
I got a bad file from the Open Access Lender

- **Product:** RapidILL
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Keywords: Open Access, Lender, OA, Unpaywall, RapidILL, resubmit, Move On, Preprint, Unpublished Version, Abstract, Supplementary Data, Full Text, Cookie Banner, Privacy Banner, Bad File

Problem:

Your institution sent out a borrowing request, which was filled by the automated Open Access lender (RapidCode OPEN, branch Unpaywall), which supplied you with a bad file:

1. You got a preprint instead of the published version of the article.
2. You got a file that only contains an abstract, or supplementary data, instead of the full text.
3. You got a file that is partially covered by a privacy/cookie notice banner, and not all the text is visible.
4. Or you got a file that was unacceptable for any other reason.

When you try to resubmit the request, it routes to the Open Access lender again, which provides you with the same bad file.

Solutions and Workflows:

RapidILL maintains and develops the automated Open Access lender, which is usually configured as a first priority lender via the [RapidILL pod configurations](#). Due to its automated nature, the Open Access lender can fill requests in mere minutes, but that also means it sometimes lacks the benefit of human mediation, which results in files such as the one you received.

Letting Us Know

The RapidILL support team is always happy to get examples of bad files from the Open Access lender. These examples are forwarded to the RapidILL development team who are working on ways to improve the accuracy of the Open Access lender results and resulting files.

It's not mandatory, but we encourage you to [report this to us via a support case](#) so that we can learn how to make the Open Access lender more precise. In your case, please include the Rapid number of the request, and describe what was unexpected about the file.

Resolving This Specific Request: Using the Move On Workflow

This solution will handle resolving the issue for this specific request so that it can be filled by another lender.

1. For users that place and manage their borrowing request through **the RapidILL website**, or through **an integration with Alma, Clio, ILLiad, Koha, Relais or Tipasa**:
 1. Login to the [RapidILL website](#).

2. Navigate: Tools>Status Check.
 3. Search for the Rapid Number of the relevant request.
 4. In the resulting slip, chose the Move On action (see the [Status Check](#) documentation for more details about this).
 - Note: The Move On action is only available for one week after the request was filled.
 5. The request will now route to the next available lender, if one exists.
2. For users that place and manage their borrowing request through **Rapido**:
1. In your Rapido Borrowing Task List, search for the relevant borrowing request.
 2. Row Actions>Resupply (see the [Rapido documentation on the Resupply Action](#) for more details about this).
 - Usually, the Resupply action will ask the current lender to resend the file. The Open Access lender is programmed to reject the request when asked to resend any file, which moves the request on to the next available Rapid lender.
 3. The request will now route to the next available lender, if one exists.

Opting Out of the Open Access Lender

While we don't recommend it, if this is a recurring problem for your staff and patrons, you can ask support to opt your institution out of the Open Access pod. This means that the Open Access lender won't fill any more of your requests. Note that the Open Access automated lender usually fills up to 5% of requests for participating institutions within minutes of submission.

If you'd like to opt out of the Open Access pod, please [open a case to support](#).

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