivate.com" and the name "Eyal Naamati". The label contains the following information:

**Title:** Radio sketches and how to write them  
**External ID:** 01CALSFUL0142607

**Return To:**

**California State University, Fullerton**  
**Pollak Library**  
**800 North State College Blvd**  
**Fullerton, California 92834**

**Ship To:**

**San Diego State University Library - SDSU**  
**Library**  
**Library and Information Access**  
**5500 Campanile Dr**  
**San Diego, California 92182-8050**

**Pod ID:** 504778700002908  
**Pod Name:** IZROTA

### Resource Sharing Return Slip Letter with the Pod ID and Pod Name

Resource Sharing Shipping Slip Letter

testing@exlibrisgroup.com  
To: Eyal Naamati

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.


**Year:** 1961

**Due Date:** 19/04/2023

**Supplied To:** San Francisco State University - Main Library

**Pod ID:** 359444748990000041

**Pod Name:** California State Network



01CALSSFR0047408

**NO RENEWALS**

**Item Condition Report**

<input type="checkbox"/> Binding Issues	<input type="checkbox"/> Writing/Highlighting
<input type="checkbox"/> Cover/Spine Issues	<input type="checkbox"/> Liquid Damage/Stained
<input type="checkbox"/> Other (describe below)	<input type="checkbox"/> Missing CD/DVD

Title: The official German report : Nazi penetration, 1924-1942 ; Pan-Arabism, 1939-today  
External Identifier: 01CALSSFR0047408

### Resource Sharing Shipping Slip Letter with the Pod ID and Pod Name

For more information, see [Rapido Letters](#).

## Create an ALA Form and Send it to Partner

### February 2023 Rapido

In cases where a resource was not found within an institution's resource sharing network, Rapido now offers the option to auto-generate the ALA form and adds it as an attachment to the letter. This reduces the manual work involved in creating ALA forms as part of a last resort mechanism to find partners to fill a borrowing request

When a borrowing request is sent to a resource sharing partner configured with an ALA Email Profile Type (**Fulfillment > Partners > General Information** tab), the resource sharing partner receives the letter with the ALA form attachment.

The ALA form fields are populated according to the request metadata.

For physical requests, the **Request for: Loan** checkbox is checked, and the **title** and **author** are added to the text box.

For digital requests, the **Request for: Copy** checkbox is checked, and the **title**, **article/chapter**, **author** (if there is one) are added to the text box.

For resources that are more than five years old, the **Other provisions of copyright law (CCL)** checkbox is checked. Otherwise, the **108 (g) (2) Guidelines (CCG)** checkbox is checked.

ALA Interlibrary Loan Request Form					Revised by ALA RUSA STARS Codes, Guidelines, & Technical Standards Committee (2015)	
Request Date: 05/Jan/2023		Max cost: \$		For Use by Supplying Library		
Request Number: 20061907		Need by:		Date Shipped:	Shipped via:	
Requesting Library Name and Address:						
Resource Sharing Library 30 Ben Gurion , Second floor, c/o Resource Sharing Dept Tel Aviv, 1234567890 ISR						
E-Mail: yoel_ill_desk@yoelinst.edu Phone: 555-555555						
Request for: <input type="checkbox"/> Loan: title, author. <input type="checkbox"/> Copy: journal/book title, article/chapter title, author.						
Identifying and understanding the drivers of high water consumption / Journal of cleaner production, Beal, Cara D						
Year/Edition 2018	Volume 172	Issue 12	Pages 208-214	ISBN/ISSN 0959-6526		
Request complies with: <input type="checkbox"/> 108 (g) (2) Guidelines (CCG) <input type="checkbox"/> Other provisions of copyright law (CCL)						
Supplying Library Name and Address:						
Hayotzrim 6 Jerusalem, ISR						
E-Mail: ho@name.com Phone: 0555656999						
Restrictions: <input type="checkbox"/> Library Use Only <input type="checkbox"/> No renewals <input type="checkbox"/> Copying not permitted <input type="checkbox"/> Return insured for: \$ <input type="checkbox"/> Packing/shipping requirements: <input type="checkbox"/> Other:						
Not supplied due to: <input type="checkbox"/> At bindery <input type="checkbox"/> In use <input type="checkbox"/> Lacking vol/issue <input type="checkbox"/> Not owned <input type="checkbox"/> Non-circulating <input type="checkbox"/> Poor condition <input type="checkbox"/> Policy or license <input type="checkbox"/> Not on shelf <input type="checkbox"/> Charge exceeds limit <input type="checkbox"/> Not found as cited <input type="checkbox"/> In process/On order <input type="checkbox"/> Other reason:						
Notes:						
Renewals Date Requested: New Due Date:						

## ALA form

### Note

The font disharmony for the **Volume**, **Issue**, and **Pages** fields on the generated ALA form is a known issue.

For more information, see [Creating an ALA Form and Sending it to Partner](#).

## Global Title Index (GTI) Updates

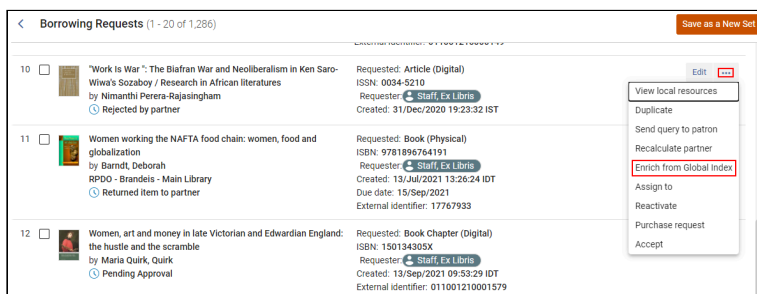
### January 2023 Rapido

The global title index scope has been added to the create request action. A request can now be created by searching the repository or global index when selecting **Create Request > From Search > Global Index**.



### Create Request by searching the Global Index

Additionally, you can now enrich the data of a borrowing request from Global Title index results using the **Enrich from Global Index** action. This automates your ability to improve the data associated with the request, for example where poor metadata was provided in the Resource Sharing Blank form.



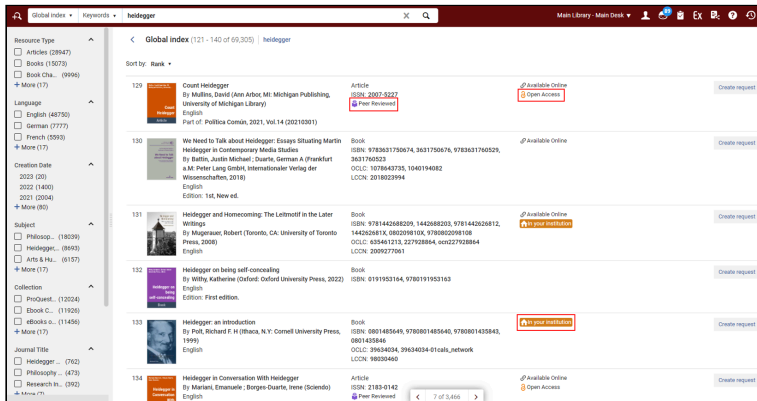
## Enrich from Global Index

For more information, see [Searching and Creating Request from the Global Title Index](#).

## Indicators on Global Title Index (GTI) Results

### January 2023 Rapido

GTI results now include indicators with more information about your results.

