

Requests in Rapido

Requests can be entered by patrons using a fulfillment system, such as Primo. Requests can also be entered manually into Rapido by librarians or generated internally by your ILS.

Request Types

The following table describes all the types of requests that you may encounter.

Request Types

Request Type	Description
Borrowing	A resource sharing request placed by a local patron and fulfilled by another institution. Implemented as an ILL outgoing request.
Lending	A resource sharing request placed by another institution's patron and fulfilled by the local institution. Implemented as an ILL incoming request.

Pages for Managing Requests

You can search for many types of requests using the persistent search box that appears at the top of every page.

Rapido includes several pages that display or enable you to work on requests:

Rapido Pages for Managing Requests

Page	Path	Request Types	Roles	Description	More Information
Resource Sharing Borrowing Requests	Borrowing Task List	Borrowing	Fulfillment Services Operator Fulfillment Services Manager	<p>Patrons can locate resources at other institutions and ask that they be delivered to the local institution. This creates a borrowing request at the local institution and a lending request at the partner institution.</p> <p>For physical items, the item is received by the local institution, picked up and returned by the patron, and (typically) returned to the partner institution. Electronic items can be delivered digitally or physically from the partner institution.</p> <p>On this page, you can:</p> <ul style="list-style-type: none"> • Add a new borrow request • View, edit, copy, cancel, or reject a request • Ask the patron for more information • Edit the physical item's information 	Resource Sharing Borrowing Requests

Page	Path	Request Types	Roles	Description	More Information
				<ul style="list-style-type: none"> Recalculate the rota (see Resource Sharing Partners and ROTAs) Send the request to the partner institution Mark a request as recalled by the partner institution, received, returned by the patron, or completed (remove the request) Renew a request or request a renewal of a request 	
Resource Sharing Lending Requests Task List	Lending Task List	Lending	Fulfillment Services Operator Fulfillment Services Manager	<p>Patrons at other institutions can locate resources at your institution and ask that they be delivered to the other (partner) institution. This creates a borrowing request at the partner institution and a lending request at your institution.</p> <p>For physical items, the item is picked up at the stacks and sent to the partner institution and then received back from the partner institution and (typically) returned to the stacks. Electronic items can be sent digitally or physically.</p> <p>On this page, you can:</p> <ul style="list-style-type: none"> Add a new lend request View, edit, copy, cancel, or reject a request Locate the item and print a slip for it Fulfill the request, physically or digitally Extend the due date for the request Communicate with the borrowing institution 	Resource Sharing Lending Requests

Resource Sharing Partners and Rotas

A *partner* is an institution, other than yours, that is willing to fulfill a resource sharing request or that may ask you to fulfill a resource sharing request. A *rota* is a list of partners that are queried to see if they can fulfill a particular resource sharing borrowing request. A rota can be ordered, where the partners are queried in a specific order, or random. You can have multiple rotas, each defined by a *rota template*.

When you create a borrowing request, you can manually assign one or more partners to the request, either directly and/or using one or more rotas. A rota is also assigned automatically if it matches a *rota assignment rule*.

To configure partners, see [Resource Sharing Partners](#). To configure rota templates, see [Configuring Rota Templates](#). To configure rota assignment rules, see [Configuring Rota Assignment Rules](#).

Resource Sharing Requests with Multiple Items

Resource sharing requests may be fulfilled by one or more items. When multiple items have been shipped for a request, multiple line items are displayed in the following places:

- [Receiving/Shipping Items](#)

Additionally, the Resource Sharing Task List indicates the existence of multiple items with a **Multiple Barcodes** link (see also [Receiving or Shipping Multiple Items for a Single Request](#)).

In contrast, the My Account request list shows only one line item per request. This is because Primo displays only the resource sharing request, regardless of how many items shipped to fulfill the request, while Rapido displays all the items to the operator that are on a shelf or in transit.

Request Jobs

Rapido provides several jobs that can be used to manage requests in bulk.

Scheduled

- [Expired Resource Sharing Request](#) — Checks for expired resource sharing requests.