

User Centric: Staff Efficiencies

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User Centric: Staff Efficiencies Roadmap

2023 H2	2024 H1	2024 H2
<ul style="list-style-type: none"> • New set facets and mediation parameters • Holdings visibility on Enrich from Global Index 	<ul style="list-style-type: none"> • Resource sharing partner cost functionalities • Configuring Lending Off Time Integrations 	<ul style="list-style-type: none"> • NERS Item: Contact RapidILL partners within Rapido • Searching Rialto Marketplace

2023 H2

Set Facets

What's New	Highlights	Impact
New set facets	<p>Pods</p> <p>Partners with zero values</p> <p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/03_Workflows/01_Rapido_Sets#Creating_Sets_Based_on_Undefined_Criteria</p>	<p>Sort requests and organize your workflows based on pods to support workflow or shipping differences you may use for various partners.</p> <p>Easily create sets during implementation process or prior to having the need for managing requests from particular partners.</p>

Mediate First Time Requests on Self Registered Users

What's New	Highlights	Impact
Mediation rule parameter to create mediation rule on self registered users.	<p>Mediate requests if the parameter of authorized user for resource sharing has a value of no.</p> <p>https://knowledge.exlibrisgroup.com/.../User_Requests</p>	Staff can review first time requests placed by self registered users. This allows staff to discern eligibility of the user and make any edits to the user or request prior to request fulfillment.

Copyright Information on the Right Pane

What's New	Highlights	Impact
View copyright workflow actions in the right pane of the request.	<p>Simplified workflow actions for processing requests stopped by copyright rules.</p> <p>https://knowledge.exlibrisgroup.com/...the_Right_Pane</p>	Process and perform copyright actions on borrowing requests with less clicks. These actions still exist under the edit view but access is also easy from the right pane of the request.

Partner Information at Enrich from Global Index Action

What's New	Highlights	Impact
More information to support staff workflows on requests needing mediation	<p>POD info/holdings info from staff view of GTI.</p> <p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/03_Workflows/03_Managing_Borrowing_Requests#Searching_and_Creating_Requests_from_the_Global_Title_Index</p>	Greater visibility supports decision making and efficient processing of mediated requests.

2024 H1

Further integrations with RapidILL

What's New	Highlights	Impact
New integration points with RapidILL	<p>It will be possible to configure lending off-times in Rapido and have them automatically registered as off-times in RapidILL, eliminating the need for configuring this in Rapid web pages.</p> <p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/02_Configuration#Disabling_Lending_Hours_in_Rapido</p>	Fully seamless workflow and configuration with RapidILL

Define Max Costs

What's New	Highlights	Impact
<p>Borrowing libraries will be able to define max costs. Defining max costs communicates to lenders the amount a borrowing library can afford to expend in acquiring the requested material.</p>	<p>Borrowing partner defines the maximum cost that they are willing or able to acquire for possible expenses associated with a borrowing request.</p> <p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/02_Configuration#Configuring_Maximum_Request_Costs</p>	<p>This practice prevents borrowers from accruing a fee higher than budgets or expectations allow. While still partnering with lending libraries that apply fees for their lending services.</p>

Generate Invoices

What's New	Highlights	Impact
<p>Lending libraries will be able to generate invoices for communicating with borrowing libraries.</p>	<p>Invoice partners as needed.</p> <p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/03_Workflows/04_Managing_Rapido_Lending_Requests#Creating_Invoices_for_Partners</p>	<p>The creation of invoices improves upon a library's ability to communicate resource sharing costs with the borrowing library partner. This new functionality allows libraries that rely on the payments generated from invoicing partners to be active participants in the community.</p>

Define Partner Costs

What's New	Highlights	Impact
<p>Rapido libraries will be able to define charges for lending to other libraries.</p>	<p>Expanding beyond reciprocal arrangements, libraries will be able to define charges for resource sharing lending.</p> <p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/02_Configuration#Configuring_Shipping_Cost_Lender_Rules</p>	<p>Reciprocal arrangements are currently a standard in Rapido. This works well for many libraries but there are libraries and relationships that may need to charge partners. By defining charges for lending, Rapido is a resource sharing solution for a variety of library models.</p>

Change Pick Up Location

What's New	Highlights	Impact
<p>Functionality for staff to change the owning library and pickup location of a borrowing</p>	<p>Staff will be able to change the owning library and pickup location to meet the user's need.</p>	<p>When requests are converted from digital to physical the owning library is automatically assigned, staff may need to change this designation to meet the user's needs. This allows users to get their materials where they want and need them.</p>

What's New	Highlights	Impact
request.	<p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/02_Configuration#Associating_Pickup_Locations_with_Resource_Sharing_Members</p> <p>https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/03_Workflows/03_Managing_Borrowing_Requests#Converting_a_Borrowing_Request_Type</p>	

2024 H2

NERS Item: Contact RapidILL partners within Rapido

What's New	Highlights	Impact
A new workflow action to send an email to a RapidILL partner library directly from within Rapido.	<p>Workflow to support contacting lending partners for nonreturnable items from within the requests.</p> <p>See communicating with partners.</p>	Communicate with libraries beyond the response of a bad citation. The workflow action to supports communication and inquiry around acceptability of different available versions or formats. This may allow lending libraries to fulfill requests and meet the needs of borrowing partners.

Searching Rialto Marketplace

What's New	Highlights	Impact
Searching Rialto Marketplace from Rapido request.	<p>Rapido workflow to support integrated use of Rialto.</p> <p>Release notes</p> <p>Documentation</p>	Rapido is a part of the resource sharing ecosystem. Rapido libraries connect peer to peer with partners across resource sharing solutions.

Option to skip self ownership check for requests routed to RapidILL partner

What's New	Highlights	Impact
<p>Choose to skip self ownership check done when request is sent to RapidILL partner.</p>	<p>Today, mediation rules can be used checked for self ownership. If requests are released from mediation and assigned the RapidILL partner self ownership is reviewed a second time.</p>	<p>Rapido libraries can use mediation rules for self ownership checks on borrowing requests. Requests which are then routed to RapidILL partners are again checked via RapidILL functionality. A request is then updated to locally owned. This can result in staff redundant staff review on a request that was already mediated and reviewed. A new parameter will allow libraries to determine if they want to continue to have RapidILL self ownership checks.</p>