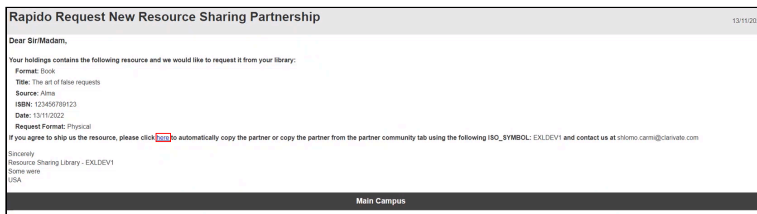


### Indicators on Global index results

## Downloading Partner Information

### January 2023 Rapido

In addition to adding a partner by copying the partner from the **Community** tab (**Fulfillment > Resource Sharing > Partners**), you can now automatically copy the partner using the **here** link on the Rapido Request New Resource Sharing Partnership request letter (**Configuration > General > Letters > Letters Configuration > RapidoRequestNewResourceSharingPartnershipLetter**).



### Rapido Request New Resource Sharing Partnership request letter

This letter is sent when using the **Send Rapido Request Letter** option on the Resource Sharing Borrowing Request page **Rota** tab.

For more information, see [Find Partners](#).

## Automating Lending Requests

### January 2023 Rapido

Rapido now supports batch automatic delivery of digital lending requests from a configured folder. This functionality uses

the **Automatically Ship Rapido Digital Requests** (default **Inactive**) ([Configuration > Resource Sharing > General > Rapido Jobs Configuration](#)) job to scan a configured folder to then attach files to the right request. The attached files are then automatically sent to fill the borrowing request. Configuring this job enables staff to skip manually attaching files to individual lending requests. To enable automatic processing for lending requests with scanned resources saved in a folder, use the **Automatically Ship Rapido Digital Requests** job.

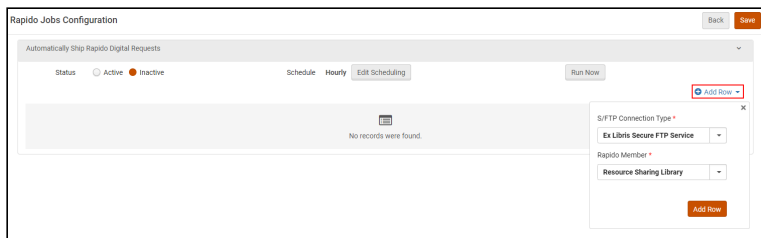
---

## Note

The **Automatically Ship Rapido Digital Requests** job relies on the file names being saved as the appropriate internal identifier.

---

Select **Add Row** and select the **S/FTP Connection Type** (as configured in [Configuration > General > External Systems > S/FTP definitions](#)) and **Rapido Member**. The job can be scheduled hourly, daily, weekly, or monthly, or you can **Run Now**.



**Automatically Ship Rapido Digital Requests job configuration**

The Digitization Workflow Setup ([Configuration > Fulfillment > Copyright Management > Digitization and Copyright Rules](#)) determines what kind of output the borrowing institution receives, based on what output type (link or attachment) is selected in the **Select digitization target** drop down list. When the job is run, a folder **AutoShipFileTmp** is created in the institution's root directory folder, and the files are delivered to this folder.

When the file is available, the patron receives the Notification Item Letter with links to the file.

---

## Note

The out-of-the-box Notification Item Letter automatically includes the link. If a user has configured the letter, the user needs to configure these links for them to be included.

---

Select **Add Row** and select the **S/FTP Connection Type** (as configured in [Configuration > General > External Systems > S/FTP definitions](#)) and **Rapido Member**. The job can be scheduled hourly, daily, weekly, or monthly, or you can **Run Now**.



### Links to files in the Notification Item Letter

The request then updates the request **Status** to **Shipped Digitally**. If there is a problem that causes the file delivery to fail, the job will try to send the file the next time the job is run. The job report for the **Automatically Ship Rapido Digital Requests** job is available in the **History** tab ([Admin > Manage Jobs and Sets > Monitor Jobs](#)).

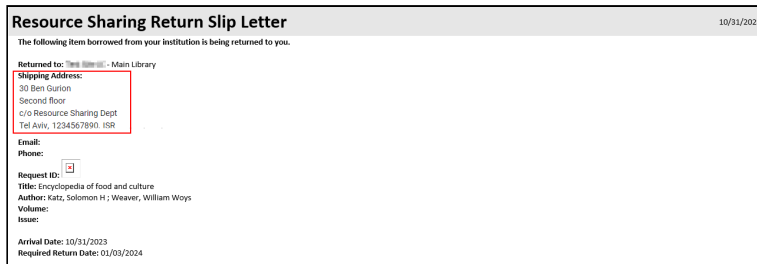
For more information, see [Configuring Rapido Jobs](#) and [Automating Digital Requests](#).

## Additional Enhancements

- **December 2023 Rapido**

For customers in the United States who connect with the RapidReturnables pod, the following letters now include the correctly formatted shipping address for partners in this pod. This address can be added to the following letters:

- Ful Incoming Slip Letter
- Ful Resource Request Letter
- Resource Sharing Return Slip Letter
- Resource Sharing Receive Slip Letter
- Resource Sharing Return Slip Letter



**Resource Sharing Return Slip Letter** 10/31/2023

The following item borrowed from your institution is being returned to you.

Returned to: **Yoel Inst. - Main Library**

**Shipping Address:**  
30 Ben Gurion  
Second floor  
c/o Resource Sharing Dept  
Tel Aviv, 1234567890, ISR

Email:  
Phone:

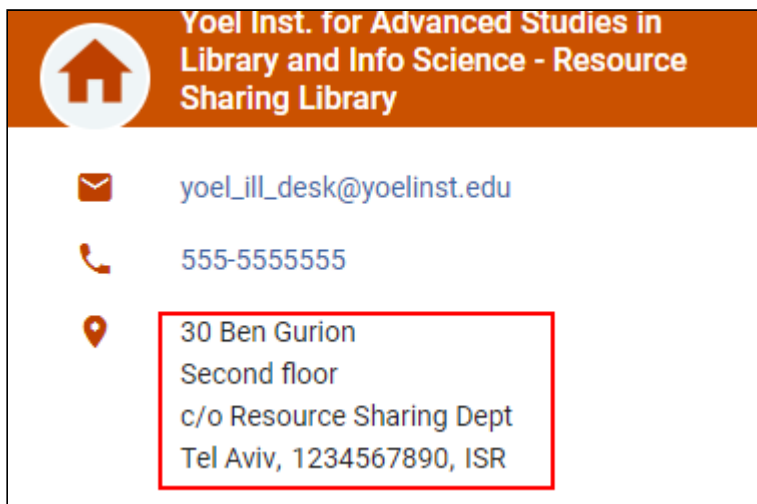
Request ID:  
Title: Encyclopedia of food and culture  
Author: Katz, Solomon H ; Weaver, William Woyt  
Volume:  
Issue:

Arrival Date: 10/31/2023  
Required Return Date: 01/03/2024


### Resource Sharing Return Slip Letter RapidR shipping address


Additionally, the contact partner card


also includes the shipping address.



**Yoel Inst. for Advanced Studies in Library and Info Science - Resource Sharing Library**

 [yoel\\_ill\\_desk@yoelinst.edu](mailto:yoel_ill_desk@yoelinst.edu)

 555-5555555

 **30 Ben Gurion  
Second floor  
c/o Resource Sharing Dept  
Tel Aviv, 1234567890, ISR**

### Contact partner card RapidR shipping address

For more information, see [Configuring Rapido Letters](#).

- **December 2023 Analytics**

The **Alternate Symbol** field was added to the Partner dimension in the Borrowing Requests (Resource Sharing) and Lending Requests (Resource Sharing) subject areas. It displays the alternate symbol of the institution.

- **November 2023 Rapido**

Requests involving hybrid pods use the pod policy rather than the Terms of Use (TOU). You can now configure exceptions for requests received from specific members to apply the TOU rather than the pod policy. Members who are part of a hybrid pod can add an exception to the **Override Pod Policies for Specific Hybrid Pod Partners** section on the **Physical Items Lending Policies** tab ([Configuration > Resource Sharing > Configuration > Members](#)). Hybrid pods can set the lending terms for requests to use:

- Terms of use only
- Pod policy first then Terms of use
- Terms of use first the Pod policy

If no exception is added, the behavior remains where the pod policy is applied to the request.

For more information, see [Hybrid Pods](#).

- **November 2023 Analytics**

The following out-of-the-box reports are now available for Rapido Analytics:

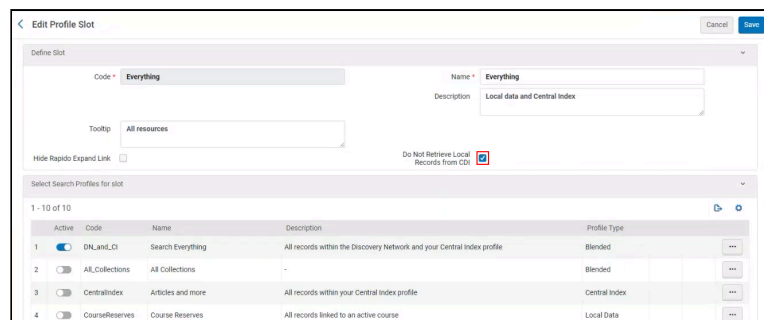
- Resource Sharing Borrowing Requests Cancellations and Reasons – a table showing the cancellation reasons per month and year
- Resource Sharing Borrowing Requests First Time Requesters by User Group and Year – a table showing the first time requesters by user group according to the date that you select
- Resource Sharing Borrowing Requests Fulfilled and Unfulfilled – a table showing the number and format of borrowing requests fulfilled and not fulfilled per institution and creation date
- Resource Sharing Borrowing Requests Received by User Group – a table showing the number of borrowing requests received per user group per year
- Resource Sharing Borrowing Requests Cancellations and Reasons (Including Customized Cancellation Reasons) – a table showing the cancellation reasons (including customized cancellation Reasons) per month and year
- Resource Sharing Lending Requests Fulfilled and Unfulfilled – a table showing the number and format of lending requests fulfilled and not fulfilled per creation date

Additionally, the following new tabs were added to dashboards:

- In the Resource Sharing Lending Requests dashboard, the Fulfilled and Unfulfilled tab was added
- In the Resource Sharing Borrowing Requests dashboard, the Fulfilled and Unfulfilled and Cancellations and Reasons tabs were added

- **September 2023 Rapido**

We recommend checking the **Do Not Retrieve Local Records from CDI** checkbox ([Configuration > Discovery > Display Configuration > Configure Views](#)) to avoid receiving duplicate results from the CDI for resources that exist locally when using a blended scope or when you do not want to return results for local resources when searching the central index.



**Do Not Retrieve Local Records from CDI**

For more information, see [Searching and Creating Request from the Global Title Index](#).

- **August 2023 Rapido**

The **Include Zero Values** toggle now includes partners who have not placed requests. This includes all the partners listed in [Fulfillment > Resource Sharing > Partners](#) and RapidLL partners on both the borrowing and lending sides.

The image shows a 'Refine by' sidebar with several filter sections. Two red boxes highlight specific elements:

- The top box highlights the 'Include Zero Values' toggle, which is currently turned on.
- The bottom box highlights the 'Lending Library' section, which contains a list of library options with checkboxes:

Library Name	Count
Atlanta Technical College	431
Atlanta Technical College - Resource Sharing Library	20
Georgia Archives	19
Georgia Archives - Resource Sharing Library	75
Georgia Archives - Resource Sharing Library (Communi...	7

**Lending Libraries for Include Zero Values**

- August 2023 Rapido**  
 You can now use Display Logic Rules to hide the Get It tile for serial holdings based on the volume/issue/year.  
 For more information, see [Self Owned Resources](#) and [Configuring Rapido Tiles and Resource Sharing Options](#).
- August 2023 Analytics**  
 The **Date** prompt for the Resource Sharing Borrowing Requests and Resource Sharing Lending Requests dashboards now allows for the input of a range of dates. By default, this is set to the previous calendar month.
- July 2023 Rapido**  
 The ALA form is now included as an attachment on the borrowing request.

Resource Sharing Borrowing Request

Recalculate Partner General Message Save and Edit Locate Cancel Save

Test

General Information History Rota Parameters General Messages Notes Received Items Attachments Held By

1 - 2 of 2

File name	Type	Size	Attached By	Attached On	URL	Notes	Upload Status
1 ALA_ILR_Request_f...	application/pdf	70.2kb	ex_impl	05/31/2023 17:56:35 IDT	-	-	Uploaded
2 FullOutgoingEmail...	NOTIFICATION_EMAIL	3.4kb	ex_impl	05/31/2023 17:56:35 IDT	-	-	Upload Edit Delete Download

Download the ALA form

July 2023 Rapido

You now have the option to facet the borrowing and lending task lists by Pod.

Refine by

Activity Status: Active

Clear all

Rapido Indicator

No (2)

Yes (1)

Labels

not\_authorized (3)

Activity Status

Active (3)

Status

Ready to be sent (3)

Lending Library

Atlanta Technical... (2)

Georgia Archives ... (1)

**Pod**

North America pod (1)

US Northeast pod (1)

Creation Date

Today (3)

Update Date

Today (3)

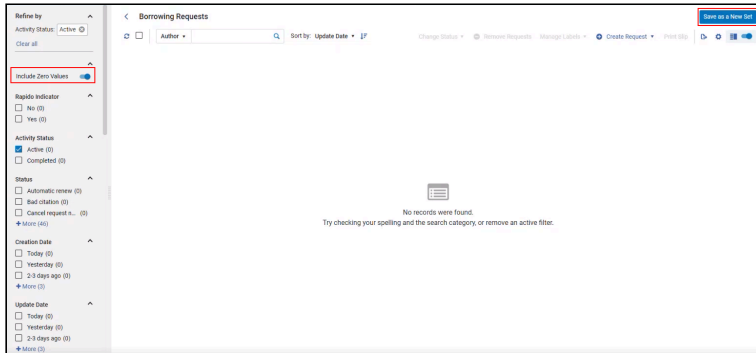
Requested Format

Physical (3)

## Pod facet

- **July 2023 Rapido**

Previously, institutions that did not have any borrowing or lending requests could not select a facet. Now, when selecting the **Include Zero Values** facet, you can create a set based on selected facets.



### Create a Zero Value Set

For more information, see [Creating Sets Based on Undefined Criteria](#).

- **July 2023 Analytics**

The following reports were added to the Rapido Lending dashboard:

- Lending Reject Reasons Report – two pie charts that show the number of requests and their reject/cancel reason, one for electronic request types and one for physical
- Rejected Titles – a list of rejected titles and the rejection reason

- **June 2023 Analytics**

The **Partner System Type** field was added to the Partner dimension of the Borrowing Requests and Lending Requests subject areas. It displays the system type of the resource sharing partner.

- **May 2023 Fulfillment - Resource Sharing**

The following fields are now available in the following letters ([Configuration > General > Letters > Letters Configuration](#)):

Field Label	XML Field
<b>Ful Incoming Slip Letter</b>	
Group Qualifier	group_qualifier
Renewals Allowed	renewals_allowed
Borrowing Library Address Information	borrowing_library_address
Partner Code	partner_code
<b>Resource Sharing Shipping Slip Letter</b>	
Renewals Allowed	renewals_allowed

Field Label	XML Field
<b>Ful Resource Request Slip Letter</b>	
Group Qualifier	group_qualifier
Renewals Allowed	renewals_allowed
Partner Code	partner_code
<b>Resource Sharing Receive Slip Letter</b>	
Group Qualifier	group_qualifier
Library Location for Institutions with Multiple Libraries	pickupLibraryName
Renewals Allowed	renewals_allowed
Borrowing Library Address Information	borrowing_library_address
Partner Code	partner_code
<b>Resource Sharing Return Slip Letter</b>	
Group Qualifier	group_qualifier
Library Location for Institutions with Multiple Libraries	pickupLibraryName
Renewals Allowed	renewals_allowed
Borrowing Library Address Information	borrowing_library_address
<b>Borrower Overdue Email Letter</b>	

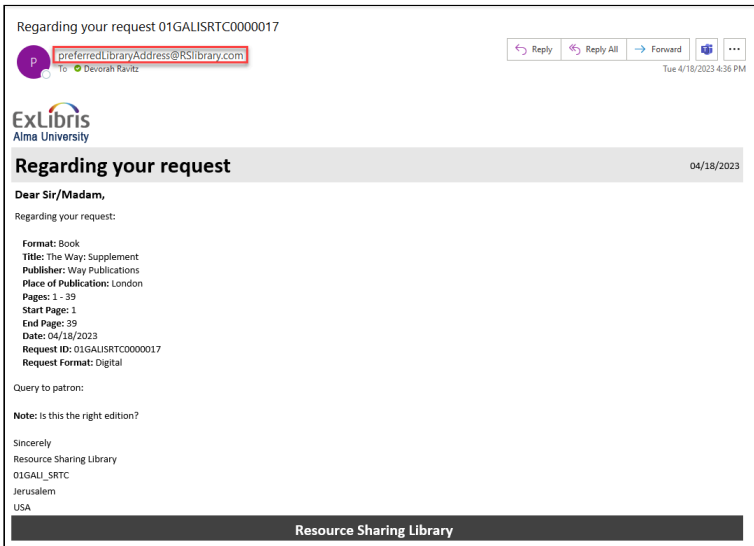
Field Label	XML Field
Partner Code	partner_code

For more information, see [Configuring Alma Letters](#).

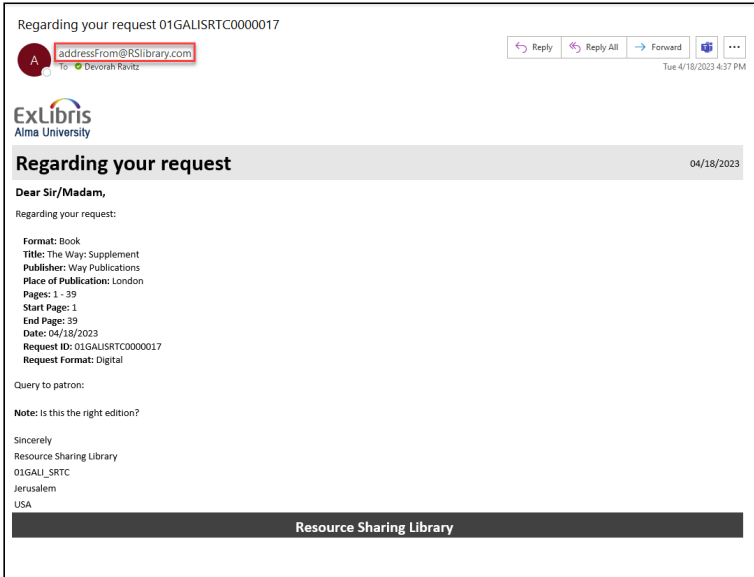
- **May 2023 Fulfillment - Resource Sharing SF: 06618079 06664331**

You can now set the default sent from email address to be different from the main library email address. When **rs\_use\_addressfrom\_letter\_param** (**Configuration > Fulfillment > General > Other Settings**) is set to `true` (default `false`), instead of letters being sent from the **Preferred Email Address** set in **Fulfillment > Library Management > Contact Information**, the email is sent from the letter configuration **addressFrom** (**Configuration > General > Letters > Letters Configuration**) on the following letters:

- Externally Obtained Letter
- Lending Recall Email Letter
- Borrower Claim Email Letter
- Ful Cancel Email Letter
- Ful Renew Email Letter
- Ful Incoming Slip Letter
- Ful Damaged Email Letter
- Ful Lost Email Letter
- Borrower Overdue Email Letter
- Ful Outgoing Email Letter
- Borrower Receive Email Letter
- Borrower Return Email Letter
- Lender Checked-in Email Letter
- Lender Reject Email Letter
- Lender Response Email Letter
- Lender Ship Email Letter
- Lender Will Supply Email Letter
- Query To Patron Letter
- Rapido member letter
- Resource Sharing Request Confirmation Letter
- Resource Sharing Return Slip Letter
- Resource Sharing Shipping Slip Letter



### Preferred email address



### addressFrom email address

In addition, for the following three letters, `signature_email` needs to be replaced in the XSL with `address_from` in order to prevent the preferred email address from appearing at the bottom of the email:

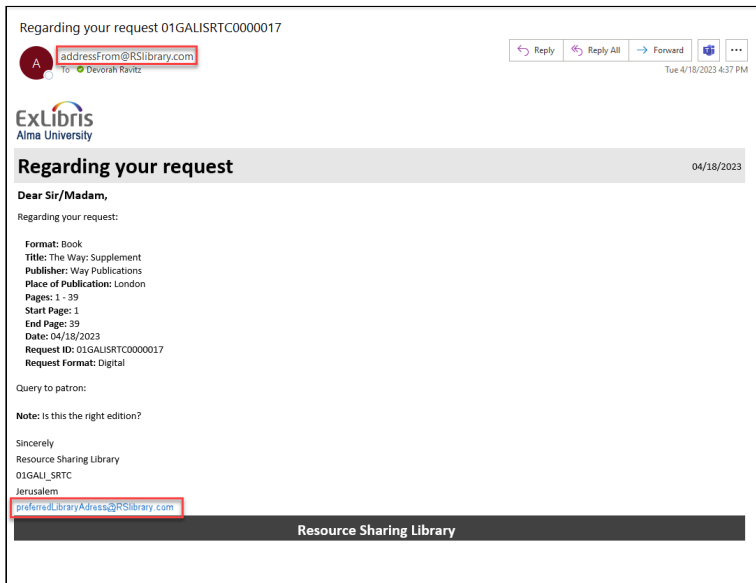
- Externally Obtained Letter
- Query To Patron Letter
- Rapido member letter

```

<xsl:if test="notification_data/signature_email != "">
<tr>
<td>
<xsl:value-of select="notification_data/signature_email" />
</td>
</tr>
</xsl:if>

```

**XSL**



**Preferred email address on three letters**

For more information, see [Changing the From Email Address](#).

- **May 2023 Analytics**

The new **Borrowing Requests Copyrights CONTU** out-of-the-box report is now available and was added to the Resource Sharing Borrowing Requests dashboard. It allows you to see your borrowing requests in relation to their copyright status.

For more information on Rapido out-of-the-box reports, see [Resource Sharing](#).

- **May 2023 Analytics**

The following out-of-the-box reports are now available for Rapido with which you can use to create widgets for your dashboard:

- Approved Copyright Graph Widget
- Approved Copyright Widget
- Reprints Desk Tracking Widget

- **April 2023 Analytics**

The **Rapido Cancelled by Mediation** field was added to Borrowing Requests (Resource Sharing) > Rapido Attributes. It indicates (Y/N) whether the borrowing request was cancelled during staff mediation.

- **April 2023 Analytics**

The following changes were implemented to Rapido out-of-the-box reports:

- Resource Sharing Borrowing Requests Average time to material arrival – the fields of the report that indicated the average time in minutes were changed to indicate the average time in hours
- Resource Sharing Borrowing Requests Average time to material arrival per partner – the fields of the report that

indicated the average time in minutes were changed to indicate the average time in hours

- Resource Sharing Borrowing Requests Per Requested Format Pie – the report was changed from displaying a pie chart to displaying a bar chart

In addition, the Lending Requests YoY report was added as a stand-alone report and as a tab to the Lending Requests dashboard.

- **March 2023 Rapido**

The following fields are now available in the following letters (**Configuration > General > Letters > Letters Configuration**):

Field Label	XML Field
<b>Ful Incoming Slip Letter</b>	
Group Qualifier	group_qualifier
Renewals Allowed	renewals_allowed
Rapido POD	pod_id pod_name
Borrowing Library Address Information	borrowing_library_address
Partner Code	partner_code
<b>Resource Sharing Shipping Slip Letter</b>	
Renewals Allowed	renewals_allowed
<b>Ful Resource Request Slip Letter</b>	
Group Qualifier	group_qualifier
Renewals Allowed	renewals_allowed
Rapido POD	pod_id pod_name

Field Label	XML Field
Borrowing Library Address Information	borrowing_library_address
Partner Code	partner_code
<b>Resource Sharing Receive Slip Letter</b>	
Group Qualifier	group_qualifier
Library Location for Institutions with Multiple Libraries	pickupLibraryName
Renewals Allowed	renewals_allowed
Borrowing Library Address Information	borrowing_library_address
Partner Code	partner_code
<b>Resource Sharing Return Slip Letter</b>	
Group Qualifier	group_qualifier
Library Location for Institutions with Multiple Libraries	pickupLibraryName
Renewals Allowed	renewals_allowed
Borrowing Library Address Information	borrowing_library_address
<b>Borrower Overdue Email Letter</b>	
Partner Code	partner_code

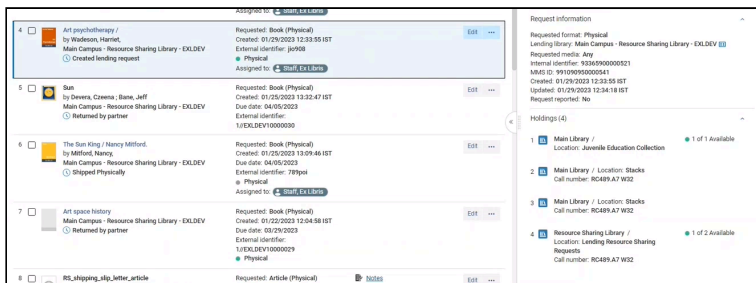
For more information, see [Letters Configuration](#).

- **March 2023 Rapido**

Titles with physical holdings now display the **Holdings** information (name, shelving location, call number, and availability) in the right pane.

## Note

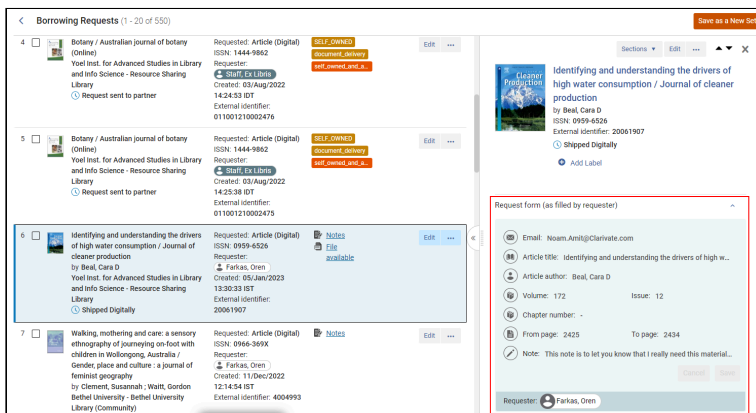
The **Holdings** information displays whatever information is available. When some of the **Holdings** information is not available, the field for the unavailable information does not appear.



## Holdings

- **March 2023 Rapido**

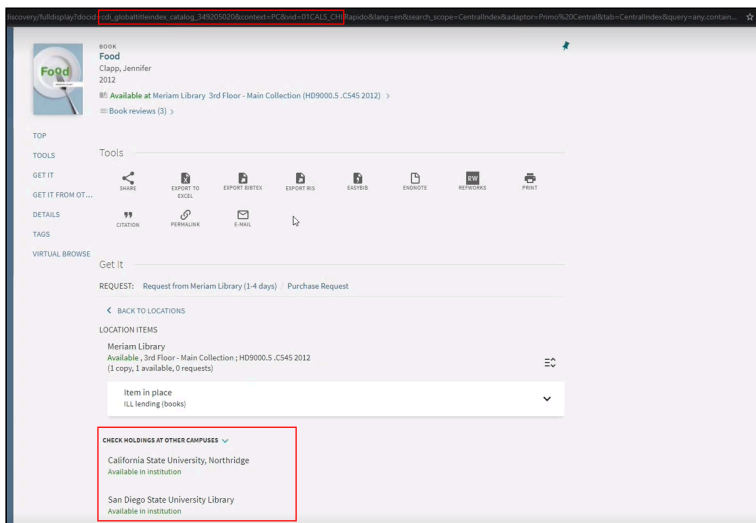
To better support non-English languages and offer a smoother experience, we enhanced the right pane **Request form**.



## Request form

- **February 2023 Rapido**

To provide more visibility when searching for resources, the **CHECK HOLDINGS AT OTHER CAMPUSES** section now displays all campuses with the resource available for Title ID searches. Previously, other campuses only displayed MMS ID searches.



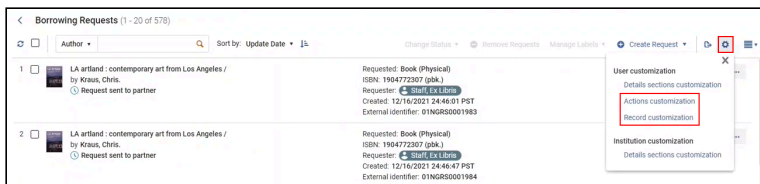
## Holdings available at other campuses

- **February 2023 Rapido**

You can now reorder/disable record fields or actions. From the Borrowing/Lending Requests screen, select the Customize icon



> **User customization > Actions customization** or **Record Customization** and drag the field/action to the order you would like it to be placed or uncheck it to remove it from the column or action list.



**Actions and Record customization options**



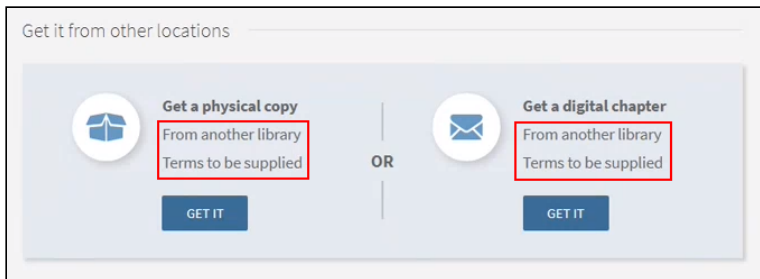
**Example of a disabled Author with the Status in the second column**

- **January 2023 Rapido**

When scanning in an item on the lending side (**Fulfillment > Resource Requests > Scan In Items**), emails were not sent to the borrower. When an email address is configured for the Printer Details (**Configuration > Fulfillment > General > Printers**), the Resource Sharing Shipping Slip is now emailed.

- **January 2023 Rapido**

When a record's BIB, holding, or location is suppressed, the record no longer offers any availability terms.



**Terms for a request with a suppressed BIB, holding, or location**

When a move request is received, non-suppressed items are checked first for availability. If none of those items are available, suppressed requests are then checked for availability.

## Resolved Issues

- **December 2023**

When using the **Ship digitally** action, the lending task list is not refreshed. A green dot is now added to the refresh button to indicate that a refresh is available due to changes.

- **December 2023 SF: 06681627 06684433 06708573 06730805 06731941 06762570 06847405 06947566 06956077**

In some cases, the Quick print dialogue window for the Resource Sharing Shipping Slip Letter was not displayed as expected. This was fixed.

- **December 2023 SF: 06468567 06493894 06661180 06706084 06723618 06762904**

In some cases, selecting "Show file" on a borrowing request did not open the associated file. This was fixed.


- **December 2023 SF: 06680840 06681627 06690682 06708573**

When the print slip was sent by email, the print slip did not open even when a success message was displayed. This was fixed.

- **November 2023 SF: 06654459**  
Previously, when receiving a request multiple times, the Receive fee was applied to each request. This was fixed.
- **November 2023 SF: 06667013**  
Previously, the Rapido **Request Terms letter** was not sent when a request changed from Rapido to ILLiad as a last resort. This was fixed.
- **November 2023 SF: 06500417 06514019 06593932 06605279 06718940 06797437**  
When changing the search scope to include **All Resources**, the local record portfolios were duplicated until the screen was refreshed. This was fixed.
- **November 2023 SF: 06478368 06485322 06565730 06662819 06743278 06780894 06803585 06819051**  
When an item's status changed after the holdings were checked, the **From other libraries** label still appeared. This was fixed.
- **November 2023 SF: 06450014 06506030**  
Requests submitted for scans of book chapters were miscalculating the copyright percentage causing them to be incorrectly stopped for copyright mediation. A **Percentage greater than 100** rule was added to the **Configuration > Resource Sharing > Rapido Rules > Borrowing Copyright Rules** was added as an out-of-the-box rule to prevent this from happening in the future.
- **November 2023 SF: 06599182 06800831**  
Resource sharing locates would fail when the string ISBN was included in the ISBN field. This was fixed.
- **November 2023 SF: 06732950 06743209 06797494 06797878 06815548 06816317 06832528 06832532 06842856 06884743**  
In some cases, patrons received a **Request Failed** message when submitting Rapido request in Primo. This was fixed.
- **November 2023 SF: 06718280**  
The **Cost** displayed on the Rapido tile now includes two decimal places.
- **November 2023 SF: 06598030 06759347 06811811**  
In some cases, when a borrowing request was rejected, the request did not move to the next partner. This was fixed.
- **November 2023 SF: 06848626**  
Previously, borrowing requests were created for libraries that were temporarily not allowing any borrowing requests. This was fixed.
- **November 2023 SF: 06791249**  
In some cases, requests were sent to **Home Delivery** even though the **Requested Pickup Location** was set to be delivered to the library. This was fixed.
- **November 2023 SF: 06468567 06493894 06661180 06706084 06723618 06762904**  
In some cases, selecting **Show file** on a borrowing request did not open the associated file. This was fixed.
- **November 2023 SF: 06690074**  
Previously, the PDF document did not support languages with special characters (such as Hebrew and Japanese). This was fixed.
- **November 2023 SF: 06832645 06854389 06868770 06889289**  
In some cases, lending requests received from RapidIII were auto-rejected. This was fixed.
- **November 2023**  
For accessibility purposes, the search icon contrast was changed in the Rapido menu.
- **November 2023 SF: 06734926 06771180 06810359**  
Previously, the **Override and Renew** button was not visible in non-English environments. This was fixed.
- **November 2023 SF: 06750955**  
Previously, the export request spreadsheet did not include a **Journal Title** column. The borrowing and lending exports now include this column.
- **November 2023 SF: 06765342**  
The Send Overdue Message to Resource Sharing Borrowing Partner job did not work for Rapido requests. This was fixed.
- **November 2023 SF: 06765342 06739538 06766503 06847946 06868145 06881040**  
In some cases, borrowing requests were sent twice which created lending requests with duplicate external IDs. This

was fixed.

- **November 2023 SF: 06723609 06727316 06729014**  
In some cases, selecting the browser back button caused an error in Alma. This was fixed.
- **November 2023 SF: 06594015 06598672 0667577**  
An error was displayed when trying to request multiple barcode renewal requests for a borrowing request. This was fixed.
- **November 2023 SF: 06716158**  
Previously, the estimated due date label appeared twice on the library card. This was fixed.
- **November 2023**  
The **Cost to patron** configuration (**Configuration > Resource Sharing > Members**) was not displayed when no pod was associated with a member. This was fixed.
- **November 2023 SF: 06405817 06674022**  
In some cases, downloading the SAML URL from the Ful Digitization Notification Item Letter gave a **Resource was not found** message. This was fixed.
- **November 2023 SF: 06464466**  
Previously, the alternative address option capitalization did not match the BLDSS specifications. This was fixed.
- **November 2023 SF: 06666552**  
Previously, the **Get Lending Requests** API was limited to 100 results. This has been increased to 1000 results.
- **November 2023 SF: 06653445**  
Previously, labels did not appear in a number of Resource Sharing letters when they should have. This was fixed.
- **November 2023 SF: 06053160 06658062**  
Previously, the Digitization Notification Item Letter did not populate the metadata included in the lending request. This was fixed.
- **November 2023 SF: 06549289**  
In some cases, the **Days of Request Sent to Material Arrival** field sometimes displayed a negative number in the Borrowing Requests Analytics report. This was fixed.
- **November 2023 SF: 06574318**  
In some cases, the **Assignee** facet filtered results incorrectly. This was fixed.
- **November 2023 SF: 06598039**  
In some cases, borrowing requests got stuck in a **Created Borrowing Request** status. This was fixed.
- **November 2023 SF: 06475425 06674598 06728138 06740253**  
In some cases, electronic requests for resources not held by the institution were stopped for mediation as a self owned resource. This was fixed.
- **November 2023 SF: 06492214**  
In some cases, selecting the **Calculate Copyright Status** button generated an error. This was fixed.
- **November 2023 SF: 06281464**  
In some cases, Conference Proceedings with an ISSN was processed as book chapter and stopped by a meditation rule. This was fixed.
- **November 2023 SF: 06373890**  
In some cases, lenders were unable to send articles to partners. This was fixed.
- **November 2023 SF: 06662660**  
In some cases, rejecting or canceling an email partner for a physical request would fail. This was fixed.
- **September 2023**  
In some cases, rotas were displayed in the pod facet with their **internal ID** rather than their name. This was fixed.
- **September 2023**  
The **Any** option was removed from the user group dropdown list on the Borrower self registration page to force library staff to select a user group.
- **September 2023**  
Previously, digital conference proceeding requests were not correctly sent to the partner. This was fixed.
- **September 2023 SF: 06746375 06755495**  
The **Requested Media** was missing from the fright pane and from the Record Customization. This was fixed.

- **September 2023 SF: 06373220**  
Locate now fails on the borrowing side if the lender does not have the resource available in the portfolio coverage.
- **September 2023 SF: 06681627 06684433 06708573 06730805 06731941**  
The Quick print dialogue window for Resource Sharing Shipping Slip Letter was not displayed as expected. This was fixed.
- **September 2023 SF: 06571619 06614933**  
The partner listed on the Lending Request right pane was mistakenly listed as **Lending Library** rather than **Borrowing Library**. This was fixed.
- **September 2023**  
You can now configure **nui.ngrs.error.file\_not\_found** ([Discovery > Discovery Configuration > Labels > Rapido Labels](#)) to customize the **Files cannot be found** message when a digital file is removed by the job. This was fixed.
- **September 2023**  
After using the Ship digitally action, rather than refreshing the list, a green dot now indicates the list should be refreshed.
- **September 2023 SF: 06645695**  
In some cases, when a borrower scanned in an item, the partner was canceled. This was fixed.
- **September 2023 SF: 06728285 06734687 06760744**  
Previously, when submitting an article request from a journal created an incorrect record. This was fixed.
- **September 2023 SF: 06728285**  
When an item was requested for personal delivery, but the library staff marked it as reading room only, the request was still being sent as a personal delivery rather than being sent to the reading room. This was fixed.
- **September 2023 SF: 06410907**  
In some cases, requests for journals or e-journals were not processed properly. This was fixed.
- **September 2023 SF: 06589810 06649501**  
When sending files using the **Fill locally** action, the **Upload file** page did not open correctly. This was fixed.
- **September 2023 SF: 06680840 06681627 06690682 06708573**  
The print slip did not open even when a success message was displayed, and the slip was sent by email. This was fixed.
- **August 2023 Release Update Rapido**  
There are no issues for the August Release Update.
- **August 2023 SF: 06638141**  
The **resource\_sharing\_request\_id.png** image is now available on the Resource Sharing Shipping Slip Letter.
- **August 2023**  
When selected in the **Customize**
  -  > User Customization > Records Customization, the **Publication Date**, **ISBN** or **ISSN** are now viewable on resource sharing requests.
- **August 2023 SF: 06615910**  
Previously, the **back to library search** button was missing. This was fixed.
- **August 2023 SF: 06638141**  
The **resource\_sharing\_request\_id.png** image now appears on the Resource Sharing Shipping Slip Letter.
- **August 2023 SF: 06348795**  
In some cases, creating a digitization request for a lending request would generate a strange error. This was fixed.
- **August 2023**  
When using the [Perform Lending Request Operation API](#), and an incorrect value was passed in the op parameter a general error message was sent. Now a dedicated error message indicates that the value of the op parameter is incorrect.
- **August 2023 SF: 06606878**  
In some cases, the **Get It** section did not display the pickup list of institutions. This was fixed.
- **August 2023 SF: 06550689 06620641**

- In some cases, changing the order of a request's rota generated an error. This was fixed.
- **August 2023 SF: 06650526 06652682 06672891 06729958 06765999**  
The Primo permalinks were missing from the **Access online** section. This was fixed.
  - **August 2023 SF: 06578071 06660708**  
When submitting a general digitization request with **Chapter/Article Title** and **Chapter/Article Author** in Primo, the information did not appear on the request. This was fixed.
  - **August 2023 SF: 06308848 06539091 05321286 06337649 06471587 06667962 06477135 06559589 06629084 06725928 06042479 06412204 06716907 06718358 05303959 05331953 06714251 05314447 06502879 06659910**  
In some cases, using the link resolver to match by title returned inaccurate results. This was fixed.
  - **August 2023 SF: 06787073**  
In some cases, lending requests failed to create an automatic move request. This was fixed.
  - **August 2023 SF: 06530192 06683953**  
An Oops error was displayed when adding an ISBN to Borrowing Request with long titles. This was fixed.
  - **August 2023 SF: 06502911 06568229 06596490 06695832 06710337**  
When copying Resource Sharing Partners to the partner lists, the partners were missing the **Holdings Code** field and the **Alma Network** checkbox was checked automatically on the Locate profiles configuration (**Configuration > Fulfillment > Resource Sharing > Locate Profiles**) even though the partners were not part of the Alma Network. Additionally, other fields were missing from the Locate profiles configuration. This was fixed.
  - **August 2023 SF: 06434853**  
The FulPlaceOnHoldShelfLetter **organization\_unit** field now contains the resource sharing library rather than the institution.
  - **August 2023 SF: 06567914 06575145 06595539**  
When using Patron Query Templates, Firefox incorrectly uses a single-line text box for the body of the patron query. This was fixed.
  - **August 2023 SF: 06581513**  
Lending requests were missing the **Publication date**, **Publisher**, and **Place of publication** fields. This was fixed.
  - **August 2023 SF: 06664826 06764361 06773090**  
In some cases, edits to the borrowing request **Reject reasons** were not saved. This was fixed.
  - **August 2023 SF: 06575763**  
In some cases, when performing a **Return** for a Borrowing Request, the setting for **Automatically print slip** always defaulted to **No**. This was fixed.
  - **August 2023 SF: 06592213**  
Previously, you could not copy information from the left pane to the right pane using Firefox or Chrome. This was fixed.
  - **August 2023 SF: 06561704**  
In some cases, borrowing requests were not showing the pickup location. This was fixed.
  - **August 2023 SF: 06468567 06493894 06661180 06706084 06723618 06762904**  
In some cases, selecting **Show file** on a borrowing request did not open the associated file. This was fixed.
  - **July 2023 SF: 06669552**  
In some cases, the document delivery digitization files were not accessible. This was fixed.
  - **July 2023 SF: 06590442 06633708 06652659 06665411 06683790 06693856**  
Previously, when a request for a physical item failed, the request was not sent to the next lender in the pod priority. This was fixed.
  - **July 2023 SF: 06577003 06635716**  
Previously, when an item from a borrowing request was received, and the format of the item was changed during the receiving process (e.g., from "Digital" to "Physical non-returnable"), the sliding panel did not close as it should have. As a result, an error message appeared. This was fixed.
  - **July 2023 SF: 06392637 06512968 06611859 06616442 06630091 06639460**  
When a borrowing request was rejected by an active partner, Rapido would not check for additional potential lenders in the pods, and the request remained in **Status: Rejected** instead of being sent to the next partner. This was fixed.
  - **July 2023 SF: 06621092**  
In some cases, the **Renew Response** sent by the lender was not processed on the borrower's side. This was fixed.

- **July 2023 SF: 06581549**  
Previously, the **Download** button was not translated for digital article requests filled by RapidILL. This was fixed.
- **July 2023**  
It is now possible to use the **fulfillment request ID**, **lending request internal ID**, or **lending request external ID** to find the relevant request in the Deliver Digital Documents screen.
- **July 2023 SF: 06577003 06635716**  
Previously, the right pane did not close when receiving an item with a different format. This was fixed
- **July 2023 SF: 06664393**  
Missing and lost items can no longer be requested through Rapido.
- **July 2023**  
For Rapido users who do not use Primo VE, when entering the userID, the API now retrieves all of that user's requests, ordered by **Creation Date** descending.
- **July 2023 SF: 06708417**  
Serial resource requests are now supported when refining an offer.
- **June 2023 SF: 06577200 06699233**  
In some cases, when a lending request was cancelled by the borrower, its status changed to **Cancelled** but then immediately changed to **Will Supply**. This was fixed.
- **June 2023**  
The option to convert a request type is now available for resource sharing requests.
- **June 2023 SF: 06662660**  
Previously, rejecting an email partner for a digital request failed. This was fixed.
- **June 2023 SF: 06611851**  
In some cases, the borrowing request **Volume** field was populated with incorrect data. This was fixed.
- **June 2023 SF: 06582336**  
When an available for group was added to an electronic resource, locating the resource did not work. This was fixed.
- **June 2023 SF: 06481727**  
In some cases, the **Lost** action was not available for resource sharing lending requests for some partners. This was fixed.
- **June 2023 SF: 06439796 06598030**  
In some cases, rejecting a partner request generated an error. This was fixed.
- **June 2023 SF: 06541122 06499443**  
In some cases, digital requests were shipped using an incorrect Document Delivery link rather than the file being uploaded to the request. This was fixed.
- **June 2023 SF: 06556629 06560321 06594021**  
When receiving an item for a borrowing request, when **Enable quick printing** was not checked, the confirmation message Quick print included the text **op:Quickprint:op** instead of a hyperlink to quick print. This was fixed.
- **June 2023**  
Enhancements were made to improve ReShare resource searches.
- **June 2023 SF: 06520499**  
When converting a digitization request to a resource sharing request, some metadata fields were mapped incorrectly. This was fixed.
- **June 2023 SF: 06536306**  
When request notes contained quotation marks, the notes could not be exported to ILLiad. This was fixed.
- **June 2023 Rapido SF: 06547665**  
When cancelling a Rapid ILL partner, if there were additional partners in the Rota, the request was cancelled instead of cancelling the partner and sending the request to the next partner in the Rota.
- **June 2023 Rapido**  
The partner address, phone number, and email address are now included on the resource sharing receive slip letter.
- **May 2023 Release Update Rapido SF: 06746776 06746834 06746961 06747169 06748218 06749190 06750351 06750442**  
When an institution has a circulation desk in the resource sharing library that does not have a hold shelf, the resource sharing request did not appear in the borrowing list. This was fixed.

- **May 2023**  
The **Not Equals** operator is not relevant for the **Label** input parameter on the mediation rules (**Configuration > Resource Sharing > Rapido Rules > Borrowing Mediation Rules**); therefore, this operator was removed and replaced by the Not in List operator.
- **May 2023**  
In some cases, the wrong Rapid R partner was used instead of using the partner that was linked to the owning library. This was fixed.
- **May 2023 SF: 06580668 06599733**  
Digital files were unavailable after being fulfilled, even though the days set in the **document\_delivery\_cleanup\_days** (**Configuration Menu > Fulfillment > General > Other Settings**) had not passed. This was fixed.
- **May 2023 SF: 06487127**  
When using the new resource sharing layout, it was not possible to override blocks on renewals and renewal requests. This was fixed.
- **May 2023 SF: 06639438**  
In some cases, expired files appeared as available in patron accounts even though the files were no longer accessible. This was fixed.
- **May 2023 SF: 06537916 06406650 06512631 06573072 06589648 06597549**  
Previously, the **General Messages** did not work in split view. This was fixed.
- **May 2023 SF: 06564597 06663951**  
When multiple requests had the same external ID, digital requests could not be fulfilled. This was fixed.
- **May 2023**  
Previously, it was not possible to edit lending requests in the right pane using the new UI. This was fixed.
- **May 2023 SF: 065565383**  
Previously, Spanish translations did not appear when using the new UI. This was fixed.
- **April 2023 SF: 06664393**  
In some cases, the DLR for hiding Rapido tiles when there were full text services did not work for e-books. This was fixed.
- **April 2023 SF: 06450014 06506030**  
In some cases, the total pages on the PNX record was incorrect which caused the copyright percentage to be calculated incorrectly for Rapido borrowing requests. A new **Percentage greater than 100** out-of-the-box rule (**Configuration > Resource Sharing > Rapido Rules > Borrowing Copyright Rules**) was added to handle these cases. This rule is disabled by default.
- **April 2023 SF: 06582336**  
Previously, the copyright **Rule of Five** (**Configuration > Resource Sharing > Rapido Rules > Borrowing Copyright Rules**) considered all past requests for the resource, and not only those for resources published in the last five years. This was fixed.
- **April 2023 SF: 06537768 06540522 06507783 06507792 06594675 06628388 06641355 06649603 06654109 06658816 06663476**  
In some cases, borrowing requests were shipped after being cancelled by the patron. This was fixed.
- **April 2023**  
The cost included on Rapido tiles is now displayed in 0.00 format.
- **April 2023 SF: 06664393**  
Borrowing requests from WorldCat did not have an OCLC number. This was fixed.
- **April 2023**  
Previously, the **Recalculate partner** action did not apply the mediation rules when there was no offer. This was fixed.
- **April 2023**  
For digital book chapter requests, the **Estimated delivery** date appeared even after the request was already sent to the patron. This was fixed.
- **April 2023**  
Previously, **Holdings** was not listed on the Borrowing/Lending Requests screen in the **Details sections customization** (Customize icon



> [User customization](#) > [Details sections customization](#)). This was fixed.

- **April 2023 SF: 06482964 06493631 06560562 06618069**  
Previously, the note was not displayed correctly in the General Assign To letter. The note now appears in the email rather than in the letter.
- **April 2023**  
In some cases, the library name was listed in the facet **Pickup Location** rather than the circulation desk name. This was fixed.
- **April 2023 SF: 06551687 06651579**  
Previously, when changing facets, the **View** preference reset to the list view. This was fixed.
- **April 2023**  
On the **Return** screen, the radio button labels were displayed in English rather than in the selected language. This was fixed.
- **April 2023 SF: 06346130**  
The No Rapido Offer Message **Help for this page** link ([Configuration](#) > [Resource Sharing](#) > [Configuration](#) > [No Rapido Offer Message](#)) now points to the correct page in the Rapido documentation.
- **March 2023**  
The requester input parameter in the borrowing mediation rule is now limited to the equal (=) operator since successful mediation for this parameter relies on this operator.
- **March 2023 SF: 06249616 06465304**  
For some libraries, users were unable to download the file using the **Fill locally** action for digital requests. Instead, they received the “An error has occurred” message. This was fixed.
- **March 2023 SF: 06265096 06284984 06291475 06525183**  
Previously, libraries received digital requests for items that were out on loan and not available. This was fixed.
- **March 2023**  
Previously, borrowing requests sent to Illiad received the **DocumentType** field as `Book Chapter` rather than the **DocumentType** field as `Book`. This was fixed.
- **February 2023 Release Update Rapido**  
Previously, integration with ShareIt did not work. This was fixed.
- **February 2023 Release Update Rapido SF: 06604217 06605311**  
When creating a request for Rapido tiles, the lender would fail to locate the requested resource. This was fixed.
- **February 2023 Release Update Rapido**  
When E-resources were linked to inventory groups, the Display Logic Rule for hiding Resource Sharing when full text service existed did not work properly. This was fixed.
- **February 2023**  
Previously, lending requests created from a pod with an expiration date were expiring on the right date, but the borrowing request did not move to the next lender. This was fixed.
- **February 2023 SF: 06392637 06512968**  
When a borrowing request was rejected by the active partner, Rapido would not check for additional potential lenders in the pods, and the request would be in status **Rejected** instead of being sent to the next partner. This was fixed.
- **February 2023**  
When populating the system control number in the borrowing request, Rapido was taking a random system number from the record in discovery. Now Rapido uses a system control number that is an OCLC number.
- **February 2023 SF: 06450014**  
In some cases, the copyright percentage for borrowing requests was calculated incorrectly. This was fixed.
- **February 2023**  
Previously, when creating an updated request, the note was not saved. This was fixed.
- **February 2023**  
In some cases, the **Self Owned and Self Owned And Available** mediation rules did not work. This was fixed.
- **February 2023 SF: 06250757 06429479 06465645 06559986**  
In some cases, sending borrowing requests to RapidILL failed. This was fixed.

- **February 2023**  
The duplicate check for borrowing requests was not being performed for requests created by the API. This was fixed.
- **February 2023**  
Previously, Save and Edit did not work for RapidILL book requests. This was fixed.
- **February 2023 SF: 06544847**  
When a borrowing request was exported to a third party, the **Other System Number** was labeled as an OCLC Number, even when the **Other System Number** was not an OCLC number. This caused incorrect items to be matched in the third party systems. This was fixed.
- **February 2023**  
Previously, when a request underwent multiple changes, there was no indication that the screen was refreshed. Now, a refresh indication was added.
- **February 2023 SF: 06450014**  
Previously, NCIP check out messages would reactivate completed lending requests instead of creating a new one. This was fixed.
- **January 2023**  
The refresh icon was missing from the Resource Sharing list. This was fixed.
- **January 2023**  
Previously, the ShareIt integration did not work as expected. This was fixed.
- **January 2023**  
In some cases, the fee was not created in the lending institution when it should have been. This was fixed.
- **January 2023**  
Rapido lending requests were being created for titles that did not have items in the participating items set. This was fixed.
- **January 2023 SF: 06518684 06558320**  
The ISO error messages are now more informative.
- **January 2023 SF: 06293095**  
Previously, when unchecking the **Supplies physical items** checkbox (**Configuration > Resource Sharing > Members > Physical Items Lending Policies**), the checkbox remained checked and automatically saved the member. This was fixed.
- **January 2023**  
Previously, the **Inventory Type** tooltip did not display the correct tooltip. This was fixed.